

CCPA Privacy Notice for Healthcare Providers Who Are California Residents

This CCPA Privacy Notice is intended to comply with the California Consumer Privacy Act (CCPA) and applies to healthcare providers who are California residents. The purpose of this CCPA Privacy Notice is to inform healthcare providers who are California residents of 1) the categories of personal information collected about healthcare providers who are California residents over the past 12 months; 2) the purpose(s) for which the information is used; 3) whether the information will be sold or shared (as defined in the CCPA); and 4) the rights which can be exercised under the CCPA.

Information collected

“Personal information” means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California resident. The categories of personal information Magellan may have collected about healthcare providers who are California residents include:

- Identifiers such as a real name, alias, postal address(es), unique personal identifier, online identifier, National Provider Identifier (NPI), Internet Protocol address, email address, account name, Taxpayer Identification Number (which may include Social Security Number), driver's license or state identification card number, passport number, or other similar identifiers.
- Personal information categories listed in the California Customer Records statute such as name, signature, physical characteristics or description, telephone number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or other financial information, medical information, or health insurance information.
- Protected classification characteristics under California or federal law, such as age, race, color, ethnicity, citizenship, religion or creed, marital status, medical condition, physical illness or disabilities, mental illness or disabilities, gender, or veteran status.
- Internet or other electronic network activity information when using Magellan systems, applications, websites, or equipment, such as information regarding interactions with Magellan's provider portal.
- Audio, electronic, visual, thermal, olfactory, or similar information, such as audio recordings in the event of telephone calls recorded for quality assurance activities.
- Professional or employment-related information, such as current or past job history, licensing & certification data, credentialing information, and disciplinary actions.

Sources of information collected

Magellan obtains the categories of personal information listed above from the following categories of sources:

- Directly from healthcare providers who are California residents, such as from credentialing applications, tax forms, and healthcare claims submitted.

In California, Magellan does business as Human Affairs International of California and/or Magellan Health Services of California, Inc. – Employer Services.

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- Indirectly from healthcare providers who are California residents, such as from website activity when using Magellan programs, applications, or systems; or from telephone call audio recordings.
- From third parties who know about healthcare providers who are California residents, such as references placed on credentialing applications or companies performing background checks.
- From third parties who interact with healthcare providers who are California residents, such as health plan members who notify us of quality of care concerns.

Uses of information collected

Magellan may use or disclose the personal information we collect about healthcare providers who are California residents for one or more of the following business purposes:

- To comply with state and federal laws and regulations which require the maintenance of certain records (such as tax records);
- To perform claims adjudication for healthcare claims submitted to Magellan for payment;
- To perform utilization review functions on behalf of Magellan's customer health plans;
- To monitor provider performance;
- To carry out investigations pertaining to provider conduct; and
- To render decisions related to provider contracting and network participation, including decisions to accept, terminate, suspend, or seek corrective action.

Disclosing personal information

Magellan may disclose the personal information of healthcare providers who are California residents to a third party for a business purpose. In the preceding twelve (12) months, we have disclosed the following categories of personal information pertaining to healthcare providers who are California residents for a business purpose:

- Identifiers
- California Customer Records personal information categories
- Protected classification characteristics under California or federal law
- Internet or other electronic network activity

Magellan discloses the personal information of healthcare providers who are California residents for a business purpose to the following categories of third parties:

- Third parties who perform claims repricing activities
- Third parties who are government agencies to whom we are required to report certain data

In the preceding twelve (12) months, Magellan has not sold or shared (as defined in the CCPA) any personal information.

CCPA rights

The CCPA provides California residents with specific rights regarding their personal information. This section describes the rights of California residents under the CCPA and how to exercise those rights.

Access rights

You have the right to request:

- The categories of personal information collected about you.
- The categories of sources for the personal information collected about you.
- The business purpose for collecting or sharing personal information about you.

- The specific pieces of personal information collected about you.
- The categories of third parties to whom personal information was disclosed for a business purpose.
- The categories of personal information that each category of recipient obtained for a business purpose.

Deletion and correction request rights

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. You also have the right to request that we correct inaccurate personal information about you.

Exercising access, deletion and correction rights

To exercise the rights described above, please submit a request by either:

- Calling us at **1-800-788-4005**
- Visiting www.MagellanProvider.com and using chat
- Emailing us at CAPrivacy@MagellanHealth.com

You may only make such a request twice within a 12-month period.

Responding to requests

All requests must be completed within 45 days of receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any response we provide will only cover the 12-month period preceding receipt of the request. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

Contact information

If you have any questions or comments about this Privacy Notice, our Privacy Policy, the ways in which we collect and use your personal information, your choices and rights regarding such use, or wish to exercise your rights under California law, you may contact us via email at CAPrivacy@MagellanHealth.com.