

Dear Member,

Scripps Health Plan is committed to safeguarding your health information and providing transparency about how your information is shared. California has created the **Data Exchange Framework (DxF)** to improve care coordination and ensure that health and social service providers have access to essential information needed to support your overall health.

Under this statewide initiative, health plans, including Scripps Health Plan, are required to securely exchange certain health information with participating California providers and organizations through approved **Qualified Health Information Organizations (QHIOs)**. QHIOs are certified entities authorized by the State of California to facilitate secure data exchange under the DxF.

Scripps Health Plan participates in this framework to support better, more coordinated care for our members.

### **What Information May Be Shared**

Through the QHIO, Scripps Health Plan may securely share:

- Claims and encounter information
- Other data needed to support treatment and coordinated care efforts across participating health and social service organizations

This sharing helps providers access a more complete understanding of your health history, which supports safe, timely, and integrated whole-person care.

### **Your Right to Opt Out of Data Sharing**

Participation in this data exchange is optional, and you have the right to opt out at any time. The DxF and its Policies & Procedures require organizations to honor patient consent preferences, including opting out of data exchange.

If you take no action, your data will be shared securely as allowed under California law.

### **If You Choose to Opt Out**

- Your claims and encounter information **will not** be shared through the QHIO.
- Your providers may still obtain needed information using traditional methods such as phone, fax, or mail.
- Opting out **will not affect your eligibility or benefits** with Scripps Health Plan.

### **How to Opt Out**

If you do not want your claims and encounter data shared through the California DxF:

#### **Option 1 – Phone**

Call Scripps Health Plan Customer Service at **844-337-3700** Monday through Friday from 8 a.m. to 5 p.m. and request to opt out.

### **Option 2 – Email**

Email [customerservice@scrippshealth.org](mailto:customerservice@scrippshealth.org) with the following:

- Your full name
- Member ID
- “QHIO Opt-Out” in the subject line

We will record your opt-out status and ensure it is honored in accordance with the DxF requirements.

### **Where to Learn More**

To learn more about California’s Data Exchange Framework, participating entities, and statewide privacy protections, you may visit the California Health & Human Services Data Exchange Framework website at:

<https://dxf.chhs.ca.gov/>

### **We Are Here to Support You**

If you have questions about your rights, the opt-out process, or how data sharing supports your care, our Customer Service team is here to assist you.

Thank you for being a valued member of Scripps Health Plan.

Sincerely,

**Scripps Health Plan**