



Designed for You.

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Not a Substitute for Professional Health Care or Advice

The health information contained in this website is general in nature and is not a substitute for professional health care. It is not meant to replace the advice of health care professionals. If you have specific health care needs, or for complete health information, please see a doctor or other health care provider.

Health Care Provider Network Disclaimer

Providers are independent contractors and are not agents of Members Health Plan NJ. Provider participation may change without notice. Members Health Plan NJ does not provide care or guarantee access to health services.

Health Information Program Disclaimer

Health information programs provide general health information and is not a substitute for diagnosis or treatment by a physician or other health care professional.

Privacy and Confidentiality Statements

Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule

HIPAA affords members the right to receive a notice that describes how health information may be used and disclosed and how to get access to this information. Members Health Plan NJ is required to send a notice (“Notice of Privacy Practices”) to members of our health plans.

Commitment to Confidentiality

Relationships are built on trust. One of the most important elements of trust is respect for an individual’s privacy. Members Health Plan NJ values our relationship with you, and we take your personal privacy seriously.

Confidentiality is a top priority at Members Health Plan NJ. We are committed to maintaining the highest level of confidentiality with all of the information we receive from our members, including information received from this website.

The Internet Privacy Statement assures you that the information you share with Members Health Plan NJ is kept confidential and fully secure. Members Health Plan NJ may change this Internet Privacy Statement at any time. Members Health Plan NJ will post revisions to our Internet Privacy Statement on our website. You will receive a notice by email, mail or phone – depending on circumstances – if Members Health Plan NJ modifies the personally identifiable information which is described below.

Links to other website are available to provide you with additional useful information and services. Links that take you off the Members Health Plan NJ website are clearly labeled. Members Health Plan NJ is not responsible for the privacy policies of any website you visit.

Members Health Plan NJ provides links to third-party websites to offer you additional information. You may see both the Members Health Plan NJ logo and the third party’s logo on these third-party websites. Members Health Plan NJ does not have control over our third-party entities use of your information.

Personal Information

At Members Health Plan NJ, we are very aware of the privacy concerns of our customers and others who visit the Members Health Plan NJ website. In fact, we share your concerns. Members Health Plan NJ will not solicit personal information from you as you browse our website, though you may provide that information voluntarily. If you do elect to provide personal information to us, in no case will we sell, license, or transmit that information outside of Members Health Plan NJ for any reason, unless you authorize us to do so.

There are instances in which Members Health Plan NJ might use the personal information that you voluntarily submit internally. These instances include identifying and registering you for the secured area of the Members Health Plan NJ website, in addition, we may disclose your personal information – as described below – to third party partners, affiliates, and subsidiaries to enable them to perform functions on our behalf. These functions may include order or service fulfillment, email campaign provider, and/or credit card processing service. These companies are only permitted to share, store and/or use personally identifiable information for contracted business purposes.

We may also use your security question and response, and birth date in case you forget or misplace your password. By learning a little about you, Members Health Plan NJ can deliver more relevant content and product offerings in an effort to provide you with better service.

Personal Identifiable Information is data that is unique to an individual, such as a name, address, telephone number, social security number, and date of birth (DOB). At times, we may request personal information from you through our website so that we can deliver material you requested, respond to your questions, or deliver a product or service.

Members, employers, business partners, and agents have the ability to register for access to the secured area of our website. To access the secured website, you may need to provide additional information such as organization names, addresses, group numbers, and tax identification numbers. The purpose of the registration process is to validate members, employers, business partners, and agents requesting access to our secured area. Registration also enables us to tailor the information you receive.

By providing an email address, you are indicating that publications can be sent to your email address. You are not required at any time to submit your email address for the purpose of receiving recurring information or promotional emails from Members Health Plan NJ or third parties. To opt out of receiving publications by email, call us at (833) MEWANOW.

Email

If you send questions or comments to an email address on this website, we will share your correspondence with a Members Health Plan NJ associate most capable of addressing your questions and concerns. We will retain your communication until we have done our very best to provide you with a complete and satisfactory response. Ultimately, we will either discard your communication or, in some cases, archive it. We will not keep your email address for secondary purposes. All information and correspondence you share with us will be handled in the strictest confidence.

Please note that the email addresses on the unsecured areas of our website (unlike those areas that require a sign-on and are password protected) do not provide the same level of security as secured email. For that reason, please do not use unsecured email to communicate information to us that you consider to be confidential.

Internet Privacy Statement Changes

This Internet Privacy Statement is effective as of 7/1/2019. This Internet Privacy Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party. If we decide to change our privacy policy, we will post those changes to this Internet Privacy Statement, the home page and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. Members Health Plan NJ reserves the right to modify this privacy statement at any time, so please review it frequently.