

Patient Rights Under HIPAA

Confidential Communications

This information is to help you understand your rights under federal privacy regulations, the Health Insurance Portability and Accountability Act, or HIPAA. This page focuses on your right in certain circumstances to request communications in alternative methods or locations.

You have the right to request confidential communications:

- ✓ You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you by telephone at work, or that we only contact you by mail at home.

To request communication in alternative methods or locations:

- ✓ To request a confidential communication, you must make your request in writing on a designated form.
- ✓ We will not ask you the reason for your request.
- ✓ We will accommodate all reasonable requests.
- ✓ You must tell how we need to handle your bills for treatment and services.

To request confidential communications, please contact Support Services at 1-866-236-8296.

