

# Confidentiality procedures for victims of domestic violence and endangered individuals in Illinois

The State of Illinois requires that health insurance companies take certain privacy measures for victims of domestic violence or endangered individuals. The procedures are outlined in Illinois Insurance Law § 215 ILCS 5/355b:

- Illinois Insurance Law § 215 ILCS 5/355b, with respect to individual or group policy of accident and health insurance including health maintenance organizations (“HMOs”) and extended to disability and life, provides that if any person covered by an insurance policy clearly states to the insurer that disclosure of all or part of the covered person’s information could endanger the person, then the insurer is prohibited 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 § 215 ILCS 5/355b also requires a health insurer 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.

## How to make a request

Call the Member Services number on the back of the member’s ID card. Or, write to the Aetna Privacy Office at the address below.

## Canceling a request

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

HIPAA Member Rights Team  
151 Farmington Avenue RT65  
Hartford, CT 06156

## For more information

If you have questions, call the Illinois Domestic Violence Helpline at **1-877-TO END DV (1-877-863-6338)** or **1-877-863-6339** (TTY). The hotline is confidential, multilingual and open 24/7. You can also go to the Illinois Department of Human Services Domestic Violence website at [www.dhs.state.il.us/page.aspx?item=30275](http://www.dhs.state.il.us/page.aspx?item=30275).

Coverage may be underwritten or administered by one or more of the following companies: Aetna Health Inc.; Aetna Health of California Inc.; Aetna Dental of California Inc.; Aetna Health of the Carolinas Inc.; Aetna Health of Illinois Inc.; Aetna Dental Inc.; Aetna Health of Washington Inc.; Aetna Life Insurance Company; Aetna Insurance Company of Connecticut; Aetna Health Insurance Company of Connecticut; and Aetna Health Insurance Company of New York. Mail order pharmacy services may be provided by Aetna Rx Home Delivery, LLC.

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call [the number on your ID card] (or) [insert phone number].

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), [CRCoordinator@aetna.com](mailto:CRCoordinator@aetna.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

*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, Coventry Health Care plans and their affiliates (Aetna).*

TTY: 711

For language assistance in your language call the number listed on your ID card at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al número que figura en su tarjeta de identificación. (Spanish)

欲取得繁體中文語言協助，請撥打您 ID 卡上所列的號碼，無需付費。(Chinese)

Pour une assistance linguistique en français appeler le numéro indiqué sur votre carte d'identité sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang nakalistang numero sa iyong ID card nang walang bayad. (Tagalog)

T'áá shí shizaad k'ehjí bee shíká a'doowoł nínízingo [Diné k'ehjíÓ naaltsoos bee atah nílįigo nanitinígíí béesh bee hane'é bikáá' áaji' t'áá jíík'e hólne'. (Navajo)

Benötigen Sie Hilfe oder Informationen auf Deutsch? Rufen Sie kostenlos die auf Ihrer Versicherungskarte aufgeführte Nummer an. (German)

Për asistencë në gjuhën shqipe telefononi falas në numrin e regjistruar në kartën tuaj të identitetit (ID). (Albanian)

ለአማርኛ ቋንቋ እገዛ በመታወቅያዎ ላይ በተጠቀሰው ቁጥር በነጻ ይደውሉ (Amharic)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني المذكور في بطاقتك التعريفية. (Arabic)

Լեզվի ցուցաբերած աջակցության (հայերեն) Ձանգահարեք թիվը նշված է ձեր ID քարտի առանց գնով: (Armenian)

Niba urondera uwugufasha mu Kirundi, twakure ku busa ku inomeru iri ku ikarata karangamuntu yawe. (Bantu-Kirundi)

Alang sa pag-abag sa pinulongan sa (Binisayang Sinugboanon) tawga ang numero nga gilista sa imong kard sa kailhanan nga walay bayad. (Bisayan-Visayan)

বাংলায় ভাষা সহায়তার জন্য আপনার আইডি কার্ডে যে নম্বরটি তালিকাভুক্ত রয়েছে বিনামূল্যে তাতে কল করুন। (Bengali-Bangala)

ငွေကုန်ကျခံစရာမလိုဘဲ (မြန်မာဘာသာစကား) ဖြင့် ဘာသာစကားအကူအညီရယူရန် သင့်အိုင်ဒီကတ် ပေါ်တွင် ပေးထားသည့်ဖုန်းနံပါတ်ကိုခေါ်ဆိုပါ။ (Burmese)

Per rebre assistència en (català), truqui al número de telèfon gratuït que apareix a la seva targeta d'identificació. (Catalan)

Para ayuda gi fino' (Chamoru), ågang l numiru ni mangaige gi iyo-mu 'ID card', sin gåstu.. (Chamorro)

