

Internet Privacy Policy

CareFirst BlueCross BlueShield (CareFirst) and its affiliated companies have policies and procedures to protect the confidentiality of member, employer, broker and provider information. Below are general guidelines for how we handle your information. It is important to note that all records containing confidential medical and insurance data are handled and discarded in a way that is designed to protect the privacy and security of the information.

How We Secure Your Personal Information

CareFirst BlueCross BlueShield respects the need for security regarding your personal information. Whenever you provide personal information, your information will be protected using Secure Sockets Layer (SSL) technology. SSL is an industry standard that encrypts the information you provide, to avoid the decoding of that information by anyone other than CareFirst BlueCross BlueShield. This technology, however, does not absolutely guarantee the total privacy of information that has been provided to this site.

Information you submit directly to us will remain on our servers or those of our affiliates, secured by various industry approved technologies to prevent unauthorized access to your personal information.

Access to Our Site

If you are using our site from locations such as your place of employment, you may run into problems with firewalls that the system owner has established for security reasons. If this is the case, you may need to complete the information from your home computer where you can control your security settings. If this is not possible, you can [contact us](#) for additional assistance.

Cookies

Like most commercial websites, we use cookies and other technologies to enhance your online experience and to learn about how you use our website so that we can improve the quality of our services. Cookies are alphanumeric identifiers that we transfer to your computer through your web browser to enable our systems to recognize your browser.

Our cookies will not provide any personally identifiable information about you and do not allow us to gain access to other information on your computer.

Information We Collect

We receive and store certain types of information whenever you visit our site.

CareFirst's servers automatically record information including your domain name, the IP address from which you entered our site, your browser type and language, the pages you visit on our site, and the date and time of your request.

We do not collect any information that can reveal your personal identity unless you voluntarily provide it, for example when you register for or login to a specific feature of our site.

You may decline to provide personal information to us, block pop-ups and/or refuse cookies in your browser. However, this may result in some of our features or services not functioning properly.

How We Use Your Information

Personally-identifiable information you give us will be used only to provide the service or information you have requested.

We do not sell information about you to any third party and we do not share it with third parties unless it is necessary to complete a request you have made, process a transaction for you, or to comply with the law.

We won't send you any unsolicited e-mail ("spam").

We may combine personal information collected from you with information from other CareFirst services or third parties to provide a better user experience, including customizing content for you.

Links to Other Sites

CareFirst may provide links to other websites not owned or controlled by CareFirst that might be useful or of interest to you. The privacy policy of that site may differ from CareFirst's. Please review the privacy policy of any site before providing any personal information.

Links to other non-CareFirst websites do not constitute or imply endorsement by CareFirst of the websites, material, products or services described on those sites.

Not Medical Advice

The content on our site is not intended to be a substitute for professional medical advice. Seek the advice of your physician with any questions you have about a medical condition.