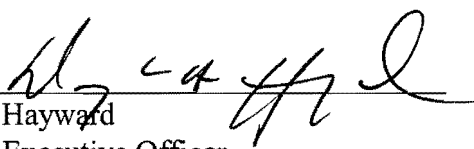

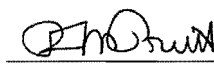

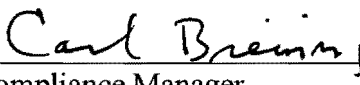


**KERN HEALTH SYSTEMS
POLICIES AND PROCEDURES**

SUBJECT: Provider Portal - Privacy and Security		INDEX NUMBER 7.11-P	Page 1 of 5
RESPONSIBLE DEPARTMENT HEAD: Chief Information Officer			
Review Date		03/2012	
Effective Date	07/01/09		
Revision No.	2009-06		

Approved		Date	3/29/12
	Doug Hayward Chief Executive Officer		
Approved		Date	3/23/2012
	Becky Davis Chief Operating Officer		
Approved		Date	3/16/2012
	Phil Driscoll Chief Information Officer		
Approved		Date	3/21/2012
	[unclear] Director Provider Relations		
Approved		Date	3/21/12
	Carl Breinin Compliance Manager		

POLICY¹:

This policy is designed to protect and safeguard the privacy of personally identifiable information that is collected, presented, or stored by the Kern Health Systems (KHS) Provider Connection website (simply referred to as the "website or portal").

This Privacy and Security Statement is not intended to govern any web sites and/or services operated by third parties.

PURPOSE:

To establish technical guidelines that governs the KHS Provider Connection website and its usage by internal and external entities. This policy establishes minimum safeguards that will be applied to any information that is conveyed or presented during all transactions on the portal.

DEFINITIONS:

SSL	A protocol designed by Netscape Communications Corporation to provide
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POLICIES AND PROCEDURES

SUBJECT: Provider Portal - Privacy and Security	INDEX NUMBER 7.11-P	Page 2 of 5
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	secure communications over the <u>Internet</u> using <u>asymmetric key encryption</u> . SSL is layered beneath application <u>protocols</u> such as <u>HTTP</u> , <u>SMTP</u> , <u>Telnet</u> , <u>FTP</u> , <u>Gopher</u> and <u>NNTP</u> and is layered above the connection protocol <u>TCP/IP</u> .
Cookies	A message, or segment of data, containing information about a user, sent by a Web server to a browser and sent back to the server each time the browser requests a Web page.
Firewall	A software program designed to protect a network by preventing unauthorized users from gaining access, or by monitoring transfers, of information to and from the network.
Protected Health Information (PHI)	All "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral.
Individually Identifiable Health Information	Information, including demographic data, that relates to: the individual's past, present or future physical or mental health or condition; the provision of health care to the individual; the past, present, or future payment for the provision of health care to the individual; and information that identifies the individual or for which there is a reasonable basis to believe can be used to identify the individual.
Internet Protocol (IP)	A protocol that specifies the way data is broken into packets and the way those packets are addressed for transmission over the Internet.
American Registry for Internet Numbers (ARIN)	The American Registry for Internet Numbers (ARIN) is a Regional Internet Registry (RIR) incorporated in the Commonwealth of Virginia, and provides services related to the technical coordination and management of Internet number resources in its respective service region. The ARIN service region includes Canada, many Caribbean and North Atlantic islands, and the United States.

PROCEDURE:

1.0 Roles and Responsibilities

Kern Health Systems has published, operates, and maintains: <https://providerportal.khs-net.com/KernPublish/Login.aspx>. KHS and its officers, directors, employees, agents', contractors and subcontractors are required to honor this Privacy and Security Policy.

Information that is shared or stored on the website is kept confidential and all transactions are fully secure. Transactional information is protected using "Secure Socket Layers (SSL)" as it passes between the web-browser and the KHS web-servers and only authorized persons are permitted to access any personal information that is used to identify remote users. All information collected from the website, including individually identifiable health information, names, email, addresses, and telephone numbers are stored behind a firewall, in a secure database, and network security practices have been implemented to enhance the protection of your information from outside attack by hackers and curious visitors. KHS wants to assure all users or contributors that

POLICIES AND PROCEDURES

SUBJECT: Provider Portal - Privacy and Security	INDEX NUMBER 7.11-P	Page 3 of 5
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confidentiality is a priority. The KHS Provider Relations Department assigned a unique user name and password to remote administrators who in turn create local users that are authorized to access the Provider Connection for a specific vendor.