Θόρυθός φωνήθόθλοπ λήθόθπόθυ θότ (GWY) Θόβωθόθός θόθυ λ4θόθ σ50θθ θόθ GVP \$ACόθλοπ  
Γθόθόθλοπ θόθ λ ΑΓόθλοπ θEGPλ hθRθ. (Cherokee)

(Chahta) anumpa ya apela a chi bvna hokmvt chj holisso kallo iskitini ma holhtena yvt takanli. Na aivlli keyu hq ish j paya hinla. (Choctaw)

Tajaajila afaan Oromiffa argachuuf lakkoofsota bilbilaa waraqaa eenyummaa keessan irra jiran irratti bilisaan bilbilaa. (Cushite)

Bel voor tolk- en vertaaldiensten in het Nederlands gratis naar het nummer dat op uw identiteitskaart vermeld staat. (Dutch)

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo a yo endike nan kat idantifikasyon ou gratis. (French Creole)

Για γλωσσική βοήθεια στα Ελληνικά καλέστε χωρίς χρέωση τον αριθμό που αναγράφεται στην κάρτα αναγνώρισης. (Greek)

(Gujarati) ગુજરાતીમાં ભાષા સહાય માટે તમારા આઈડી કાર્ડ પર લખેલ નંબર પર કોઈ ખર્ચ વગર કોલ કરો.

No ke kōkua ma ka ‘ōlelo Hawai‘i e kahea aku i ka helu kelepona ma kāu kaleka ID, kāki ‘ole ‘ia kēia kōkua nei. (Hawaiian)

(Hindi) हिन्दी में भाषा सहायता के लिए, अपने आईडी कार्ड पर दिये गये नम्बर पर मुफ्त कॉल करें।

Yog xav tau kev pab txhais lus Hmoob hu dawb tau rau tus xov tooj ntawm koj daim npav. (Hmong)

Maka enyemaka asusū na Igbo kpọ̀ọ̀nmba edepụ̀tara na kaadi ID gi na akwụ̀ghị̀ ugwo ọ̀ bụ̀la. (Ibo)

Para iti tulong ti pagsasao iti pagsasao tawagan ti numero a nakalista iti ID card yo nga awan ti bayadan yo. (Ilocano)

Untuk bantuan dalam bahasa Indonesia, silakan hubungi nomor yang tercantum di kartu ID Anda tanpa dikenakan biaya. (Indonesian)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente il numero riportato sulla Sua scheda identificativa. (Italian)

日本語で援助をご希望の方は、IDカードに記載されている番号まで無料でお電話ください。 (Japanese)

လၢတၢ်ဗၢၣ်တၢ်ကတိၣ်ကတိၣ်အိၣ်ကတိၣ် ကျိၣ် ကိးနီၣ်ဂီၢ်တၢ်ကွဲးလီၤယၢ်လၢန့ၣ်ခူၣ်သး အံၣ်ခိၣ်ကး အလီၤ လၢတၢ်အိၣ်ခိးတၢ်လၢတၢ်ကျိၣ်လၢတၢ်စ့ၣ်တ့ၣ် (Karen)

한국어로 언어 지원을 받고 싶으시면 보험 ID 카드에 수록된 무료 통화번호로 전화해 주십시오. (Korean)

Bé m̄ ké gbo-kpá-kpá dyé dé Bāsóò wùdùün wēē, d́á nòbà b́é ɔ cééà b́ó nì dyí-dyòin-bèè k̄ōē b́ó pídyi.  
(Kru-Bassa)

بۆ وەرگرتنی رینوینی پیوهنیدار به زمان به زمان به ژماره‌ی خۆراییی نووسراو له کارتیی پیناسی خۆتاندا پیوهندی بکهن.  
(Kurdish)

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາລາວ,  
ກະລຸນາໂທຫາໝາຍເລກທີ່ລະບຸໃນບັດປະຈຳຕົວຂອງທ່ານໃດຍ່ອຍຄ່າໂທ. (Laotian)

तील भाषा (मराठी) सहाय्यासाठी तुमच्या आयडी कार्डवर सूचिबद्ध करण्यात आलेल्या क्रमांकावर  
कोणत्याही खर्चाशिवाय कॉल करा. (Marathi)

Ñan bōk jipañ ilo Kajin Majol kwon kallok nōmba eo ej walok ilo kaat in ID eo aṃ ejjelok wōnān.  
(Marshallese)

Ohng palien sawas en soun kawewe ni omw lokaia Ponape koahl nempe me sansal pohn noumw ID  
koard ni sohte isais. (Micronesian-Pohnpeian)

សម្រាប់ជំនួយភាសាជា ភាសាខ្មែរ  
សូមទូរស័ព្ទតាមលេខដែលមាននៅលើប័ណ្ណសម្គាល់សមាជិករបស់អ្នកដោយឥតគិតថ្លៃ។ (Mon-Khmer,  
Cambodian)

