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Business Associate Secure Web Portal
Registration Form

Thank you for your interest in registering for the Mercy Maricopa Integrated Care and the Mercy Maricopa Advantage Business Associate web portal. We are committed to protecting the privacy of our members and Business Associates who use our website. We will use our best efforts to ensure that the information you submit to us is used only for the purposes of the website and remains private. During registration, we ask you for specific information about you. We do not disclose any of the information you provide to us to any outside parties, except to manage the health plan or when we think the law may require it.

Mercy Maricopa Integrated Care and Mercy Maricopa Advantage Business Associates must designate a primary representative from their office. If necessary, the Primary Representative will have the ability to add authorized representatives within their office to their account.

Registration Instructions: The information below and acceptance of the attached agreement is required to complete registration.

Business Associate Name: Elizabeth Finn			
Business Associate Office Name: Glendale City Court			
Business Associate Tax ID # (TIN) (if applicable): 86-6000247			
Address: 5711 W. Glendale Avenue	City: Glendale	State: AZ	Zip: 85301
Phone #: (623) 930-2449	Fax #: (623) 930-2010		

As mentioned above, each Mercy Maricopa Integrated Care and Mercy Maricopa Advantage Business Associate office must designate one primary representative (see Business Associate Web Portal Agreement attached for full definition). Please indicate the full name of the primary representative below:

Primary Representative Name: Kathy Williams	
Phone #: (623) 930-2426	Fax #: (623) 930-2010
E-Mail address at Business Associate's office: kwilliams@glendaleaz.com	

To submit a request for registration, please fax your completed form and attached agreement to Mercy Maricopa Integrated Care or Mercy Maricopa Advantage at 860-975-0841. If you have any questions about this form, please contact your Business Associate relations representative at 602-586-1880 or 866-602-1978.

Business Associate Administrator Signature

Date: April 22, 2014

Elizabeth Finn
Business Associate Administrator Printed Name

IMPORTANT: A signed Business Associate's Web Portal Agreement (attached) must accompany this form before registration can be completed. Thank you.

**** IMPORTANT NOTICE ****

You may use this web portal service only if you agree to the terms and conditions below. You indicate that you understand and agree to follow the terms and conditions by registering to use this web portal service. If you do not agree to these terms and conditions, you may not register to use or use the web portal service.

Business Associate's Web Portal Agreement

Introduction

This Business Associate's Web Portal Agreement ("Agreement") contains the terms and conditions that govern the use of this web portal service by a Business Associate (as defined below) for access to information on Mercy Maricopa Integrated Care and Mercy Maricopa Advantage member's/enrollee's eligibility. Aetna Medicaid, L.L.C. maintains this site as part of its administration of the Mercy Maricopa Integrated Care and Mercy Maricopa Advantage Plans.

Definitions

In this Agreement, the words:

- "Authorized Representative" means a person that Business Associate has authorized to use the Web Portal Service under this Agreement on Business Associate's behalf.
- "Primary Representative" means the Authorized Representative in the Business Associate's office who has responsibility for adding, deleting and maintaining the names of Business Associate's Authorized Representatives within the Internet site supporting the Web portal service.
- "Administrator" means Aetna Medicaid, L.L.C., and any owners, affiliates or direct or indirect subsidiaries.
- "Plan" means "Mercy Maricopa Integrated Care" and "Mercy Maricopa Advantage" and any owners, affiliates or direct or indirect subsidiaries.
- "Business Associate" means the person or entity with which Mercy Maricopa Integrated Care and Mercy Maricopa Advantage establishes an Agreement with to share information for the purpose of judicial review and/or coordinating care for Mercy Maricopa Integrated Care and Mercy Maricopa Advantage members/enrollees.
- "Service" means the web portal service under this Agreement and the website that supports it.

Use of the Web Portal Service

The Service provides access to information on the Plans member's/enrollee's eligibility through the internet. Business Associate shall use the Service solely in connection with its judicial and/or health care services to members/enrollees of the Plan. The Primary Representative and each Authorized Representative shall use the Service solely in the course and scope of employment or agency with

Business Associate. Business Associate, the Primary Representative and each Authorized Representative shall use the Service subject to the following:

1. The terms and conditions of the Agreement; and
2. The applicable provisions of Business Associate's Agreement with the Plans to provide health care services to Plans' members/enrollees (the "Business Associate Agreement"). The applicable provisions of the Business Associate Agreement include, but are not limited to, use and disclosure of Protected Health Information under the HIPPA Privacy Standards, and member/enrollee eligibility verification.
3. In the event of a conflict between a term and condition under this Agreement and a provision under the Business Associate Agreement, the former shall govern.

Business Associate shall require the Primary Representative and each Authorized Representative to (1) keep confidential and not disclose the Business Associate's Service password to any person except Business Associate or the Primary Representative; (2) use the Service solely in connection with Business Associate's health care services to members/enrollees in Plans and within the course and scope of employment or agency with Business Associate; and (3) use the Service pursuant to the terms and conditions of this Agreement.

Upon learning that the Primary Representative or an Authorized Representative has violated (1), (2) or (3) or no longer works for or represents Business Associate, Business Associate shall also notify Plan when it has revoked the Primary Representative's or an Authorized Representative's authority to use the Service for any other reason. Business Associate shall revoke the Primary Representative's authority to use the Service if directed to do so by Administrator.

If an Authorized Representative's authority is revoked, the Primary Representative shall immediately delete such person's access to the Service following procedures provided by Administrator. If the Primary Representative's authority is revoked, Business Associate shall immediately delete such person's access to the Service and designate a new Primary Representative following procedures provided by Administrator.

