

INDEPENDENT HEALTH'S Confidentiality Protocol

At Independent Health, we have always put a high priority on protecting our members' health and financial information. This is particularly important when a member may be a victim of domestic violence. Below is a description of our procedure to accommodate requests from members to send their information to an alternative address. Independent Health has created a Confidentiality Protocol for Victims of Domestic Violence and Endangered Individuals that is available with this provider notice. We are asking our providers to print and post this notice in their office.

Regulatory Requirement

Under New York State Insurance Law § 2612, a member who obtains a valid order of protection against the policyholder has the right to have their claim information, physician information and contact information (including information regarding their children, if requested) restricted from disclosure to the policy holder. This right is contingent on the order of protection being validly issued by a New York court of appropriate jurisdiction and it runs for the duration of the order of protection.

How to Make a Request

Members may make a request for protected status by calling or writing to Independent Health's Servicing Department. The member does not have to provide an order of protection to Independent Health nor will Independent Health ask for justification of a request. In the member's request, they must provide the specifics about the alternative address, phone number or other method of contact they would like Independent Health to utilize. Independent Health will accommodate and process requests within 3 business days and inform the member of the status of their request.

Revoke a Protected Status

A member can revoke their protected status by calling or writing to Independent Health's Servicing Department.

Additional Resources

For more information on domestic violence, members can contact the following resources:

New York State Domestic and Sexual Violence Hotline	National Domestic Violence Hotline
<p>Call: 1-800-942-6906 Text: 844-997-2121 https://opdv.ny.gov <i>(link to online chat through the website)</i></p>	<p>1-800-799-SAFE (7233) <i>(language assistance available)</i> www.thehotline.org</p>

