

## **AHCCCS Provider Connect Privacy Policy**

The Arizona Health Care Cost Containment System provider communications service (AHCCCS Provider Connect), and the associated website available at [www.azahcccs.gov/providerconnect](http://www.azahcccs.gov/providerconnect) are owned and operated by the Arizona Health Care Cost Containment System. In this AHCCCS Provider Connect Privacy Policy “us” may be used to refer to AHCCCS and “you” may be used to refer to the provider.

This AHCCCS Provider Connect Privacy Policy (referred to as the "AHCCCS Provider Connect Privacy Policy") is intended to inform you of AHCCCS policies and practices regarding the collection, use and disclosure of any information you submit to us to use operating AHCCCS Provider Connect. This includes "Personal Information," which is information about you that is personally identifiable such as your name, e-mail address, and other non-public information that is associated with the foregoing, as well as "Anonymous Information," which is information that is not associated with or linked to your Personal Information and does not permit the identification of individual persons.

### **User Consent**

By opting in or otherwise using AHCCCS Provider Connect, you agree to the terms and conditions of this AHCCCS Provider Connect Privacy Policy and the associated Mobile Terms of Service within this document you expressly consent to the processing of your Personal Information and Anonymous Information according to this AHCCCS Provider Connect Privacy Policy.

### **Collection and Use of Information**

Personal Information: In general, AHCCCS uses Personal Information that providers submit voluntarily through their enrollment or revalidation applications in APEP.

Information Collected Via Technology: As you use AHCCCS Provider Connect, certain information may also be passively collected and stored on our server logs, including your Internet protocol address, browser type, and operating system.

Use and Disclosure of Information: AHCCCS does not sell, trade, rent, or share providers' Personal Information with third parties, unless a provider asks or authorizes us to do so, or such disclosure is permitted under state and federal law. This AHCCCS Provider Connect Privacy Policy states that Personal Information you submit to us via APEP will be used to provide you access to AHCCCS Provider Connect to better tailor the features, performance, and support of AHCCCS Provider Connect and to offer you additional information, opportunities, and functionality from us.

You agree that AHCCCS may disclose your personal mobile information if such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on AHCCCS. By agreeing to receive SMS messages you consent to us sharing your Personal Information under the circumstances described in this notice. You agree that AHCCCS may provide some or all of your Personal Information to third-party

service providers who work on behalf of or with us to provide some of the services and features of AHCCCS Provider Connect and to help us communicate with you. Examples of such services include sending text messages, emails, phone calls, data extraction and update process, analyzing data, and providing customer service. AHCCCS requires our third-party service providers to guarantee that providers' Personal Information will not be used except as necessary to provide the relevant communications services to AHCCCS and cannot share provider Personal Information without AHCCCS express written consent. If you do not want us to use or disclose Personal Information collected about you in the manners identified in this AHCCCS Privacy Policy, you may choose not to use AHCCCS Provider Connect.

The Ability of Others to View your Information: Helping providers to protect their information is a vital part of our mission. It is up to you to make sure you are comfortable with the information you choose to provide us with and the information you choose to publish.

Your Choices Regarding Your Personal Information: We offer providers choices regarding the collection, use, and sharing of your Personal Information. When you receive communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the message you receive or by contacting us directly to walk you through the process.

Despite your indicated preferences, we may send you administrative messages regarding AHCCCS Provider Connect, including, for example, administrative confirmations, and notices of updates to our AHCCCS Provider Connect Privacy Policy if we choose to provide such notices to you in this manner. You may request deletion of your Personal Information by sending a request to [APEPTrainingQuestions@azahcccs.gov](mailto:APEPTrainingQuestions@azahcccs.gov).

## **Feedback**

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this AHCCCS Provider Connect Privacy Policy. You agree that any such comments and any email we receive becomes our property. You agree that we may use feedback for marketing purposes or to add to or modify our services without paying any royalties or other compensation to you.

## **Security**

We are committed to protecting the security of your Personal Information. We use a variety of industry standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure. Even though we

have taken significant steps to protect your Personal Information, no company, including us, can fully eliminate security risks associated with Personal Information.

## **Contact and Revisions**

If you have questions or concerns about the AHCCCS Provider Connect Privacy Policy, please contact us by sending a request to [APEPTrainingQuestions@azahcccs.gov](mailto:APEPTrainingQuestions@azahcccs.gov). This AHCCCS Provider Connect Privacy Policy is subject to occasional revision at our discretion, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on this page. If you object to any such changes, you must cease using AHCCCS Provider Connect. Continued use of AHCCCS Provider Connect following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms.

## **AHCCCS Provider Connect Mobile Terms of Service**

Program Name: AHCCCS Provider Connect

### **Introduction**

The Arizona Health Care Cost Containment System (AHCCCS) and its authorized agent may use a combination of text messages, emails, and voice calls to advise providers about Medicaid enrollment or revalidation processes. Voice calls, emails, and text messages to your phone or email address are three of the methods that may be used to contact you regarding benefits.

The AHCCCS Provider Connect service will allow AHCCCS and its authorized agents to communicate with providers about Medicaid enrollment and critical updates about the process via text message, email, and voice call. The phone number and/or email you provide when applying for provider enrollment or revalidation is the number and/or email address that will be used to send text messages, emails, or calls regarding application updates. If the phone number you provide is not valid, your phone number will be marked as invalid, and we will cease all communications using voice calls and text messaging.

### **Canceling the Service**

You can cancel the AHCCCS Provider Connect service at any time. Just text "STOP" to the phone number that sent you the text. After you send "STOP" to AHCCCS Provider Connect we will send you an SMS message to confirm that you have unsubscribed. After this, you will no longer receive SMS messages from AHCCCS Provider Connect. If you want to join again, just text "START" to the phone number that sent you the text, and we will start sending SMS messages to you again.

### **Receiving Help**

If you are experiencing issues with the messaging service, you can reply with the keyword HELP for more assistance.

**Messaging / Data Rates**

Messaging and data rates may apply for any SMS messages received from or sent to AHCCCS. Messaging frequency varies. Carriers are not liable for delayed or undelivered messages. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.