

## **PRIVACY NOTICE AND AUTHORIZATION FORM**

This notice explains how Name of CDO may collect, use, and share your personal information. **Please read this notice carefully.**

Name of CDO must collect certain information about you, called Personally Identifiable Information (“PII”), in order to help you complete your application for health insurance. We only use PII to the extent necessary to assist you with the application and enrollment process.

Some examples of PII required for health coverage applications and enrollment include your name, address, zip code and county of residence, birthdate, telephone, social security number, household income, number of household members, marital status, race/ethnicity, Healthcare.gov username and password, CommonHelp Application username and password, and/or any information necessary to assist you.

### **Why did I receive this notice?**

Name of CDO is required to give you this notice by applicable State and Federal law. We respect your personal information and want you to fully understand how we may use and share your information. Your decision to provide your personal information is voluntary. We are required to obtain your written authorization prior to collecting, creating, disclosing, accessing, maintaining, storing or using your PII. Neither you, nor your legal or authorized representative, are required to provide more information than you choose to provide. You can revoke, limit, or otherwise change the consents you provide through this notice at any time.

### **How will you use my information?**

Name of CDO will use only the information that we need to help you obtain health insurance through the Virginia Health Benefit Exchange, the Virginia Medicaid Program, and the FAMIS program. [Name of CDO] is authorized by law to: provide you information about the full range of options available to you with respect to qualified health plans, qualified dental plans, the State Medicaid Program, and FAMIS; assist you in applying for coverage; and help to facilitate your enrollment.

### **Will my information be shared with anyone?**

Name of CDO may only share your personal information as described in this notice. We may share your information with certain Federal or State agencies, the health insurance issuer that you select or subcontractors that help us to provide services to you. We do not share your personal information with anyone else without your consent.

### **Will you keep my information safe?**

Yes. Name of CDO is required by law to keep your information safe. The Virginia Health Benefit Exchange has developed privacy and security policies/practices that we must follow to make sure that we protect your information. For your protection, please do not send e-mails to us that contain your PII. We cannot guarantee the security of these e-mails before they reach us. Name of CDO is committed to protecting your personal privacy. Keeping information secure and using it in a responsible manner is a top priority.

### **Under what legal authority are you permitted to collect my PII?**

Both Federal and State laws permit Name of CDO to collect PII for the reasons referenced above. State regulations include 14VAC7-10-10 *et seq.* of the Virginia Administrative Code. Federal laws and regulations include Section 1411(g) of the Patient Protection and Affordable Care Act (42 U.S.C. §18081(g) and 45 C.F.R. §155.260).

**How will you inform me about changes to this Privacy Notice?**

The Virginia Health Benefit Exchange may change this Privacy Policy from time to time. Revised versions will be posted at <https://www.scc.virginia.gov/pages/Details-for-Consumers> and will show an updated effective date.

For any questions or concerns, please contact:

CDO Name: \_\_\_\_\_

Individual CAC Name or Staff/Volunteer Name: \_\_\_\_\_

CDO Address: \_\_\_\_\_

CDO Phone Number and Email Address: \_\_\_\_\_

If you believe your Personally Identifiable Information has been or may have been compromised in any way and you would like to file a complaint with the Virginia Health Benefit Exchange, please go here: [https://www.scc.virginia.gov/pages/File-an-Insurance-Complaint-\(1\)](https://www.scc.virginia.gov/pages/File-an-Insurance-Complaint-(1)).

**Applicant Endorsement:**

I, \_\_\_\_\_, give my permission to Name of CDO, including CAC Name, to create, collect, disclose, access, maintain, store, and/or use my personal information in order to carry out the roles and responsibilities that are authorized by federal and state laws and regulation, unless I have limited that consent as set forth in this document.

<p>_____</p> <p>Consumer/Consumer's Legal or Authorized Representative Signature  <i>Circle one of these to show if you are the consumer or the consumer's representative.</i></p> <p>_____</p> <p>Date</p> <p>_____</p> <p>Printed Consumer Name</p> <p>_____</p> <p>Printed Consumer's Legal of Authorized Representative Name (if applicable)</p> <p>Ways I agree to be contacted (optional):</p> <p><input type="checkbox"/> By mail or in-person at _____</p> <p><input type="checkbox"/> By email at _____</p> <p><input type="checkbox"/> By phone at (_____) _____ - _____ This is a wireless phone: Yes <input type="radio"/> No <input type="radio"/></p> <p><input type="checkbox"/> By text message at (_____) _____ - _____</p>
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