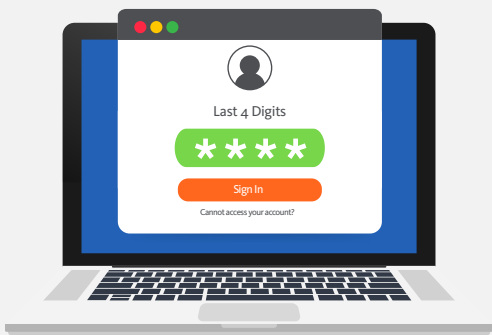




# Understanding Your Data Privacy

**At Availity, we take the confidentiality of your patients' data - and your data - very seriously.** Whether you're interacting with Availity Essentials or Availity Client Services, we adhere to the highest level of security standards.

That's why when you call us for support, our representative may first validate your identity with a security question you established when you created your account. This allows us to verify that we are talking to the rightful account owner. We understand data security is critical to your business, and we want to take this opportunity to tell you about our commitment to safeguarding your personal information.



**Q:** I was asked for the last four digits of my Social Security Number. Why?

**A:** We try to verify your identity using information other than your Social Security Number. However, if some of your submitted information does not match our vendors' records, you may be prompted for only the last 4 digits of your Social Security Number. In most situations, we expect this information will not be necessary.

**Q:** How is my data used?

**A:** We will only use the personal data you provide to authenticate in the event a forensic analysis is needed to maintain our security standards. We will not rent, sell or license your personally identifiable information.



**Q:** How is my identity validated?

**A:** Identity validation is done through LexisNexis and is unrelated to any Availity accounts you already have.

**Q:** How do I know that my personal data is kept safe?

**A:** Your data is always encrypted in transit and at rest. LexisNexis only uses your data to match it to information they already have. You can also feel confident knowing that Availity is the nation's largest HITRUST-certified health information network.



**Q:** How are the registration quiz questions determined?

**A:** During registration, random questions are generated by Availity's third-party vendor. These questions are similar to ones you might get if you have to ID verify with a financial institution and are based on information from public databases.

Availity operates the largest real-time information network in healthcare and is headquartered in Jacksonville, Florida.

For registration issues, call Availity Client Services at **1-800-AVAILITY (282-4548)**.

Assistance is available Monday through Friday from 8 a.m. ET – 8 p.m. ET.