

# PRIVACY AND CONFIDENTIALITY STATEMENT

## Purpose of this Statement

This Statement outlines the nature and protection of personal and health-related information provided to ProBenefits as part of its administration of employee welfare benefit plans.

## Confidentiality of Personal Information

ProBenefits is sensitive to the confidentiality of personal information. All personal information provided by participants, and all Employer-related information provided by Employers, is held by ProBenefits with the utmost privacy and confidentiality. Such information will be utilized only to the extent necessary (1) to ensure prompt and accurate processing and reimbursement of funds following reimbursement request and approval, and (2) to ensure efficient plan administration in accordance with the terms of the applicable service agreement. ProBenefits utilizes its best efforts and best secure technology in the protection of personal information.

## Confidentiality of Health Information

ProBenefits is sensitive to the confidentiality of health-related information. All health information provided by participants is held by ProBenefits with the utmost privacy and confidentiality. Such information will be utilized only to the extent necessary to review, evaluate, and adjudicate claims upon reimbursement request by participants. Health information is not shared with any third parties or anyone other than the participant and individuals authorized by the participant. ProBenefits utilizes its best efforts and best secure technology in the protection of health information.

If ProBenefits is required by law, court or administrative order, or government agency to provide health information to others, it will comply with the law or order. Otherwise, it is up to your employer to protect and keep confidential health or other information which you share with your employer.

## Social Security Numbers

ProBenefits complies with all applicable state and federal law regarding the use of individual Social Security numbers. ProBenefits typically collects the Social Security number from the Employer and uses it for internal processing only. Any participant who wishes not to provide his/her Social Security number is not required to do so. Social Security numbers are not required for enrollment, claim submission, or account access.

If you or your employer provide your Social Security number to ProBenefits as part of your reimbursement account information (whether as an identification number, website ID, or otherwise), the number is held with strict confidentiality and used only for internal recordkeeping and identification purposes. ProBenefits does not share Social Security numbers with any third parties.

## Security

While ProBenefits, by virtue of its role as a third-party administrator, is not bound by the provisions of HIPAA, ProBenefits makes every effort to assist employers in their efforts to comply with HIPAA provisions on security and privacy of protected health information and electronic protected health information. These efforts include, but are not limited to, cooperation with employers through Business Associate Agreements outlining privacy and security measures undertaken to protect health information. In addition, ProBenefits utilizes its best efforts and best secure technology in the protection of health information.

## Questions About Your Claim

A participant in a flexible spending account who has a specific question about a claim has several options to get more information: (1) the participant may access his/her account information via our secure online website (*ProBenefits Online*); or (3) the participant may contact a ProBenefits staff member by phone or email to inquire about the claim. We encourage the participant to personally utilize these options, and to contact us directly to get the requested information. If someone other than the participant contacts us seeking information, we will not be able to share specific account or claim information with that person unless authorized by the participant.