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The mention of specific products or services at this site does not constitute or imply a recommendation or endorsement by TrestleTree unless it is explicitly stated. The views and opinions of authors do not necessarily state or reflect those of TrestleTree. This web site may provide specific health information, none of which is intended to be specific to your medical condition. Nothing contained, expressly or implied, at this site is intended or shall be construed as medical or other professional advice by TrestleTree.

For specific medical advice, diagnosis and treatment, contact your personal physician.

If you are a TrestleTree participant and require an immediate response to non-medical questions or problems, please call Customer Service at 866-523-8185 or 479-582-0777.

Links to other sites

This web site may contain links to other web sites for your convenience. However, TrestleTree disclaims any responsibility for the content, information or the privacy and security policies contained on those other web sites, and does not exert any editorial or other control over those sites.

Linked sites where personal health information is collected have privacy and security policies covered under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). These sites are not owned or controlled by TrestleTree, and TrestleTree cannot be responsible for the privacy practices used by other website owners or for the content or accuracy of these other websites.

Privacy:

Browsing our web site

In the normal course of visiting the TrestleTree website, viewing pages or downloading information, we will gather and store certain information about your visit automatically. We use this information to help us make the site more useful to visitors – to learn about the number of visitors to our site and the types of technology our visitors use. Unless it is specifically stated otherwise, no additional information will be collected about you.

This information does not identify you personally. We can automatically collect and store the following types of information about your visit:

- Your computer's Internet Protocol (IP) address. (a unique number that is assigned to your computer whenever you access the Internet)
- The domain from which you access the Internet (for example, aol.com)
- The Internet address of the web site, if any, from which you came to our site

- The date and time you arrived at our site and how long you spent visiting the site
- The name and version of your computer's operating system and browser (for example, Windows 2000)
- The pages you visit

Cookies

Some pages on this website employ browser session "cookies". A cookie is a small piece of data that a web site transfers to your computer's hard disk to allow the server to distinguish your session from that of others while you are connected. Requests to send cookies are not designed to collect information about you, but only about your "browser session". The cookies make it easier for you to use the dynamic features of our web site. The cookies and the information about your session are automatically destroyed shortly after you close your browser. The information is not permanently stored on your computer. We do not collect personal information about you except as described above.

Use of Protected Health Information (PHI)

TrestleTree is committed to ensuring the privacy and confidentiality of our participants' Protected Health Information (PHI). We collect and disclose such information only according to our strict confidentiality policies and federal and state laws designed to maintain privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. The HIPAA Privacy Rule took effect on April 14, 2003 and requires your plan sponsor to provide its members with a Notice of Privacy Practices. The notice explains how information about the plan's members is used and under what conditions the plan and TrestleTree are permitted or required to share that information with others.

In regard to our interactive web services, TrestleTree treats all data that we receive as confidential. We will not disclose to third parties any identifying data, including name, mailing address, email address and phone number, unless you authorize such disclosure or such disclosure is required by law. To ensure privacy of your data, never share your username and password with anyone. Be sure to consider the content of any questions, the location of your email account and who, besides yourself, may have access to it.

Web site security

Security is a priority at TrestleTree. Appropriate measures are taken to protect the confidentiality, integrity and availability of information about anyone who may want to use our website.

Only authorized users are allowed to access Protected Health Information (PHI). TrestleTree enforces a high level of protection, i.e., TLS 1.2 and above encryption, for securing transmissions between a user's browser and this web site. Content on this site is protected against unauthorized access.

Email security

Email sent over the Internet may not be secure and should not be used to communicate confidential and/or health information directly to TrestleTree. Please be aware that TrestleTree cannot guarantee the confidentiality or security of any information you send to

us over the Internet when using email. TrestleTree shall not be liable for any breach of confidentiality resulting from such use of email via the Internet.

Communicating with us

Medical questions or concerns about your care or treatment should be directed to appropriate health care professionals. TrestleTree will not respond to requests for personal medical advice made through this web site. If you require an immediate response to non-medical questions or problems, please call Customer Service at 866-523-8185 or 479-582-0777.

Email sent through our site should not be used for confidential personal medical issues, but for general topics or program questions. Comments and questions submitted by email will be shared with our Customer Service Manager and/or those employees most capable of addressing your questions and concerns. Please be aware that your email may not be encrypted and may be accessed and viewed by other Internet users without your knowledge while in transit to us. See Email Security above.

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