



PRIVACY NOTICE STATEMENT

This privacy policy statement sets out how Integrity Services and Solutions, LLC, uses any information that you give our agency.

We are authorized to collect personally identifiable information (PII) from you by Center for Medicare Services (a Federal Agency). Any PII we collect is used to assist in the helping you to explore, review, enroll, terminate or change your health insurance coverage. Further details on the circumstances on when this information is used and disclosed is provided below.

If you choose to give us PII, we may share it with CMS and it will be maintained in a Federal System of Records. PII is used and disclosed only under the following circumstances:

- Assisting with applications for QHP eligibility
- Supporting QHP selection and enrollment by assisting with plan selection and comparisons
- Assisting with applications for the receipt of advance payments of the premium tax credit (APTC) and cost-sharing reductions (CSRs), and selecting an APTC amount
- Facilitating the collection of standardized attestations acknowledging receipt of the APTC or CSR determination, if applicable
- Assisting with the application for and determination of certificates of exemption
- Assisting with filing appeals of eligibility determinations in connection with the Marketplace
- Transmitting information about the consumer's decisions regarding QHP enrollment and/or CSR and APTC information to the Marketplace
- Facilitating payment of the initial premium amount for the appropriate QHP
- Facilitating an enrollee's ability to disenroll from a QHP
- Educating consumers on insurance affordability programs and, if applicable, informing them of eligibility for Medicaid or the Children's Health Insurance Program
- Assisting an enrollee's ability to report changes in eligibility status to the Marketplace throughout the coverage year, including changes that may impact eligibility (e.g., adding a dependent)
- Correcting errors in the application for QHP enrollment



- Informing or reminding enrollees when QHP coverage should be renewed, or when enrollees may no longer be eligible to maintain their current QHP coverage because of age, or to inform enrollees of QHP coverage options at renewal
- Providing appropriate information, materials, and programs to inform and educate consumers about the use and management of their health information, as well as services and options offered through the selected QHP and among the available QHP options
- Contacting consumers to assess their satisfaction or resolve complaints with services provided by an agent or broker in connection with the Marketplace or QHPs
- Providing assistance in communicating with QHP issuers
- Carrying out the agent's or broker's legal responsibilities related to QHP issuer functions in the Marketplace, as permitted or required by the agent's or broker's contractual relationships with QHP issuers
- Other functions substantially similar to those enumerated above and such other functions that may be approved by CMS in writing from time to time. 22

If you choose not to provide us with the PII requested, or not to respond to certain requests we may be unable to properly assist you with your needs.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

CONSUMER CONSENT

I have appointed Integrity Services and Solutions, whose business address is 3 Park Plaza, Wyomissing, PA 19610 as my insurance representative with respect to health insurance coverage effective immediately.

I understand that this designation will remain in effect until written notification to the contrary.

CONFIDENTIALITY AGREEMENT

This is to advise you that any information we share together orally or in written form, on this date or at any future time, is treated as confidential and for our insurance services only.



If at any time you ask us to share or discuss your information with a third party other than our staff, or prospective insurance carriers, we will request your authorization to do so.

We respect your privacy and hold our sharing of information in the strictest of confidence.

DISCLAIMER

Integrity Services and Solutions' presentations contain benefit highlights and is not to be considered a certificate of insurance. Plan designs, benefits offered, and rates contained in this presentation are subject to final approval of the insurance carrier. Final benefit plan designs and rates from the carrier supersede any benefit designs and rates contained within a presentation. A presentation is not a binding contract. The insurance carrier can only provide contracts and the contract exists between the insurance carrier and the insured. Do not cancel any current coverage until written confirmation from the new carrier is received.