

Integra Partners Holdings, Inc. (“Integra”, “we”, “us”, “our”) maintains and operates the Dori portal as well as provides Network Benefit Management services for Health Plans and their members, and DMEPOS (Durable Medical Equipment, Prosthetics and Orthotics) Providers (“Providers” “You”, “your”). The Dori portal is not for use by individual patients.

Your Privacy is important to us. We have provided this notice explaining our online information practices. This privacy notice will explain the information that we collect, how it is protected, how it is used, and what choices you have on how it is used. We ask that you read this notice to better understand our commitment to privacy.

Website and Information Security

We utilize reasonable and appropriate security methods to protect the security and integrity of information submitted through this website from destruction, loss, alteration, or unauthorized access. However, due to the nature of online communications, we cannot guarantee that any information transmitted on-line will remain absolutely confidential, and we are not liable for the illegal acts of third parties such as criminal hackers.

What information is collected

- Information provided to Integra directly such as name, contact and billing information, login credentials
- Information Integra collects when you contact us by phone or visiting our sites
- Information Integra receives from Providers who have obtained consent to share information or have ensured that other companies from whom they have received your information are permitted to share it with them, and
- PHI that Providers or Health Plans submit on behalf of patients.

Health Insurance Portability and Accountability (“HIPAA”) protected health information (“PHI”) is any personally identifiable information relating to an individual’s medical record and history that was created, used or otherwise disclosed during registration, consultation, diagnosis, or treatment. Integra collects and processes PHI that Providers or Health Plans submit on behalf of patients. Integra is committed to maintaining and protecting the confidentiality of all PHI that identifies an individual’s past, present, or future personal health conditions.

Examples of PHI include:

- Information on personal health and insurance submitted through Que or provided on behalf of the Provider or Health Plan
- Name
- Date of Birth
- Phone Number
- Address (including street address, city, zip code and state)
- Email Address

- Social Security Number
- Medical Record Number
- Health Plan Number
- Insurance Information
- Clinical, Facility and Supplier Information
- Any other unique identifying numbers, characteristics, or codes

As a Business Associate of healthcare providers that are Covered Entities under the federal healthcare privacy and security rules, HIPAA and the Health Information Technology for Economic and Clinical Health Act (“HITECH”), Integra is dedicated to upholding compliance with the receipt, disclosure, and handling of PHI in accordance with these rules and our contractual obligations with Providers.

Use of Personal Information

Integra collects and utilizes information for the primary purposes of facilitating services for our network of Providers and health plans, product improvement, and de-identification . We may also use certain information for the purposes of performing data analysis, marketing, enhancing and monitoring the user experience, and other related business purposes. We never sell the PHI that we collect.

Disclosure of Personal Information

The information we gather may be shared with the following categories of third parties:

- the Integra group of companies;
- other companies hired by us to provide services on our behalf;
- other third parties where required by law;
- other third parties when you give your consent
- a third party who has acquired all or a substantial portion of Integra’s assets, whether by merger, acquisition, consolidation, purchase, or disposition in bankruptcy

Retention

Integra will not retain personal information for longer than is necessary to fulfill business purposes, unless required by law.

Interactive Areas

Integra is not responsible for information that is voluntarily provided by the user in interactive areas (i.e. discussion groups, message boards, on-line chats). There is an express prohibition on including PHI in these areas. Please be aware that if you are active in a public forum, you should be thoughtful about what you write and adjust your actions appropriately. Information divulged through these mediums may in fact increase future

solicitations by people or companies not affiliated with Integra, nor with affiliating health plans and medical providers.

Third Party Sites and Links

Integra provides links to other Internet sites maintained by third parties. When you click on these links, you are moving to another web site. Please be aware that Integra is not responsible for the privacy practices of other sites. Integra encourages our users to be aware when they leave our site and to read the privacy statement of each and every site, as their policies may be different from ours. This privacy statement applies solely to information collected by the Integra web site. This Privacy Notice does not apply to information collected by our business partners, affiliated members, on any third-party site or by any third-party application that may link to or be accessible from this site.

Log Files

Integra employs web logs and user IDs to analyze trends and audit application use for performance purposes. Integra collects logs about all visitors automatically, such as IP addresses, browser type, date and time stamps, and internet service provider (ISP). Integra uses this information to monitor usage levels, diagnose server issues, and to effectively administer our Site. Integra does not include PHI in these web logs.

Access to Certain Website Content

In order to access certain of our website content, users must be an authorized participating provider. The information made accessible to such participating providers is intended to support our health plans, their members, and providers by authorizing user access and enabling user contact regarding services and features available on this site. It is not used for any other purposes; the data is not sold.

Accessing, Adjusting, Removing or Updating Information

If you would like to exercise any privacy rights or access, adjust, update, remove, or obtain a copy of any of your personal information or PHI relevant to your objective, please contact us at the information provided below. We will respond to such requests in accordance with the requirements of applicable data protection laws, and in compliance to HIPAA and HITECH regulations. As mentioned, some information may require our retention for such purposes as recordkeeping, auditing, or compliance.

Contact Details

Address: INTEGRA PARTNERS 100 WALL STREET, SUITE 203 NEW YORK, NY 10005

Mailing Address (MI) : INTEGRA PARTNERS 3321 West Big Beaver Road, Suite 211, TROY, MI 48084

Phone: 1-888-729-8818

Email: info@accessintegra.com

Notification of Changes

Any changes to Integra's privacy policy will be posted on our website so our users can always be aware of what information we collect, how we use it, and under which circumstances, if any, we disclose it. We only will use collected data in accordance with the privacy policy that was in effect at the time the information was collected. If at any time we intend to use personal information in a manner different from what was stated when it was collected, we will first notify the user by email. The user will have the right to decide if we are allowed to use the information in this manner. If at any time you believe that this site has not adhered to the aforementioned policy or you have a question, please feel free to contact us by emailing: info@accessintegra.com