

# MyNJFCHealthData Resource Guide

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## GENERAL INFORMATION

### What is My NJ FamilyCare Health Data (MyNJFCHealthData)?

Medicaid/NJ FamilyCare (NJFC) deployed the MyNJFCHealthData solution to empower members by giving them access to their health information so they can make the best-informed decisions about their care, all while keeping that information safe and secure. The MyNJFCHealthData solution can be accessed using a compatible third-party application (App) chosen by the member.

#### The MyNJFCHealthData solution has three parts:

- **Fee-for-Service Provider Directory Application Programming Interface (API):** This solution allows current and prospective members, and the general public, to find a list of participating providers in the Medicaid/NJ FamilyCare (NJFC) Fee-for-Service program.
- **Fee-for-Service Patient Access Application Programming Interface (API):** This solution allows members who are 18 years or older, are enrolled in the Medicaid/NJ FamilyCare (NJFC) Fee-for-Service program, and not enrolled in one of the NJFC managed care organizations (MCOs) to view their NJFC claims information. Available claims information may include services for hospitalizations, physician visits, dental, vision, pharmacy and other types of services with dates of service from January 1, 2016 or later. This solution will be expanded to include other member groups at a future date to be announced.
- **Fee-for-Service Drug Formulary Application Programming Interface (API):** This solution provides a list of covered medications in the Medicaid/NJ FamilyCare (NJFC) Fee-for-Service program.

If you are enrolled in an NJ FamilyCare MCO or in a Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP) MCO, please call the Member Services phone number printed on your MCO ID card to find out more about how to access your data using third-party Apps.

### How do I know if I am a Fee-For-Service program member?

Please call the nearest Medical Assistance Customer Center (MACC) to inquire under which program you and/or your family member are qualified. Click [here](#) for a list of MACC offices and their phone numbers.

### What are the benefits of using MyNJFCHealthData?

The Fee-for-Service (FFS) Provider Directory aspect of the MyNJFCHealthData provides a current listing of various types of providers that participate in the Medicaid/NJFC Fee-for-Service program. If you are seeking care for a specific type of specialty and within a certain city or locality, the use of this service may help with your search on the presence or availability of those providers and obtaining their contact information, the language that the provider speaks, and if they are accepting new patients.

More importantly, having access to your health information through the Patient Access API aspect of the MyNJFCHealthData solution can help you make more informed decisions about your health care and allow you to share information with providers who are involved with your care or treatment.

Since you authorize sharing of your information with a third-party application (App), you can:

- Share your Fee-for-Service (FFS) claims information with health care providers by viewing the information directly on your tablet or smartphone.
- Download your personal health information to a file to share with healthcare providers via email or upload to their patient portal.
- Import your data into other computer-based personal health management tools.

### Can I access MyNJFCHealthData using a web browser like Google Chrome, Microsoft Edge, Firefox, Silk or Safari?

The MyNJFCHealthData solution is designed to be used with a third-party application (App) that can be obtained from the Apple or Android store. Depending on the compatible App that is chosen by the member, accessing the MyNJFCHealthData solution may be possible using a web browser such as Google Chrome, Safari, Microsoft Edge, Firefox, Silk, etc. Currently, Guava Health is the only third-party application (App) available to be accessed through a web browser. Check this page for periodic updates to the applications which are available via the web.

### How often is MyNJFCHealthData updated?

MyNJFCHealthData is updated weekly. For claims, there may be delays of your recent health care visits becoming available because of processing delays due to incomplete or missing information in the claim submitted by the provider. We encourage you to check back periodically to view claims that may have become available.

## PROVIDER DIRECTORY API

### Do I have to be a NJ FamilyCare (NJFC) member to use the MyNJFCHealthData Fee-for-Service (FFS) Provider Directory?

No. The Fee-for-Service (FFS) Provider Directory can be accessed by the general public using a compatible third-party application (App). This means that one does not have to be enrolled in the NJ FamilyCare (NJFC) program to use the FFS Provider Directory.

