

Q2A.com Privacy Statement

Thank you for accessing the Administrative Qualified Independent Contractor (AdQIC) website, Q2A.com, which provides information for Medicare providers, suppliers, and beneficiaries as well as protected information for The Centers for Medicare and Medicaid Services (CMS) and Medicare contractors. Below are a few things you need to know as you navigate the AdQIC website, Q2A.com.

When visiting Q2A.com, a small text file called a "cookie" may be placed on your computer. This allows the AdQIC to collect non-personally identifiable information (non-PII) while you are navigating through the website. Q2A.com uses two types of cookies:

- **Session Cookies:** These are temporary text files that expire when you leave the website. When cookies expire, they are automatically deleted from your computer.
- **Persistent Cookies:** These are multi-session cookies that are stored on your computer and expire two years after your last visit to the website. After that time, they are automatically deleted from your computer.

The AdQIC uses persistent cookies to collect non-PII data about users who frequently visit our website, and to test variations of our site design and content to optimize our web pages. If you do not want cookies placed on your computer, set your browser to block them. Blocking these cookies will not affect your access to the content on Q2A.com. Instructions to opt out of cookies are available on the USA.gov website page, Web Measurement and Customization Opt-out. Please note that by following the instructions to opt out of cookies, you will disable cookies from all web sources, not just those from Q2A.com.

When you browse through Q2A.com, the website automatically collects and temporarily stores the following information:

- the name of the domain you use to access the Internet (for example, aol.com, if you are using an America Online account, or stanford.edu, if you are connecting from Stanford University's domain)
- the date and time of your visit
- the pages you visited
- the address of the website you came from to visit Q2A.com

The AdQIC uses a third-party data analytics tool, Webtrends Analytics, to collect and aggregate this information to create reports and analyses, which are used to help the AdQIC make our website more useful to visitors. These data sets and reports are only available to web managers and other designated staff who require this information to perform their duties. CMS retains the data from these tools for as long as needed to support CMS' mission. Again, there is no PII included in this data.

You do not have to provide personal information to visit Q2A.com. If you choose to provide the AdQIC with additional information through an e-mail message, form, survey, etc., the AdQIC will only retain the information as long as needed to respond to your question or to fulfill the stated purpose of the communication.

If you choose to email the AdQIC about an appeal or an appeals-process related issue, please do not transmit protected health information (PHI) such as a beneficiary's name or health insurance claim number (HICN). Our email system is unsecured and not appropriate for the transmission of PHI. While the AdQIC will make every attempt to protect the personal information that you provide, electronic mail is not secure against interception. If a communication contains PHI, please send it by postal mail.

The AdQIC maintains a record of incoming and outgoing customer service emails. Emails are noted by the date they are mailed to the AdQIC, the date an AdQIC associate responds to the email, and a general subject description. All communications addressed to the AdQIC are protected by the Privacy Act, which restricts use of them, yet permits certain disclosures.

The AdQIC does not disclose, give, sell or transfer any personal information about visitors to its website, unless required for law enforcement or by statute.