



## **Cal INDEX's Goals**

Cal INDEX was created to:

- Improve the quality of care by providing clinicians with a unified statewide source of integrated patient information,
- Facilitate coordination of care between hospitals, physicians and health plans,
- Improve efficiency and reduce the cost of healthcare,
- Encourage healthcare technology innovation, and
- Improve public health by providing de-identified data for medical research.

## **Who are the members of Cal INDEX's Board of Directors?**

Cal INDEX is governed by a five-member Board of Directors with an independent management team reporting to the Board.

Information about the Board of Directors may be found on Cal INDEX's website at the following URL: <https://www.calindex.org/board-of-directors/>.

A list of Cal INDEX's Board of Directors has also been attached for your reference.

## **Which IRB is Cal Index using?**

At this time, Cal INDEX is not accepting research requests and does not have a contracted IRB.

As part of its mission, Cal INDEX may support medical research to benefit public health. Prior to accepting any research requests, Cal INDEX is required by its Participation Agreement and Policies to establish or contract with an independent review board and develop compliant processes for reviewing research requests. Any data Cal INDEX provides for research must be de-identified in a manner compliant with the HIPAA Privacy Rule. Finally, as stated in Cal INDEX's Notice of Privacy Practices, Cal INDEX does not sell data.



## **Who are Cal INDEX's Participants?**

Current Participants include:

- Anthem Blue Cross,
- Blue Shield of California, and
- Dignity Health.

Cal INDEX is currently negotiating participation agreements with several hospital systems, provider organizations, and insurance plans.

## **Commissioner Scott requested the URL for Cal INDEX's Notice of Privacy Practices.**

Cal INDEX's Notice of Privacy Practices is available at the following URL:

<https://www.calindex.org/notice-of-privacy-practices/>.

A copy of Cal INDEX's Notice of Privacy Practices is attached for your reference.

## **How can CCSF HSS members opt out of Cal INDEX?**

If individuals do not wish to have their healthcare information displayed in Cal INDEX, they can fill out the online opt out form at [www.calindex.org/opt-out](http://www.calindex.org/opt-out). Alternatively, consumers can opt out by calling the Cal INDEX call center at (888) 510-7142, which generally only takes a few minutes.

A copy of the opt out form from the Cal INDEX website is attached for your reference.

Created by Californians, for  
Californians

---

## Board of Directors

Cal INDEX is governed by a five-member Board of Directors with an independent management team reporting to the Board.



**Jean S. Fraser**  
Chair, Cal INDEX Board

Jean S. Fraser is the former chief of the San Mateo County Health System, which provides all health-related functions for the County. This includes the county hospital (San Mateo Medical Center) and 11 outpatient clinics, Behavioral Health and Recovery Services, Environmental Health, Public Health Policy & Planning, Correctional Health, Family Health Services, Emergency Medical Services, Health Coverage Unit, Health Information Technology and Aging & Adult Services. Ms. Fraser also served as the public administrator and public guardian for San Mateo County. Prior to joining San Mateo County, Ms. Fraser was the chief executive officer of San

Francisco Health Plan (SFHP), a not-for-profit health plan providing affordable health coverage to low and moderate income families in San Francisco. While CEO, Ms. Fraser championed the creation of the Healthy Kids program, which provides insurance to low-income children. Ms. Fraser also spearheaded the creation of Healthy San Francisco, a first-in-the-nation program to offer health coverage to all uninsured San Francisco residents. Prior to joining SFHP, Ms. Fraser was with the San Francisco City Attorney's Office, where she was the managing attorney of the team advising the San Francisco Departments of Public Health and Human Services.

Ms. Fraser is the past president of the San Francisco Health Service Board, the vice president of the San Mateo First 5 Commission, a member of the board of directors of the San Francisco Bicycle Coalition, and on the Advisory Councils for the Insure the Uninsured Project (ITUP), SPUR and TransForm.

Ms. Fraser holds a law degree from Yale Law School and a bachelor's degree from Yale University.

---



## Mark Savage

Vice Chair and Consumer Representative, Cal INDEX Board

Mark Savage is the director of health information technology policy and programs for the National Partnership for Women & Families, where he oversees the organization's work to advance electronic health information exchange and technology for the benefit of individual and population health, healthcare delivery, reducing health disparities, and improving quality and patient safety. He currently serves on the federal HIT Policy Committee's Advanced Health Models and Meaningful Use Workgroup and Strategy and Innovation Workgroup, on the National Committee on Vital and Health Statistics' Workgroup on HHS Data Access and Use, and on eHealth Initiative's Leadership Council, among others. Prior to joining the National Partnership, Mr. Savage was senior attorney at Consumers Union, the policy and advocacy arm of Consumer Reports. In that position, he developed, led and implemented strategic responses to health issues and health information exchange and technology, among other issues, through multi-cultural coalition building, advocacy on governmental and non-profit boards and committees, legislative advocacy, public education, and projects. From 2009-2013, he developed and led Consumers Union's statewide project in California to advocate patients' needs and amplify the consumer voice for electronic health information exchange and its core role in healthcare reform. Mr. Savage graduated from Stanford Law School and the University of California, Berkeley.



