

## **WEB PRIVACY STATEMENT FOR MMM MULTIHEALTH, LLC (VITAL BENEFICIARIES)**

Your privacy is very important to us, and we will make every reasonable effort to safeguard any information we collect.

### **What information will we collect?**

Information may be collected in the following ways on this website and application:

- We may use “cookies” and/or other web trackers to help us improve this website and application by tracking your navigation habits and storing some of your preferences. A cookie is a small file created by a website to store information on your computer. Cookies do not allow websites to gain access to other information on your computer. Once a cookie is saved on your computer, generally only the website that created the cookie can read it.
- An Internet Protocol (IP) address is a number that automatically identifies the computer or mobile device that you are using to access the Internet. The IP address enables our server to send you the site pages that you want to visit, or the data you want to view. The IP address may disclose the server owned by your Internet service provider. We use your IP address to help diagnose problems with our server and to support our site administration.

### **How will information be used?**

In addition to the uses described above we may also gather quantitative user information, such as the number of users and the pages or data accessed, to perform administrative, technical, hosting or other functions that help us manage our website and deliver new functionality to you. We do not sell, license, transmit, or disclose personal information collected by this site except when required or permitted by law. We may use your personal information with technology to better support and enable services provided to you.

## Retention of Information

We follow the data minimization principles and retain information for periods of time reasonably necessary to perform our services, except where retaining data for longer periods is necessary to improve or provide services or as otherwise disclosed in our applicable policies or permitted by law. How long we keep your data will depend on the data type and state, federal, and contractual requirements.

We retain information that is serving a legitimate business purpose, is relevant to pending or reasonably anticipated litigation, and/or is required to be retained in compliance with applicable laws and regulations and for certain periods of time depending on the level of sensitivity in the data which may be tied to: business processes and programs; legal obligations under applicable statutes, regulations and/or contracts; or individual consent to use information.

## Third Party Service Providers

We may work with third-party service providers who may place third party persistent cookies, web beacons, or similar technologies to collect anonymous information about the use of our websites. They are not permitted to collect any personal information, and this information will be solely used for web usage analysis for a better understanding of how you use our website, and/or to customize our content and advertising.

## What if I don't want information about me to be collected?

If you do not wish to have your activity on this website and application tracked, [you can opt-out at any time here](#). The link will allow you to discontinue first party cookie tracking of your web activity for the current computer and browser you are using. NOTE: The opt-out option is not managed by MMM Multihealth and/or Elevance Health.

You also have the choice to opt-out of third-party cookies, web beacons, or similar technologies. If you do not want third party service providers to collect your anonymous information for marketing purposes, [visit the Network Advertising Initiative \(NAI\) website to perform the opt-out](#).

Additionally, you can direct your Internet browser to notify you and seek approval whenever a cookie is being sent to your hard drive. You may also delete a cookie manually from your computer, tablet, or smartphone through your Internet browser settings or other programs. You can also set your browser to refuse all cookies. Please note that some parts of this website may not function properly or be available to you, if you refuse to accept a cookie or choose to disable the acceptance of cookies.

### **“Do Not Track” Signals**

We do not respond to web browser “do not track” signals, except where required by law. As such, your navigation of our site may be tracked as part of the gathering of quantitative user information described above. If you arrive at our website by way of a link from a third-party application that does respond to “do not track” requests, the recognition of any “do not track” request you have initiated will end as soon as you reach our site.

### **Linking to Other Sites**

We may provide links to websites not owned or controlled by us. We do this because we think the information might be of interest or use to you. While we do our best to ensure your privacy, we cannot be responsible for the privacy practices of other sites. A link to a third party website does not constitute or imply endorsement by us. Additionally, we cannot guarantee the quality or accuracy of information presented on those websites. We encourage you to review the privacy practices of any website or application you visit, to better understand how your information may be used and/or disclosed.

### **Use of Electronic Mail**

We may provide email links to facilitate communication between us and you. Unless otherwise noted, email through our website is not a completely secure and confidential means of communication. Non-encrypted email may be accessed and viewed by other Internet users without your knowledge and permission while in transit to us.

### **Protecting Information**

We maintain administrative, technical, and physical safeguards to protect information. We require our employees to protect information through written policies and procedures and provide periodic privacy and security awareness training. We maintain

a comprehensive privacy-incident response and prevention program. Where required by law, our business partners must protect the privacy of data we share with them as they work with us.

## Managing Your Information

We are regulated by various state and federal laws pertaining to information privacy. Under these laws, individuals may have the right to request access, deletion, or correction of their information. Individuals may have the right for opt-in consent under certain circumstances regarding their information. Please refer to "Citizen Information on Data Security Act," Law number 111 of September 7, 2005, as amended, HIPAA Act 1996 and [MMM Multi Health](#) as specified below.

For health-related products or services, you may manage your privacy settings through your online customer portal or by calling the toll-free customer service number on your health ID card: **1-844-336-3331** Monday through Friday from 7:00 am to 7:00 pm. TTY/TDD users may call **787-999-4411**. You may also visit our Customer Service Offices, Monday through Friday, from 8:00 am to 5:00 pm or visit our website <https://www.multihealth-vital.com>.

## Contacting the Privacy/Compliance Office

Our Privacy Office is available to answer privacy questions or for reporting privacy issues. You may contact the Privacy Office by:

Writing to:

Privacy Office  
220 Virginia Ave  
Indianapolis, IN 46204

**MMM Multihealth, LLC**  
**Compliance Department**  
**Torre Chardón**  
**350 Ave. Chardón, Suite 500**  
**San Juan, PR 00918-2101**  
**Tel. 1-877-307-1211**

Fax 787-622-0473

Emailing us at:

[Privacy.Office@ElevanceHealth.com](mailto:Privacy.Office@ElevanceHealth.com)

This privacy statement was most recently reviewed in February 2026. Unless otherwise noted, the effective and review dates noted are for the Privacy Page in its entirety. This privacy statement is subject to change. We encourage you to review it from time to time.