



Nevada Health Link Privacy Policy & Complaints Regarding Improper Handling of PII

1. Information Sharing with Enrollment Professionals

Consumers may, at their own discretion, elect to share their information with enrollment professionals when requesting assistance with the application and enrollment process. Enrollment professionals include Navigators, whose role was created under the ACA to provide impartial education to consumers regarding ACA health/dental plans and subsidies, and who are not permitted to recommend specific plans; and private insurance agents/brokers, who are certified by Nevada Health Link to provide ACA education and enrollment assistance, and who may offer plan recommendations based on a consumer's specific requirements. All enrollment professionals are required to comply with the terms of this policy, as well as with the terms of the Nevada Health Link Acceptable Use Agreement.

Before information will be shared with an enrollment professional a consumer must explicitly designate a Navigator or agent/broker using the Nevada Health Link website, or by calling the Nevada Health Link call center. Consumers may change or terminate their designation at any time.

2. Individual Access/Correction of Information

Individuals may access all of their PII collected by Nevada Health Link at any time through the user portal. Consumers are encouraged to review their application information on a regular basis to ensure its continued accuracy. Incorrect information can be corrected directly through the user portal, or by contacting the Nevada Health Link call center. Designated enrollment professionals can also correct information on behalf of their consumers.

Please note that per ACA regulations corrections to information provided on an application for coverage may result in a redetermination of eligibility.

3. Complaints Regarding the Improper Handling of PII

Complaints regarding the improper handling of PII should be submitted by email to the SSHIX Privacy Officer at privacy@exchange.nv.gov. All complaints will be reviewed by the Privacy Officer and the SSHIX Executive Director, and all appropriate or required action will be taken.

If the Executive Director believes that a complaint warrants a revision to the Nevada Health Link Privacy Policy then the change will be drafted by the SSHIX Change Control Board and submitted to the SSHIX Board of Directors for approval.