State of Nevada

Silver State Health Insurance Exchange
2310 S. Carson St. #2
Carson City, NV 89701

# SSHIX Acceptable Use Agreement

June 2019

Version 1.0

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# 1. Purpose

This acceptable use agreement governs the use of computers, networks, and other information technology (IT) resources administered by the Silver State Health Insurance Exchange (SSHIX), including the Nevada Health Link SBE Platform (SBE Platform). This statement applies to all SSHIX employees and contractors, insurance carrier personnel utilizing the SBE Platform for Plan Management or Enrollment Reconciliation functions, and any other persons who may attempt to use computer resources owned or managed by SSHIX, including devices connected by any means to Nevada's SilverNet Wide Area Network.

IT resources within SSHIX are to be used in a manner that supports its mission. "IT resources" refers to all state-owned hardware, software, computers, mobile devices, and internet applications, as well as personally-owned devices used to access the SilverNet Network. The systems range from multi-user systems to single-user terminals and personal computers, whether free-standing or connected to networks.

# 2. Requirements

All users must safeguard the confidentiality, integrity, and availability of SSHIX systems, including password login, access codes, network access information and log-on IDs from improper access, alteration, destruction, or disclosure. Users shall only access or use SSHIX systems when authorized. Users must abide by SSHIX policies and all applicable state and federal policies regarding the protection of data and information stored on these systems.

When personally owned systems are used for SSHIX business, SSHIX retains the right to any records or materials developed for SSHIX use. Any such materials must also be appropriately safeguarded according to the standards of SSHIX's System Security Plan, including, but not limited to, virus protection, protected access and backups.

Only SSHIX-approved, properly-licensed software shall be used or installed on SSHIX computers and will be used according to the applicable software license agreements.

Users must maintain the integrity of information and data stored on SSHIX systems by:

- Only introducing data that serves a legitimate business purpose.
- Only acquiring, using, altering, disposing of, or destroying data or information with proper authorization.
- Protecting data and information stored on or communicated through the SBE Platform, and accessing appropriate data or information only when authorized.
- Protecting data and information communicated over internal or public networks to avoid compromising or disclosing nonpublic information or communications.

Users accessing IRS Forms 1095-A, particularly designated enrollment professionals accessing this data on behalf of enrolled consumers, must safeguard this data at rest and in transit in accordance with the terms of IRS Publication 1075 and the policies, standards, and procedures defined in SSHIX's Safeguard Security Report. Transmission of Forms 1095-A, or any other information that would constitute Federal Tax Information (per Publication 1075), via email or fax is prohibited.

Users must ensure that any nonpublic information, data or software that is stored, copied, or otherwise used on SSHIX systems is handled according to the applicable state and federal regulations regarding nonpublic information and applicable agreements and intellectual property restrictions.

When a user ceases to be an employee, contractor, or other authorized user of SSHIX computer systems, such user shall not use SSHIX facilities, accounts, access codes, privileges, or information for which he/she is no longer authorized. This includes the return of all Exchange IT resources including hardware, software, data, and peripherals.

## 3. Prohibited Actions

Users must not use SSHIX systems to engage in activities that are unlawful or violate federal or state laws, or in ways that would:

- Be disruptive, cause offense to others, or harm morale.
- Be considered harassing or discriminatory, or create a hostile work environment.
- Result in State or Exchange liability, embarrassment, or loss of reputation.

While Exchange systems are primarily intended for business purposes, limited (incidental and occasional) personal use may be permissible when authorized by management and it does not:

- Interfere with work responsibilities or business operations.
- Involve interests in personal outside business or other non-authorized organizations or activities (which may include, but are not limited to, selling personal property, soliciting for or promoting commercial ventures, or soliciting for or promoting charitable, religious, or political activities or causes).
- Violate any of the federal or state laws or State or Exchange security policies.
- Lead to inappropriate cost to Exchange functional units. Excessive non-work related surfing and utilizing streaming services such as listening to music or watching videos is prohibited.
- External Internet based instant messaging is forbidden.
- Peer-to-peer file sharing is specifically forbidden.

Users must not use email inappropriately when corresponding with enrollment partners, consumers, or SSHIX personnel. Inappropriate use of e-mail includes, but is not limited to, sending and forwarding:

- Federal Tax Information, including IRS Forms 1095-A.
- Messages, including jokes or language, that may be considered discriminatory, harassing, unlawful, defamatory, obscene, offensive, insensitive, or otherwise inappropriate (for example, messages about age, race, gender, disability, sexual orientation, national origin or similar matters).
- Pornographic or sexually explicit materials.
- Chain letters.
- Information related to religious materials, activities, or causes, including inspirational messages.
- Software or copyrighted materials without a legitimate business or instructional purpose.
- Materials related to personal commercial ventures or solicitations for personal gain.

Users must refrain from inappropriate use of the internet. Inappropriate use of the internet includes, but is not limited to, accessing, sending, or forwarding information about, or downloading from:

- Sexually explicit, harassing, or pornographic sites.
- "Hate sites" or sites that can be considered offensive or insensitive.
- Auction or gambling sites.
- Games, software, audio, video, or other materials that Exchange is not licensed or legally permitted to use or transmit, or that are inappropriate or not required by State or Exchange business.
- Offensive or insensitive materials, such as sexually or racially oriented topics.
- Any other materials that would be improper under other State or Exchange policies.
- Intentional importation of viruses, key-loggers, Trojans, or any other software that could be classified as malware or spyware.

## 4. Complaints

SSHIX employees, contractors, and stakeholders are encouraged to report violations of this policy to the SSHIX Privacy Officer via email at privacy@exchange.nv.gov. Do not include any sensitive information, including usernames, passwords, FTI etc. in the message.

## 5. Consequences

Any inappropriate use of SSHIX systems, or any abuses related to information obtained from SSHIX systems, may be grounds for:

- Revocation of system access, and/or
- Disciplinary action up to, and including, dismissal.

## 6. Document Revision History

| Version | Issue Date | Changes | Drafted | Approved |
|---|---|---|---|---|
| 1.0 | June 3, 2019 | Initial Release | R. Cook | R. High |

# Silver State Health Insurance Exchange

## Acknowledgment of Acceptable Use Agreement

This is to certify that I have read and agree to abide by the guidelines set forth within the SSHIX Acceptable Use Agreement. As an employee or business partner of SSHIX, I intend to comply with this policy realizing that I am personally liable for intentional misuse or abuse of the department's computer systems or information.

| | |
|---|---|
| **NAME (please print)** | |
| **SIGNATURE** | |
| **EMPLOYER (LEGAL NAME)** | |
| **DATE** | |