



Community Partner Privacy Notice Statement

What Information is Collected, How It is Collected, and Why

Northeast Oregon Network (NEON) employees collect data through a variety of means including but not limited to letters, phone calls, emails, and voicemails. Personal information is also collected for the submission of applications and supporting documents that are either required by programs or necessary to process applications or other requests for assistance through our organization. The following information may be collected:

- Name(s) and Date(s) of Birth
- Physical and mailing address
- Social security number
- Race and ethnicity (optional)
- Gender Identity and Sex (optional)
- Immigration information, as applicable
- Tax filing status
- Household income and deduction information and proof, as applicable
- Information on active health insurance policies and coverage offers, as applicable
- In some cases, information about assets may be collected, such as vehicles and properties owned, funds in bank accounts, etc.

Note: NEON assists with a variety of health programs that have differences in data collection requirements to determine eligibility of applicants. Some programs may require this information for every member of a household and others may not. Households are also defined differently by different programs and NEON staff can help you determine what information should be needed for the programs they assist you with. (i.e. OHP refers to tax households while SNAP considers everyone residing in the home for benefit eligibility.)

How We Use and Protect Your Information

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time.
- We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about applicants or clients who receive our services that are considered confidential, restricted by law, or specifically restricted by a patient/client in a signed HIPAA consent form.

This Privacy Notice Statement applies to Northeast Oregon Network.



How We Use and Protect Your Information, continued...

- We comply with federal and state requirements to safeguard personal information by
 - always storing materials with personal information in a locking file cabinet in a locked office and facility, and
 - always storing electronic copies of materials with personal information on secure devices with proper protections in place, and only as necessary to carry out NEON staff duties as they relate to programs and services.
 - No e-mail or other electronic communication to an outside party shall include unencrypted HIPAA-defined Protected Health Information (PHI). HIPAA-defined PHI shall not be sent, in any form, to a third party without a current Client Confidentiality Agreement on file with said third party. Outside party is defined as any non-internal NEON e-mail address (@neonoregon.org) or any Internet address or site.

How We Use Your Information and With Whom Your Information Can Be Shared

Information is only used as is reasonably necessary to process your health insurance application which requires communication and secure information sharing between NEON and

- Oregon Health Authority (OHA),
- Oregon Department of Human Services (ODHS),
- Oregon Health Insurance Marketplace (OHIM), and
- Federal Health Insurance Exchange known as HealthCare.gov.

We will not use or share your information other than described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time.

If you get help at NEON applying or attempting to apply for assistance and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or unwilful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law.

How To File a Complaint Related to NEON's Privacy Policies/Procedures

NEON policies ensure all internal and external complaints are documented and assessed.

If you have concerns about how NEON staff have handled your personal information and privacy, you can file a complaint with the following:

NEON's Outreach Programs Manager, Holly Sorensen at hsorensen@neonoregon.org or

NEON's Executive Director, Liberty Avila at lavila@neonoregon.org.

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