



COMMONWEALTH of VIRGINIA

Department of Medical Assistance Services

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Terms of Use for a mobile app platform

Dear Medicaid member:

Virginia Medicaid always strives to improve your quality of care. This involves innovative programs to promote your health. You were recently contacted by Virginia Medicaid about a mobile app platform offered as part of a quality improvement program. This letter provides you with the app's Terms of Use (attached). You must agree to the Terms of Use if you want to use the app. Additional information describing the mobile app is below.

- The app is a mobile app-based platform for people living with chronic health conditions.
- The app includes tools and resources to help you take better care of yourself.
- To join, you must agree to our Terms of Use, which are agreements you make about your use of the app.
- The health care you receive will not change if you choose not to join.

Can you tell me more about the app? The app promotes better personal health outcomes for people living with chronic health conditions. The app provides tools to keep track of your medication use, mood, and stress, educational resources, and a confidential, secure community board for users. The app aims to build skills and can help you get or provide support.

What must I do to join the app? Eligible members interested in joining the platform must agree to the app's Terms of Use. Anyone who joins the platform must agree to these terms to use the app on a mobile device. You are not required to join the platform. Your health care will not change if you choose not to join.

What do I need to do after I have reviewed the Terms of Use? A study staff member will be in touch soon. At that time, you can choose to join the mobile app platform or not.

The app's Terms of Use are below. You may contact the study team at any time to learn more. Email [study email address] or call [study phone number] for details.

Thank you for learning about our program. We look forward to partnering with you to improve your health.

PositiveLinks Terms of Use

You WILL NOT use PositiveLinks to communicate if there is an emergency. If there is an emergency, you agree to call 911 or go to the ER.

You understand that PositiveLinks is not a program through which clinical diagnoses, treatment recommendations, or treatment are provided.

You agree to receive three check-ins through PositiveLinks each day: “Have you taken your meds yet?”; “What is your stress level right now?”; “How are you feeling?” You agree to receive a weekly quiz question on pop culture, general health, or other health management topics.

The Appointments feature in the app allows you to create appointment or calendar reminders for your own use. These reminders exist only on the PL app and will not sync with any other calendar apps you may have on your phone.

The app offers a community board where you can post and others can see and respond to your posts. There are rules about participants’ posts on the board. All of these rules relate to the need to ensure that participants have a safe space to share.

1. You understand there is a community board you can use to post comments or ask questions of other participants. This community board is intended to provide a safe place to share, so there are a few rules about this. Your personal reflections and ideas are welcome. You agree that the community board will not be used to make insulting or rude comments towards other participants or study staff. You also agree not to promote any political candidate. Those kinds of comments would interfere with the intention of the board as a place to give and get support.
2. You understand and acknowledge that the community board is monitored by study staff to ensure these rules are followed. You understand that posts violating these rules will be removed by study staff, and we may discuss those posts that do not follow the rules with you. Violation of these rules may result in a 10-day suspension from the board or permanent removal from the board. These decisions are determined by study staff on a case by case basis. Our intention in this is to ensure that the community board remains a safe and welcoming space.
3. You WILL NOT post personally identifying information—including yours or anyone else’s name, phone number, address, or social media information—on the app’s community board. The community board is a space where participants can share information anonymously, and you will respect the privacy of others posting on the board. In the event you post personally identifying information on the board, the study staff cannot guarantee immediate removal of the content and you understand that other participants would be able to see that information.
4. You understand that only program participants and study staff will have access to the community board.

Your care providers will not have access to posts on the community board and this is not a means to communicate with your providers.

You understand that you will have access to resources and answers to frequently asked questions. The resources will include links, videos, and audio files on topics like stress reduction, mindfulness, financial wellness, and general health information.

You understand that you will have access to a contact list that will include contacts that you create. When you include a phone number for the contact listing, you will be able to call that contact from within the PL app. This contact feature is kept securely within the PL app and does not sync with any other Contacts app you may have on your phone.

You understand you will only be able to send private messages through the PositiveLinks platform to study staff. The staff member will be able to send a reply to your PositiveLinks inbox. You will not be able to send or receive messages from any other contacts or other PL participants.

You understand that normal operating hours for study staff are Monday through Friday 8am to 5pm. If you message outside of these hours, or if a staff member is out of the office, you understand that they may not respond until they are next available. Study staff may take up to 48 hours to respond to my message and you agree to call your provider or emergency services with all time-sensitive or medical needs.

You understand that the PositiveLinks mobile platform requires a password to access and has other security features to protect your information in PositiveLinks. The password is unique for each participant, and YOU will only be able to change it by calling a PositiveLinks staff member. You will not share your password with others.

You understand that you can revoke your agreement to these terms at any time with or without reason. To remove yourself from the platform you will notify the study staff, in person or over the phone, that you are withdrawing from the PositiveLinks platform.

You understand that if you do not abide by the terms in this agreement your participation and continued receipt of PositiveLinks services will be reviewed and may be suspended or terminated as determined by the study staff.