



Enhancing the Accuracy & Persistency of Eligibility, Clinical Insights & Business Intelligence

MIMI-Rx Frequently Asked Questions (FAQs)

EagleForce Health (EFH) understands our clients' need to ensure that ethics and values related to their SMART patient engagement and remote monitoring programs are designed to inspire trust and confidence on the part of government officials, patients, the medical community, regulatory agencies, financial markets, and their partners. The system administered by EFH serves as a web and mobile platform which presents an evidence-based solution that is designed to support the client and their patients across all phases of their healthcare.

1. What is the name of the App?

ANSWER: The name of the App is MIMI-Rx™, Medication and Immunization Management Initiative.

2. Where can I find the App

ANSWER: The App can be downloaded in the App Store for iPhones and the Play Store for Android.

3. Is the App free?

ANSWER: Yes, the App is free to download on the App Store for iPhone and the Play Store for Android.

4. What phone do you need to use the App?

ANSWER: The App can be accessible on any IOS, Android, tablet, or iPad device. MIMI-Rx™ can also be accessed through a web platform by going to <https://www.mimirx.org>.

5. What sensors does one need to monitor Covid-19 symptoms with the App?

ANSWER: The App can be paired with any FDA approved medical device. Sensors that are needed to monitor Covid-19 symptoms through the MIMI-Rx™ App include temperature thermometers and pulse oximeters. If these sensors are Wi-Fi-enabled, then results can be automatically loaded from the device onto the MIMI-Rx App. If these sensors do not have Wi-Fi capability, then results can be manually entered by the participant to the App.

6. Where can I find/purchase the sensors?

ANSWER: FDA approved medical device sensors can be purchased at your retail pharmacy or online store including CVS, Walgreens, Rite Aid, Walmart, Amazon or eBay. Participants can also get these sensors through their provider or insurance companies such as Medicare, Medicaid, and most commercial insurance plans at no out-of-pocket cost to the beneficiary.

7. Who will pay for the sensors?

ANSWER: Medicare, Medicaid, and most commercial insurance companies will cover the costs of the sensors with no out-of-pocket cost to the beneficiary.

8. Does enrolling in the MIMIRx™ program mean that I cannot remain with my current Primary Care Provider?

ANSWER: No. You can join the MIMIRx™ program and remain with your current Primary Care Provider.



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9. What do I do if I don't have a phone?

ANSWER: Participants will be asked to respond to questions regarding their access to mobile “SMART” phones that can support telehealth encounters and remote patient monitoring. A device will be provided to those participants that have limited access to such a phone, via their provider, to support remote persistent patient monitoring and telehealth services.

10. What specific symptoms can I monitor at home?

ANSWER: For COVID-19 early alert, the symptoms to monitor are changes in baseline body temperature (usually between 98.6°F/37°C) and oxygen saturation levels (usually between 97-100% on room air) through thermometer and pulse oximeter readings because changes in both often occur prior to the infected person recognizing symptoms of COVID-19. Other Wi-Fi enabled devices that monitor blood pressure and blood glucose levels can also be monitored on MIMI-Rx™ to optimize your general health or chronic conditions.

11. What are normal levels of the symptoms and how do I know when to call the doctor?

ANSWER: MIMI-Rx™ helps to establish one's unique baseline body temperature (usually between 98.6°F/37°C) and oxygen saturation (usually between 97-100% on room air). Changes to the baseline readings may indicate early symptoms of respiratory illness which will then alert to your health care provider for determining the best course of action.

12. Who keeps my data?

ANSWER: The individual participant owns and controls all their data. Authorized providers can be granted or denied access to this data with the participant's consent and authority directly through the MIMI-Rx™ App.

13. Is my personal data safe and protected?

ANSWER: Yes, MIMI-Rx™ is certified to the highest privacy and security standards and is HIPAA and HITECH compliant.

14. Will any data I input be shared with anyone?

ANSWER: No, data you input will not be shared with anyone unless you provide access to an authorized care provider. You can control who and what you share, and access can be removed at any time.

15. Who is looking at my data? How and where can I limit who has access to my records?

ANSWER: The data in your profile is only being viewed by you and an authorized care provider, if you provide them access. Under the “provider” section of the App, click “edit” on the provider you wish to make changes to. Under “Access Level” you can choose to give your provider “Full Access” or “No Access”.

16. I have downloaded the App and entered basic information, how do I invite my provider to upload my medical files, medications, and immunization record?

ANSWER: Individual participants will own and control their data. Their health care provider can access, upload or edit any medical information only if the participant provides “Full Access” to their health care provider directly through the MIMI-Rx™ App.



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17. What happens if I lose my phone or my phone is unlocked/not password protected...is my personal health data safe?

ANSWER: MIMI-Rx™ is password protected. Data is stored to the highest security and privacy standards and is HIPAA and HITECH compliant. Always keep your phone locked, password protected, or fingerprint enabled.

18. Where is my personal health data stored and how secure is my personal health data?

ANSWER: Your personal health data is stored and protected on a secure cloud network.

19. Are EagleForce employees looking at my data?

ANSWER: No, EagleForce employees will NOT have access to any individual's data. The participant owns and controls all their data. The participant can manage access for authorized health care providers or caregivers.

20. Does the government have access to my data?

ANSWER: No, the government will not have access to any individual's data without their written consent. The participant owns and controls all their data and decides whether to grant access to that data to any other individual.

21. Can the government request and get access to my data?

ANSWER: The government will not have access to any individual's data without their written consent. The participant owns and controls all their data and decides whether to grant access to that data.

22. Can pharmaceutical companies request and get my personal health information?

ANSWER: Pharmaceutical companies will not have access to any individual's data without their written consent. The participant owns and controls all their data and decides whether to grant access to that data.

23. Can the App through my phone currently measure my temperature and oxygen levels on its own?

ANSWER: No. You need a Thermometer and Pulse-oximeter whose daily readings you can enter manually or use a Wi-Fi enabled Infrared Thermometer and Pulse-Oximeter that automatically enter your daily readings when paired with your phone. If your sensors are not Wi-Fi enabled, you can still manually enter your daily readings.

24. Can the App on my phone tell me whether I have COVID-19?

ANSWER: No. The App will help you track your symptoms and alert your provider of any changes from your baseline readings. Only a care provider can review your situation and help you determine if your symptoms are related to COVID-19 or other medical condition.

25. Can I use the App on my phone without a health care provider to determine if I need to see a doctor?

ANSWER: You can use your temperature (usually between 98.6°F/37°C) and oxygen saturation levels (usually between 97-100% on room air) logs to monitor your health to have better information to share with your primary care provider when you reach them. The App and any sensors are NOT a substitute for your relationship with, communication with or advice from your health care provider.