# Individual Access Services: Frequently Asked Questions (FAQs)

## About Manifest MedEx and Your Health Records

1. **What is Manifest MedEx (MX)?**

   *Manifest MedEx is California's largest and only statewide nonprofit health data network. The organization shares individual patient information for permitted purposes under the Health Insurance Portability and Accountability Act (HIPAA) as required by California and federal law.*

2. **How is Manifest MedEx different from an electronic health record (EHR)?**

   *Manifest MedEx is a nonprofit health information organization (HIO), also known as a health information exchange (HIE). The organization securely aggregates, normalizes, and matches patient health data across a vast network of providers, hospitals, health plans, and other HIPAA covered entities to create longitudinal patient health summaries that give healthcare organizations and patients a better and more thorough understanding of an individual's health.*

   *These patient health summaries include all the encounter information, lab results, medications, immunizations, and other health and demographic information that have been sent to Manifest MedEx for HIPAA permitted purposes.*

3. **How do health records from Manifest MedEx differ from health records in my provider or health plan's patient/member portal?**

   *A patient/member portal contains only the health data originated and maintained by that provider, hospital, or health plan, whereas Manifest MedEx aggregates health data across many organizations into one single consolidated patient record, providing as complete a picture as possible of an individual's health and health history.*

4.  **Who is allowed to have access to my health data from Manifest MedEx?**
    *Providers, hospitals, health plans, and other healthcare organizations may exchange data with Manifest MedEx as permitted under HIPAA and required by law. Only the organizations that have a relationship with you are allowed to view your health information.*

    *For example, in California, starting January 31, 2024, most health care organizations are required to exchange health information as part of the [CalHHS Data Exchange Framework (DxF](#)), which facilitates the secure and appropriate exchange of health and social services information, giving providers a clear understanding of a patient's full health history and the information needed to provide safe, effective, whole-person care.*

5.  **How do I access my health records in Manifest MedEx?**
    *Manifest MedEx partners with [Selfii](#), a first-in-class, secure patient identity verification and electronic records access service to provide patients electronic access to their health data.*

    *Visit our [Patient Data Access](#) page on our website, or check out our [Individual Access User Guide](#) for detailed instructions on how to use Selfii to access your records.*

6.  **What types of data will I see in my health record from Manifest MedEx?**
    *Your data will likely be a consolidation of your record into a single document known as a consolidated care document. This document can include encounters, problems, allergies, lab results, vitals, and possibly some reports.*

    *You may also get some data from other data sources where you have previously had treatment if those facilities and/or other HIEs have partnered with Selfii or other nationwide data networks.*

    *Health data from Manifest MedEx will have "MX" in the file name.*

7. **Can I download my data, and if so, what formats are available?**

   *Yes, data is typically available as a PDF; however, Consolidated Clinical Document Architecture (CCDA) will be downloadable in raw XML format. If data originated as text or an image, it may also be available in that format. When data is first returned, it will only be viewable in its raw format initially.*

8. **How current are my health records from Manifest MedEx?**

   *Manifest MedEx continuously monitors the data feeds coming into its network, and when new health data on a patient is shared over the network (e.g., when a patient has a new encounter or lab result), it is automatically added to the longitudinal patient summary in near real-time.*

9. **Some of this health information is incorrect – how do I get this fixed?**

   *Manifest MedEx does not "edit" information but only aggregates information received. Any errors in the health data need to be addressed by the provider, hospital, or health plan originating the information.*

10. **Why is my health record from Manifest MedEx missing information?**

    *If you do not see information from a specific provider, hospital, or health plan, it is likely that:*

    1. *They are not sending health data to Manifest MedEx*
    2. *They are sending health data to Manifest MedEx but have not authorized Manifest MedEx to provide electronic patient access*

11. **How far back does my health record go?**

    *This depends on when the data source (i.e., facility) started sending data to Manifest MedEx and will differ for each patient.*

12. **I don't want my health data to be shared through Manifest MedEx. How do I opt out of Manifest MedEx?**

    *Participation in Manifest MedEx is entirely free and voluntary. To opt out of Manifest MedEx, visit www.manifestmedex.org/opt-out/ to complete and submit a form online or call (800) 490-7617.*

*By opting out of Manifest MedEx, you are choosing not to have your personal health information accessible by your healthcare team and your health plan through the Manifest MedEx system.*

13. **I have chosen to opt out of Manifest MedEx. Why can I still see my health data in the Selfii app?**

    *Choosing to opt-out of Manifest MedEx means your health data is not seen by others, but it will always be available to you if it has been sent to Manifest MedEx, and we are authorized to share it. You may also see data from other data sources (e.g., facilities, other HIEs) from which you have not opt-ed out.*

14. **I have opted out of Manifest MedEx; how do I opt back in?**

    *To rescind an opt-out of Manifest MedEx, complete and submit a form online at [www.manifestmedex.org/opt-out](www.manifestmedex.org/opt-out)  or call (800) 490-7617. By rescinding your opt-out request, your personal health information will be accessible to your healthcare team and your health plan through the Manifest MedEx system.*

**About Selfii and CLEAR® I.D.**

1. **What are Selfii and CLEAR?**

    *Manifest MedEx uses Selfii, a first-in-class, secure patient identity verification and electronic records access service that verifies your identity using CLEAR, to easily provide access to health information.*

2. **How do Selfii and CLEAR work?**

    *Selfii partners with CLEAR for identity verification, which requires you to have a government issued I.D. (i.e., passport or driver's license). You will be asked to upload a picture of the I.D. and asked to pose for a selfie to "bind" the taken photo to the issued identification.*

3. **What forms of I.D. will I need for I.D. verification?**

    *A valid, non-expired, government-issued driver's license or a valid passport will be*

*needed for I.D. verification. At this time, only these forms of identification will be accepted.*

4. **Is this information stored?**

   *Information is securely stored, and you may already have a CLEAR I.D. account (for example, from creating one for air travel). Once created, it can be reused to validate your identity with other providers.*

5. **What does Selfii do with this information once I.D. verification is complete?**

   *It is only used to verify the patient's identity remotely and then securely stored for auditing purposes.*

6. **What are the privacy policies for Selfii and CLEAR?**

   *Please refer to Selfii privacy policies [here](#) and CLEAR's [here](#).*

7. **Do I need to be a Selfii account holder to access my records?**

   *Yes, a Selfii account is required to access your data via Selfii.*

8. **Can I set up a Selfii account on desktop and mobile devices?**

   *Creating the initial Selfii account requires a mobile device, but once completed, patients can access Selfii on any device with a camera (the login process requires photo verification).*

9. **Who can I contact for support?**

   *For any issues related to Selfii like logging in or I.D. verifications please contact [support@Selfii.com](mailto:support@Selfii.com). For general questions related to Manifest MedEx, please contact [support@manifestmedex.org](mailto:support@manifestmedex.org).*