

## Privacy Policy

This Agency receives funding from the Centers for Medicare and Medicaid Services (CMS) to provide enrollment assistance to Nebraskans using the health insurance marketplace. This funding gives Community Action Agencies in Nebraska legal authority to request, collect, and track personally identifiable information (PII) of the people we assist. The purpose of the information collected is to help document the use of the Affordable Care Act Marketplace and report to CMS the number and characteristics of those assisted. The PII we collect from you will be disclosed only to the grantee, Community Action of Nebraska, and this agency, and only for the purposes of reporting as required by law. None of your PII will be shared outside Community Action and all reporting completed will include aggregate data only, so none of your personal information will be shared with anyone other than the agency with which you provide it and their grantee, Community Action of Nebraska, who will use it for reporting purposes only.

Refusal to provide information will NOT constitute a denial of services. We only collect information we consider to be appropriate. The collection and use of all personal information is guided by strict standards of confidentiality. Your information will be stored in a locked file in a secure location. Access to your information is given only to authorized staff that has undergone security and privacy training and has signed confidentiality agreements. A copy of our Privacy Notice describing our privacy practice is available to all consumers upon request. **All personal information collected from you will be destroyed no later than September 15<sup>th</sup>, 2014.**

You have the right to request amendment, correction, substitution, or deletion of PII maintained and temporarily stored by us. If you believe the PII is not accurate, timely, complete, relevant or necessary to accomplish an Exchange-related function, submit a copy of government-issued identification (such as driver's license, school ID card, voter registration card) to the Navigator who assisted you. Once your identity has been verified, you may view, amend, correct, or delete any PII stored on you. If you wish to withdrawal your permission to release your PII to Community Action of Nebraska, please request and sign a revocation of consent form.

To file a complaint against Community Action, contact Centers for Medicare and Medicaid Services (CMS) at 7500 Security Boulevard, Baltimore, MD 21244. Please include the following information with your complaint:

- Name, address, and telephone number
- Location and name of agency complaint is against
- Details of your concern, including the date and time
- Name(s) of other people involved and/or affected
- Whether you reported this complaint to anyone else, including Community Action, and if so, what was the response
- What you would like to see happen to resolve your complaint

To appeal your Marketplace eligibility results, log into your Marketplace account at [healthcare.gov/marketplace/individual](https://healthcare.gov/marketplace/individual) or call the Marketplace call center at 1-800-318-2596. TTY users should call 1-855-889-4325. You can also mail an appeal form or your own letter filing an appeal to Health Insurance Marketplace, 465 Industrial Blvd., London, KY 40750-0001.

Known or suspected security incidents involving CMS data must be reported immediately to the CMS IT Service Desk by calling 410-786-2580 or 1-800-562-1963 or via e-mail to [CMS\\_IT\\_Service\\_Desk@cms.hhs.gov](mailto:CMS_IT_Service_Desk@cms.hhs.gov). Even if you are not positive, but only suspect that it might be a security incident, you must still submit a report and allow the experts to determine whether or not it is a security incident.