

Privacy Notice Statement

Any information collected by Navigators is completely voluntary and will only be used to determine health insurance eligibility. This may include PII (Personally Identifiable Information). PII includes, but is not limited to, name, phone number, email address, home address, immigration status, income, and household size information.

By agreeing to assistance, the consumer gives consent to the Navigator to use the consumer's PII in order to carry out the roles and responsibilities of a Navigator that are authorized by federal law and are summarized on page 2. All information will be securely stored online and not shared, sold, or distributed to any third party outside of the Navigator organization.

There will be no effects of non-disclosure if a Consumer chooses not to provide information. Health Market Connect follows the privacy and security guidelines outlined in Section 1411(g) of the Affordable Care Act (ACA) (42 U.S.C. § 18081(g)) and 45 C.F.R. § 155.260.

To file a complaint with CMS about Health Market Connect's activities in relation to information collected, visit:

<https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/Enforcements/FileaComplaint>

Consumers can revoke, limit, or otherwise change the consent provided at any time. Requests can be made by contacting Health Market Connect 603-913-9913 or help@hmcnh.com.

Health Market Connect will not disclose any information collected, unless requested by the consumer. A record of the disclosure may be requested at any time by contacting the organization.

By agreeing to consent, the Consumer acknowledges that a Navigator may follow up about applying for or enrolling in coverage.

Please see page two for a description of authorized Navigator functions that may require the collection of Personally Identifiable Information. All information collected is voluntary and will only be used to assist with health care coverage options.

1. Telling me about the full range of QHP options and insurance affordability programs for which I may be eligible, which includes: providing me with fair, accurate, and impartial information that assists me with submitting a Marketplace eligibility application; clarifying the distinctions among health coverage options, including QHPs; and helping me make informed decisions during the health coverage selection process. The information must be provided in a way that meets my cultural and language needs. I understand that the Navigator might need to ask about and keep notes on my health coverage needs and language preferences in order to help me.
2. Maintaining expertise in eligibility, enrollment, and program specifications for QHPs and insurance affordability programs, and conducting public education activities to raise awareness about the Marketplace. The Navigator should not need to create, collect, disclose, access, maintain, store and/or use my PII for these functions.
3. Ensuring that tools and help provided are accessible and usable for me if I have disabilities. I understand that the Navigator might need to ask about and keep notes on any support I need in order to help me.
4. Helping me to select a Qualified Health Plan and determining if I or anyone in my household qualifies for any “insurance affordability programs”, such as Medicaid or the Children’s Health Insurance Program (CHIP), premium tax credits, and cost sharing reductions.
5. Helping me with grievances, complaints, or questions about my health plan, coverage, or a determination under my plan or coverage, by providing me with referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman, or any other appropriate state agency or agencies. I understand that the Navigator might need to disclose my PII to those referral sources in order to help me.
6. I understand that Navigators in Federally-facilitated Marketplaces are allowed to help me with these topics:
 - a) Helping me understand the process of filing a Marketplace eligibility appeal.
 - b) Helping me understand and apply for exemptions from the individual shared responsibility payments that are granted through the Marketplace.
 - c) Helping me with the Marketplace-related components of the premium tax credit reconciliation process.
 - d) Helping me understand basic concepts and rights about health coverage and how to use it.
 - e) Helping me with referrals to licensed tax advisers, tax preparers, or other resources for help with tax preparation and tax advice related to questions I might have about the Marketplace application and enrollment process, premium tax credit reconciliations and any other relevant information.