

Web privacy and confidentiality policy

Thank you for visiting the UltraBenefits, Inc Web site. Your personal privacy is important to us. To better protect your privacy, this notice explains how we collect and use your personal information.

On this page:

- [Collection and use of personal information](#)
- [Collection and use of other information: cookies](#)
- [E-mail](#)
- [Security](#)
- [Linked sites](#)
- [HIPAA](#)
- [Policy is subject to change](#)
- [Questions?](#)

Collection and use of personal information

Our Web site provides you with the opportunity to voluntarily submit forms to request additional information about UltraBenefits. In the course of these transactions, you may provide us with personal demographic information or possibly detailed medical information. We use the information you provide solely to help us respond to your request. As part of researching or fulfilling your request, your information may be shared with other UltraBenefits employees. All employees of UltraBenefits, Inc sign confidentiality agreements as part of our employment policy to ensure that any private information encountered through the course of their work is treated with the utmost respect.

At no time will UltraBenefits sell, rent, loan, trade or lease any information collected on our site. However, please note that we may need to use this information within the Fallon Health family of affiliate companies or with a third party vendor to perform administrative, technical, or other functions that help us provide service to you. We seek to hold third party vendors to the same privacy practices as UltraBenefits.

Except as noted above, UltraBenefits will not release individualized information to another party unless required to do so by government authorities, legal processes, or otherwise required by law.

Any personally-identifiable information collected through the Web site is not stored on the Web site, but will go to back office systems in the same manner that information from paper forms, submissions and phone calls to customer service are currently handled. The information is used as defined above. As a standard practice, as described below, we collect general statistical information on the content viewed, which is used to help us provide better service to you.

You have the right and ability to exit the UltraBenefits site at any time and not remain in active session. If you choose to remain in session on our site, you implicitly consent to our privacy and security policies.

Collection and use of other information: cookies

When you visit our Web site, we collect certain information that does not identify you personally, but provides us with aggregate "usage data". This information is used to measure the number of visitors to the different sections of our site and to help us make our site more useful to our visitors. This information is retained and periodically deleted from the site; no back-up copies are made.

UltraBenefits' Web site does employ "cookies" to provide visitors with information that is specific to them. A "cookie" is a packet of information sent by a Web site to a user's computer, which is then sent back by the computer each time it accesses that Web site. These cookies do not contain any personally identifiable information, and they cannot be accessed or "read" by any Web site other than UltraBenefits' Web site.

If you choose, you may block or delete our cookies from your hard drive; however, blocking or deleting cookies may cause some of UltraBenefits' Web site features and functionality to work incorrectly.

E-mail

Please note that individualized information transmitted via e-mail correspondence between you and UltraBenefits—as opposed to transmission over UltraBenefits' Web site—is not encrypted. As a result, such e-mail correspondence may be accessed and viewed by other Internet users without your knowledge and permission while in transit. For that reason, to protect your privacy, if you have concerns about your treatment, or questions that would involve the communication of confidential information, please call your primary care physician or a customer service representative at 1-866-858-7223 , Monday through Friday, 8 a.m. to 5 p.m. Eastern time.

Electronic copies of e-mail are not retained in the system once the issue has been resolved. However, hard copies of the information may be retained in UltraBenefits files. Information from e-mails may be transcribed into other UltraBenefits systems such as a calls database.

Security

A range of security features protects the privacy of any individualized information you provide over UltraBenefits' Web site. During transmission, your privacy is protected by 128-bit encryption security. Other security safeguards are also in place.

UltraBenefits uses physical, electronic and procedural safeguards to protect any personally identifiable data stored on its computers. Only authorized employees have access to the information you provide to UltraBenefits.

Linked sites

UltraBenefits, Inc's Web site has links to various other Web sites that we think might be useful or of interest to you. UltraBenefits, however, cannot be responsible for and does not endorse the privacy practices or the content of its linked Web sites. UltraBenefits urges you to review the privacy policies of any Web sites you visit once you leave UltraBenefits' Web site. Links to various non- UltraBenefits Web sites do not constitute or imply endorsement by UltraBenefits of these Web sites, any products or services described on these sites, or of any other material contained in them.

HIPAA

HIPAA is the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA).

HIPAA outlines strict guidelines to ensure the privacy and confidentiality of your PHI (personal health information, such as your name or medical information). These guidelines require that your PHI be used for purposes of treatment, payment and health plan operations, and not for purposes unrelated to health care.

Policy is subject to change

UltraBenefits, Inc is always looking to offer expanded features and functions that make health care more efficient and accessible for their users. As additional features and functions are added, the privacy policy will be updated to correctly represent how information and features are being used. Please check this policy periodically as it is subject to change at any time.

Questions?

If you have any questions about our Web site privacy policy and/or practices, please contact us at support@ultrabenefits.com