### What types of providers will I be able to find in the directory?

You will be able to find Fee-for-Service (FFS) primary care or family practice physicians, specialists, dentists, pharmacies, transportation services, emergency care services such as urgent care centers, and hospitals.

If you are unable to locate a provider in our directory, please call the provider to confirm participation in the FFS Program. They may be participating with the NJ FamilyCare Program in accordance with the 21st Century Cures Act (*Section 1932(d) of the Social Security Act (42 U.S.C. 1396u-2(d)), as amended by subsection (a)(2))*) and the provider may have opted not to participate in the Fee-For-Service program.

### Is the provider directory searchable?

Depending on your chosen healthcare application (App), you may be able to search by name, provider type, group or hospital affiliation, zip code, street address and be able to add filters such as “languages spoken” and “accepting new patients” indicator. Some Apps may let you filter based on distance from your current location or from a specific zip code.

## PATIENT ACCESS API (CLAIMS DATA)

### Do I have to be a NJ FamilyCare (NJFC) member to use the MyNJFCHealthData Patient Access API?

Yes. The Patient Access API part of the MyNJFCHealthData service is only for the use of individuals who are enrolled in the NJFC Fee-for-Service (FFS) program, and who are not enrolled in a NJFC managed care organization (MCO), and who are 18 years of age or older. The ability to access the Patient Access API part of the MyNJFCHealthData is lost once the member loses coverage in the FFS program or the member gets enrolled in a NJFC MCO. If you are enrolled in a NJFC MCO, please contact your MCO to find out more about how to access your health data using a third-party application (App). A member who has not yet reached 18 years of age, or their representative, may still access their records by completing the “Authorization to Disclose” form which can be found by clicking this [link](#).

### Can I see my entire family’s health information via the MyNJFCHealthData Patient Access API?

No. Anyone who is over 18 years old and enrolled in the NJ FamilyCare (NJFC) Fee-for-Service (FFS) program must register to see their own health information. The Health Insurance Portability and Accountability Act (HIPAA) prevents disclosure of health information to anyone other than the member without written consent. The written consent to identify a Designated Authorized Representative (DAR) electronically for use with the MyNJFCHealthData service is not yet available. A member, regardless of age, or their representative may still access their records by completing the “Authorization to Disclose” form which can be found by clicking this [link](#).

## DRUG FORMULARY API

### What other information may be available through the MyNJFCHealthData?

The MyNJFCHealthData solution also makes available the NJ FamilyCare program’s drug (medication) formulary. A drug formulary is a list of drugs covered by the program. Please note that the generic substitution of drugs in New Jersey is regulated by law. The NJ FamilyCare program also has a “generic first policy”, meaning that filling a prescription for a brand drug with an approved and available generic will require prior authorization. Unless your physician receives that prior approval, the pharmacy will always fill your prescription using the approved generic product.

### How do I know which Fee-For-Service drug formulary applies to me?

The drug formulary that applies to you can be found under the Medicaid program which you are qualified for: PlanFirst or NJ FamilyCare. Select which program you are covered under, accordingly. If

you are unsure, please call the nearest Medical Assistance Customer Center (MACC) to inquire under which program you and/or your family member are qualified. Click [here](#) for a list of MACC offices and their phone numbers.

## LOGIN (USERNAME & PASSWORD)

### How do I change my MyNJFCHealthData Login ID (Username)?

If you have forgotten your Login ID (the email you used to register), or want to change your Login ID (Username) you must repeat the registration process.

### How do I change my MyNJFCHealthData password?

To change your password, you must use the "Forgot Password" link on the **MyNJFCHealthData** Login page.

### How often will I have to reset MyNJFCHealthData password?

To better protect your health care data, we require that you change your password every ninety (90) days. If your password has expired when you attempt to login, you will be prompted to reset your password before you can proceed.

