

Notice of Privacy Act Rights

In order to adjudicate an external review, the Office of Personnel Management (OPM) requires you to submit a form (provided to you by your health insurance issuer) with your name, health insurance ID number, phone number and mailing address as well as your insurer's name and the claim number. Provision of this information is voluntary, but omitting any information that is necessary to decide your external review will mean that your external review will not be conducted.

OPM will use your information principally to adjudicate your appeal, provide you or your insurer with a record of the appeal, and general management of the appeals review system. OPM will use this information to initiate an external review of your adverse benefit determination or final internal adverse benefit determination, to determine whether you are eligible for external review, to decide your appeal, and to track and report on the external review program for the U.S. Department of Health and Human Services (HHS). Other possible routine uses of your records include the following: responses to congressional inquiries initiated by you; for investigations of potential violations of law ; for judicial or administrative proceedings where the Federal Government is a party to the administrative or judicial proceeding- to another agency, a court, an administrative body, or to the Department of Justice, when the information is arguably relevant to the proceeding; in the event of data breaches, for purposes of investigating the breach and mitigation response; to NARA or GSA for records management purposes; to program and policy staff within OPM for statistical and analytical studies or to assist in formulating health program changes; and to researchers inside and outside of the Federal Government conducting research on insurance trends and topical issues.

HHS has the original authority to regulate insurance benefits appeals and to administer this program under Sections 2701 through 2763, 2791, and 2792 of the Public Health Service Act (42 USC 300gg through 300gg-63, 300gg-91, and 300gg-92), as amended. HHS has discretion under the Act in the manner in which it implements the external appeals process, and it has entered an agreement with OPM under the Economy Act, 31 U.S. C. §1535, to provide such services. Accordingly, OPM has authority to collect this information in order to administer external review on behalf of HHS.

Your Social Security Number (SSN) may be disclosed to OPM on some of the documents that you, your healthcare provider, or your insurance plan may submit as part of an appeal to OPM. OPM will send a copy of any information you send to OPM to the health insurance issuer that is involved in the relevant dispute. This may include documents containing your SSN. Your SSN may be needed to identify your unique records. Although disclosure of your SSN is not mandatory, failure to disclose it may prevent or delay the review of your claim. The authority for soliciting and verifying your SSN is Executive Order 9397.