



Health reimbursement arrangements for public employees in the Northwest



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## Your Privacy and Security Matter

Protecting your private information is very important to us. Listed below are several of the safeguards we use to keep your information safe. In order to maintain the highest level of security, we cannot disclose all of our protective measures. However, after reading the points below, we hope you are confident that your information is secure.

- **Personal data stored in our system is encrypted.** If any person were to inappropriately gain access to our system, they would not be able to decipher information such as your Social Security number, bank account and routing numbers, password, etc. Also, please note that additional security controls are in place that help prevent unauthorized access.
- **Your information is shared only with our Business Associates or as required by law.** Business Associates are contracted entities or individuals who, by law, are required to protect your information. Further, your information is used only as permitted by law and to the minimum extent necessary.
- **We use hardware and software firewall mechanisms** to protect our system and the information it stores. Firewall protection “closes” non-essential channels of communication between our networks and the internet.
- **We conduct periodic external network scans** using tools designed to identify threats or weaknesses that require fixing.
- **Access and use of our system is limited** per each user, based on specific job function and duties.
- **We encrypt email and other electronic communication** that contains protected health information (PHI) or other sensitive information from the Plan to you, your employer, or the Plan’s Business Associates as required by law.

If you have any questions, please contact our customer care center at [customercare@hraveba.org](mailto:customercare@hraveba.org) or 1-888-659-8828. One of our representatives will be happy to assist you.