## PRIVACY & SECURITY

### How do I protect my health information?

Since you control access to your health information, it's your responsibility to take steps to keep it safe. Treat your personal and health information the same way you would treat your banking or other confidential information. Here are some important things to remember:

- Keep your login information private and secure. Do not share your password with others.
- When logging in using a shared device, do not store your login information in the device.
- Activate **Multi-Factor Authentication (MFA)** if available for your App. MFA provides an additional level of protection for your data.
- Use encrypted and password-protected flash drives and CDs to store your information offline.
- Only send your information by an encrypted email.
- Keep paper copies in a safe and secure place that you can control.

### Is my data protected by the NJ FamilyCare (NJFC) Privacy Policy?

Your data is protected by the [NJ FamilyCare Privacy Policy](#) while stored in our database, but once you access the data using your third-party application (App), your data is no longer protected by our policy. We encourage you to choose a third-party App that will not store, use or sell your health or device data for marketing and/or research purposes.

### How does DMAHS protect my healthcare data in MyNJFCHealthData?

To access your health data, you must first complete our registration process which includes identity verification with **Experian** and setting up an additional layer of account security called **Multi-Factor**

Authentication (MFA). After your registration is completed your login credentials (chosen username and password) and MFA work together to prevent unauthorized access. It is up to you to protect your login credentials by not sharing them with your family or friends. Please keep your MFA contact method up to date if you decide to change your email address and/or your phone number.

**Advisory:** The Experian identity confirmation does not use a credit score, nor does it perform any credit check or similar activity. The Experian verification process is designed to confirm that you are the individual you claim to be. This process does not affect your credit rating.

### How do I change my Multi-Factor Authentication (MFA) account information?

To change your contact method or any other details of your Multi-Factor Authentication (MFA) account, you must contact the Help Desk using the link on the MyNJFCHealthData Login page or by clicking [here](#).

### Under what circumstances can I suspend my MyNJFCHealthData account?

If you would like to have your account **suspended** because you believe that you are seeing someone else's healthcare data, are a victim of an identity theft scam, or have been notified by a company or government agency about a data breach, you may submit a request to our Help Desk to initiate the suspension, which will trigger a security investigation. By submitting a request, your access to new or updated healthcare data by MyNJFCHealthData will be restricted until our security investigation determines that no breach of your data has occurred. Please submit your Help Desk request by clicking [here](#).

### How do I report identity theft?

If you believe that your identity has been compromised, you may file a complaint with the Federal Trade Commission (FTC) here: <https://www.identitytheft.gov/#/>

### What do I do if my data is shared or misused by the third-party application (App) without my permission?

If you believe that your privacy rights have been violated, you may file a complaint with the Federal Trade Commission (FTC) here: <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>

The FTC provides information about mobile app privacy and security here: <https://www.consumer.ftc.gov/articles/0018-understanding-mobile-apps>

You may also file a complaint with us. Complaints must be filed in writing to one of the offices below:

**DHS Privacy Officer**  
**Department of Human Services**  
**P.O. Box 700**  
**Trenton, NJ 08625-0700**

**DMAHS Privacy Officer**  
**Division of Medical Assistance and Health Services**  
**P.O. Box 712**  
**Trenton, NJ 08625-0712**

**Advisory:** Do not file a complaint with both state and federal agencies as this may hinder (slow down) the resolution process.



**Advisory:** If you file a complaint to the Department’s or Division’s Privacy Officer or to the Federal Trade Commission, there will be no retaliation against you and your benefits will not be affected.

### When sharing my data which types of organizations are obligated to protect my data?

Organizations that are known to be **Health Insurance Portability and Accountability Act (HIPAA)** compliant and therefore meet certain standards to protect member data are obligated to protect your shared health data. A few examples are health insurance companies, state and federal run health programs, hospitals, medical practices, pharmacies, and dental practices. Law firms, law enforcement agencies, employers, life insurers, schools and school districts are examples of organizations that are not HIPAA compliant but may have their own data privacy policies in place to ensure your health data is safe and secure. If you are still uncertain, ask for a copy of their privacy policy. If they do not have a privacy policy or if their policy allows the selling or storing of your information, you may wish to withhold your health care information.

