



PROVIDER RESOURCES PRIVACY POLICY

LAST UPDATED SEPTEMBER 2, 2025

This Privacy Policy includes important information about your personal data and we encourage you to read it carefully.

WELCOME

Welcome to Provider Resources! Entrusted with the oversight of highly-visible federal programs, many of which focus on clinical quality, health disparities, and education initiatives, Provider Resources aims to improve the nation's healthcare system through expert clinical review expertise, program integrity efforts, and healthcare quality initiatives such as care management services. Here at Provider Resources ("**Provider Resources**", "**Company**", "**we**"), we respect your privacy and are committed to protecting it through our compliance with this policy.

This Privacy Policy ("**Privacy Policy**") describes our general policies and procedures related to the collection, use, and disclosure of the personal data you share with Provider Resources. Additionally, this Privacy Policy describes how we use your personal data, how we share it, your rights and choices, how the law protects your personal data, and how you can contact us about the Privacy Policy and our practices. We use your personal data to provide and improve the services we provide to our customers and partners. By using and working with Provider Resources, you agree to the collection and use of your personal data in accordance with this Privacy Policy.

Please read this policy carefully to understand our policies and practices regarding your information and how we treat it. This policy may change from time to time. Your continued use of Provider Resources services after we make changes as described herein is deemed to be an acceptance of those changes, so please check the policy periodically for updates.

DEFINITIONS

For purposes of this Privacy Policy, the following words shall be defined as follows:

"Account" refers to a unique account created for You to access our website, products, or Payment Portal.

"Cookies" refers to those pieces of data and/or files stored within pc or mobile web browsers by a website, which contain details such as browsing history and time spent on any particular website.

"Provider Resources," "Company," "we," "our," or "us" refers to Provider Resources, the entity responsible for the collection and use of your personal data under this Privacy Policy.

"Device" refers to any device that can access Provider Resources' website, services, and Payment Portal, including computers, cell phones, and tablets.

"HIPAA Information," "Protected Health Information" refers to any individually identifiable health information health or transmitted by us, regardless of the format, including, but not limited to, information comprising an individual's past, present, or future physical or mental health, the provision of healthcare services to the individual, or the payment for any healthcare services provided to an individual.



"Payment Portal" refers to the payment portal maintained by Provider Resources and used by our Customers to make payments on invoices and manage Customer Accounts. The Payment Portal can be accessed at, www.provider-resources.com/idre

"IP Address" refers to data that is unique to and identifies Your Device or Mobile Device over a network.

"Personal Data" is any information that you provide to us that relates to an identified or identifiable individual, and can include information about how you engage with our Services (e.g. device information, IP address, etc.).

"Service" refers to the services provided by Provider Resources website and the Payment Portal.

"Usage Data" refers to data that is collected automatically, either generated by the use of the Service or from the Service infrastructure itself.

"Website" means the Provider Resources website, www.provider-resources.com.

"You" can refer to a few different individuals, depending on how you transact with Provider Resources and interact with the Website and Provider Resources' Services.

When you directly use Provider Resources' Services and Website in your personal capacity and for your personal use, we will refer to you as the **"Customer"**.

When you visit Provider Resources' Website without being logged into an account, we will refer to you as a **"Visitor."**

"Web Beacon" refers to those small electronic files that permit a company to count users who have visited pages or opened an email and/or for other related website statistics, such as verifying system integrity.

1. TYPES OF DATA THAT WE COLLECT AND HOW WE USE AND SHARE IT

Types of Data We Collect:

Personal Data

Here at Provider Resources, while using our Website, Services, and Payment Portal, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. This information may include, but is not limited to:

- First Name and Last Name;
- Email Address;
- Phone Number;
- Address, including Street Address, State, Province, Zip/Postal Code, City, and Country; and
- Usage Data.



HIPAA Information

In furtherance of those Services provided by Provider Resources, we may collect, maintain, and safeguard Your HIPAA Information in accordance with all applicable federal, state, and local laws. This type of data includes, but is not limited to:

- Past or present information concerning any individual's mental or physical health condition;
- Past or present information concerning any individual's mental or physical healthcare treatments or medical procedures;
- Past or present information concerning payment for any individual's mental or physical healthcare treatments or medical procedures;
- History of any individual's healthcare conditions, treatments, or payments for mental or physical healthcare services.

Provider Resources' privacy policy and compliance with relevant HIPAA requirements can be found [here](#).

