

Confidentiality Protocols for Request and Receipt of Claim Information by Alternative Means

The state of Illinois requires insurers to protect and limit access to the personal identifying information related to a covered individual and to receive claim-related information from the company by alternative means or at alternative locations if the insured states disclosure of all or part of the information will endanger the insured.

Upon receipt of a reasonable request in writing, a health insurer shall not disclose to the policyowner or another insured covered under the policy:

1. The address, telephone number or any other personally identifying information of the insured or child for whose benefit was made;
2. The nature of the health care services provided to the covered individual;
3. The name, address and telephone number of the provider of the covered health care services; or
4. Any other information from which there is a reasonable basis to believe the foregoing information could be obtained.

The insured victim of domestic violence may provide us with an alternative address, telephone number or other method of contact for the purpose of receiving specific claim information or for specific billing purposes.

To request confidential communication or to revoke a request for confidential communications, please write us at:

ATTN: POS Administration Privacy Desk
Physicians Mutual Insurance Company
PO Box 3313
Omaha, NE 68172-4005

Illinois Domestic Violence Hotlines

Your local hotline can provide you with information on domestic violence resources in your community. For the hotline number of your local domestic violence program, call the Illinois State Domestic Violence Helpline at 1-877-TO-END-DV - 1-877-863-6338 or 1-877-863-6339 (TTY).