

Terms and Conditions

Piedmont WellStar HealthPlans, Inc. (PWHP) provides population health management services to its members. Services include wellness program tools and technology, including this website. Services also include the health assessment, online lifestyle improvement programs and interactive health education provided on this website. Individuals do not need to be enrolled in medical benefits to receive these services.

PWHP additionally provides health plan administrative services. Services provided under health plan administration include provider network access, provider networking management, quality assurance and process improvement, utilization review and management, covered member services and claims administration.

PWHP provides these tools, technology and services through its contract with Evolent Health, and Evolent Health's license with UPMC Health Plan. All references to Piedmont WellStar HealthPlans, Inc. (PWHP) in this notice reference this contract.

The wellness program launches for all employees on October 1, 2013 under Evolent Health's management. PWHP would take over that management as of January 1, 2014.

By using our site, you agree to the following terms of use, which constitute an agreement between PWHP and you. This website is designed for general educational and informational purposes only and does not render medical advice or professional services. The information provided through this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional health care, and is designed to support – not replace – the relationship you have with your healthcare provider. If you have, or suspect that you may have a health problem, you should consult your healthcare provider. If you think you may have a medical emergency, call your doctor or seek emergency medical services immediately. PWHP disclaims any liability whatsoever for any documentation, information, programs, software, or other material that is or may become a part of the website. Under no circumstances shall PWHP or any of its related, affiliated companies, or any health plan on whose behalf it provides this website, be liable for any direct, indirect, incidental, special, consequential or punitive damages that result from the use of, or the inability to use this website/portal, including with respect to the accuracy of any information contained on the website and whether the information is appropriate for any particular purpose. We, our related, affiliated companies, or any health on whose behalf this website is provided, do not offer you any warranty or guarantee related to our sites; we specifically disclaim any warranties, expressed or implied. It is the responsibility of visitors to our site to evaluate the information we provide and determine its relevancy and usefulness to them.

PWHP does not warrant or guarantee that the information will meet your needs and requirements and/or will not be offensive to any user.

Our website may include links to third-party web service providers. These links are provided solely as a convenience to you and not as an endorsement of the content on such sites. We are not responsible for the content of linked third party sites.

General Online Privacy Policy

PWHP is respectful of the privacy concerns of the visitors to its internet portal. We are committed to providing an educational and informational website for PWHP's members 18 years of age and over

Using "Cookies" to Monitor Website Usage

When you access the website, we may monitor and record your usage of our site during your visit. We collect this information only to enhance your experience while you are here. For example, we use the information to help make the site as consumer-friendly and informative as possible.

We monitor your visit to the site through the use of "cookies." A "cookie" is a piece of data that a website can send to the browser on your computer while you are using the site, for recordkeeping purposes. A cookie is not a computer program — it cannot read data from your computer, perform any action on your data, or embed any commands in your computer. While cookies are used to identify repeat visitors to a website, they do not contain any personally identifying information about you, such as your name, e-mail address, user ID, or password.

Cookies cannot gather any personal information about you other than information you provide voluntarily, such as the information you enter if you choose to register on the site.

PWHP uses cookies to help ensure security. By examining cookies during a visit, the website can verify that the visitor requesting an action is still the same visitor who originally logged on to the site. Cookies also keep track of aggregate statistics for a website, such as the total number of visitors that use the site, the server location from which each visitor accesses the site and the number of pages each visitor views. PWHP collects this information but never provides it for sale, lease or other arrangement with any third party. PWHP uses the information internally as a tool to improve the quality of the information and services we offer through our website.

Most browser software lets you decide whether or not you want to allow cookies to be created. You can set your browser to notify you when a website sends a cookie to your computer. Most browsers also provide a way for you to remove cookies from your computer. If you tell your browser to deny cookies while you are visiting the PWHP website, your visit may be terminated for your protection.

Please be advised that when you are accessing PWHP's third party tools and web service providers, such as links to external websites, such third party may also collect information about you, including, but not limited to non-personal information such as an Internet protocol (IP) address, and the information they collect is covered under that particular third party's privacy and information security policies, not PWHP's terms and conditions, User Agreement, Privacy and Security Policies, and/or Notice of Privacy Practices.

Security Policy

PWHP is committed to complying with all federal, state, and local laws, as well as applicable regulations, standards, and guidelines established by government agencies and accepted accrediting organizations.

