

## Illinois confidentiality protocols for victims of domestic violence and endangered individuals

Illinois Insurance Law 215 ILCS 5/355b requires accident and health insurers to accommodate a reasonable request made by a person covered by an insurance policy to receive communications of claims-related information by alternate means or at alternate locations if the person clearly states that disclosure of the information could endanger the person. The parent or guardian of a covered child may request to receive alternate means of communication for the child.

Without the express consent of the person making the request, an insurer **may not** disclose:

1. The name, address, telephone number or other personal information of the person requesting the accommodation or child residing with such person;
2. The nature of the services provided to the impacted individual; or
3. The name or address of the person or entity providing services to the impacted individual.

### To request confidentiality

You may submit a written request for confidential handling of health information to the company. The request must supply the following information:

- The manner in which you wish to receive confidential communications and specification of an alternative address or other information necessary to deliver information in the requested manner.
- The information, or type of information, to be communicated in the confidential manner requested (this may be limited to a particular illness or treatment or to all exchanges of protected health information).
- If applicable, the time period for which the request applies.
- If confidential handling of billing matters is also requested, the manner in which payment of premium will be made.

### Requests should be addressed to:

Washington National Insurance Company  
11825 N. Pennsylvania Street  
Carmel, IN 46032

*A confidentiality request may be revoked at any time by mailing a letter of instruction to the address above.*

For further information on domestic violence services, contact the Illinois Domestic Violence Hotline at (877) 863-6338.

**We recommend that participating health service providers print and post this information in their offices.**