### I completed a Health Insurance Portability and Accountability Act (HIPAA) Consent Form during registration, do I need to revoke (cancel) my consent to prevent future access to my data?

You do not have to revoke your **HIPAA** Consent. The consent was only for YOU to access YOUR data and it expires at 11:59 PM Coordinated Universal Time (UTC) each day. If you need to access your data after that time you must complete a new HIPAA Consent Form. No one else can access your data unless you provide them with your login credentials, which is not recommended.

**Warning:** **HIPAA** Consent Expiration does not delete health data that a third-party application (App) may have stored on your device or in the cloud. Do not share your third-party App login credentials or store your login credentials on your device to prevent unauthorized access to your health data.

### Can anyone else use my Health Insurance Portability and Accountability Act (HIPAA) Consent Form that I completed during registration to access my healthcare data?

No. The consent was only for you to access your data. No one else can access your data unless you provide them with your login credentials, which is not recommended.

**Warning:** Do not share your third-party application (App) login credentials or store your login credentials on your device to prevent unauthorized access to your health data.

## SELECTING A THIRD-PARTY APPLICATION (APP)

### How do I choose an application (App) to access MyNJFCHealthData?

Review the App Store details such as last release date, user reviews, application (App) permissions, and the third-party App’s Terms of Service and Privacy Policy for the App you wish to use. We encourage you to take these suggestions into consideration when choosing an App.

- The App has user reviews that are favorable and current. If the last user review is more than a year old, check the last release date as the developer may be ending support of that App.
- The App does not ask for permission to access to your camera, your text messages, your contacts or other features that make you uncomfortable.

- The App may ask to store your health information on your device or in the cloud. If it is stored it may be vulnerable to unauthorized access.
- The App may ask you to consent to collect or sell your health information or device information for marketing and/or research purposes.
- The App provides a printable version or allows you to receive an email of their Privacy Policy and Terms of Use.
- The App Store provides a link to the developer’s website and the link takes you to their website.

The **Federal Trade Commission (FTC)** provides information about mobile application (App) privacy and security here: <https://www.consumer.ftc.gov/articles/0018-understanding-mobile-apps>

### Does MyNJFCHealthData recommend applications (Apps) for members to use?

Medicaid/NJ FamilyCare does not manage or endorse any of the third-party applications (Apps) or their security, privacy, consent, or data sharing policies. The company or developer offering the application is solely responsible for their App’s operation and for any representations about the application or its operation. We strongly advise you to read the App’s privacy policy and terms and conditions/terms of use to learn more about how the App uses, shares and protects your health information.

### Can I view MyNJFCHealthData using any third-party application (App)?

Only third-party applications (Apps) that are registered and tested through **InterOp Station** can connect to **MyNJFCHealthData**. It is up to the member to choose the App that they want to use. If the App you choose has not registered to be able to connect with MyNJFCHealthData you may ask the developer to visit our developer site [InterOp Station](#)® for registration information. Since the list of registered Apps can grow over time, you may check this page periodically for updates on compatible Apps.

### Which third-party applications (Apps) are currently available to connect to MyNJFCHealthData?

The Apps that have registered and are able to connect with the MyNJFCHealthData solution are listed below:

**For the Provider Directory API: ([click this link for more information](#))**

- Guava Health
- CareConvene

**For the Patient Access API: ([click this link for more information](#))**

- Guava Health

**For the Drug Formulary API: ([click this link for more information](#))**

- Guava Health

It is up to the member to choose the App that they want to use. If the App you choose has not registered to be able to connect with MyNJFCHealthData you may ask the developer to visit our developer site [InterOp Station](#)® for registration information. Since the list of registered Apps can grow over time, you may check this page for updates on compatible Apps.

