

Why, When and How to use the "Consent to Serve as an Authorized Representative In Order to Facilitate Enrollment of Applicant" Form.

WHY:

- The Exchange must permit an applicant or enrollee in the individual or small group market to designate an individual person or organization to act on his or her behalf in applying for an eligibility determination or redetermination and in carrying out other ongoing communications with the Exchange. Federal Regulations require that the designation of an Authorized Representative must be in a written document signed by the applicant or enrollee. The Exchange has created a form for that purpose. The form is titled: **Consent To Serve As An Authorized Representative In Order To Facilitate Enrollment For Applicant.**

WHEN:

- Anytime the Authorized Representative or Navigator is intending to gather information from an Applicant to assist them with their application or to assist them with determining eligibility, the consent form must be completed.

HOW:

- Make sure the Applicant understands what they are signing.
- Let the Applicant know that while the Authorized Representative may act on behalf of the applicant in all matter with the Exchange, including signing the application on behalf of the applicant, the applicant may limit the authority of the Authorized Representative.
- Make sure the applicant understands that the information they provide to you includes Personal Identifiable Information (PII) such as their social security number and that such information is protected as confidential.
- Let them know that they can access the Nevada Health Link Privacy notice, explaining how their information is used, by going to <https://www.nevadahealthlink.com/sshix/> and have a copy of the policy available for them to review.
- Inform the Applicant that they can revoke any part of the authorization at any time.
- Make sure the Applicant understands that they can report abuse, fraud or file a complaint by accessing a complaint form and instructions at <http://ag.nv.gov/Compaints/File Complaint/> or by calling the Nevada Attorney Generals' office at (775) 684-1194 for Northern Nevada or (702)486-3187 for Southern Nevada.
- Make sure to obtain an acknowledgment from the applicant that he or she understands the role of the Authorized Representative and the content of the form.
- Have the Applicant sign and date the form.
- Sign the form as the Authorized Representative or Navigator. It is important to understand that by signing the form, you are promising to maintain the confidentiality of any information regarding the applicant provided by the applicant or the exchange and will use the information only to assist the applicant with applying for healthcare with a qualified health plan.
- As an Authorized Representative or Navigator, make sure you understand your responsibilities regarding the use and disclosure of Personal Identifiable Information (PII) and the Exchange's document and PII retention policy that you must follow. *

*CMS states that the regulations do not prescribe a standard format or process for obtaining the authorization or for maintaining its record, so assisters have flexibility to determine how they will maintain such a record. For example, a record could be maintained in hard copy or electronic format. If in hard copy, CMS recommends that the authorization be kept in a locked file cabinet that may only be accessed by authorized individuals. If in electronic format, CMS recommends that the authorization be kept in a password protected computer and/or file that is kept secure at all times. In addition, CMS expects that each assister organization establish internal policies and procedures to keep each record of authorization secure and organized in a way that allows a consumer to request access to his or her authorization and make corrections, as needed. Regardless of the specific format for each written record of consumer authorization, every organization must maintain that record for at least six years.