

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

NTA Life is committed to keeping all customer information confidential. In instances where a customer is, or has been, a victim of domestic violence or other abuse, NTA Life understands that certain personal information may require special handling. Such information may include the victim's address, telephone number, or the victim's health service provider's name and address.

## **Procedure to make or revoke a request for confidentiality:**

If you are an NTA Life customer who is a victim of domestic violence or other abuse, and:

- 1) Would like NTA Life to take steps to safeguard your information from others (such as the policyholder or others covered under the same policy);
- 2) Would like to revoke that request; or
- 3) Would like to provide an alternative address, telephone number, or other method of contact,

Please call 1-888-671-6771, or in New York, 1-855-682-5433.

## **Additional Information for Residents of New York State**

If you would like additional information about domestic violence, please refer to the New York State Domestic and Sexual Violence Hotline: 1-800-942-6906

Spanish language assistance: 1-800-942-6908

### **New York has the following law:**

New York Insurance Law section 2612, with respect to all insurers regulated under the Insurance Law, including health maintenance organizations ("HMOs"), provides in relevant part that if any person covered by an insurance policy delivers to the insurer a valid order of protection against the policyholder 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: (1) the address, telephone number, or any other personally identifying information of the person who made the request or that of a 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 the covered services. Section 2612 also requires a health insurer, as defined in that section, to accommodate a reasonable request made by a person covered by an insurance policy 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 these rights may be asserted by the child's parent or guardian.

The New York State Department of Financial Services ("Department") has promulgated emergency measure 11 NYCRR 244 (Insurance Regulation 168), which requires insurers to develop and implement confidentiality protocols.

*Under Regulation 168, health service providers are advised to print and post this notice in their offices.*