Usage Data

When using Provider Resources' Website, Services, and Payment Portal, usage data is collected automatically for each user interacting with Provider Resources. This type of data includes, but is not limited to:

- Internet Protocol Address (IP Address);
- Browser Plug-Ins;
- Browser Type;
- Browser Version;
- Language Used;
- Provider Resources Pages You Visited;
- Links Clicked;
- Time and Date of Your Visit;
- Time Spent on Pages You Visited;
- Unique Device Identifiers; and
- Other Diagnostic Data.

Additionally, if and when You access Provider Resources' Website, Services, and/or Payment Portal by or through a mobile device, We may collect certain information automatically include, but not limited to, the type of mobile device used, Your mobile device's unique ID, the IP address of Your mobile device, Your mobile device's operating system, the type of mobile internet browser You use, unique device identifiers, and other diagnostic data relating to Your mobile device.

We may also collect information that Your browser sends whenever You visit our Website, use our Services, or use our Payment Portal.

Tracking Technologies/Cookies

Provider Resources also uses cookies and similar tracking technologies to track the activity on our Website, Services, and Payment Portal and store certain information. Tracking technologies used by Provider Resources can include, but are not limited to, beacons, tags, scripts, and cookies which are



used to collect and track information and to further improve and analyze Provider Resources' Website, its Services, and the Payment Portal.

Cookies or Browser Cookies

Cookies are small files placed on Your Device used to track certain pieces of information. You can instruct your browser to refuse all Cookies when prompted or to indicate when a Cookie is being sent. However, if You do not accept Cookies when prompted and visiting our Website, using our Services, or visiting our E-Bill Payment Portal, You may not be able to use some parts of those destinations. Unless You have manually adjusted Your browser setting so that it will refuse Cookies, Provider Resources may collect Cookies when You visit its Website, use our Services, or visit the Payment Portal.

Web Beacons

Certain sections of Provider Resources' Website, Services, and/or Payment Platform, as well as emails and electronic promotion materials sent by Provider Resources, may include certain small electronic files known as Web Beacons. Web Beacons, sometimes referred to as pixel tags or clear gifs, are small files that permit Provider Resources to analyze certain statistics such as when You visited the Website, used Services, or visited the E-Bill Payment Portal, when You have opened an email from Provider Resources, and help Provider Resources analyze certain website statistics.

Cookies that are used are usually categorized as either "permanent" or "session" Cookies. Permanent Cookies remain on Your Device or Mobile Device when You go offline. Session Cookies are Cookies that are deleted and not maintained once You close a web browser.

Provider Resources uses both permanent and session Cookies, including, but not limited to, the following:

Essential Cookies:

These Cookies fall under "session" Cookies and are used to provide You with the Services provided by the Website and Payment Portal and allow You to use certain features. These types of Cookies help Provider Resources authenticate its Customers and Visitors and prevent the fraudulent use of user accounts.

Notice Acceptance Cookies:

These Cookies fall under "persistent" Cookies and are used to identify if Customers or Visitors have accepted the use of Cookies on the Website, the Services, or the Payment Portal.

Functionality Cookies:

These Cookies fall under "persistent" Cookies and are used to help Provider Resources remember the choices You make when using the Website, Services, or Payment Portal, such as remembering login details or language preference. These Cookies are used to provide You with a more personalized experience when interacting with Provider Resources and so You can avoid having to re-enter information every time You use the Website, Services, or Payment Platform.



Performance Cookies:

These Cookies fall under “persistent” Cookies and are used to track information about traffic to the Website, Services, and Payment Portal and how users interact with those features. It is also possible that Provider Resources may use these Cookies to test new features, pages, or functionality or to see how users interact with those new features, pages, or functionality.

2. HOW WE USE DATA WE’VE COLLECTED

Provider Resources uses the data it collects from its Customers and Visitors to provide, support, personalize, and develop its Website, the Services it provides, and the Payment Portal. How Provider Resources uses Your data and information depends on which Services you use and which pages of the Website and Payment Portal are visited. Provider Resources uses the data You provide to personalize the Services we provide, so that the Website, Services, and Payment Portal are more relevant and useful to Customers and Visitors. Below are some examples of how the data we collect from You, and You provide to us, is used:

Maintenance of Services – Data is used to provide and maintain the Services to the Customer or Visitor, including to monitor the usage of the Website, Services, and Payment Portal.

To Manage Your Account – Data is used to help manage Your Account as a Provider Resources Customer. The personalized data You provide can give You access to different sections of the Website or E-Bill Payment Portal or provide You access to different Services that are available to You as a Customer.

For the Performance of a Contract – Data is used with respect to the development/drafting, compliance, and undertaking of the contract for services with Provider Resources.

To Contact You – In order to contact You by email, telephone calls, SMS, or other equivalent forms of communication, data is used to assist with that communication.

