

## **Confidentiality Protocols for Victims of Domestic Violence and Endangered Individuals**

The state of New York requires insurers to protect and limit access to the personal identifying information related to a covered individual who is a victim of domestic violence. Upon receipt of a reasonable request in writing, a health insurer shall not disclose to the policyholder or another insured covered under the policy:

- (1) the address, telephone number, or any other personally identifying information of the covered individual or any child residing with the covered individual;
- (2) the nature of the health care services provided to the covered individual;
- (3) the name, address, and telephone number of the provider of the covered health care services; or
- (4) any other information from which there is a reasonable basis to believe the foregoing information could be obtained.

The insured victim of domestic violence may provide us with an alternative address, telephone number or other method of contact for the purpose of receiving specific claim information or for specific billing purposes.

In order to request confidential communication or to revoke a request for confidential communications, please write us at:

ATTN: POS Administration Privacy Desk  
Physicians Mutual Insurance Company  
PO Box 3313  
Omaha, NE 68172-4005

### **New York State Domestic Violence Hotlines**

Your local hotline can provide you with information on domestic violence resources in your community. For the hotline number of your local domestic violence program, call the New York State Domestic Violence Hotline at 1-800-942-6906 (English) or 1-800-942-6908 (Spanish).

Website: <http://www.opdv.ny.gov/help/dvhotlines.html>