

## **PROTECTION OF PRIVACY FOR MEMBER FINANCIAL INFORMATION**

HMAA was founded with a vision to provide the business community of Hawaii with quality health plans traditionally offered only to large employers.

We have since earned the reputation for exceptional service by placing a strong emphasis on responsiveness and respect for our Customers. Our Commitment to quality service is the rule, rather than the exception.

We recognize that our Customers and the HMAA Ohana are the two most important factors contributing to the success of HMAA. This also means that protecting your personal financial information is an important trust that you have placed in us.

### **Types of Information We Collect**

Personal financial information on your enrollment application, claims paid to your doctors, and other information necessary to administer your health plan is collected by HMAA to provide you with our exceptional quality service.

### **Personal Financial Information We Share**

HMAA shares information as permitted by law with its affiliates and non-affiliated third parties only for the purpose of administering, servicing, or maintaining your health plan, or as permitted by law.

### **Safeguarding Your Personal Financial Information**

In addition to restricting who we share information with, HMAA also continually reviews and adjusts its internal policies and procedures to maintain the highest level of privacy for your information.

- **Our employees are committed to protecting your privacy.** Our employees are trained in privacy practices and are required to sign a confidentiality agreement prohibiting them from improperly disclosing personal information.
- **We utilize state-of-the-art technology to retain and store information.** Our document storage system includes safeguards that limit access on a need-to-know basis while protecting the integrity of your personal information. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to protect your non-public personal financial information.

### **State Law**

The Hawaii legislature enacted the Privacy of Consumer Financial Information, H.R.S. 431, Article 3A, that requires the protection of non-public personal financial information. It also requires that we send our customers an annual notice describing HMAA's current practices.

### **How to Contact Us**

If you have any questions about this policy or your rights, please contact HMAA:

Privacy Officer, HMAA  
737 Bishop Street, Suite 1200  
Honolulu, Hawaii 96813  
Phone: (808) 941-4622  
Toll-Free: (888) 941-4622