To Provide You With Information – Provider Resources also utilizes data and information You provide us to tailor our correspondence with You, including sending you special offers, news, and general information about Your Account, our Website, Services we provide, and the Payment Portal. We provide You with this information unless you have opted not to receive such information.

For Security and Investigations – We may use Your data and information for security purposes or to prevent or investigate possible fraud or other violations of any of Provider Resources agreements and/or attempts to harm our Customers or Visitors.

To Manage Your Requests – Data and information are used to attend to and manage Your requests to us.

For Other Purposes – We may also use Your information for other purposes, such as analyzing data and usage trends, determining the effectiveness of Provider Resources’ promotional and marketing campaigns, and to evaluate Provider Resources’ Website, Services, Payment Portal and user experience.



3. HOW WE SHARE INFORMATION

In certain situations, we may share Your personal data and/or information with third parties, such as our affiliates or partners. Situations in which we may share Your data and/or information include, but are not limited to, the following:

With Service Providers – We may share Your personal data and/or information with certain service providers to monitor and analyze the use of our Website, Services, and Payment Portal or to contact you.

Business Transfers – We may share Your personal data and/or information in connection with, or during negotiations of, any merger, sale of Provider Resources' assets, financing, or acquisition of all or a portion of our business to another company.

Affiliates – We may share Your personal data and/or information with our affiliates, in which case we will require those affiliates to honor Provider Resources' Privacy Policy. Affiliates include any other subsidiaries, joint venture partners, or other companies that we control or are under common ownership.

Business Partners – We may share Your personal data and/or information with our business partners to better tailor our Customer's experiences.

Law Enforcement – In certain limited circumstances, Provider Resources may be required to disclose Your personal data and/or information if required to do so or in response to valid requests by public authorities such as a court or government agency.

Other Legal Requirements – Provider Resources may disclose Your personal data and/or information in the event Provider Resources has a good faith belief that such action will be necessary to:

- Comply with a legal obligation;
- Protect and defend the rights or property of Provider Resources;
- Prevent or Investigate possible wrongdoing in connection with a Customer or Visitor's use of the Website, Services, or Payment Portal;
- Protect the personal safety of other Customers and Visitors using the Website, Services, or Payment Portal; and
- Protect against legal liability.

Your Consent – We may disclose Your data and/or information for any other purpose with Your consent.

Provider Resources will not share any of Your HIPAA Information without compliance with all federal, state, and local safety and privacy protections afforded to HIPAA Information and as set forth in this Privacy Policy.

4. SECURITY AND YOUR RIGHTS



Data Retention

Provider Resources generally retains Your personal data and/or information for as long as You keep Your Account with Provider Resources and in furtherance of the purposes set forth in this Privacy Policy, unless otherwise required by federal, state, or local laws. This includes personal data and/or information You have directly provided to Provider Resources, as well as data generated or inferred from Your use of the Website, Services, and Payment Portal. Even in the event You only use Your Account sparingly or from time to time, we will retain Your personal data and/or information unless you close Your Account. In some cases we will retain certain data and/or information, such as usage information, to better tailor the Services Provider Resources provides. In those cases, we will retain the data and/or information in a depersonalized or aggregated form, meaning a user would be unable to identify You based upon that information.

Provider Resources provides its Customers with choices about the collection, use, and sharing of Your data, from deleting or correcting data included in Your Account. For personal data and/or information Provider Resources has about You, You can:

Delete Data: You can ask Provider Resources to erase or delete certain personal data and/or information, such as in scenarios where that data and/or information is no longer necessary to Your interactions with Provider Resources.

Change or Correct Data: You can ask Provider Resources to edit some of Your personal data and/or information through Your Account. You can also ask us to change, update, or fix Your personal data and/or information in certain cases, particularly if the data and/or information is incorrect.

Object to, Limit, or Restrict Use of Data: You can ask Provider Resources to stop using all or some of Your personal data and/or information or to limit our use of that personal data and/or information.

Right to Access and/or Take Your Data: You can ask Provider Resources for a copy of Your personal data and/or information.

You may contact Provider Resources for the above purposes, or any other relevant purposes, by using the contact information at the end of this Privacy Policy.

Account Closure

If you choose to close Your Account with us, Provider Resources will generally delete closed Account personal data and/or information within 30 days of the date of the Account closure, except for those purposes noted below and as required by federal, state, and local law. Also, as noted above, we will retain de-personalized information after Your Account has been closed.

As stated in this Privacy Policy, we retain some of Your personal data and/or information after You have closed Your Account if it is reasonably necessary to comply with our federal, state, and local legal obligations (including law enforcement requests), meet regulatory requirements, resolve disputes, maintain security, prevent fraud and abuse, or enforce our other Agreements. Provider Resources will retain de-personalized information after Your account has been closed.

