

## TERMS OF USE

### Agreement

The use of the Humana Military Healthcare Services, Inc. (Humana Military) web site is subject to the terms and conditions of this user agreement. Please read this user agreement carefully. It explains the terms and conditions for use of this site. You are responsible for reading and understanding them. By using this site you are bound by these terms and conditions. If you do not agree to these terms and conditions you may not use this web site.

### General/Medical Information Disclaimer

This Humana Military web site is intended to provide information to Humana Military TRICARE beneficiaries about their health care and about the products and services offered by Humana Military. Information contained within this web site is general in nature and is intended for educational purposes only. This information is not intended to replace the advice of health care professionals. If you have specific health care needs, or for complete information about your health care, please contact a doctor or other health care provider. If you think you may have a medical emergency, call your doctor or 911 immediately.

While reasonable efforts have been made to ensure that the contents of this site are correct and complete, Humana Military cannot be responsible for the accuracy of information contained herein. Information on this site may contain inaccuracies or errors. Humana Military reserves the right to make changes and/or update content to this site without notice.

Humana Military does not delegate any functions of the web site associated with URAC Health Web Site Accreditation Standards to outside contractors.

### Limitation of Liability

The Humana Military Web site and the content are provided on an "as is" basis. **HUMANA MILITARY, ITS LICENSORS, AND ITS SUPPLIERS, TO THE FULLEST EXTENT PERMITTED BY LAW, DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTIES' RIGHTS, AND FITNESS FOR PARTICULAR PURPOSE WHETHER ORAL, WRITTEN OR IN ELECTRONIC FORM, INCLUDING BUT NOT LIMITED TO THE ACCURACY OR COMPLETENESS OF ANY INFORMATION ON THIS WEB SITE.**

### Editorial Policy

#### Health content

Information contained within this web site that has the explicit purpose of providing information to an intended audience. It can be in the form of marketing materials - handbooks, brochures, flyers, newsletters – or web pages and web tools. The primary intended audiences are TRICARE beneficiaries and Humana Military network and non-network providers. Information contained within this web site is general in nature and is intended for educational purposes only. This information is not intended to replace the advice of health care professionals.

The author is often the subject matter expert requesting that the information appear on the web site. If the content is health-related and written by the author, he or she must be a qualified healthcare professional. The content must include the author's name and date of review/update. If the content is not written by the author it must clearly site the author or source and date of review/update. Qualifications for the reviewers of health content on the Humana Military Web site are as follows:

**Director, Quality Assurance (Clinical Quality Management)**

Registered Nurse/BS in nursing or health care related field  
5 years minimum experience - managed care delivery systems, clinical QM activities  
Experience in clinical study development, patient safety initiatives, quality of care  
Demonstrated experience with URAC or NCQA accreditation process

**Director of Case Management/Disease Management**

BSN or degree in related field/Current RN license in state of employment  
Certified Case Manager with extensive healthcare management experience  
Minimum five years CM or DM leadership experience and project/program management

**Chief Medical Officer**

MD or DO degree and specialty board certification, which requires completion of residency training in some specialty.

Users of the Humana Military web site cannot interact with a health care professional via the Humana Military web site.

The web site content will be reviewed yearly to update information that has changed. The marketing department staff has the responsibility to update this information. Pages will be date stamped so that there is a clear indication of when the page was created or last updated.

Where the site offers any personal health management tools, the source will be disclosed as well as a disclaimer that the information produced by the tool is not intended to replace the evaluation of a health care professional.

**Conflict of interest policy for authors**

Humana Military is dedicated to bringing you accurate, quality content on this site. Outside business relationships will not be allowed to jeopardize the objectiveness of data or content on this site. Humana Military associates must avoid financial or other interests that may be perceived as having an influence on the integrity of site content. Content is reviewed and approved by several individuals prior to publication.

Humana Military associates are required upon hire and annually thereafter, to complete a *Conflict of Interest Disclosure and Agreement* disclosing any activity which may constitute a conflict of interest with Humana Military. Any activity of interest that is questionable should be disclosed. Approval will be granted to engage in those activities which, in the view of company management do not create a conflict of interest. This includes outside employment and other outside activities.

