



**AIRA**  
AMERICAN IMMUNIZATION  
REGISTRY ASSOCIATION

# INFORMATION REQUEST

Topic: User Access for Health Plan Users

**Request Date:** February 19, 2025

**Information Requested:**

The Kentucky Department for Public Health is seeking information regarding user access for health plan users. Do you allow users from insurance companies (health plans, managed care organizations) to search for patients individually in your IIS? In other words, do users associated with health plans/insurance companies/managed care organizations have the ability to log into your IIS web application to look up individual patient records?

**Requesting Member:** Laura Barrett

**Responding Member(s):** Patricia Swartz (MD), Sheila Edwards (MI)

**Results:**

Note: AIRA recognizes that our members and partners often create solutions or provide services that our members and partners may be interested in. We invite entities to join AIRA with the understanding that AIRA must maintain a neutral stance with regards to promoting specific products and services. AIRA does not endorse or imply any endorsement of any member or partner or their products and/or services.

**Maryland:**

We allow health plans direct lookup access in our IIS, as they are listed as authorized users per our state statute. Our long-term goal is to onboard them for bulk query, but that is a work in progress.

**Michigan:**

I used to work at LexisNexis, where we dealt with this precise issue. There is a huge data privacy risk with allowing insurance companies etc. access to direct patient data. That's primarily because, as a patient, I can choose to pay for a service, (immunization, testing, etc.) individually WITHOUT using my insurance. Many people do this, as they do not want the results reported to their insurance carrier and added to their files.



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In addition, the compilation of this information is extremely valuable to insurance carriers, and it may present an opportunity for you to monetize this information, should you choose to move forward (that is what LexisNexis does). Just be extremely mindful of privacy concerns.