

CIGNA HEALTHCARE
**IMPORTANT NOTICE REGARDING CONFIDENTIALITY AND DISCLOSURE
PROTOCOLS FOR VICTIMS OF DOMESTIC VIOLENCE RESIDING IN NEW
YORK**

New York Insurance Law §2612 prohibits discrimination against an individual that is or has been a victim of domestic violence. This law also directs insurers that receive a valid order of protection to keep confidential and not disclose the address and telephone number of the victim of domestic violence or the address and telephone number of any child residing with the victim.

REQUEST FOR CONFIDENTIALITY

To request that Cigna keep confidential and not disclose:

- the address and telephone number of the victim of domestic violence or any child residing with the victim; and
- the name and address, and telephone number of a person providing covered services to the victim, to:
 - a policyholder; or
 - another insured covered under the policy against whom the victim has a valid order of protection;

Cigna must receive a valid order of protection along with a completed Request for Restriction of Use and Disclosure of Protected Health Information form. Click [here](#) to obtain a copy of this form.

To initiate your request call the number on the back of your identification card. If you have lost your identification card call 1-800-244-6224.

**REQUEST TO RECEIVE CLAIM RELATED INFORMATION BY ALTERNATIVE
MEANS OR AT ALTERNATIVE LOCATIONS**

You may also make a reasonable request to receive communications of claim related information by alternative means or at alternative locations.

To make such a reasonable request you must complete a Request for Confidential Communications form. Click [here](#) to obtain a copy of this form.

To initiate your request call the number on the back of your identification card. If you have lost your identification card call 1-800-244-6224.

REQUEST TO REVOKE A REASONABLE REQUEST

You may request a revocation of your reasonable request by completing a Change/Revoke Request form. Click [here](#) to obtain a copy of this form.

To initiate your request call the number on the back of your identification card. If you have lost your identification card call 1-800-244-6224.

NEW YORK STATE DOMESTIC AND SEXUAL VIOLENCE HOTLINE

The phone number for the Hotline is: 1-800-942-6906. The Spanish language number is 1-800-942-6908. In NYC dial 1-800-621-HOPE (4673) or dial 311.