

# PRIVACY NOTICE

National Government Services, Inc. (NGS) serves as a contractor for the United States Department of Health and Human Services Centers for Medicare & Medicaid Services (CMS). Protecting your privacy is important to us. This notice will inform you what information we collect, why we collect it, and what we do with it.

This notice covers the following websites:

- [www.NGSMedicare.com](http://www.NGSMedicare.com)
- [www.ngscedi.com](http://www.ngscedi.com)
- [www.NGSConnex.com](http://www.NGSConnex.com)
- [www.ngsservices.com](http://www.ngsservices.com)

## COLLECTION AND USE OF INFORMATION

Section 1842, 1862 (b) and 1874 of Title XVIII of the Social Security Act (The Act) (42 United States Code (U.S.C) 1395u, 1395y (b), and 1395k) authorizes National Government Services as a CMS contractor to ask you for personally identifiable information (PII). Examples of PII include name, email address, physical address and other unique identifiers.

National Government Services will not gather PII from you unless you knowingly provide this information to us. We collect and use the PII to authenticate access to secured areas of our portals or to fulfill your stated request. Submission of the information requested on any form is voluntary but failure to provide the requested information may prevent you from accessing information on our portals. You are able to view or update your PII in the portals by editing the profile.

National Government Services will not use this information for marketing or any purpose unrelated to our service as a contractor to CMS.

## HOW WE SAFEGUARD, MAINTAIN AND DISPOSE OF INFORMATION

PII collected via our websites is maintained on secure servers and is accessed only by staff members with a business need to use it. We safeguard the information you provide in accordance with the Privacy Act of 1974, as amended (5 U.S.C. Section 552a). We will not share, sell or transfer any PII to third parties unless required by federal law. National Government Services

retains and disposes of PII in accordance with federal law and CMS instructions. We reserve the right to change our privacy practices and the terms of this notice at any time, as allowed by law.

For questions or concerns you may contact our privacy office in writing at:

**Privacy Office National Government Services**

Attention Privacy Officer

8115 Knue Road

INA101-AF3

Indianapolis, IN 46250

Or email to: [FGSEthicsandcompliance@anthem.com](mailto:FGSEthicsandcompliance@anthem.com)