

Privacy Policy

Your Privacy, Our Priority

At Medbill RCM, we are dedicated to empowering healthcare providers with innovative IT solutions to efficiently manage clinical data and optimize revenue cycles, all while maintaining a steadfast commitment to transparency in data collection, usage, and sharing.

We are committed to uphold the privacy rights of our clients' data, in strict adherence to The Michigan Personal Data Privacy Act and the Michigan Consumer Privacy Act. With these legislative frameworks as our guide, we implement rigorous measures to ensure the security and confidentiality of all personal information entrusted to us. Our dedicated team works diligently under a HIPAA compliant environment.

All users of the Medbill RCM website whose personal data is gathered or handled by Medbill is covered by this privacy statement. The purpose of this privacy statement is to provide you with information about how Medbill gathers, utilizes, and transfers Your Personal Data.

Categories of Data Processed

User-Provided Information

When using Medbill RCM's platform, you may provide us with information such as your name, contact details, credit card information, fax number or NPI, scheduling information, and practice details. This data is used solely to facilitate communication and provide our services.

Site Cookies and User-Tracking Analytics

When you visit Medbill RCM, we capture the URL of the originating website. We also gather information about your operating system, web browser, add-ons, mobile carrier or ISP, device identifier and features, IP address, proxies, and length of visit. Cookies and related technologies are used to track and record your interactions with the Medbill RCM platform, which is how this information is obtained. We make use of this data to assess and enhance our marketing initiatives.

Data Collection Methods

We're always searching for ways to make our website better, which can mean gathering more data and finding new uses for your information. Medbill RCM reserves the right to update this Privacy Policy and post it on our website if we collect significantly different Personal Data or if we fundamentally alter how we utilize Your Personal Data.

Data Sharing Protocol

At Medbill RCM, we engage in collaborative efforts with our affiliated research and development department to advance and assess the efficacy of our platform and marketing strategies. Through rigorous confidentiality agreements, we ensure the secure handling of your personal

data within this partnership. Moreover, we may disseminate anonymized data, termed 'Aggregate Information,' to third parties, providing valuable insights into website usage patterns without compromising individual privacy.

Furthermore, in the event of a sale, merger, or change in control, we may share your personal data, ensuring that its usage aligns with the principles outlined in our Privacy Policy. Rest assured, any entity assuming control of our operations or business segments will be contractually obligated to uphold the standards articulated in this policy, unless expressly authorized by you.

Mandatory Data Disclosures

At Medbill RCM, we may disclose your personal data when deemed necessary in good faith, either by law or legal process, or when there's a reasonable belief that such disclosure is essential to:

- (1) Investigate and prevent suspected or actual illegal activities, cooperating with public and government authorities;
- (2) Enforce our contractual obligations;
- (3) Protect ourselves against third-party claims or allegations;
- (4) Maintain the security and integrity of Medbill RCM services; or
- (5) Safeguard the rights and safety of Medbill RCM, its workforce, and others.

We are committed to making genuine efforts to notify you about any legal requests for your personal data when appropriate in our judgment, except when restricted by law, court order, or in emergencies. While we may dispute requests that we perceive as overbroad, vague, or lacking proper authority, we cannot guarantee that we will challenge every demand.

Your Rights

Right to Deletion

You possess the right to request the deletion of your personal data maintained by Medbill RCM, contingent upon the submission of a verifiable request. However, it's important to note that we may retain your personal data for as long as necessary to comply with federal or state data retention requirements or other applicable laws.

Right to Access

You are entitled to request access to your personal data held by Medbill RCM, subject to the submission of a verifiable request.

Other Rights

You reserve the right to request an enumeration of the various categories of your personal data collected by Medbill RCM. Furthermore, you can request a list of any third parties to whom your personal data has been disclosed.

For any inquiries or requests pertaining to your rights delineated above, please reach out to us via email at info@medbillrcm.com or call us at +1 734-412-4539.

Non-Discrimination Policy

At Medbill RCM, we uphold the highest standards of fairness and equality in all aspects of our operations, including the exercise of your rights under this Privacy Policy. We are unwavering in our commitment to the following principles, except where permitted by applicable law:

- (1) We do not engage in differential pricing or rates for services, irrespective of discounts, benefits, or penalties.
- (2) We serve clients globally, embracing diversity and inclusivity regardless of color, creed, or race.
- (3) We do not suggest that you may receive different prices, rates, or levels of goods or services.

Please be aware, however, that certain features of our website may require your personal data to function properly.

Sale of Information Policy

Medbill RCM strictly prohibits the sale of your personal data.

Minors Policy

The Medbill RCM website is exclusively intended for individuals above the age of 18. By accessing this website, you confirm that you meet this age requirement.

Policy Updates

Medbill RCM retains the right to amend this Privacy Policy as deemed necessary. Your continued usage of the Medbill RCM website following the publication or notification of changes to this Privacy Policy implies your acknowledgment and acceptance of the revised terms.

Contact Information

If You have questions or complaints regarding this Privacy Policy You can reach out to our Data Protection Officer at:

info@medbillrcm.com

17102 Higdon Dr, Brownstown Charter Twp.
MI 48193.