



# Notice of Privacy Practices

This Notice Takes Effect as of October 1, 2013

**PLEASE REVIEW CAREFULLY**

## THIS NOTICE DESCRIBES HOW PERSONALLY IDENTIFIABLE INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

Vermont has established Vermont Health Connect (“VHC”) to help individuals and businesses purchase health insurance. One of the requirements for setting up VHC is that Vermont promises to protect the confidentiality of personal information that it needs to help individuals and businesses enroll in insurance. This notice of Privacy Practices (“Notice”) explains what Vermont will do to protect personal information.

The notice complies with the Patient Protection and Affordable Care Act (“ACA”), regarding collection, use, disclosure and storage of personally identifiable information (“PII”) in VHC.

Vermont Health Connect will be housed in Vermont’s Department of Health Access in the Agency of Human Services. Vermont’s promise to protect the confidentiality of PII bind the Agency of Human Services as well as its contractors and grantees.

### FREE INTERPRETER SERVICES ARE AVAILABLE

Please tell us if you need an interpreter or other accommodation in order to read and understand this notice. Call: **1-(855) 899-9600**

Cette lettre est importante. Si vous ne la comprenez pas, apportez-la a votre bureau local pour recevoir de l'aide. Call: **1-(855) 899-9600**

Esta carta es importante. Si no la entiende, llevala a su oficina local para solicitar ayuda. Call: **1-(855) 899-9600**

Ovaj dopis je vazan. Ukoliko je nerazumljiv za vas onda ga ponesite I obratite se lokalnoj kancelariji za pomoc. Call: **1-(855) 899-9600**

Barua hii ni muhimu. Kama huielewi, ichukue, uende nayo katika ofisi yako ya karibu kwa msaada zaidi. Call: **1-(855) 899-9600**

Dokumentigan ama qoraalkan waa muhiim. Haddii aadan fahmin, waxaad u qaadaa xafiiskaaga degaanka si aad caawimaad u hesho. Call: **1-(855) 899-9600**

यो दस्तावेज महत्वपूर्ण छ। यदि तपाईंले यसलाई बुझ्नुभएन भने, मद्दतको लागि यसलाई आफ्नो स्थानीय कार्यालयमा लिएर जानुहोस्। Call: **1-(855) 899-9600**

ဤစာရွက်စာတမ်းသည် အရေးကြီးပါသည်။ သင်နားမလည်လျှင်၊ သင်၏နယ်မြေရှိအနီးသို့အကူအညီရရန် ယူဆောင်သွားပါ။ Call: **1-(855) 899-9600**

## PRIVACY PRACTICES REGARDING PERSONALLY IDENTIFIABLE INFORMATION

### WHAT IS PERSONALLY IDENTIFIABLE INFORMATION (“PII”)?

This is any information created or received by the Vermont Agency of Human Services, its contractors and grantees (“AHS”) that can be used alone to identify you (like your name or social security number), or could be used in combination with other information that is linkable to you (like your mother’s maiden name) to identify you. Examples of PII are:

- Name
- Social security number
- Date and place of birth
- Address
- Phone number
- Biometric information, like fingerprints
- Email address
- Credit card numbers



## Notice of Privacy Practices

This Notice Takes Effect as of October 1, 2013

**PLEASE REVIEW CAREFULLY**

### WHAT TYPES OF PII WILL AHS COLLECT FROM ME FOR VHC?

AHS may collect information like your name, address, social security number, federal tax information concerning your household income, citizenship data, enrollment records, pregnancy, or disability.

AHS will **not** collect health information from your medical records, your health care providers or your insurers. The health information entered into VHC, if any, will be limited and will come from you.

### WHAT WILL AHS DO WITH MY PII?

AHS will collect, use and store your information to help you find and enroll in affordable health care coverage. AHS will collect the minimum amount of PII necessary to accomplish this.

AHS may use your PII to:

- Determine eligibility for enrollment in one of the health plans that qualifies for sale on VHC;
- Determine eligibility for other health benefits programs, like Medicaid;
- Determine eligibility for financial assistance; and
- Engage in quality control and improvement activities.

### WILL I BE THE ONLY SOURCE OF MY PII?

Not necessarily. AHS may collect some information from State or Federal data sources, such as the Medicaid program or the IRS. Some data from credit reporting agencies is also used to verify identity.

### WHAT ARE MY RIGHTS CONCERNING THE USE OF MY PII?

- **Right to Access PII.** You may request to see or obtain a timely copy of your PII in a format that you can read. To make sure your PII is not inadvertently disclosed, AHS will verify your identity, or the identity of the person requesting your PII to make sure you have designated him or her to obtain your PII. To request a copy of your PII, please contact our Privacy Officer using the contact information below.
- **Right to Correction.** You have the right to dispute the accuracy or integrity of your PII in a timely way, and to either have erroneous information corrected or to have the dispute documented if your request is denied.
- **Right of Individual Choice.** You have the right to have a reasonable opportunity to make informed decisions about the collection, use and disclosure of your PII. If you have questions about your PII, please contact our Privacy Officer using the contact information below.
- **Right to limited use of PII.** You have a right to expect that your PII is created, used and disclosed by VHC to accomplish the limited purpose of finding and enrolling you in affordable health care and that it is not used to discriminate unlawfully.



## Notice of Privacy Practices

This Notice Takes Effect as of October 1, 2013

**PLEASE REVIEW CAREFULLY**

- **Right to Data Quality and Integrity.** You have the right to take reasonable steps to make sure that your PII is complete, accurate and up to date, and has not been altered or destroyed in an inappropriate manner.
- **Right to Further Information.** If you desire further information about your privacy rights, are concerned that we have violated your privacy rights, or disagree with a decision that we made about access to your PII, you may contact our Privacy Office.

### OUR RIGHT TO CHANGE TERMS OF THIS NOTICE

We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all or your information that we maintain, including any information we created or received prior to issuing the new notice. We will post any new notice on our website. You may also obtain any new notice by contacting the Privacy office.

### FOR ANY QUESTIONS ABOUT THIS NOTICE OR ABOUT YOUR PII RIGHTS, INCLUDING ANY APPEAL RIGHTS YOU MAY HAVE PLEASE CONTACT:

VHC Call Center  
By phone, at (855) 899-9600, or  
By email, at [AHS.PrivacyandSecurity@State.vt.us](mailto:AHS.PrivacyandSecurity@State.vt.us)