## Hector Flores, *M.D.*

Secretary, Cal INDEX Board

Hector Flores, M.D., a long-time advocate for the medically underserved, co-founded and currently serves as medical director of the Family Care Specialists Medical Group. In addition, he is the chairman of White Memorial Medical Center's (WMMC) Department of Family Medicine. Dr. Flores also is a founding member and co-director of the WMMC's Family Medicine Residency Program, consistently ranked as the top program in the state because of its quality and ability to recruit and retain family physicians in underserved areas.

Dr. Flores was a founding member of the California Latino Medical Association. He currently serves as a member of the Board of Directors of Blue Shield of California, Charles Drew University Trustees, South Central Family Health Center, and the California Endowment. He is also a member of Insure the Uninsured Program's (ITUP) advisory board. Previously, Dr. Flores served on the Clinton Health Care Task Force and the California Task Force on Culturally and Linguistically Competent Physicians and Dentists. He was also a member of the UC Medical Student Diversity Task Force.

Dr. Flores graduated from Stanford University and the UC Davis School of Medicine. He completed his internship and residency in family medicine at the Kaiser Permanente Medical Center, Los Angeles.

---



## Michael Murphy

Cal INDEX Board

Mike Murphy is president and chief executive officer of Sharp HealthCare. Murphy oversees a workforce of more than 16,000 employees, 2,600 affiliated physicians and 2,100 volunteers. They provide care and service in a fully integrated not-for-profit system that includes four acute-care hospitals, three specialty hospitals, two affiliated medical groups, five urgent care centers, three skilled nursing facilities, home health, hospice, state-of-the-art outpatient facilities and a health plan.

Murphy, whose career in health care spans more than 30 years, was appointed to his position in June 1996. Under Murphy's direction, Sharp has dedicated itself to The Sharp Experience, which is transforming the health care experience for employees, physicians and customers. This focus on purpose, worthwhile work and making a difference has led to increased employee, physician and patient satisfaction, as well as enhanced loyalty and improved outcomes as Sharp strives to fulfill its vision of becoming the best place to work, practice medicine and receive care.

A Southern California native, Murphy is a graduate of California State University at Long Beach and is a certified public accountant. He served as chairman of the board of the Greater San Diego Regional Chamber of Commerce in 2005, and he is a member of the board of directors for the State of California Chamber of Commerce. Murphy is also a member and supporter of several community-based health and social service organizations.



## Beth Ginzinger *R.N., M.B.A.*

Cal INDEX Board

Beth Ginzinger is vice president of Provider Joint Ventures for Anthem Blue Cross' West Region, where she is responsible for provider collaboration partnerships designed to improve the efficiency and effectiveness of the medical delivery system. Prior to that role, she was the chief executive officer of Radiant, Inc., a fully owned subsidiary of Anthem, where she was responsible for providing proven methods of cost management while enhancing the quality of care management services. Previously, she served as vice president of Clinical Operations and Shared services where she led more than 1,000 associates supporting the delivery of Anthem's Care Management strategy. Earlier in her career, Ms. Ginzinger was responsible for the introduction and implementation of Six Sigma in Healthcare Management at Ford Motor Company.

---

Copyright © 2015 Cal INDEX

Terms of use (<https://www.calindex.org/terms-of-use>)

Legal (<https://www.calindex.org/legal/>)

Still have questions about Cal INDEX?

[Read FAQs \(https://www.calindex.org/faq\)](https://www.calindex.org/faq)

# Notice of Privacy Practices

---

EFFECTIVE DATE: 12/19/2014

This notice describes how Cal INDEX will use or allow your providers and health plan(s) to access to your data through Cal INDEX. Please review it carefully.

## What is Cal INDEX?

The California Integrated Data Exchange — Cal INDEX — is an independent, nonprofit organization, created to develop and enable a statewide health information exchange. Cal INDEX's primary mission is to allow your health care providers throughout the state to share and access your health information to enable them to provide you with the safest, highest-quality care possible. Cal INDEX also enables your health plan to more effectively coordinate your care and help you manage your health insurance services.