The assigned user name and password will be used to authenticate a remote user when entering the website. After website authentication, the access granted is based on the vendor associated with the credentials and only access to specified web pages related to the vendor are allowed. Any attempt to access Health Information other than what has been granted permission is in violation of this agreement.

2.0 Personally-Identifiable Information Collected and Stored

KHS may use personal information that is voluntarily submitted to identify and register remote users for the password-protected portion of the website. The following information may be requested:

- A. A Secret Question or Secret Response if you forget or misplace your password.
- B. Personal information, such as physical address or email via our website, in order to deliver materials requested or respond to inquiries were made.
- C. By providing an email address, you are providing KHS with an easy way to disseminate information. Email addresses are never sold or distributed to other entities without consent of the email address owner.

The purpose of obtaining Personal Information is to provide a secure website that has properly validated the entry into the website and handling of informational requests or data submission. KHS does not disclose, give, sell, or transfer any personal information about our visitors unless required by law enforcement or statute.

3.0 Internal Security Procedures

KHS utilizes a variety of security technologies, including encryption, authentication and monitoring to safeguard the integrity of the information and prevent unauthorized access. KHS is required to use Secure Sockets Layer (SSL) technology to protect the information that is transmitted and received to the website. The website and all associated data are protected by an industry leading commercial firewall technology which protects the website server equipment and databases from intrusion by unwanted sources. The firewall restricts IP addresses that have been assigned to foreign countries, as registered by ARIN, and this helps ensure that U.S federal law enforcement has jurisdiction over any disputes that may arise.

POLICIES AND PROCEDURES

SUBJECT: Provider Portal - Privacy and Security	INDEX NUMBER 7.11-P	Page 4 of 5
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We collect and store related information about the computer that visits the website. Information may include the date and time the website was accessed, the source Internet Protocol (IP) address and the user name (not password) used to log into the website. We use this information to diagnose problems with our servers and to administer security over the website. We honor law enforcement warrants or subpoenas for Internet logs.

4.0 COOKIES

KHS does not use cookies on the Provider Connection website.

5.0 Illegal or Suspicious Activity

Suspicious activity logs or access to information on the website may be kept indefinitely for security and audit purposes. Any evidence of website attacks or other malicious activity against the website, network security devices, database, or any related equipment and software may be shared with law enforcement agencies as necessary to apprehend and prosecute individuals who attempt to access resources in an illegal or unauthorized manner.

6.0 Legal Notices

KHS cooperates with law enforcement, as well as other third parties, to enforce laws. We will disclose any available information to law enforcement or other government officials as we, at the sole discretion of KHS, believe necessary or appropriate in connection with an investigation of fraud, intellectual property infringements, or other activity that is suspicious or illegal that may expose KHS, our services, associated connected content providers, or remote users to eliminate any legal liabilities.

Kern Health Systems maintains the provider connection website to provide immediate access to information about our Health Plan, member information, vendor payments, authorizations and other data. This service is continuously under development and while we will always attempt to present information that is current and accurate, KHS make no warranty of any kind, implied or expressed, as to its accuracy, completeness or appropriateness for any purpose. We will make all efforts to correct errors that are brought to our attention by the remote or local users of the website.

KHS does its best to protect all the users privacy, but we cannot be responsible for the privacy practices of other websites. Any links to websites that are not hosted by KHS does not constitute or imply endorsement by KHS. Additionally, we cannot guarantee the quality or accuracy of information presented by websites not hosted by KHS. It is always encouraged that users review information for accuracy and the privacy practices of all websites that are visited.

POLICIES AND PROCEDURES

SUBJECT: Provider Portal - Privacy and Security	INDEX NUMBER 7.11-P	Page 5 of 5
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¹ Revision 2012-03: Major policy revision provided by Chief Information Officer. Title changed due to the amount of information that is relevant to Internet Website activity. **Revision 2009-06:** Policy created to provide privacy and security to the KHS provider portal (website).