

Pinellas County Board of County Commissioners

2017 Non-Competing Continuation Application | Privacy & Security Compliance Summary

Process for Ensuring Compliance with Privacy and Security Standards

Statement Attesting Compliance

Pinellas County Board of County Commissioners, the lead agency for the Cooperative Agreement to Support Navigators in Federally-facilitated and State Partnership Exchanges, has complied with and will continue to comply with the FFM Privacy and Security Standards laid out in the 2015 Terms and Conditions that accompanied our Notice of Award in September 2015.

To date, the County has had no security breaches, or mishandling of consumer PII related to this project. Navigators review the proper procedures for handling consumer PII and discuss different scenarios for handling PII on a monthly basis. All of the consent forms signed by consumers are retained on a secure server at the County. No paper copies are retained by staff.

Navigator Training to Protect Consumer PII

Navigator training addresses the handling of PII or other sensitive data. Navigators do not handle or keep any information that is classified as PII. When working with a consumer, the Navigator allows the consumer to enter all PII data into the computer using the keyboard and mouse for additional confidentiality. Any email correspondence containing PII is safeguarded with encryption to mitigate the risk of information loss. During large enrollment events, the County ensures individual security standards, including privacy screens and partition spaces.

Should a consumer not be able to enter their own personal information due to a disability or low computer skills, the Navigator, with the consumer's consent, will enter the information. The consumer has a full-screen view of the data entered by the Navigator on their behalf for review and consent.

Consumer Awareness, Authorization and Rights regarding Navigator Duties

During the initial meeting between a consumer and a Pinellas County Navigator, the consumer is provided with a consent form covering our privacy policy and etiquette for handling PII, along with a complete description of the Navigator's Roles and Responsibilities. The Navigators functions and responsibilities include, but not limited to, expertise and qualifications in eligibility, enrollment and program specifications of QHPs, their ability to serve individuals in a culturally and linguistically appropriate way, their ability to handle grievances and complaints, privacy rights, and a Navigator's inability to accept a fee, gift, or financial cash incentive. A

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complete list of roles and responsibilities is provided to each individual and can be furnished upon request for this grant application.

A Navigator may orally communicate these roles and responsibilities to individuals with low literacy levels. The consumer must provide authorization, via this consent form, prior to the Navigator obtaining any personally identifiable information. The consumer is also notified that they may revoke the authorizations of the Navigator at any time. Upon completion of navigational services, this consent form is scanned, filed securely and the original is returned to the consumer.

Ensuring Privacy and Security of Consumer PII

Compliance with Security Standards for computers, laptops or tablets

Pinellas County government maintains an Information Security Policy that addresses security standards and applicable use for computers, county networks, and databases. This Policy provides information security instructions applicable to all users (employees and third parties) who use computer systems. All users are expected to comply with this Policy as a condition of continued employment or access to the Enterprise Network. To date the County has had no instances of security breaches associated with this project. Staff actively discusses the standing plan of action, including reporting any violation through the appropriate human resource channels for disposition in accordance with Sections 1411g of the Affordable Care Act.

Background Checks

In order to be retained for employment, candidates must pass two levels of screenings including the employment agency's application process and background check, and the State of Florida background check for registration. The County currently contracts with Randstad, an employment agency, to provide Navigators for the grant awarded in 2013. Randstad contracts with Infomart to run criminal background checks and verify social security accounts. In 2013, the Florida Legislature passed legislation requiring individuals acting as "Navigators" under the ACA to be registered with the Florida Department of Financial Services (DFS). Registration with DFS includes submission of fingerprints for a criminal background check. Certain crimes would either permanently bar an individual from registration or disqualify an applicant for specified periods. An applicant who has committed a felony of the first degree, a capital felony, a felony involving money laundering, fraud, or embezzlement, or a felony directly related to the financial services business is permanently barred from applying for a license. Additional information for applicants with a criminal history seeking to register as a navigator can be found on the DFS website: <http://www.myfloridacfo.com/Division/Agents/Licensure/General/PriorCrimHist.htm>

Finally, the County's Navigator application includes former employment verification and two positive references.

Completion of Required Training and Security/Privacy Compliance

Upon employment, all Navigators begin an annual process to complete 20 hours of training from HHS and become (re)certified and licensed by the State; certifications are mandatory to be able to assist consumers as Navigators. Training related to privacy and security of consumer PII is an important module of the training received.

Evaluating staff qualifications for receiving, securing and handling PII

The employment application and interview process evaluates an individual's qualifications for handling PII data. In addition, all Navigators are mentored and periodically evaluated throughout the year to ensure adherence with PII standards.