

## Notice of Privacy Act Rights

In order to adjudicate an external review under the external review process administered by the U.S. Department of Health and Human Services (HHS), HHS requires you to submit a form (provided to you by your plan or health insurance issuer) with your name, health insurance ID number, phone number and mailing address, as well as your insurer's name and the claim number. Omitting any information that is necessary to decide your external review will mean that your external review will not be conducted.

MAXIMUS, the federal contractor that conducts the federal external review process for HHS, will use the information you provide primarily to adjudicate your appeal, provide you or your plan or health insurance issuer with a record of the appeal, and manage the appeals review system. HHS has the authority to regulate health benefits appeals and to administer this program under Sections 2701 through 2763, 2791, and 2792 of the Public Health Service Act (the PHS Act, 42 USC 300gg through 300gg-63, 300gg-91, and 300gg-92), as amended. HHS has discretion under the PHS Act in the manner in which it implements the HHS-administered external review process, and it has contracted with MAXIMUS to provide such services. Accordingly, MAXIMUS has authority to collect this information in order to administer external review on behalf of HHS.

HHS and MAXIMUS will use this information to initiate an external review of your adverse benefit determination or final internal adverse benefit determination, to determine whether you are eligible for external review, to decide your appeal, and to track and report on the external review program. Other possible routine uses of your records include the following: for responses to congressional inquiries initiated by you; for investigations of potential violations of law; for judicial or administrative proceedings where the Federal Government is a party to the administrative or judicial proceeding; for response to another agency, a court, an administrative body, or to the Department of Justice, in connection with a proceeding when the information is arguably relevant to the proceeding; in the event of data breaches, for purposes of investigating the breach and mitigation response; to National Archives and Records Administration (NARA) or the General Services Administration (GSA) for records management purposes; to program and policy staff within HHS for statistical and analytical studies or to assist in formulating health program changes; and to researchers inside and outside of the Federal Government conducting research on insurance trends and topical issues.

Your Social Security Number (SSN) may be disclosed to MAXIMUS on some of the documents that you, your healthcare provider, or your plan or health insurance issuer may submit as part of an appeal. MAXIMUS will send a copy of any information you send to MAXIMUS to the health insurance issuer that is involved in the relevant dispute. This may include documents containing your SSN. Your SSN may be needed to identify your unique records. Although disclosure of your SSN is not mandatory, failure to disclose it may prevent or delay the review of your claim. The authority for soliciting and verifying your SSN is Executive Order 9397.