



BENEFICIARY CARE MANAGEMENT PROGRAM

Website Privacy Policy Statement

Thank you for visiting this website. Our website privacy policy is provided so that you know about any information you may choose to submit, as well as information we may collect, why we collect it, and how we may use such information.

Personal Information That You Voluntarily Submit

Submitting personal information on this website (such as your name, telephone number, email address, etc.) is voluntary and is not required to access information on our website. This website will only collect personally identifiable information (PII) about you during your visit if you choose to provide it to us. If you choose to provide personal information – for example, by sending a “Contact Us” email – we may use that information to respond to your message and/or to help get you the information or services you requested. We do not collect or use information you may provide for any commercial purpose. We do not collect or use information you may provide for commercial marketing.

Please do not send personal protected health information (PHI), such as medical records, patient or provider names, Medicare numbers, diagnoses, medicines, or any case follow-up information via this email address.

We will retain the information you voluntarily provide only for as long as necessary to respond to your question or request. Information submitted electronically is maintained and destroyed as required by the Federal Records Act and records schedules of the National Archives and Records Administration. It may be subject to disclosure in certain cases, such as if required by a Freedom of Information Act (FOIA) request, court order, or, if authorized, by a Privacy Act System of Records Notice. A discussion of the FOIA can be found at <https://www.foia.gov/>. A discussion of the Privacy Act can be found at <https://www.justice.gov/opcl/privacy-act-1974>.

Information Automatically Collected and Stored

When you browse through this website, technical information about your visit is gathered and temporarily stored. This information does not identify who you are. Information that may be collected includes:

- The name of the domain you use to access the internet;
- The date, time, and pages you visited on our website of your visit;
- The address of the website you came from when you came to visit.

We may use this information to improve our website and to provide a better user experience for our visitors. We use a Google Analytics tool to collect and summarize this information. This information is available only to our web managers and other designated staff who require this information to perform their duties. It is retained only for as long as needed for proper analysis. You may set your browser to opt out of Google Analytics cookies and you will still be able to view this site.



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Links to External Websites

This website contains links to websites created and maintained by other public and/or private organizations. We are happy to provide these links as a service to visitors to our site. When you follow a link to an external site, you are leaving our website and are subject to the privacy and security policies of the external site.

Security

For reasons of maintaining security for this website and to ensure this service remains available to all users, our computer system employs software programs to monitor network traffic. These security software programs are employed to identify unauthorized attempts to upload or change information or otherwise cause damage.

Anyone using this system expressly consents to such monitoring. Website users are also advised that if such monitoring reveals evidence of possible abuse or criminal activity, such evidence may be provided to appropriate law enforcement officials.

Unauthorized attempts to upload or change information on this server are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act of 1996.

Contact Us

If you have a question or concern about the maintenance of QIO information, or if you are a patient, practitioner, or institution and desire to access information about you pertaining to this QIO program, please email us at BCMP@provider-resources.com.

If you have a question about this Policy Statement, please contact Provider Resources, Inc., Attention: QIO Privacy Officer, 153 East 13th Street, Suite 1400, Erie, PA 16503.

Disclaimer

This website was prepared by Provider Resources, Inc., for the Beneficiary Care Management Program (BCMP), a program of the Beneficiary & Family Centered Care (BFCC) Quality Improvement Organization (QIO), and under our contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health & Human Services (HHS). The contents presented do not necessarily reflect the policy of CMS.