### When sharing my data which types of organizations are obligated to protect my data?

Organizations that are known to be **Health Insurance Portability and Accountability Act (HIPAA)** compliant and therefore meet certain standards to protect member data are obligated to protect your

shared health data. A few examples are health insurance companies, state and federal run health programs, hospitals, medical practices, pharmacies, and dental practices. Law firms, law enforcement agencies, employers, life insurers, schools and school districts are examples of organizations that are not HIPAA compliant but may have their own data privacy policies in place to ensure your health data is safe and secure. If you are still uncertain, ask for a copy of their privacy policy. If they do not have a privacy policy or if their policy allows the selling or storing of your information, you may wish to withhold your health care information.

### How do I connect my third-party application (App) to the MyNJFCHealthData service?

If your application (App) requires you to create a username and password or to sign in using third-party services like a Facebook, Google, or an Apple ID, you must complete this step prior to registering for our service. This additional step is designed to provide an additional layer of protection for your health data.

**Advisory:** You may have to complete the additional sign-in setup again if you decide to use a different App to access your health data.

### How often are third-party applications (Apps) updated?

Updates to a third-party application (App) are determined by the developer of each third-party App. Medicaid/NJ FamilyCare does not set a schedule for third-party App updates.

### What happens if I choose the wrong application (App)?

If you have not completed registration or have not completed the connection to MyNJFCHealthData you may delete the application (App) from your tablet or smartphone.

If you have completed registration and have connected to MyNJFCHealthData, you will NOT need to complete any special steps to cancel access to MyNJFCHealthData. Do not login for at least 30 minutes and delete the App. The digital token that permits access will expire after 30 minutes of inactivity and access to your data will terminate.

If you wish to view your health data, you may repeat the registration process using a different third-party App and a new digital token will be issued allowing access for 30 minutes only. If the digital token expires before you finish viewing your health data, you will have to login again using the credentials you created during registration.

**Warning:** Deleting a third-party App does not delete health data that the third-party App may have stored on your device or in the cloud.

### Can I access MyNJFCHealthData using a web browser like Google Chrome, Microsoft Edge, Firefox, Silk or Safari?

The MyNJFCHealthData solution is designed to be used with a third party application (App) that can be obtained from the Apple or Android store. Depending on the compatible App that is chosen by the member, accessing the MyNJFCHealthData solution may be possible using a web browser such as Google Chrome, Safari, Microsoft Edge, Firefox, Silk, etc. Currently, Guava Health is the only third-party application (App) available to be accessed through a web browser. Check this page for periodic updates to the applications which are available via the web.

## CANCELLING A THIRD-PARTY APPLICATION (APP)

How do I cancel access to my data if I no longer want to use a third-party application (App)?

To cancel a third-party App's access to your data stored in MyNJFCHealthData, you do not need to do anything. A digital token which allows access to your data will automatically expire after 30 minutes of inactivity. As long as you do not login again using the third-party App, your data will be secure.

**Warning:** Not logging in to a third-party App does not delete health data that the third-party App may have stored on your device or in the cloud.

What is the third-party application's (App) policy for deleting my data once I cancel access and delete their App?

For policy information, refer to the third-party application's (App) Terms of Use and Privacy Policy to determine if your data is retained after you delete their App.

**Warning:** Deleting a third-party App does not delete health data that the third-party App may have stored on your device or in the cloud.

How do I obtain my records if I do not want to use or I am unable to use MyNJFCHealthData?

To request copies of your claims data, complete the "Authorization to Disclose" form and mail to us at:

**Division of Medical Assistance and Health Services (DMAHS)  
P.O. Box 712 MC 5  
Trenton, NJ 08625-0712**

The signed release form must include the individual's name, date of birth, social security number, and the dates of the information requested. The "Authorization to Disclose" form can be downloaded from here: <https://www.nj.gov/humanservices/home/hipaa.html>.

