



New York

Confidentiality Protocols for Victims of Domestic Violence and Endangered Individuals

SUMMARY:

New York Insurance Law § 2612, with respect to all insurers regulated under the Insurance Law, including health maintenance organizations (“HMOs”), provides that if any person covered by an insurance policy delivers to the insurer a valid order of protection against the policyowner or other person covered by the policy, then the insurer is prohibited for the duration of the order from disclosing to the policyholder or other person the address and telephone number of the insured, or of any person or entity providing the covered services to the insured. If a child is a covered person, then the right established by this section may be asserted by the child’s parent or guardian.

Insurance Law § 2612 also requires a health insurer, as defined in that section to include long term care and disability income insurance, to accommodate a reasonable request made by a person covered by an insurance policy or contract to receive communications of claim-related information by alternative means or at alternative locations if the person clearly states that disclosure of the information could endanger the person. If a child is the covered person, then this right may be asserted by the child’s parent or guardian.

Except with the express consent of the person making the request, a health insurer may not disclose to the policyholder: (1) the address, telephone number, or any other personally identifying information of the person who has made the request or child for whose benefit a request was made; (2) the nature of the health care services provided; or (3) the name or address of the provider of covered services.

MAKING A REQUEST:

A request can be made by using the toll-free Member Services number on your ID card, or you may contact the Aetna Privacy Office directly by using the Aetna contact information in the section below.

Policies and plans are insured and/or administered by Aetna Life Insurance Company or its affiliates (Aetna). Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans. Medicaid Managed Long Term Care plans are offered by Aetna Better Health.

REVOKING A REQUEST:

A request can be revoked by contacting the toll-free Member Services number on your ID card, or you may contact the Aetna directly by using the following address:

HIPAA Member Rights Team
P.O. Box 14079
Lexington, KY 40512-4079

For further information on domestic violence services, you can contact the NYS Domestic and Sexual Violence Hotline by dialing [1-800-942-6906](tel:1-800-942-6906) or by accessing the New York State Office for the Prevention of Domestic Violence website.

Aetna recommends that participating providers post this Notice in their office.

Policies and plans are insured and/or administered by Aetna Life Insurance Company or its affiliates (Aetna). Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans. Medicaid Managed Long Term Care plans are offered by Aetna Better Health.

©2021 Aetna Inc.
00.28.377.1-NY (02/21)

GR-69598 (10-25)