Changes to the Web Portal Service or This Agreement

Administrator may, at any time, make changes to the Service, the terms and conditions in this Agreement, or any other policies or conditions that govern the use of the Service at any time. Business Associate should review the Service and these terms periodically for any updates or changes. Business Associate's continued access or use of the Service site shall be deemed Business Associate's notification and acceptance of these changes.

No Warranties for this Site

Administrator uses reasonable methods to provide accurate and current information on member/enrollee eligibility, claims payment and prior authorization available through the Service. However, because of the possibility of technical and human error, as well as other factors, there is no implied warranty of any kind, including of representation about the accuracy, completeness, or appropriateness or fitness for a particular part of the Service, and non-infringement. While

Administrator uses reasonable methods to secure the Service, there is no warranty that the Service will be free from corrupted data, computer viruses or similar destructive or contaminating code.

The Business Associate assumes full responsibility for using the Service, and understands and agrees that neither the Plan nor Administrator are responsible or liable for any claim, loss, or damage resulting from its use. The Business Associate agrees to use the Service on an "As Is" and an "As Available" basis.

Please note that some jurisdictions may not allow the exclusion of implied warranties, so some of the above exclusions may not apply to you.

No Liabilities for the Service

Neither Plan nor Administrator will be liable for any delay, difficulty in use, inaccuracy or incompleteness of information, computer viruses, malicious code, loss of data, compatibility issues, or otherwise. Plan and Administrator will not be liable even if someone has advised of the possibility of such damages or loss, and/or someone has informed of a problem with the Service or is content. Business Associate uses the Service at its own risk. Plan and Administrator will not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of the Business Associate's use of or access to the Service, or any other link provided to another site.

By using the Service, the Business Associate accepts at its own risk that the Internet may not perform as intended despite the best efforts of the Administrator, the Business Associate or any Internet service Business Associates.

Ownership, License and Restrictions on Use of Materials

As between the Plan, Administrator and the Business Associate, all rights, title and interest (including all copyrights, trademarks and other intellectual property rights) in the Service belong to Plan or Administrator. In addition, the names, images, pictures, logos, and icons are proprietary marks that belong to Plan or Administrator. Except as expressly provided below, nothing contained herein shall be construed as conferring any license or right, by implication, estoppels or otherwise, under copyright or other intellectual property rights.

The Business Associate is hereby granted a nonexclusive, nontransferable, limited license to view and use information retrieved from the Service solely in connection with its judicial review and/or health care services to members/enrollees of Plan. **Except as expressly provided above, no part of the information in or about the Service, including but not limited to materials retrieved from it and the underlying code, may be reproduced, republished, copied, transmitted, or distributed in any form or by any means. In no event shall materials from this site be stored in any information storage and retrieval system with prior written permission from Administrator.**

Business Associate's use of the site allows Plan and Administrator to gather certain limited information about the Business Associate and its usage of the Service. Business Associate agrees and consents to the use of such information in aggregated form.

Site System Integrity

The Business Associate may use the Service for normal use in connection with its judicial and/or health care services to members/enrollees of the Plan. The Business Associate may not use any device, software routine or agent to interfere or attempt to interfere with the proper working of the Service. The Business Associate may not take any action, which imposes an unreasonable or disproportionately large load on our infrastructure. The Business Associate may not disclose or share its password to or with third parties, except an Authorized Representative, or use its password, or allow its password to be used, for any unauthorized purpose. The Business Associate shall take reasonable precautions to secure its password from any unauthorized use. The Business Associate may not attempt to log in with a user name or password other than its own.

Continuous, uninterrupted access to the Service is not guaranteed. Numerous actions beyond our control may interfere with the Service.

Governing Law; Legal Jurisdiction; and Statue of Limitations

The laws of the State of Arizona govern this Agreement, without regard to conflict of law principals, and the Business Associate's access to and use of the Service under this Agreement. The Business Associate submits to the exclusive jurisdiction of the courts in the State of Arizona and waives any jurisdictional venue or inconvenient forum objections to such court.

Before seeking legal recourse for any harm the Business Associate believes it has suffered from use of the Service, the Business Associate will give Plan written notice specifying the harm and thirty (30) days to cure the harm after providing such notice. In the event that the Business Associate believes the Service has irreparably harmed the Business Associate, the Business Associate agrees to inform Plan and give Plan thirty (30) days to cure harm before initiating any action. The Business Associate must initiate any cause of action within one (1) year after the claim has arisen, or you will be barred from pursuing any cause of action.

Service Restriction

Subject to applicable law, Plan and Administrator reserve the right to suspend or deny, in their singular or joint discretion, Business Associate's access to all or any portion of the Service with or without notice. Business Associate agrees that any termination of Business Associate's access to the Service may be effected without prior notice. Business Associate acknowledges and agrees that Plan and Administrator may immediately bar any further access to the Service. Further, Business Associate Agrees that Plan and Administrator shall not be liable to Business Associate or any third-party for any termination of Business Associate's access to the Service.

Agreement Termination

Either party may cancel this Agreement at any time.

Administrator may immediately issue a warning, temporarily suspend, indefinitely suspend, or cancel this Agreement with Business Associate and Business Associate's access to the Service if, in the sole discretion of Administrator, the Business Associate breaches this Agreement.

Upon termination of this Agreement, Business Associate agrees to destroy all materials obtained from use of the Service site, as well as all related documentation, copies, and installations, whether or not made under this Agreement.

The person(s) signing this Agreement warrants that he or she has full authority to do so and that the signature below binds the Business Associate, including the Business Associate's owners, employees, agents and representatives, on whose behalf the person below signs.

Accepted:

By:	
Its:	Glendale City Court
Date:	April 22, 2014