## TROUBLESHOOTING

How do I change my MyNJFCHealthData Login ID (Username)?

If you have forgotten your Login ID (the email you used to register), or want to change your Login ID (Username) you must repeat the registration process.

How do I change my MyNJFCHealthData password?

To change your password, you must use the "Forgot Password" link on the MyNJFCHealthData Login page.

How do I change my Multi-Factor Authentication (MFA) account information?

To change your contact method or any other details of your Multi-Factor Authentication (MFA) account, you must contact the Help Desk using the link on the MyNJFCHealthData Login page or by clicking [here](#).

### What happens if I choose the wrong application (App)?

If you have not completed registration or have not completed the connection to MyNJFCHealthData you may delete the application (App) from your tablet or smartphone.

If you have completed registration and have connected to MyNJFCHealthData, you will NOT need to complete any special steps to cancel access to MyNJFCHealthData. Do not login for at least 30 minutes and delete the App. The digital token that permits access will expire after 30 minutes of inactivity and access to your data will terminate.

If you wish to view your health data, you may repeat the registration process using a different third-party App and a new digital token will be issued allowing access for 30 minutes only. If the digital token expires before you finish viewing your health data, you will have to login again using the credentials you created during registration.

**Warning:** Deleting a third-party App does not delete health data that the third-party App may have stored on your device or in the cloud.

### How do I cancel access to my data if I no longer want to use a third-party application (App)?

To cancel a third-party App's access to your data stored in MyNJFCHealthData, you do not need to do anything. A digital token which allows access to your data will automatically expire after 30 minutes of inactivity. As long as you do not login again using the third-party App, your data will be secure.

**Warning:** Not logging in to a third-party App does not delete health data that the third-party App may have stored on your device or in the cloud.

### How do I know which Fee-For-Service drug formulary applies to me?

The drug formulary that applies to you can be found under the Medicaid program which you are qualified for: PlanFirst or NJ FamilyCare. Select which program you are covered under, accordingly. If you are unsure, please call the nearest Medical Assistance Customer Center (MACC) to inquire under which program you and/or your family member are qualified. Click [here](#) for a list of MACC offices and their phone numbers.

### I completed a Health Insurance Portability and Accountability Act (HIPAA) Consent Form during registration, do I need to revoke (cancel) my consent to prevent future access to my data?

You do not have to revoke your HIPAA Consent. The consent was only for YOU to access YOUR data and it expires at 11:59 PM Coordinated Universal Time (UTC) each day. If you need to access your data after that time you must complete a new HIPAA Consent Form. No one else can access your data unless you provide them with your login credentials, which is not recommended.

**Warning:** HIPAA Consent Expiration does not delete health data that a third-party application (App) may have stored on your device or in the cloud. Do not share your third-party App login credentials or store your login credentials on your device to prevent unauthorized access to your health data.

## Can anyone else use my Health Insurance Portability and Accountability Act (HIPAA) Consent Form that I completed during registration to access my healthcare data?

No. The consent was only for you to access your data. No one else can access your data unless you provide them with your login credentials, which is not recommended.

**Warning:** Do not share your third-party application (App) login credentials or store your login credentials on your device to prevent unauthorized access to your health data.

## How do I correct personal information displayed by MyNJFCHealthData?

Please call our **Medicaid Customer Service Hotline** at **1-800-356-1561** for information and referral regarding correcting personal data errors for you or a family member.

## Who do I contact if I see a claim for a service that I or a family member did not receive?

If you believe that any health information in your record is incorrect you may request that we correct the existing information. You must provide a reason to support your request. We will verify information provided before making any change. Requests must be filed in writing to the office below:

**DMAHS Privacy Officer  
Division of Medical Assistance and Health Services  
P.O. Box 712  
Trenton, NJ 08625-0712**

## Under what circumstances can I suspend my MyNJFCHealthData account?

If you would like to have your account **suspended** because you believe that you are seeing someone else's healthcare data, are a victim of an identity theft scam, or have been notified by a company or government agency about a data breach, you may submit a request to our Help Desk to initiate the suspension, which will trigger a security investigation. By submitting a request, your access to new or updated healthcare data by **MyNJFCHealthData** will be restricted until our security investigation determines that no breach of your data has occurred. Please submit your Help Desk request by clicking [here](#).

