

## M3 HEALTH TRACKER APP – FREQUENTLY ASKED QUESTIONS

This document addresses common questions regarding the implementation of the M3 Health Tracker. All employers are encouraged to consult with their own legal counsel regarding specific issues.

### USING THE M3 HEALTH TRACKER

**Q: We would like to make the use of the app optional to our employees. Does this open us up to potential liability issues?**

A: Best practice would be to require the use of the app rather than make it optional. Employers should check state and/or local government requirements to determine if obtaining the information is actually required.

**Q: Can we require some employees to use the app based on position and others would not be required to use it?**

A: Best practice would be to require all employees to use the app. The objective would be to have a safe environment for all employees.



**Q: If two or more employees have the same symptoms, can we respond differently based on position?**

A: It would not be advisable to treat people differently with the same symptoms as you would potentially be opening yourself up to potential discrimination issues. It would be advisable to have objective criteria (based on CDC and EEOC guidelines) on what your policy will be if you receive “Yes” answers regarding symptoms.

**Q: Can employers use this app in multiple states?**

A: The app is compliant with the laws of all states, with the exception of California. Also, employers cannot use the app for employees outside the United States.

### PRIVACY / DATA

**Q: Is the information gathered by the app protected under HIPAA?**

A: No, HIPAA only applies to Protected Health Information (PHI), which is information generated by a “covered entity”. Covered entities are health care providers and plans, not employers. The information gathered by the app is for employment purposes and should be kept confidential, but it is not HIPAA protected information.

**Q: How long should the information be maintained?**

A: Employers should keep the information only for as long as needed. M3’s access portal will hold data for 30 days only after which data will be purged. If you feel the need to retain longer, you should download your data, a feature of the access portal.

**Q: How is our company data accessed?**

A: Data is accessed via a link: [https://m3ins.shinyapps.io/m3\\_health\\_tracker\\_access/](https://m3ins.shinyapps.io/m3_health_tracker_access/)

Your designated team will get a separate email asking for the creation of credentials. Only designated personnel in your organization will be able to access data via the secure portal.

# M3 HEALTH TRACKER APP – FREQUENTLY ASKED QUESTIONS (CONTINUED)

## TECHNICAL

**Q: Does the app work on all devices (iPhone, Android, iPad, etc.)?**

A: Yes. It should work on all platforms ranging from desktop to tablet to smartphone.

**Q: What if an employee does not have a smartphone?**

A: The app is also accessible by desktop or tablet too. Alternatively, employers could require that employees without technology access answer the same questions in another format such as paper.



**Q: Is the app in the “App Store”?**

A: No. The app is a web app accessed with a URL via a web browser (Chrome, Safari, etc.). The welcome sheet explains how to "save to home screen" which is similar to bookmarking for user convenience.

**Q: If a response is flagged, is HR notified?**

A: No. Upon submission, the employee is asked to immediately call HR and contact information is conveniently provided. Designated personnel can see a flagged response on the dashboard immediately, but there is not a dynamic notification feature.

**Q: Is the data access portal mobile friendly?**

A: Yes. However, depending on the number of daily responses it might be difficult to view on a mobile device.

**Q: Can the app be changed or modified?**

A: No. The questions are recommended by the CDC. M3 will update the app questions as CDC updates recommendations.

**Q: Are there different versions of the app?**

A: Yes. There is a different version for Healthcare provider employers. The app is also offered in Spanish.

**Q: Is it possible to separate the data by location?**

A: Yes. Each location is able to have its own company id, passcode, and HR contacts. Separate forms are required for each location.