



MOBILE HEALTH AND YOUR PRIVACY

At Mobile Health, we make it our priority to ensure your information stays private by protecting it from loss, misuse, or unauthorized access. This document provides an overview of how Mobile Health protects and uses your data while helping you make the best choices for your health.

Technology & Safeguards:

Mobile Health uses industry recognized safeguards and technology to protect your personal data including encryption, strict authentication credentials to control access to data, multiple firewalls, and state of the art data centers.

Certifications&Compliance:

Mobile Health has achieved HITRUST CSF Certification, which indicates we are compliant with key healthcare regulations and requirements for protecting and securing your private healthcare information. This includes compliance with regulations such as HIPAA, HITECH (Health Information Technology for Economic and Clinical Health Act), ISO 27001 (International Organization for Standardization), and NIST (National Institute of Standards and Technology).

When you register for Mobile Health, you will be presented with a privacy statement. The privacy statement describes the information Mobile Health gathers from you, how Mobile Health uses your information, and how Mobile Health protects your information.

Private Health Information:

Mobile Health works like many of the apps or websites you're familiar with today such as Amazon or Apple Health; the more you interact with Mobile Health, the more it "learns" about you and your preferences, and the more it can personalize your experience. For example, if you entered a blood sugar measurement into Mobile Health and the measurement was outside of the "healthy range," the built-in algorithms would alert you to this health risk. Mobile Health would also direct you to health resources offered by your employer to help lower your blood sugar, including any applicable incentive programs or rewards for which you may be eligible. Mobile Health can personalize your communications and your health pathway based on your interactions with the platform, allowing you to make the best choices for your health.

Personalized Communications:

Mobile Health includes an administration dashboard which allows employers to send targeted messages to employees without the employer seeing private health information. Your employer simply specifies a communication or incentive and provides the parameters for the type of employee who should receive it. For example, your employer may use the administration dashboard to send a message to all employees with high blood sugar. Your employer would simply type the message into the dashboard, setting parameters to only send the message to "employees with a blood sugar over 120." Mobile Health sends the message to any employee who has a blood sugar matching the criteria without revealing to the employer which specific employees received the message. Messages can be sent to employees based on various criteria including location, health plan, health status, or life events.

Personal Concierge:

Most of us lead busy lives, and after work, commuting, and taking care of our families, little time is left each day. Mobile Health is meant to simplify your HR, benefits, and employer communications by notifying you only if information pertains to you. This ensures you are maximizing your health and wellbeing resources while receiving important and timely communications from your employer. Mobile Health is your personal concierge – we simplify healthcare, secure your personal information, and allow you to access important health, benefit and HR information when you need it.