To access information in our secure portals, we will provide a secure transmission method for you to send us personal information, including (but not limited to) primary personal information (such as name and contact details). Once you have successfully registered for one of our secure portals, we will ask you for an identifier (e.g., member ID, user ID, website password, etc.) and a password to authenticate your visit to the site.

While such secure transmission methods provide reasonable protection against unauthorized access, if you have concerns regarding the transmission of sensitive information (such as medical information), you should consider using non-electronic communication methods.

We have implemented security policies, rules, and administrative, physical and technical safeguards and measures to ensure and maintain the confidentiality, integrity and availability of the personal data we collect and maintain on behalf of your health plan and to protect the personal data that we have under our control from:

- Unauthorized access

- Improper use or disclosure
- Unauthorized modification
- Unlawful destruction or accidental loss

All our employees and data processors who have access to, and are associated with, the processing of personal information are obliged to respect the confidentiality of our visitors' personal information.

Content Review

PWHP's goal is to provide high quality health information through the content on its websites. Every effort has been made to provide accurate, timely and comprehensive information that will be useful to our readers.

We define content as all material (text, images, graphics, tables, audio, and visual) and menu icons, bars, listings, indices, as well as functions that support content, such as links, navigation, searches, and calculations.

PWHP uses original, stock, and purchased photography on the website. The individuals portrayed in the images are models and are not intended to imply endorsement or association with any illness or condition.

We do not offer you any warranty or guarantee related to our sites; we specifically disclaim any warranties, expressed or implied. It is the responsibility of visitors to our site to evaluate the information we provide and determine its relevancy and usefulness to them.

We welcome your feedback about the content provided on the PWHP website. However, we must make the final decisions about the information that is posted on our site to ensure that it meets the needs of all of our users.

Restrictions on Use

By using our website, you agree to the terms of use contained herein, which constitute an agreement between PWHP and you.

We may change these terms from time to time. You may view the most current version through the link that appears on the bottom of all pages on our website.

PWHP owns the information on this website. The entire contents and design of this site are protected under U.S. and international copyright laws. You may look at our website online, download information to your computer to read later, or print copies of pages for yourself, your family, or your friends. However, you must not remove any copyright notices from our materials. We reserve all other rights, meaning you must not sell our information, rewrite or modify it, redistribute it, use it on your own website, or use it for any other commercial purpose without our prior written permission.

PWHP, through our partnership with Evolent Health and UPMC Health Plan, controls the websites from offices in Pittsburgh, Pennsylvania, USA. By accessing our websites, regardless of where you are located, you agree that the statutes and laws of the Commonwealth of Pennsylvania will apply to all matters regarding the use of our website.

By accessing our website, you agree to these terms and conditions. We reserve the right to change the terms and conditions when necessary, and your continuing use of our website constitutes your acceptance of, and agreement to, any changes.

Not a Substitute for Medical Advice

The contents of PWHP's website, such as text, graphics, images, information obtained from PWHP's licensors, and other material contained on the websites ("Content") are for informational purposes only and are not intended to render medical advice or professional services. The information provided through

this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional care. If you have or suspect you may have a health problem, you should consult your healthcare provider. Never disregard professional medical advice or delay in seeking it because of something you have read on PWHP's website.

PWHP, its related, affiliated companies, and any health plan on whose behalf it provides this website, disclaim any liability whatsoever for any documentation, information, programs, software, or other material that is or may become a part of the website. Such entities do not warrant or guarantee that the information will not be offensive to any user. The user is hereby put on notice that by accessing and using the website, the user assumes the risk that the information and documentation contained in the website may be offensive and/or may not meet the needs and requirements of the user.

Termination

These terms and conditions are in effect unless and until modified as noted above, or terminated, at any time, by PWHP. If, in the sole discretion of PWHP, you fail to comply with these terms and conditions, PWHP may terminate these terms and conditions without notice and deny you access to the Site.

Contacting Us

Should you have any questions regarding these Terms of Use, the internet privacy and security policies, Notice of Privacy Policies, or the collection, retention, or management of any information on this website, please contact Member Services at 678.503.1900, Monday – Friday, 7 a.m. to 7 p.m., and Saturday, 8 a.m. to 3 p.m. TTY/TDD users call 855-275-1266.