Security of Your Personal Data

The security of Your personal data is of the utmost important to us. In order to safeguard Your personal data and/or information, Provider Resources implements security safeguards designed to protect that



personal data and/or information and HIPAA Information such as HTTPS. We regularly monitor our systems for possible vulnerabilities and attacks. However, Provider Resources cannot warrant the security of any information that You provide to us with 100% accuracy. There is no guarantee that personal data and/or information and/or HIPAA Information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. While we strive to use commercially acceptable means to protect Your personal data and/or information, we cannot guarantee its absolute security.

Obligation to Notify

In the event Provider Resources discovers, is notified or has reasonable cause to believe, that a breach of security relating to Personal Information, HIPAA Information, or any other information maintained and safeguarded by Provider Resources or confidential information that would otherwise interrupt, disrupt, or compromise the integrity of the Services provided by Provider Resources, Provider Resources shall make best efforts to: (1) notify You within the most expedient time possible and without unreasonable delay after becoming aware of such breach; and (2) if any of Your Personal Information, HIPAA Information, or other information of yours was in possession of Provider Resources at the time of such breach, Provider Resources shall (a) promptly investigate and remediate the effects of the breach and (b) provide You with reasonably satisfactory assurance that the breach will not reoccur. Provider Resources shall provide You with detailed information regarding the nature of the security incident, a timely remediation plan reasonably acceptable to address such incident, the identity of all relevant individuals affected by the security incident, and the corrective action taken by Provider Resources to address such incident.

Payment Details

For any Visitors or Customers who engage with Provider Resources payment portal or provide payments to Provider Resources, the Company will collect and, in some cases, maintain, certain information connected to payments and/or transactions. During any transaction or payment through the payment portal, Provider Resources may share certain data with your bank or other payment method provider, including, as necessary, to authenticate you and the payment. Provider Resources takes reasonable and necessary security measures to ensure that any payments made to Provider Resources through its payment portal are secure and are not shared with any third-parties not connected to the payment or transaction. Provider Resources takes reasonable and necessary security measures to ensure all payments and transactions made through the payment portal are PCI-DSS compliant and are in compliance with all federal, state, and local laws.

Children's Privacy

Provider Resources does not permit individuals under the age of 18 to create an Account or use Provider Resources' Services or Payment Portal. We do not knowingly collect personal data and/or information or HIPAA Information directly from any individual under the age of 18. If You are a parent or guardian and You are aware that Your child has provided us with personal data and/or information or HIPAA Information, please contact us. If we become aware that we have collected personal data and/or information or HIPAA Information from anyone under the age of 18 without verification or personal consent, Provider Resources will take steps to remove that information from Provider Resources' servers.

5. OTHER IMPORTANT INFORMATION



Direct Marketing

Provider Resources does not share personal data and/or information or HIPAA Information with third parties for their direct marketing purposes without Your permission. If You become aware that Your personal data and/or information HIPAA Information has been provided to a third party without Your consent, please contact Provider Resources using the below contact information.

Lawful Uses

Provider Resources will only collect and process personal data and/or information and HIPAA Information about You where we have a lawful bases. Lawful bases include consent (where You have given us consent), contract where processing that personal data and/or information or HIPAA Information is necessary for the performance of a contract with you, and “legitimate interests.”

Where we rely on Your consent to process personal data and/or information, You have the right to withdraw or decline Your consent at any time and where we rely on legitimate interests, You have the right to object. If You have any questions about the lawful bases upon which we collect and use Your personal data and/or information, please contact us using the contact information below.

Compliance with California Consumer Privacy Act

Provider Resources shall maintain, at all times, a commercially reasonable information security program(s) that encompasses administrative, technical, and physical safeguards that meet or exceed the requirements of the California Consumer Privacy Act (the “**CCPA**”) of 2018, Title 1.81.5, Cal. Civ. Code §1798.100. Provider Resources CCPA Notice can be found [here](#).

Changes to this Privacy Policy

Provider Resources may, from time to time and as needed, update this Privacy Policy. In the event that the Privacy Policy is updated, Provider Resources will provide notice to its Customers of any changes by posting the new Privacy Policy on this page and updating the date at the beginning of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Any changes to this Privacy Policy are effective when they are posted on this page.

6. CONTACT INFORMATION

If You have any questions about this Privacy Policy or need to contact Provider Resources to request the change, removal, use, or retention of any personal data and/or information or HIPAA Information, You can contact Provider Resources by using the following contact information: privacy@provider-resources.com