



PO Box 1997, MS 6280
Milwaukee, WI 53201-1997
Toll-free: 1-800-482-8010
www.childrenscommunityhealthplan.org

Children's Community Health Plan Website Terms of Use

By using our site, you agree to the following terms of use, which constitute an Agreement between Children's Community Health Plan and you. By using this website, you expressly accept and agree to these terms in full. If you disagree with any part of these terms then you may not access this website. We reserve the right to change the terms and conditions from time to time, and your continuing use of our website constitutes your acceptance of and agreement to any changes.

Disclaimers

Information contained in this website is designed for general educational and informational purposes only and does not render medical advice or professional services. The information provided through this website should not be used for diagnosing or treating a health problem or disease. It is not a substitute for professional health care, and does not replace the relationship you have with your healthcare provider. If you have, or suspect that you may have a health problem, you should consult your healthcare provider. If you think you may have a medical emergency, call your doctor or seek emergency medical services immediately. Children's Community Health Plan disclaims any liability whatsoever related to any documentation, information, programs, software, or other material that is or may become a part of the website. We do not offer you any warranty or guarantee related to our site or the content; we specifically disclaim any warranties, expressed or implied. All content, service, information and links are provided "AS IS."

Children's Community Health Plan strives to provide contents on this website that are complete and accurate. Children's Community Health Plan does not update this website in real time, however, and cannot be responsible for the accuracy of all information on this site. Information or links on this website may contain errors and contents may be changed or updated without notice. For the most current information, please contact Customer Service at 1-800-482-8010.

Children's Community Health Plan provides health management services to its health plan members. Services include wellness program tools and technology, health assessment, online lifestyle improvement programs and interactive health education provided on this website. Children's Community Health Plan also provides health plan administrative services such as provider network access, provider networking management, quality assurance and process improvement, utilization review and management, covered member services and claims administration. Children's Community Health Plan provides some of these tools, technology and services through third party vendors.

The products and/or services descriptions, if any, provided on this website are not intended to constitute offers to sell or solicitations in connection with any product or service.



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Links to Other Sites

This website may include links to third-party web service providers. These links are provided solely as a convenience to you and not as an endorsement of the content, products or services described on such sites. We are not responsible for the content of linked third party sites. Be aware that some of these third party sites may collect personal information that you disclose on those sites, over which we do not have control or responsibility.

Privacy Policy

When you access this website, Children's Community Health Plan may monitor and record your usage of our site during your visit through the use of "cookies." We collect this information to analyze trends and administer our site. We use this information to enhance your experience on our site, and make it more consumer friendly and informative. A "cookie" is a piece of data that a website can send to your browser while you are using the site. A cookie cannot read data from your computer, perform any action on your data, or embed any commands in your computer. While cookies are used to collect data such as your date and time of visit, IP address, browser type, internet service provider, operating system, and exit pages, they do not contain any personally identifying information about you, such as your name, e-mail address, user ID, or password. Cookies cannot gather any personal information about you other than information you provide voluntarily, such as the information you enter if you choose to register on the site.

Children's Community Health Plan will not sell or rent such information to any third party. We use the information as a tool to improve the quality of the information and services we offer through our website.

You will be given the opportunity to provide some personally identifiable information on our site, such as your name, address, phone number, health and wellness responses, etc. We may collect, store and use this information for reasons such as verifying who is accessing secure areas of our site, or to notify you of updates on our products and services. We may also provide your personal information to our third party vendors, agents, and affiliates so they can provide certain services on our behalf. These third parties are restricted to using and disclosing your personal information only as permitted for contracted business reasons. We may disclose your personal information to comply with the law or legal proceedings, administer claims, manage our business, enforce these Terms of Use, and for research and analysis of use of our site. We may also disclose your personal information in efforts to investigate, prevent or take other action regarding suspected illegal acts; to protect the rights, property or safety of you, our company, our website users, or the public; to enforce the terms of any agreement; or in connection with the sale or merger of our business or another substantial corporate transaction. You agree that we may collect, store, use and disclose such personal information for the purposes stated in these Terms of Use.

Children's Community Health Plan uses security measures that comply with all applicable federal and state laws and regulations. These measures include computer portal safeguards to help protect the security of your personal information, including (but not limited to) primary personal information such as name and contact details.

Covering you. Covering your kids.



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Once you have successfully registered for one of our portals, we will ask you for an identifier (e.g., member ID, user ID, website password, etc.) and a password to authenticate your visit to the site. We have implemented security policies, rules and technical measures for the protection of personal data and prevention of unauthorized access, improper use or disclosure, unauthorized modification, unlawful destruction and accidental loss. However, no data transmission over the Internet is 100% secure, so we cannot guarantee its absolute security.

All our employees and data processors who have access to, and are associated with, the processing of personal information are obliged to respect the confidentiality of our visitors' personal information.

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You agree not to use our site in connection with any unlawful, illegal, fraudulent or harmful purpose or activity. You agree not to provide or transmit any material which is inappropriate or harmful. You agree that all information you provide will be accurate and truthful, and will not violate the privacy or intellectual property rights of any other person or party. We may remove content we deem, in our sole discretion, to be harassment, bullying, violent, graphic, or otherwise inappropriate or that may violate the rights of other users of this website. We are not, however, under any obligation to remove any such content, even if notified of such content by a third party. We may terminate your right to use this site at any time.

Children's Community Health Plan does not discriminate on the basis of race, color, national origin, disability, age, and sex in the administration of the plan, including enrollment and benefit determinations.

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If you believe that your copyrighted work has been posted on this website and constitutes copyright infringement, you may submit a notice of the claimed infringement to us by providing the following information:

- A physical or electronic signature of a person authorized to act on behalf of the copyright owner and identification of the copyrighted work that is infringed;
- Identification of the copyrighted work or works claimed to have been infringed;
- Identification of the material that is claim to be infringing and information sufficient to permit us to locate that material;
- Information reasonably sufficient to permit us to contact you, such as an address, telephone number and/or electronic mail address;



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- A statement that you have a good faith belief that the use of the material in the manner complained of is not authorized by the copyright owner, its agent or law; and
- A statement that the information in the notification is accurate and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

The above information must be submitted in writing to us at
PO Box 1997, MS 6280
Milwaukee, WI 53201.

Miscellaneous

This Agreement shall be governed and construed in accordance with the laws of the State of Wisconsin. Any course of conduct shall not amend the terms of this Agreement. Failure to enforce any provision of this Agreement shall not be construed as a waiver of any provision or right. Any cause of action or claim you may have against us must be commenced within twelve months after that cause of action or claim arises. The unenforceability of any provision shall not affect the enforceability of the remainder of this Agreement.

This Agreement constitutes the entire agreement between Children's Community Health Plan and you. This Agreement supersedes all prior agreements, representations, proposals related to this website and its content.

Contacting Us

We welcome your feedback about the content provided on the Children's Community Health Plan website. Should you have any questions regarding these Terms of Use, the Privacy Policy, or the collection, retention, or management of any information on this website, please contact Customer Service at 1-800-482-8010.