

CareFirst BlueCross BlueShield Medicare Advantage

MEMBER PORTAL TERMS & CONDITIONS

**\*\*BY REGISTERING you are agreeing to the following terms and conditions regarding the Member Portal\*\***

You, shall mean a person who is eligible to receive healthcare coverage from Plan (“Member”), may use this CareFirst BlueCross BlueShield Medicare Advantage (together with its subsidiaries, “Plan”) Member Portal (MyHealth Portal) (hereinafter, the “Member Portal”) service only if you agree to the terms and conditions below. You indicate that you understand and agree to follow the terms and conditions by registering (i.e., creating a username and password) and clicking “Yes” to use this Member Portal. If you do not agree to these terms and conditions, you may not register to use or use the Member Portal service.

**Use of the Member Portal Service**

The Member Portal (MyHealth Portal) provides access to information described below. Member shall use the Member Portal solely in connection with its health care services to members of Plan.

Member is authorized to use this Member Portal for the following purposes:

- Online Registration for Login
- Provider Search
- Pharmacy Search
- Change Primary Care Physician (PCP)
- Request Replacement ID Card
- Demographic Change
- Claims/Encounter History
- Financial Premium Status
- Update Other Insurance
- Wellness Information
- Request for Coverage Determination of a Prescription Drug
- Request for Coverage Redetermination of a Prescription Drug
- Explanation of Benefits for Part C Services

Member shall use this Member Portal subject to the follow terms:

- These Terms and Conditions, as well as the Terms and Conditions associated with the [www.carefirst.com/mddsnp](http://www.carefirst.com/mddsnp) website;

### **Member Portal Access and Security**

The Member may access and use this Member Portal for normal use in connection with health care services to members of Plan. The Member may not use any device, software, routine, or agent to interfere or attempt to interfere with the proper working of the Member Portal. The Member may not take any action, which imposes an unreasonable or disproportionately large load on our infrastructure. The Member may not disclose or share their password to or with third parties, or use its password, or allow its password to be used, for any unauthorized purpose. The Member shall take reasonable precautions to secure their password from any unauthorized use. The Member may not attempt to log in with a user name or password other than their own. Continuous, uninterrupted access to the service is not guaranteed. Numerous actions beyond our control may interfere with the service.

### **Changes to the Member Portal or these Terms and Conditions**

Plan, or its website administrator may, at any time, make changes to the Member Portal or these terms and conditions, or any other policies or conditions that govern the use of this Member Portal at any time. Member should review these terms and conditions periodically for any updates or changes. Member's continued maintenance of a valid username and login credentials, and/or continued access or use of the Member Portal shall be deemed Member's notification and acceptance of these changes.

### **Use of Member Portal and Content Ownership**

Plan grants you a personal, nontransferable, nonexclusive, revocable, limited license (the "License") to view the content on the Member Portal for the sole purposes outlined in these terms and conditions. Plan authorizes you to view, download, and print a reasonable number of copies of the content for your personal use only, but in such case you must reproduce all proprietary copyright and trademark notices.

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### Limitation of Liability

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### Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Maryland, without giving effect to principles of conflicts of laws.

### Effective Date

The effective date of these Terms is January 1, 2016

### Contact Us

Please contact us if you have any questions regarding these Terms or the use of the website:

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External Affairs Department  
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Owings Mills, Maryland 21117