



Navigator Program Privacy Notice Statement

Our Navigator services in Alaska are always free, fair and impartial. Our Navigator staff are here to support Alaskans with questions about the Affordable Care Act, evaluate various health insurance plan options, understand eligibility criteria, learn how to enroll in an insurance plan, and understand how to use insurance effectively.

Navigators must adhere to strict laws regarding privacy and security at all times. If you are seeking assistance from a Navigator, they will ask for your written consent to obtain personal information related to where you live, your family size, and household income information. This information is collected to understand what programs you are eligible for. This information will be shared with federal and state officials as needed when determining your eligibility, and will be incorporated in your healthcare.gov application process.

All information collected for the purposes of assisting you will be held strictly confidential and the Navigator is not permitted to retain Personal Identifiable Information (PII) following your appointment unless you provide informed, special consent to do so. You may request a record of any/all disclosures of your PII at any time, by notifying the Navigator you have worked with, or the Navigator Program Coordinator at APCA. If you have a complaint to file against the Navigator who has assisted you, or APCA, you may contact the HHS Office of Inspector General (OIG) at hhstips@oig.hhs.gov or by calling 1-800-447-8477.