## Cal INDEX and Your Information

### How Cal INDEX Obtains Your Information

Cal INDEX securely receives your information from your health plan(s) and from health care providers if those health plans or providers are contracted as Cal INDEX participants.

### Data Cal INDEX Receives

Cal INDEX receives demographic and clinical data from your healthcare providers and claims and demographic data from your health plan to create a comprehensive patient-centered record known as a Longitudinal Patient Record (LPR). This record is stored securely in Cal INDEX and is accessible by your health plan and providers as described below.

The LPR created by Cal INDEX is comprised of data such as claims information, prescription drug information or other clinical information that your provider(s) and

health plan are legally permitted to have.

Today, this data is not always housed in a single place nor compiled in a compatible or easy to read format. Cal INDEX combines this data to create a single, easier accessible format allowing your health care provider and plan a comprehensive view of your current medical condition and past history.

## Data Excluded From Cal INDEX

Cal INDEX does not collect, receive or maintain your financial information including but not limited to:

Social Security Numbers;  
Credit Card Information; or  
Checking Account Numbers

Cal INDEX does not include health information protected by specific/enhanced federal or state health privacy provisions in the LPR, as noted below:

Psychotherapy notes;<sup>[1]</sup>

Personal information collected by hereditary disorders programs conducted under the auspices of the California Department of Public Health<sup>[2]</sup>;

Records related to persons receiving state services for developmental disabilities<sup>[3]</sup>;

HIV test results<sup>[4]</sup>;

Health Information relating to a service that you have paid your health care provider in full for and if you have asked your health care provider not to share that health information with your health plan.<sup>[5]</sup>

In addition Cal INDEX does not contract with or receive information from federally assisted alcohol and drug abuse treatment facilities and programs the confidentiality of which is protected under federal regulations<sup>[6]</sup>; or from state sponsored substance abuse treatment programs protected under California law<sup>[7]</sup>;

## Your Rights

You have the right to Opt Out of allowing access to your data through Cal INDEX at any time.<sup>[8]</sup> If you Opt Out:

Your information will be securely stored by Cal INDEX, as could be the case with other medical records software used by your provider or plan, but it will be blocked so that it cannot be accessed, shared or disclosed for any purpose except where required by state or federal law.

Your data will not be accessible to your health plan and providers even for treatment purposes or to assure your safety.

Your information will not be used for any of the other purposes described in this notice.

It will not be de-identified or used in the aggregate and will not be available (except as required by law) to any third party.

You have the right to obtain a list of the Participating Providers that have contracted with Cal INDEX.

You have the right to ask your Health Plan or Provider for a copy of the information they provided to Cal INDEX.

If you receive a copy of the information provided to Cal INDEX and want to amend the record, you must submit the request to your health plan or provider. Upon notification from the health plan or provider, Cal INDEX will make any necessary changes to the LPR.

You have the right to Opt In to allow your information to be accessible and used in the Cal INDEX system after having previously exercised your right to Opt Out.<sup>[9]</sup>

You have the right to get a copy of this privacy notice.<sup>[10]</sup>

You have the right to file a complaint if you believe your privacy rights have been violated.

You can complain if you feel we have violated your rights by contacting our Privacy Office by email at [privacy@calindex.org](mailto:privacy@calindex.org).

You can complain by contacting your health plan and/or your provider.

You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/) (<http://www.hhs.gov/ocr/privacy/hipaa/complaints/>).

We will not retaliate against you for filing a complaint and health care providers and health plans participating in Cal INDEX are prohibited by law from retaliating against you if you file a complaint.

## How Cal INDEX Uses or Shares Your Data<sup>[11]</sup>

Cal INDEX may share your information with the health plan that you are currently enrolled with or providers with whom you have an active treatment relationship. Your health plan and providers that are treating you may access your data through Cal INDEX for any purpose authorized by federal and state law.

If you change health plans, cancel your enrollment or otherwise cease to be enrolled with a health plan, that health plan will not be able to access or use your data from Cal INDEX after your enrollment has ended.

Cal INDEX will limit its own access to your data to the minimum amount necessary to:

Create the longitudinal patient record for use by your health care provider or health plan.

Perform tasks necessary to ensure that we meet our obligations and responsibilities, including processing OPT In and Opt Out, auditing access and preparing summary reports on Cal INDEX operations

Comply with the contracts we have entered into with your health plan and health care provider(s).

Comply with requirements of federal or state law.

Respond to lawsuits or legal actions but only to the extent permitted by federal or state law and by our contract with your health care plan or provider(s).