(नेपाली) मा निःशुल्क भाषा सहायता पाउनका लागि तपाईंको परिचय-पत्रमा उल्लेख गरिएको नम्बरमा फोन  
गर्नुहोस् । (Nepali)

Tën kuwoŋy ë thok ë Thuoŋjǎŋ cɔl akuën cī reec ë kaaddu kōu kecīn ayōc. (Nilotic-Dinka)

For språkassistanse på norsk, ring nummeret på ID-kortet ditt kostnadsfritt. (Norwegian)

Fer Hefle in Deitsch, ruf die Fonnummer aa die uff dei ID Kaarde iss. Es Aaruf koschtet nix.  
(Pennsylvania Dutch)

برای راهنمایی به زبان فارسی، بدون هیچ هزینه‌ای با شماره‌ای که بر روی کارت شناسایی شما آمده است تماس بگیرید. انگلیسی  
(Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer podany na karcie ID. (Polish)

Para obter assistência linguística em português ligue para o número grátis listado no seu cartão de  
identificação. (Portuguese)

(Punjabi) ਪੰਜਾਬੀ ਵਿੱਚ ਭਾਸ਼ਾਈ ਸਹਾਇਤਾ ਲਈ ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਕਾਲ ਕਰੋ।

Pentru asistență lingvistică în românește telefonați la numărul gratuit indicat pe cardul dvs. de membru de  
la Aetna. (Romanian)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру, указанному в вашей ID-карте удостоверения личности. (Russian)

Mo fesoasoani tau gagana I le Gagana Samoa vala’au le numera o lo’o lisiina I luga o lau pepa ID e aunoa ma se totagi. (Samoan)

Za jezičnu pomoć na hrvatskom jeziku pozovite besplatan broj naveden na poledini Vaše identifikacijske kartice. (Serbo-Croatian)

Fii yo on hebu balal e ko yowitii e haala Pular noddee e dfi numero ji lintaadí ka kaydi dantite mon. Njodi woo fawaaki on. (Sudanic-Fulfulde)

Ukihitaji usaidizi katika lugha ya Kiswahili piga simu kwa nambari iliyoorodheshwa kwenye Kitambulisho chako bila malipo. (Swahili)

ܩܘܪܐܢܐ ܕܰܝܘܼܢܰܐ ܕܰܩܰܝܰܘܼܡܰܐ ܕܰܗܰܘܰܪܰܝܰܐ ܕܰܩܰܘܰܠܰܕܰܐ ܕܰܩܰܘܰܠܰܕܰܐ

(Syriac-Assyrian). ܩܘܪܐܢܐ ܕܰܝܘܼܢܰܐ ܕܰܩܰܝܰܘܼܡܰܐ ܕܰܗܰܘܰܪܰܝܰܐ ܕܰܩܰܘܰܠܰܕܰܐ ܕܰܩܰܘܰܠܰܕܰܐ

భాషతో సాయం కొరకు ఎలాంటి ఖర్చు లేకుండా మీ ఐడి కార్డు మీద ఉన్న నెంబరుకు కాల్ చేయండి (తెలుగు) (Telugu)

สำหรับความช่วยเหลือทางด้านภาษาเป็น (ภาษาไทย) โทรหมายเลขที่แสดงไว้บนบัตรประจำตัวของท่าน ฟรีไม่มีค่าใช้จ่าย (Thai)

Kapau ‘oku fiema’u hā tōkoni ‘i he lea faka-Tonga telefoni ki he fika ‘oku lisi ‘i ho’o kaati ID ‘o ‘ikai hā tōtōngi (Tongan)

Ren ánninnisin chiakú ren (Kapasen Chuuk) kopwe kékkeéeri ena nampaan tengewa aa makketiw wóón noumw ena chéén taropween ID nge esapw kamé ngonuk. (Turkese)

(Dilde) dil yardım için sayı hiçbir ücret ödemedi kimlik kartı listelenen diyoruz. (Turkish)

Щоб отримати допомогу перекладача української мови, зателефонуйте за безкоштовним номером, наданим у вашій ID-картці посвідчення особи. (Ukrainian)

اُردو ميں لسانی معاونت کے لیے اپنے ID کارڈ پر درج نمبر پر مفت کال کریں۔ (Urdu)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số được ghi trên thẻ ID của quý vị. (Vietnamese)

פאר שפראך הילף אין אידיש רופט דעם נומער וואס שטייט אויף אייער אידענטײטעט קארטל פון אפצאל.  
(Yiddish)

Fún ìrànlọ́wọ̀ nípa èdè (Yorùbá) pe nọmbà tí a kọ sórí káàdì ìdánimọ̀ ẹ̀ láì san owó kankan rárá. (Yoruba)