

The Utah Office of Inspector General of Medicaid Services (UOIG) Privacy Policies

Purpose

The State of Utah (State) is committed to protecting the privacy of those accessing its websites. The purpose of this policy is to inform those accessing State websites about the collection and use of the personally identifiable information of its users. UOIG Privacy Policies align with those of the State, the Department of Government Operations and the Department of Health and Human Services (DHHS).

Scope

This privacy policy statement applies to the Utah Office of Inspector General (UOIG).

HB25 Governmental Internet Information Privacy Act Description

Definition of Personally Identifiable Information (PII): For the purposes of this policy, “personally identifiable information” means any information collected online that could serve to identify an individual, such as:

- First and last name
- Physical address
- E-mail address
- Telephone number
- Social Security number
- Medicaid related account numbers
- Medicaid related provider information
- Any combination of personal information that could be used to determine identity

Collection of Information

The following information may be automatically collected and retained if you look or search through our web pages, or download information:

- The Internet domain and Internet Protocol (IP) address of the computer you are using to access our site;
- The type of browser and operating system used to visit our site;
- The date and time of when you access our site;
- and Which portions of the website you visit.

The data collected serves as part of our statistical analysis about the use of our website so we may better design online services and improve access to them. We do not attempt to gain personally identifiable information about individual users and associate it with IP addresses. The UOIG does not use the information automatically collected to ascertain your PII.

You do not have to provide personally identifiable information to visit or download information from UOIG websites. Unless you choose to make your PII available to us, the UOIG does not collect such information from you. Please be aware that the UOIG may request PII from you in order to perform requested specialized services, such as the investigation of Medicaid related complaints. Failure to provide this information may result in the inability of the UOIG to respond to your complaint or request.

How Personally Identifiable Information is Used by the UOIG

Definition of Referent: For the purposes of this policy, “referent” means an individual or entity who makes a report, complaint, or refers information to the UOIG.

Information provided to the UOIG may be saved and used to respond to a request or complaint, to forward a request or complaint to other appropriate entities if the circumstances of the compliant or request necessitates their involvement, to communicate with Medicaid, or to provide the State web designer with internal information to assist in improving the website.

Any personally identifiable information an individual provides to the UOIG will be used solely by the UOIG unless: the information provided necessitates referral to or involvement by an appropriate State or Federal agency for further research or investigation; the information provided necessitates the involvement of Medicaid contracted providers for further research or investigation, such as service provision information, medical records review, or billing

verification; or the information is designated as public record by an individual State agency as authorized under Title 63, Chapter 2, 302, 303, 304 of the Utah Code, entitled “Government Records Access and Management Act” (GRAMA), and the State agency’s website provides conspicuous notice that such information is subject to public access. The UOIG’s goal is to protect referent information. The UOIG will not disclose referent information unless a criminal or administrative action necessitates it, or a court order compels the UOIG to do so.

Collection and Use of Information – Children’s Personally Identifiable Information

Except as otherwise permitted by law, the State does not knowingly collect and use or disclose the personally identifiable information of a child under the age of 13. The UOIG may collect personally identifiable information on children under the age of thirteen for public health purposes related to Medicaid enrollment, Medicaid service provision, Medicaid claims and billing, and other related purposes when one or more of these elements is involved in a complaint or referral to the UOIG.

Personally Identifiable Information Available or Collected from Governmental Websites

Information collected is subject to the access provisions of GRAMA and other applicable sections of the Utah Code, federal regulations, and federal law. Consequently, certain communications may be subject to public disclosure. However, in these instances you will be notified on either the utah.gov portal or on the agency website under the conditions described below in “State Agency Privacy Policies and How They Relate to This Policy.”

All records that are prepared, owned, received, or retained by a governmental entity that may be reproduced by certain means are considered public, unless they are private, controlled or protected as outlined in Sections 63-2-302, 63-2-303, and 63-2-304 of the Utah Code, or are records to which access is restricted according to court rule, other State law, federal law, or federal regulation. Information that is generally considered public record under GRAMA – and not made confidential elsewhere in the Utah Code or by federal law – may be subject to electronic access through Utah.gov websites.

PII is used by the governmental entities for the purpose of conducting official state business. A governmental entity may share PII with another governmental entity if it is designated as a record that is private, controlled, or protected as described in Section 63-2-206 unless such data sharing is expressly prohibited, authorized or required by federal law, state law, or

federal regulation. In some instances a Governor's directive or executive order may limit or prohibit data sharing even though Section 63-2-206 may permit such data sharing.

Data Security and Quality

The UOIG is committed to data security and the data integrity of personally identifiable information available from or collected by UOIG websites. The State has taken precautions to protect personally identifiable information from loss, misuse, or alteration. Any authorized third parties responsible for this information are committed to the same principles and are required by contract to follow the same policies and guidelines as the State of Utah in protecting this information. Visitors should be aware, however, that even though protections are in place, the State cannot guarantee against the occurrence of hardware failure, unauthorized intrusion or other technical problems.

