

Privacy Policy

Because we respect your right to privacy, we want you to know how we handle your personal information on our website. Please take a few minutes to carefully read the Health Alliance Privacy Policy.

Security

Health Alliance takes precautions to protect all information our website users provide. We aim to ensure the website is at least as secure as mail and phone interactions. To protect against unauthorized access, data is safeguarded behind a secure firewall.

Please note that information transmitted by email is vulnerable to security breaches (see Email section below).

Protecting Your Confidential Information

Protecting the privacy of information about your medical conditions and health is a responsibility we take seriously. We understand that your medical information is personal, and it is important to you that we keep it confidential.

The Notice of Privacy Practices describes the way we may use and disclose information about your health to carry out treatment, payment and health care operations and for other purposes as permitted or required by law. It also describes your rights and duties regarding the use and disclosure of medical information.

[Click here for copy of our Notice of Privacy Practices.](#)

Information Collection

Health Alliance appreciates the opportunity to provide health care benefits to you and your family. In the course of providing these health plans, we must collect, use and disclose personal information. Information we collect is never sold to anyone, for any purpose, unless we receive your written authorization to do so.

Access to Information

As a convenience to our members, Health Alliance provides access to information, such as eligibility, claims and referrals/authorizations, via our website. Subscribers are allowed limited access to dependent child(ren) information via the website. For information not accessible through our website, please contact our Customer Service Department at the phone number listed on the back of your member ID card.

Cookies

A cookie is a small text file placed on the user's computer hard drive by the website system.

Health Alliance uses cookies to assist with navigation on our site. We store a non-user-specific, unique value in the cookie each time a user successfully logs onto the website. Health Alliance does not store any information in the cookie file that is user-specific or that tracks the use of our site.

Health Alliance has relationships with business partners, affiliates and other organizations that may use cookies in conjunction with their websites. Health Alliance does not have access to, or have control over, the cookies and their use by these other entities, and Health Alliance cannot be held responsible for the use of cookies by other entities.

Hyperlinks to Other Websites

This website may contain hyperlinks to other websites. Please be aware Health Alliance is not responsible for the privacy practices of such sites. When leaving our site, we strongly recommend you review the privacy statements and disclaimers of each website you visit.

Email

Any email message sent to Health Alliance is susceptible to outside interception. In addition, employees throughout Health Alliance, as stated by business policies and procedures, may read email received by Health Alliance.

As a result, we suggest that you do not send any information via email that you consider to be private or confidential. If you wish, you may call our Customer Service Department at the phone number listed on the back of your member ID card.