



## PRIVACY NOTICE FOR INSURANCE EXCHANGE MARKETPLACE

*This notice describes how Personally Identifiable Information (PII) about you may be used and disclosed by Billings Clinic and how you can get access to this information. Please review it carefully.*

The terms of this Privacy Notice apply to Billings Clinics as a Certified Application Counselor Designated Organization (CDO). In order to assist you, Billings Clinic is permitted to disclose your PII (with your authorization) to the Exchange/Marketplace and is authorized to:

- Inform individuals about the full range of Exchange/Marketplace health coverage options and insurance affordability programs for which an individual is eligible;
- Help individuals apply for health coverage in a Qualified Health Plan (QHP) through the Marketplace and for insurance affordability programs; and
- Help individuals enroll in a QHP or in an insurance affordability program.

### **Billings Clinic's Responsibilities:**

- Provide free assistance
- Inform individuals of any possible conflicts of interest
- Allow the individual to choose a health insurance plan
- Act in the best interest of the individual
- Follow privacy and information security standards when creating, collecting, disclosing, accessing, maintaining, storing, and/or using PII (we do not intend to maintain and store PII other than the authorization form you sign)
- Provide assistance based on the information provided; if the information provided is inaccurate or incomplete, we may not be able to provide all the assistance available to you
- Arrange for assistance from a Navigator, other Marketplace Assistance personnel, or contact the Exchange call center if we are unable to assist you
- We are not permitted to use or disclose your PII beyond the ways described in this Notice without your informed consent.

### **Your Individual Rights Concerning PII:**

- To give information that you choose to provide. Providing information is voluntary.
- To obtain a copy of the PII that we store or maintain. All requests for copies/access must be made in writing and signed by you or your representative. You may obtain an access request from: Billings Clinic Privacy Officer, P.O. Box 37000, Billings, MT 59107.
- To request in writing that the PII we store or maintain be amended or corrected. We are not obligated to make all requested amendments but will give each request careful consideration. All amendment requests must be in writing, signed by you or your representative, and must state the reasons for the amendment/correction request. If your amendment or correction request is granted, we may also notify other entities that work with us and have copies of the uncorrected PII if we believe that such notification is necessary. You may obtain an amendment request form from: Billings Clinic Privacy Officer, P.O. Box 37000, Billings, MT 59107.
- To receive an accounting of certain disclosures made by us of your PII, if applicable. Requests must be made in writing and signed by you or your representative. Accounting request forms are available from: Billings Clinic Privacy Officer, P.O. Box 37000, Billings, MT 59107.

### **FOR MORE INFORMATION OR TO REPORT A PROBLEM**

If you believe your privacy rights have been violated, you can file a complaint with the Billings Clinic Privacy Officer or with the Centers for Medicare & Medicaid Services. There will be no retaliation for filing a complaint. If you have questions and/or would like additional information, please contact the Billings Clinic Privacy Officer at (406) 657-4655 or 1-800-252-1246, ext 4655. If you would like to file a complaint with the government, call the Health Insurance Marketplace Call Center at 1-800-318-2596 or e-mail the Office for Civil Rights at [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov).