



# Nonpublic Personal Financial Information Policy

**MVP Health Plan, Inc. (except for Medicare Advantage products), MVP Health Services Corp., and MVP Health Insurance Company (collectively “MVP”).**

## **Your Privacy is Important to MVP**

**MVP is committed to safeguarding your information.** We want you to understand what information we may gather and how we may share it. This Nonpublic Personal Financial Information Policy (the “Policy”) explains MVP’s collection, use, retention, and security of nonpublic personal information such as: your social security number, your payment history, your date of birth, and your status as an MVP member.

**How MVP collects information.** We collect nonpublic personal financial information about you from the following sources:

- Your applications and other forms;
- Your transactions with us, our affiliates, and others; and
- Consumer reporting agencies, in some cases.

**Sharing your information.** We do not disclose any nonpublic personal financial information about our members or former members to anyone, except as permitted by law. We may disclose the following information to companies that perform marketing services on our behalf or to other companies with which we have joint marketing agreements:

- Information we receive from you on applications or other forms, such as your name, address, or status as an MVP member;
- Information about your transactions with us, our affiliates, or others, such as your health plan coverage, premium and payment history.

**Our former members.** Even if you are no longer an MVP member, our Policy will continue to apply to you.

## **Our security practices and information**

**accuracy.** We also take steps to safeguard member information. We restrict access to the nonpublic personal financial information of our members to those MVP employees who need to know that information in the course of their job responsibilities. We maintain physical, electronic, and procedural safeguards that comply with federal and state standards to protect member information. We also have internal controls to keep member information as accurate and complete as we can. If you believe that any information about you is not accurate, please let us know.

## **Other Information**

This Policy applies to products or services that are purchased or obtained from MVP. We reserve the right to change this policy and any of the policies described above, at any time. The examples contained within this policy are illustrations; they are not intended to be exclusive or exhaustive.

## **Contact Information**

Members can obtain a copy of our Privacy Notice by visiting [mvphealthcare.com/notices](https://mvphealthcare.com/notices) and selecting *Privacy Notices*, or by calling the MVP Customer Care Center at **1-888-687-6277** (TTY 711).