



## Frequently Asked Questions (FAQs) About the HUSKY Health Secure Provider Portal

### 1. What is the HUSKY Health Secure Provider Portal?

This is the secure way that your health providers have computer access to health information that HUSKY Health has about you.

### 2. What is a Primary Care Provider (PCP)?

A PCP is the provider you chose or who HUSKY Health assigned to you based on where you get your primary health care. Your PCP both provides and manages your health care. Your PCP treats you and also helps make sure that you and your family get all of the health screenings and immunizations that you need. Also, if you need to see a specialist for any reason, your PCP will help you by referring you for such care. **For help choosing a PCP, getting the name of your PCP, or changing your PCP, please contact us at 1.800.859.9889.**

### 3. What health information will my PCP, the specialist who manages my care, or my hospital have about me through the HUSKY Health Secure Provider Portal?

PCPs have computer access to health information about the services they have provided to you. Unless you tell us that you don't want them to (called "opting out"), your PCP, the specialist who manages your care, and the hospital you go to for care will have computer access to health information from your other providers so that they may better manage your care. For example, they will be able to see information from other hospitals, specialists and pharmacies about certain health problems you have had, where you went for treatment, and the treatment and medications you received so they can treat you better.

### 4. Does it help me for my PCP, the specialist who manages my care, and my hospital to have computer access to information about me from my other providers?

Yes. Having computer access to information about you from your other providers helps these providers make good decisions about the best way to treat you and make sure you get all the care you need. If you are hurt and these providers need information about you right away in order to give you proper care, the information will be right there.

### 5. Are there any risks to these providers having computer access to information about me from my other providers?

There is always the possibility, although very small, that someone other than your PCP, your specialist, or your hospital could get access to your electronic health information. Of course, this is also possible if your health information is sent using paper. If we learn that your privacy has been compromised in any way, we will look into the situation and take necessary action. If you have a concern about this, you may contact us.

### 6. What health information will NOT be provided to my PCP, my specialist, or my hospital without my consent?

Unless you sign a special consent form, your PCP, the specialist who manages your care, and your hospital will not see electronic health information that HUSKY Health has about you from your behavioral health providers, including substance abuse treatment programs, nor will they see any HIV-related information that HUSKY Health has about you. You can get this special consent form from your PCP, your specialist, or your hospital, our website at [portal.ct.gov/husky](http://portal.ct.gov/husky), or by calling 1.800.859.9889. If you sign this special consent form and then change your mind and you do not want this sensitive information shared with your PCP or your hospital, you must ask us in writing. You may do this at any time using a special revocation of consent form that you may get in the same ways that are described above.

### 7. If I opt out, will my PCP, my specialist, and my hospital still have access to medical information about me from other providers?

Yes. The information will still be available on paper to your PCP and your hospital to manage your care. But if you opt out, they may not know right away about the care you have gotten from other providers and the medicines you take. Having this important information about you helps them provide you with quicker and better care.

### 8. How do I opt out?

You must opt out in writing by signing and sending us a completed form, telling us that you do not want your PCP, the specialist who manages your care, or your hospital to have computer access to ANY health information that HUSKY Health has about you from ANY of your other providers. We are enclosing a form for you to use if you wish to opt out. You can also download the form from our website at [portal.ct.gov/husky](http://portal.ct.gov/husky) or you can call 1.800.859.9889 and ask us to mail you one. If you are the head of a household, you may also opt out for children under 18 years old. If there are other adults in the household, each one must opt out separately. **You do not need to return this form if you are fine with your PCP, the specialist who manages your care, and your hospital having computer access to your health information.**

### 9. If I want to opt out, when do I need to tell HUSKY Health?

You may opt out at any time. But in order to make sure that we follow your instruction, you must send in the form 3 weeks from when we enroll you. If we get your opt-out request after that, it may take a few weeks to comply with your request.

### 10. If there is an emergency and I have opted out, will my PCP or my hospital be able to get my information electronically to treat me for the emergency?

Yes. Even if you have opted out, in a true emergency, your PCP, specialist, and/or hospital will be able to get health information about you from your other health providers using the computer.

### 11. If I opt out, can I change my mind?

Yes. If you have opted out and you change your mind and no longer want to opt out, you must ask us in writing to cancel your opt-out request. You may do this at any time. There is a form for this purpose on our website at [portal.ct.gov/husky](http://portal.ct.gov/husky), or you can call 1.800.859.9889 and ask us to send you the form.

### 12. Who can I contact if I have any questions about this FAQ?

You may call HUSKY Health at 1.800.859.9889 or go to our website at [portal.ct.gov/husky](http://portal.ct.gov/husky).