## How do I report identity theft?

If you believe that your identity has been compromised, you may file a complaint with the **Federal Trade Commission (FTC)** here: <https://www.identitytheft.gov/#/>

## What do I do if my data is shared or misused by the third-party application (App) without my permission?

If you believe that your privacy rights have been violated, you may file a complaint with the Federal Trade Commission (FTC) here:

<https://www.ftccomplaintassistant.gov/#crnt&panel1-1>

The FTC provides information about mobile app privacy and security here:

<https://www.consumer.ftc.gov/articles/0018-understanding-mobile-apps>

You may also file a complaint with us. Complaints must be filed in writing to one of the offices below:

**DHS Privacy Officer**  
**Department of Human Services**  
**P.O. Box 700**  
**Trenton, NJ 08625-0700**

**DMAHS Privacy Officer**  
**Division of Medical Assistance and Health Services**  
**P.O. Box 712**  
**Trenton, NJ 08625-0712**

**Advisory:** Do not file a complaint with both state and federal agencies as this may hinder (slow down) the resolution process.

**Advisory:** If you file a complaint to the Department's or Division's Privacy Officer or to the Federal Trade Commission, there will be no retaliation against you and your benefits will not be affected.

How do I obtain my records if I do not want to use or I am unable to use MyNJFCHealthData?

To request copies of your claims data, complete the **"Authorization to Disclose" form** and mail to us at:

**Division of Medical Assistance and Health Services**  
**P.O. Box 712 MC 5**  
**Trenton, NJ 08625-0712**

The signed release form must include the individual's name, date of birth, social security number, and the dates of the information requested. The **"Authorization to Disclose" form** can be downloaded from here: <https://www.nj.gov/humanservices/home/hipaa.html> .

## MyNJFCHealthData Resource Guide Glossary

**Application Programming Interface (API)** - *A set of programming code allowing two or more computer programs to communicate with each other.*

**Claims Data** - *Claims information may include services for hospitalizations, physician visits, dental, vision, pharmacy and other types of services with dates of service from January 1, 2016 or later.*

**Digital Token** - *An electronic key that allows access to an application for a period of time to enable identity verification during a login process.*

**Drug Formulary** - *A list of drugs covered by a program.*

**Experian** - *A multinational consumer credit reporting agency, used for identity verification for the MyNJFCHealthData solution.*

**Federal Trade Commission (FTC)** - *A federal agency that administers antitrust and consumer protection legislation in pursuit of free and fair competition in the marketplace.*

**Fee-for-Service** - A State billing & payment method, paying providers directly for each covered service received by a Medicaid beneficiary, according to established rates.

**Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP)** - A special kind of Medicare managed care plan that coordinates all covered Medicare and Medicaid managed care benefits into one health plan.

**Health Insurance Portability and Accountability Act (HIPAA)** - A federal law that requires the creation of national standards to protect sensitive patient information from being disclosed.

**InterOp Station** - A proprietary software that intakes a wide range of claims and other data types from various sources and converts them to resources that are housed in a cohesive, secure environment. From there a patient may request their data using a compatible third-party application (App) of their choice.

**Multi-Factor Authentication (MFA)** - A security technology that requires multiple methods of authentication from independent categories of credentials to verify a user's identity for a login or other transaction.

**MyNJFCHealthData** - A 3-part solution deployed by Medicaid/NJ FamilyCare to empower members by giving them access to important health information.

**Prior Authorization** - A requirement by health plans for patients to obtain approval of a health care service or medication before the care is medically necessary and otherwise covered.