

Assistance in the Affordable Care Act Healthcare Marketplace

Privacy Notice

This document outlines how Tennessee Primary Care Association (TPCA) Navigators will use any personally identifiable Information (PII) shared by consumers (or their representatives) who are requesting assistance with understanding their health coverage options and completing an application for health coverage through the Marketplace. The information outlined will allow consumers to make an informed decision about providing personal information to a TPCA Navigator with the Tennessee Primary Care Association. All TPCA Navigators are federally certified and registered with the Tennessee Department of Commerce and Insurance and are trained in the collection and maintenance of PII.

1. Navigators with TPCA will need to see and use an individual's personal information in order to help the individual in applying for health coverage through the Marketplace.
2. Any individual's personal information will be kept private and secure at all times.
3. No personal information will be stored, except for limited reasons, such as taking the name and phone number when arranging for an appointment to meet with a Navigator, or keeping a copy of the Consumer Consent Form.
4. Individuals will be assisted based on the information provided by the individual.
5. Individuals will be assisted in the language spoken or understood, or will be referred to other assistance that is able to provide information in the language spoken or understood
6. Individuals will not be charged any money for the assistance provided.
7. Individuals will be provided with a copy of the Consumer Consent Form once signed.
8. Individuals may decide not to share some (or any) personal information with the Navigator, however, the quality and accuracy of the Marketplace results depend on the level of personal information revealed during the application process.
9. Individuals may cancel their consent at any time, by contacting 615-425-5934.
10. Individuals have the right to file a complaint if they feel their right to privacy has been violated, or if there is concern about the security of any personal information disclosed. To file a complaint with TPCA, please contact Sharon Crawford, Deputy Director, at 615-329-3836. To file a complaint with the federal Centers for Medicaid and Medicare Services, please phone the Marketplace Call Center, at 1-800-318-2596.

This is a free call. Consumers may also file a complaint with the Federal Trade Commission at <https://www.ftccomplaintassistant.gov/#&panel1-1>