Procedures for Access by The User to View or Correct Personally Identifiable Information

Unless otherwise prohibited by State law, federal law, or federal regulation, an individual may access and correct personally identifiable information whether or not the inaccuracy was created by accident, unauthorized access, or a change in circumstances. The State also reserves the right to use any legally appropriate measures to prevent, monitor, and investigate any attempt to deface, delete or otherwise tamper with or abuse a State website, server, database, information system or other State technology asset. For a description of the individual processes used by agencies to view or correct PII please use Utah.gov's "Live Help" section. See also "Security Measures" section.

In some circumstances and for some databases, the Utah Department of Health and Human Services does not allow the individual to access or correct personally identifiable information. In some of those circumstances, the Utah Department of Health and Human Services will alter information if allowed by statute or required by court order. Examples include Medicaid billing information, regulatory enforcement information, and vital records information. Similarly, the UOIG may not allow an individual to access or correct personally identifiable information. The UOIG may also alter reported personally identifiable information if allowed by statute or required by court order. Examples include changing preferred names, nicknames, or misspelt names provided during a referral or complaint to the legal name associated with Medicaid records and eligibility.

State Agency Privacy Policies and How They Relate to This Policy

A privacy policy issued by a State agency for its website may provide additional detail to, but not conflict with, the State of Utah (State) privacy policy, except as required by an applicable State law, federal law, or federal regulation. Any State agency or organization who collects or uses personally identifiable information in a manner inconsistent with this policy as a result of an applicable State law, federal law, or federal regulation, will adopt and issue a privacy policy of its own. The privacy policy it issues shall describe how its collection and use of personally identifiable information differs from the State's practices as set forth in this policy. The agency's privacy policy will be conspicuously posted for your review. The privacy policy issued by the agency or organization will apply to its own website. In addition to this policy, we also recommend that you refer to the applicable agency privacy policy to obtain a description about how your personal information is collected and used or contact or Live Help.

An agency may not substitute its own privacy policy for this policy, unless a state law, federal regulation or federal statute requires an agency to treat personally identifiable information in a way that is inconsistent with this policy. In this case, an agency may opt-out of the specific provision of this policy which conflicts with the state statute, federal regulation or federal statute. If that occurs, the remainder of the provisions of this policy shall apply to the agency.

A full description of how agencies are to inform you if your personal information is treated any differently than as described in this policy is provided in R365-5-1 et seq. of the Utah Administrative Code, which governs the actions of state agencies.

The collection, use, and dissemination of some information is without the individual's permission.

Please refer to the State policy located on The Utah Department of Government Operations website at <https://www.utah.gov/support/privacypolicy.html> for additional Privacy Policy information.

Non-State Websites

Visitors may link to various websites from UOIG web pages. The UOIG is not responsible for the privacy practices or content of external sites. Many of these sites, particularly those in the private sector, may not be subject to GRAMA, other sections of the Utah Code, or federal law. Those visiting external sites are advised to check the applicable privacy statement and

be cautious about providing personally identifiable information without a clear understanding of how the information will be used.

Changes to and Versions of the Privacy Policy

This privacy policy may be changed at any time; changes will be posted on this web page. The version number and date of the policy is noted on the policy. Any information collected will be handled in accordance with the version of the policy that was in effect at the time of collection.

Privacy Policy Statement for UOIG Websites, Version 1.5, December 2, 2025.

Please refer to the Utah Department of Government Operations Privacy Policy at <https://www.utah.gov/support/privacypolicy.html> for additional Privacy Policy information.

UOIG GRAMA Fee Schedule

Fee for photocopies:

- \$.25 per page for standard size, non-color white copies, which includes staff time to copy
- \$.40 per page for standard size, color copies, which includes staff time to copy
- \$1.00 per page for 11 X 17 copies, which includes staff time to copy
- Actual costs for other odd sized copies

Fee for faxing documents:

- \$1 per page plus telephone charges for long distance over 10 pages, which includes staff time to fax

Fee for certifying a document:

- Per certification \$2.00

Staff time required to search, compile and otherwise prepare to provide a record:

- Actual cost, not to exceed salary of lowest paid employee who, in the discretion of the record's custodian, has the necessary skill and training to perform the request.

Staff time for photocopying, faxing and making CDs and DVDs is included in the fee for those items.

Mailing and shipping costs:

- \$2.00 for staff mail preparation time, plus actual mailing costs if greater than \$2.

Other supplies (CD's, DVDs) and associated staff services:

- \$5 for CD, which includes staff time to make CD
- \$10 for DVD, which includes staff time to make DVD
- Other media/supplies: actual cost Other Services (e.g., fees for third party services)
- Actual cost - As authorized by GRAMA, UCA § 63-2-203, a governmental entity may charge a reasonable fee to cover the governmental entity's actual cost of duplicating a record.

If you have questions, comments, or concerns, please contact us

- by email at mpi@utah.gov
- or by calling 801-538-6532