

# CONFIDENTIALITY PROTOCOL

## For Victims of Domestic Violence and Endangered Individuals

As a member of Independent Health, you have the right to request how Independent Health communicates with you to prevent a dangerous situation to yourself or others.

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

You may make a request for confidential communications by calling or writing to Independent Health's Servicing Department at the contact information provided below. Please note, you do not have to provide an order of protection to Independent Health nor will Independent Health ask for justification of a request. In your request, you must provide the specifics about the alternative address, phone number or other method of contact you would like Independent Health to utilize. Independent Health will accommodate and process requests within 3 business days and inform you of the status of your request.

### What if I Want to Revoke My Protected Status?

You can revoke your protected status by calling or writing to Independent Health's Servicing Department at the contact information provided below.

### Where Can You Turn for Help?

If you or someone you know is a victim of domestic violence, the following resources may be able to help you:

#### NEW YORK STATE DOMESTIC AND SEXUAL VIOLENCE HOTLINE

Phone: 1-800-942-6906  
Text: 1-844-997-2121  
<https://opdv.ny.gov/>  
(Online chat available through website)

#### NATIONAL DOMESTIC VIOLENCE HOTLINE

1-800-799-SAFE (7233)  
(Language assistance available)  
[www.thehotline.org](http://www.thehotline.org)

### Independent Health Contact Information

#### Address:

Independent Health Servicing Department  
P.O. Box 1642  
Buffalo, NY 14221

Toll-Free: 1-800-501-3439  
Toll-Free TTY: 1-800-432-1110

Email: [memberservice@servicing.independenthealth.com](mailto:memberservice@servicing.independenthealth.com)