**False or misleading claims**

Humana Military will not knowingly post or publish health content for the web that contains false or misleading claims or promotes ineffective or dangerous products.

**Advertising/Promotion Policy**

Humana Military does not accept any form of outside advertising or promotion on our company web site. Within the Humana Military web site you may find links to external non-Humana Military web sites. These links are available to provide the web site user with additional information and services. These links are clearly labeled. Humana Military is not responsible for the advertising policies of these other web sites.

**Links**

The web site provides links to various external web sites for information that is interesting/relevant/informative. This information is intended to be viewed as an additional resource. In general, the information from the external sites is provided via links rather than

duplicated on the Humana Military web site since Humana Military neither owns nor has the authority to update the information.

These various links from this site are provided for the user's convenience only and do not constitute or imply endorsement by Humana Military of these sites, any products or services described on these sites, or of any other material contained therein. Humana Military assumes no responsibility for their content and accuracy. Links are checked regularly (all sections of the site are reviewed at least annually) for their continued functionality. If you do find that a link isn't functioning properly or is taking you to an incorrect location on the web, please call 1-800-444-5445 to report the problem. You will be contacted within two business days of the date of your call.

## **Minors**

We are committed to protecting the privacy of children. The Humana Military web site is not intended for use by minors. You must be an individual 18 years of age or older to use this web site. PHI and/or PII for any child that is a TRICARE beneficiary is protected based upon our compliance with DITSCAP approved security protocol.

## **Changes to This Agreement**

Humana Military may change the terms of this user agreement and will provide notice if terms of agreement are changed. By continuing to use the web site after we post any such changes, you accept the user agreement as modified. You can always find the current version of the user condition by following the Terms of Use link.

## **Privacy Policies**

Your privacy is important to us. To learn more about how Humana Military protects your privacy, refer to the [Privacy Policy](#).

## **Accessibility and Reliability**

Contractual, Department of Defense approved security protocols are in place for all users of the Secured Services portions of this web site. Unauthorized users are prohibited from accessing any PHI or PII through the implementation of these rigid security procedures.

The reliability of the web site is based upon contractual, Department of Defense operating parameters. Those parameters dictate that the Humana Military website will be available to all users at least 98% of the time.

## **Trademarks**

Humana Military and Humana Military Healthcare Services are federally registered trademarks. Any logos and trademarks appearing throughout the Humana Military web site belong to Humana Military, its affiliates, or third party trademark owners, and are protected by U.S. and international trademark laws. Without Humana Military's express prior written permission, you agree not to display or use in any manner the Humana Military logos or trademarks. Nothing on this web site shall be construed as conferring any license or other rights under the intellectual property or other proprietary rights of Humana Military, its affiliates, or any third party, whether by estoppel, implication, or otherwise. All contents of this web site are: Copyright © 2008, Humana Military Healthcare Services, Inc. or its licensors. All rights reserved.

## **USERS/PATIENTS RIGHTS AND RESPONSIBILITIES**

### **Users/Patients in the military health system have the right to:**

- Receive accurate, easy-to-understand information to help them make informed decisions about TRICARE programs, medical professionals, and facilities.
- Have a choice of health care providers that is sufficient to ensure access to appropriate, high-quality health care.
- Receive and review information about diagnosis, treatment, and the progress of their conditions.
- Have the confidentiality of their health care information protected.
- Have a fair and efficient process for resolving differences with their health plan, health care providers and the institutions that serve them.

### **User/Patients in the military health system have the responsibility to:**

- Maximize healthy habits, such as exercising, not smoking, and maintaining a healthy diet.
- Be involved in health care decisions, which means being knowledgeable about the conditions they're experiencing, working with providers in developing and carrying out agreed-upon treatment plans, disclosing relevant information and clearly communicating their wants and needs.
- Be knowledgeable about TRICARE coverage and program options.
- Report wrongdoing and fraud to the appropriate resources or legal authorities.

Last Update: January 22, 2008