



Oregon confidential communication requests for enrollees

The state of Oregon requires carriers and third party administrators to take certain privacy measures for confidential communication requests received from any enrollees. The procedures are outlined in Oregon Insurance Rule § 836-053-0610:

- Oregon Insurance Rule § 836-053-0610, with respect to individual, conversion and group policies of health insurance including health maintenance organizations (“HMOs”), point of service (“POS”), preferred provider organization (“PPO”), and traditional indemnity, provides that any carrier or third party administrator doing business in the state of Oregon must accept an Oregon Request for Confidential Communication form received from an enrollee.
- Oregon Department of Consumer and Business Services developed and made available to the public a standardized Oregon Request for Confidential Communication form that an enrollee may submit to a carrier or third party administrator to make a confidential communications request.
- You may advise your patients of this form entitled "Oregon Confidential Communication Request." Your patients can access the form by visiting the Oregon Division of Financial Regulation at <https://dfr.oregon.gov/insure/health/patient-privacy/pages/your-rights.aspx>.

How to make a request

You can also make a confidential communication request by calling the Member Services number on the back of the enrollee’s ID card. Or, write or send the Oregon Confidential Communication Request form to the Aetna Privacy Office at the address below.

Canceling a request

An enrollee can cancel a request by calling Member Services at the number on the back of the enrollee’s ID card. The enrollee can also send this request to the Aetna Privacy Office at:

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

For more information

If you have questions, visit the Oregon Insurance Division website at dfr.oregon.gov. You may also link to OAR 836-053-0610.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).