



Confidentiality – How is my privacy protected?

Protection and maintenance of confidentiality is always paramount. BCMS started LifeBridge because we know that our members may want to access counseling without the knowledge of their peers, partners, insurance companies, employers, spouse, family, staff or anyone else. No one will know that you have accessed this service unless you tell them. The system is totally HIPAA compliant.

Here is how the system will work. The Bexar County Medical Society will upload BCMS members' email addresses to a secure site in the BetterHelp system. No names or any other information will be attached to the uploaded email addresses; only the email addresses themselves. The BetterHelp computer system will then send out emails to all those uploaded email addresses. BCMS leaders, members and staff will have no knowledge of or access to individual BCMS members' use of the program or counseling details. This is all protected by HIPAA confidentiality.

BetterHelp, the counseling organization contracted by BCMS, has a network of Texas-licensed counselors/therapists and is totally obsessed about ensuring your privacy and confidentiality. BetterHelp has built a state-of-the-art technology, operation and infrastructure with one thing in mind: protecting your privacy and safeguarding the information you provide. The privacy and confidentiality standards are by far more advanced than what is required by law or regulations, so you can feel safe and comfortable.

- You don't need to identify yourself (see more about staying anonymous [here](#)).
- Everything you tell your counselor is protected by strict federal and state laws.
- BetterHelp doesn't cooperate or work with any insurance companies or employers, so nothing needs to be shared, reported or filed with them.



- You can always click the “Shred” button next to each message that you’ve sent so it will no longer show in your account.
- All the messages between you and your counselor are secured and encrypted by banking-grade 256-bit encryption.
- BetterHelp servers are hosted in an “A Grade” facility, ensuring the best-in-class security and protection.
- BetterHelp browsing encryption system (SSL) follows modern best practices, providing world class online security and encryption.
- BetterHelp databases are encrypted and scrambled so they essentially become useless in the very unlikely event that they are stolen or inappropriately used.
- If you wish for any of your information or records to be released to a third party, please let your counselor know. Your counselor will send you an authorization form that you will need to fill and sign before your information can be released.