

State of Nevada

Silver State Health Insurance Exchange
2310 S. Carson St. #2
Carson City, NV 89701



Nevada Health Link Acceptable Use Policy

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1. Purpose

This policy defines the acceptable use of the Nevada Health Link State Based Exchange Platform (SBE Platform), administered by the Silver State Health Insurance Exchange (SSHIX). The terms and conditions of this document apply to all consumers and enrollment professionals utilizing the SBE Platform for application/enrollment functions related to Affordable Care Act (ACA) Qualified Health and Dental Plans.

2. Requirements

All users must safeguard the confidentiality, integrity, and availability of the SBE Platform, including the protection of usernames and passwords from unauthorized access.

Users must maintain the integrity of information and data stored on SSHIX systems by:

- Only introducing data that serves a legitimate business purpose.
- Protecting data and information stored on or communicated through the SBE Platform, and accessing appropriate data or information only when authorized.
- Protecting data and information communicated over internal or public networks to avoid compromising or disclosing nonpublic information or communications.

Users accessing IRS Forms 1095-A, particularly designated enrollment professionals accessing this data on behalf of enrolled consumers, must safeguard this data at rest and in transit in accordance with the terms of [IRS Publication 1075](#). Transmission of Forms 1095-A, or any other information that would constitute Federal Tax Information (per Publication 1075), via email or fax is prohibited.

3. Prohibited Actions

Users must not use the SBE Platform to engage in activities that are unlawful or violate federal or state laws, or in ways that would:

- Be disruptive or cause offense to others.
- Be considered harassing or discriminatory.

Users must not use email inappropriately when corresponding with enrollment partners, consumers, or SSHIX personnel. Inappropriate use of e-mail includes, but is not limited to, sending and forwarding:

- Federal Tax Information, including IRS Forms 1095-A.
- Messages, including jokes or language, that may be considered discriminatory, harassing, unlawful, defamatory, obscene, offensive, insensitive, or otherwise inappropriate (for example, messages about age, race, gender, disability, sexual orientation, national origin or similar matters).
- Pornographic or sexually explicit materials.
- Chain letters.
- Information related to religious materials, activities, or causes, including inspirational messages.
- Software or copyrighted materials without a legitimate business or instructional purpose.
- Materials related to personal commercial ventures or solicitations for personal gain.

4. Complaints

Consumers and enrollment professionals are encouraged to report violations of this policy to the SSHIX Privacy Officer via email at privacy@exchange.nv.gov. Do not include any sensitive information, including usernames, passwords, FTI etc. in the message.

5. Consequences

Any inappropriate use of the SBE Platform, or any abuses related to information obtained from the SBE Platform, may be grounds for immediate revocation of system access.

6. Document Revision History

Version	Issue Date	Changes	Drafted	Approved
1.0	June 3, 2019	Initial Release	R. Cook	R. High
20.01	May 18, 2020	No changes; 2020 annual review	R. Cook	R. High
21.01	May 12, 2021	No changes; 2021 annual review	R. Cook	R. High
22.01	May 05, 2022	No changes; 2022 annual review	R. Cook	R. High