Cal INDEX may also disclose de-identified or a limited data set (data with your name

and certain other identifying information removed) to support research, provided the following conditions are met:

The research disclosure meets requirements of state and federal law.<sup>[12]</sup>

The research is approved by an ethics board (an Institutional Review Board) established by Cal INDEX.

The research recipients agree not to re-use or sell the data, or re-identify it or combine it in such a way that increases the risk the data will be re-identified.

## Cal INDEX Responsibilities

We are required by law to maintain the privacy and security of your protected health information.

We will work with your health care provider or health plan to ensure that you are promptly informed if a breach occurs that may have compromised the privacy or security of your information.

We must follow the duties and privacy practices described in this notice.

We will not use your data for marketing purposes.

We will not sell data, period.

## Changes to the Terms of this Notice

Cal INDEX may change the terms of this notice, and the changes will apply to all information we have about you. Any update to the notice will be available on the Cal INDEX web site. Individuals who have concerns about changes to our terms have the option to opt-out of having their information accessible through Cal INDEX.

<sup>[1]</sup> 45 C.F.R. § 164.508; Cal. Welf. & Inst. § 5328; Cal. Civ. § 56.104

<sup>[2]</sup> Cal. Health & Safety Code § 124975; Cal. Health § 124980; Cal. Health & Safety Code § 124991

<sup>[3]</sup> Cal. Welf. & Inst. Code § 4514; Cal. Welf. & Inst. Code § 5328

<sup>[4]</sup> Cal. Health Safety Code § 120980

<sup>[5]</sup> 45 C.F.R. § 164.522 (a)(1)(vi) (B)

<sup>[6]</sup> 42 C.F.R. Part 2, et. seq.

<sup>[7]</sup> Cal. Health & Safety Code § 11845.5

<sup>[8]</sup> Opting Out means none of your data will be accessible in Cal INDEX to anyone for any purpose; Cal INDEX does not support partial Opt Outs (e.g., asking that only some of your data be accessible through Cal INDEX or only available to specific providers).

<sup>[9]</sup> Cal INDEX is developing Opt In processes to be available in 2015.

<sup>[10]</sup> A downloadable copy of this notice is available on the website.

<sup>[11]</sup> This section does not apply if you have Opted Out.

<sup>[12]</sup> 45 C.F.R. § 164.514; 45 C.F.R §164.512; 45 C.F.R. §164.508; 45 C.F.R. §164.501

Copyright © 2015 Cal INDEX

Terms of use (<https://www.calindex.org/terms-of-use>)

Legal (<https://www.calindex.org/legal/>)

Still have questions about Cal INDEX?

[Read FAQs \(https://www.calindex.org/faq\)](https://www.calindex.org/faq)

# Opt Out of Cal INDEX

---

## Opt-Out

---

en Español

### How to opt out of Cal INDEX

Participation in Cal INDEX is completely free and voluntary. To opt out of Cal INDEX, complete and submit the information below, call (888) 510-7142, or download, print and mail the form from here.

### What it means to opt out of Cal INDEX

By opting out of Cal INDEX, you are choosing not to have your personal health information accessible by your healthcare team and your health plan through the Cal INDEX system.

### What to expect after you opt out of Cal INDEX

You will receive an email confirmation that your opt-out request has been processed. (If the information you provide when opting out changes before you receive confirmation,

please resubmit your request).

What if my request to opt-out was made in error, or I changed my mind and want to participate?

You can make a request to rescind opt-out by clicking here.

- I am filling out the form for myself
- I am filling out this form for someone else

First Name \*

Middle Name

Last Name \*

Gender \*

Date of Birth \*



Previous First Name

Previous Last Name (for example maiden name)

Street Address or PO Box \*

Apartment, Suite, or other

City \*

State \*

ZIP code \*

Member of Health Plan? \*

Email \*

Main phone number \*

Enter Email

Confirm Email

Alternate phone number

You may only elect to opt-out of Cal INDEX for yourself and other individuals you are authorized by law to act on behalf of, such as a minor child, other legal dependent, or someone who has given you their health care power of attorney. Cal INDEX reserves the right to require you to submit proof of your authority when acting on behalf of another person. Individuals submitting false information may be subject to prosecution or liability for civil claims for fraud or misrepresentation.

### Captcha

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

Please review your information before clicking the submit button or if you wish to leave this page without submitting your information click cancel to exit and return to the home page

---

Copyright © 2015 Cal INDEX

Terms of use (<https://www.calindex.org/terms-of-use>)

Legal (<https://www.calindex.org/legal/>)

Still have questions about Cal INDEX?

[Read FAQs \(https://www.calindex.org/faq\)](https://www.calindex.org/faq)