

THE FOUNDATION

Online Status Tracking System

User Agreement

This agreement is established between the Humboldt-Del Norte Foundation for Medical Care (hereafter "THE FOUNDATION") and _____ for the purposes of enrollment in the Foundation's Online Status Tracking System detailed herein.

Recitals

- A. THE FOUNDATION has contracted with certain health plans to process medical management and claims for plan enrollees.
- B. THE FOUNDATION has developed an internet web site for the use of its contracted provider offices whereby users may check the status of outpatient authorization requests and claims submitted to The Foundation in the previous 90 calendar days.
- C. User wishes to enter into an agreement with THE FOUNDATION for use of Online Status Tracking System.
- D. User is a provider office contracted with either The Foundation or the HDNIPA for the purposes of providing professional health care services to plan enrollees.

THEREFORE, in consideration of their mutual promises herein, THE FOUNDATION and User agree as follows:

1. Confidentiality

User will access The Foundation Online Status Tracking System only for the purposes of retrieval of Status status reports for your practice only from the Foundation's secure web server. Any misuse or abuse of The Foundation Online Status Tracking System may result in immediate termination from the program.

As with any health care medical management processing subject, patient and provider specific data the confidentiality of information passed between agencies, is of paramount importance. Any and all patient and/or provider specific data must be kept in the strictest confidentiality. Any breach of this confidentiality will result in immediate termination from The Foundation Online Status Tracking System and may result in the filing of criminal and/or civil litigation against the practice, provider and FOUNDATION.

2. Technical Support

The Foundation Online Status Tracking System is supported during normal business hours (Monday through Friday, 8am to 5pm). Technical Support may be obtained by contacting the Foundation's Customer Service Department via email at csr@hdnfmc.com or by calling 443-4563, ext. 54.

In order for a provider office to access the Foundation Online Status Tracking System, the practice will need to establish an account with an internet service provider (ISP). User will further need to have a current version of a web browsing software installed on their computer (this software is available from most ISPs and can also be supplied by FOUNDATION at no cost).

By your acceptance of this Agreement as indicated by your signature below, you assume the responsibility for all use of the Foundation Online Status Tracking System and agree to indemnify and hold harmless from any liability or claim of any person arising from such use. FOUNDATION shall not be responsible for any loss or damage arising out of, or in connection with, the use of the Foundation Online Status Tracking System, including without limitation, data or equipment. In no event shall FOUNDATION be held liable to User for any incidental, consequential, exemplary, or

damages (including without limitation damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use or inability to use the Foundation Online Status Tracking System, even if User has been advised of the possibility of such damages.

3. User Responsibilities

The following are responsibilities accepted by your practice when participating in The Foundation Online Status Tracking System:

- a. It is the responsibility of the User to contact FOUNDATION **within 24 hours** whenever a member of your staff who had access to the User's logon name and password for the Foundation Online Status Tracking System leaves your employ. FOUNDATION will then issue a new password within 24 hours and communicate it to the designated contact noted in Exhibit A of this Agreement via telephone and U.S. mail.
- b. It is also your responsibility to maintain in strictest confidence the logon name and password assigned to you for the purposes of accessing the Foundation Online Status Tracking System. Any disclosure of this information or the information contained in the reports retrieved from the web site to unauthorized persons may result in immediate termination from The Foundation Online Status Tracking System and in the filing of criminal and/or civil litigation (see Confidentiality – Section 1).

4. Term and Termination

- a. This Agreement shall become effective on the date of the final signature and shall continue for a period of twelve (12) months, and shall thereafter automatically renew for successive periods of twelve (12) months each, unless terminated by either party verbally or in writing.

THE FOUNDATION

By: _____

(signature)

Print: _____

Title: _____

Date: _____

Your Office

By: _____

(signature)

Print: _____

Title: _____

Date: _____

Exhibit A

User Information

User Office Name: _____

User Contact Name: _____

User Contact Mailing Address: _____

User Contact Phone Number: _____

User Contact Fax Number: _____

User Contact Email Address: _____

Tax ID(s) under which claims are submitted: _____

User Log On: _____

(User choice – maximum of 48 characters)

User Password: _____

(User choice –see rules below)

- Minimum length of 6 characters
- Your username cannot be part of your password
- Your password must contain at least 1 numeric character (0-9)
- Your password must not contain sequential characters (ie: abc, 789)
- Your password must not contain repeating characters (ie: 222, zzz)
- Your password must not contain a word found in the dictionary (ie: cat, him, book)

Do not disclose your password to anyone at any time.

Do not store your password in written form in any location.