Banner Plans & Networks

Technology Tips

Tip 3: Stay secure online

The internet is a useful resource for health information. Not all websites are trustworthy. Follow these tips to protect yourself from misinformation:

Stick to trusted sources.
Look for websites that are by experts and are fact focused. For example, use websites from government agencies *(.gov)*, universities *(.edu)* or respected health organizations. Avoid websites with sensational headlines or vague claims.

Check the website's credentials.
Who wrote the information? Are they a medical expert or organization? Look for a recent "last updated" date. Does the website cite sources?

Compare information.
Cross check what you read with information from other trusted sources. Talk to your provider about anything you find online to ensure it applies to your health.

Protect your information.
Never share personal information on websites you do not trust. Use strong passwords. Avoid sharing personal information, like banking or health details on public Wi-Fi.

Download apps.
Health care providers may offer applications *(apps)* to simplify care management where you can schedule appointments, view medical records and access virtual visits *(telehealth)*. Search for your provider's app in the Apple App Store or Google Play Store on your smartphone or tablet to download.

Use QR codes safely.
You may find QR codes on your health care materials. QR codes make it easy to access websites. Simply scan with your smartphone's camera app or an app like Google Lens. Be sure the QR code is from a trusted source to protect your personal information.

Our Customer Care Center is available for any questions you may have. The Customer Care Center phone number is on the back of your member ID card for convenience.