

HSCONNECT TERMS AND CONDITIONS

Please read this User Agreement before using this service. By clicking "Accept," you agree to abide by the conditions of this User Agreement.

CIGNA-HEALTHSPRING PORTAL APPLICATIONS USER AGREEMENT

1. This Agreement between you and HealthSpring, Inc. (Cigna-HealthSpring) governs your use of the Cigna-HealthSpring Portal Applications (Portal). The Portal is designed to permit access by Cigna-HealthSpring providers to certain member information.

2. You recognize that Cigna-HealthSpring member information is protected by State and Federal laws and regulations, including but not limited to, 45 CFR Parts 160, 162, and 164 (also known as the HIPAA Privacy and Security Rules), under which individually identifiable health information constitutes Protected Health Information that is transmitted or maintained in electronic form or medium or any other form or medium and that Cigna-HealthSpring has a responsibility to protect the confidentiality and security of the information.

3. The Portal is the property of Cigna-HealthSpring. Unless expressly permitted, you may not copy, reproduce, distribute, publish, enter into a database, display or transmit Cigna-HealthSpring member information (including via e-mail) from these applications, except to print one copy for the proper management and administration of your healthcare business.

4. Each user must have his/her own unique Username and Password. You agree to: (a) keep your Password secure and strictly confidential; and (b) immediately notify Cigna-HealthSpring and select a new Password if you believe your Password may have become known to an unauthorized person. Cigna-HealthSpring may suspend or cancel your Password even without receiving such notice from you, if we suspect your Password is being used in an unauthorized or fraudulent manner.

5. If you experience any technical problems with the Portal, you may notify Cigna-HealthSpring at the following:

Cigna-HealthSpring Help Desk
530 Great Circle Road
Nashville, TN 37228
1-866-780-8553
helpdesk@healthspring.com

6. You agree that as soon as you become aware of any security breach that may have resulted in the non-permitted disclosure of member information that you will immediately notify Cigna-HealthSpring at the following:

Cigna-HealthSpring CISO
530 Great Circle Road
Nashville, TN 37228
615-565-8110 ext.508809
it.security@healthspring.com

7. You agree not to use the Portal or the content in any way that would (a) violate the requirements of the HIPAA Privacy and Security Rules; (b) violate any other law, statute, ordinance or regulation; (c) interfere with or disrupt computer networks connected to the Portal; (d) interfere with or disrupt the use of the Portal by any other user; or (e) use the Cigna-HealthSpring Portal Applications in such a manner as to gain unauthorized entry or access to Cigna-HealthSpring computer systems.

8. THIS SERVICE IS AVAILABLE "AS IS." THERE IS NO WARRANTY THAT THIS SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE. THERE MAY BE DELAYS, OMISSIONS, AND INTERRUPTIONS. CIGNA-HEALTHSPRING MAINTAINS THIS SITE, BUT MAKES NO GUARANTEE AS TO THE VALIDITY OF ANY PATIENT, TREATMENT, OR OTHER INFORMATION CONTAINED HEREIN.

9. You may cancel your participation in the Portal at any time. We reserve the right to change or cancel the Portal at any time without notice. We may also suspend your access to the Portal at any time without notice and for any reason, including but not limited to your non-use or misuse of the Portal. You agree that we will not be liable to you or any third party for any modification or discontinuance of the Portal.

10. All authorization requests, documents and associated messaging entered into the Portal are considered an official part of the patient medical record.