



Privacy Notice

Navigator Organization: **Covering Wisconsin**

1300 Linden Drive, Madison, WI 53706, Phone: 608-261-1455

728 N James Lovell St, Milwaukee, WI 53233, Phone: (414)400-9489

Protecting your privacy is very important to us. This document describes what information we collect from you, why we collect it, and what we do with it.

Covering Wisconsin health insurance Navigators only collect information that you choose to give us. We use your information to help you find and apply for the most affordable health coverage.

As part of their job, a Navigator will:

- Tell me about all the qualified health plans, options, and insurance affordability programs for which I may be eligible
- Tell me about other health programs like Wisconsin's Medicaid program, Badger Care Plus, for which I may be eligible
- Help me with complaints or questions about my health plan, coverage, or a decision made by a plan or coverage
- Assist me when I sign up for a health plan
- Refer me to another agency to help with complaints or questions about my health plan, coverage, or a decision made by a plan or coverage
- Refer me to another Navigator, in-person assistance person, or the federal Marketplace Call Center if needed
- Contact me to share information about renewal, special savings opportunities, or follow-up on assistance provided

A Navigator may never:

- Choose a health insurance plan for me
- Re-use my personal information for any purposes other than to do their job as a Navigator
- Charge me a fee for any help provided
- Give me tax or legal advice, or serve as a tax advisor or lawyer

Navigators may ask for certain **personally identifiable information** to help you apply for health coverage. Personally identifiable information includes things like your name, address, phone number, or income that could reveal your identity.

A Navigator may only use personally identifiable information in order to do their job. Before a Navigator asks you for this information a Navigator will review a consent form with you that describes how your information is collected, handled, shared, stored, and used. If your appointment is virtual this form will be mailed to you after your verbal consent is received. If your appointment is in-person you will be able to read and sign a consent form at your appointment and will be given a copy of it.

Covering Wisconsin and its Navigators will protect your personally identifiable information by keeping any paper files in locked file cabinets and digital files in password protected encrypted devices.

If you have complaint about Covering Wisconsin or its Navigators, contact the Wisconsin Office of the Commissioner of Insurance by going to <https://ociaccess.oci.wi.gov/complaints/public/>. If you believe that Covering Wisconsin or any of its Navigators discriminated against you on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights.

- Go to: <http://www.hhs.gov/ocr/office/file/index.html>
- Call 1-800-368-1019, 1-800-537-7697 (TDD)