

Privacy Policy

Collecting and Using Personal Information

At USA Managed Care Organization ® (USA Managed Care Organization ® and its affiliated or subsidiary companies), we are very aware of the privacy concerns of our customers and the members of the general public who visit us at our USA MCO sites. In fact, we share your concerns and we want you to know that we are firmly committed to ensuring that when you visit and navigate our sites and when you communicate with us via our sites, we will not collect personal information about you, unless you provide us that information voluntarily. If you do elect to provide personal information to us voluntarily, in no case will we sell, license or transmit for any reason that information outside of USA MCO, unless required to do so by legal, judicial or governmental proceedings, or unless we do so in accordance with any authorization you have given us. Also, in some cases, we may disclose information to our contractors or agents for the purpose of enabling them to perform certain functions for us.

By "personal information," we mean data that is unique to an individual, such as a name, address, social security number, or telephone number. From time to time, we may request personal information from you at our sites in order to deliver requested materials to you, respond to your questions, or deliver a service.

Your E-Mail

Should you send us your comments or questions via e-mail to any mail box provided on our sites, we will share your communications with our customer service representatives and those employees or agents most capable of addressing your questions and concerns. We will retain your communication until we have done our very best to provide you with a complete and satisfactory response and then we will either discard it or, in some cases, archive it. Please note that, unless we expressly advise you otherwise, the e-mail facilities at our sites do not provide a means for completely secure and private communications between us. Like most, if not all, non-encrypted Internet e-mail communications, your e-mail may be accessed and viewed by other Internet users, without your knowledge and permission, while in transit to us. For that reason, to protect your privacy, please do not use e-mail to communicate information to us that you consider to be confidential. If you wish, you may contact us instead via telephone at the numbers provided at various locations on our sites.

Other Information; "Cookies"

You should also be aware that when you visit our Web site, we collect certain information that does not identify you personally, but provides us with "usage data," such as the number of visitors we receive, what pages are visited most often, and what browser and domain name you are using. This data helps us to continually improve the usefulness of the information we provide at this site.

Like most commercial Web sites, we may also use what is known as "cookie" technology. A "cookie" is a non-executable element of data that a Web site can send to your browser when you link to that site. By assigning a unique data element to each visitor, the Web site is then able to recognize repeat users, track usage patterns and better serve you when you return to that site. The cookie does not extract personal information about you. Most browsers provide a simple procedure that will enable you to control whether you want to receive cookies by notifying you when a Web site is about to deposit a cookie file.

Linking to Other Sites

From time to time, this site may provide links to other sites, not owned or controlled by USA MCO, that we think might be useful or of interest to you. We are not responsible for the content or privacy practices used by other site owners.

Changes to This Statement

The foregoing Web Privacy Statement is effective as of August 1, 2000. USA MCO may change this Statement from time to time. This Statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.