



WASHINGTON CONFIDENTIALITY REQUEST FORM

You have the right to have protected health information (PHI) and sensitive health care services sent to you instead of the person who pays for your health insurance plan.

To keep PHI and sensitive health care services confidential, a confidential address needs to be placed on your file. A confidential address allows certain communications to be mailed to an address that is different from the subscriber's. This will split your Explanation of Benefits (EOBs) from the family EOB and allow your EOB to be mailed directly to you. If you cannot provide a confidential address the EOBs will be addressed to you and sent to address on file.

To make this request, complete all fields on the form, sign and send this form to us, or you can call us.

Return this completed form to:

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

Fax: (859) 280-1272

Phone: Member Services, number listed on the back of your ID card.

You may also stop the paper mailing of your EOBs and claim information by visiting Aetna.com. choose "Log In." Follow the prompts to complete the one-time registration. From your secure account use the "Profile" link in the upper right corner to change your paper saving preferences. Your EOBs and claim information will still be available in your secure account.

You also can use the "Profile" link to opt in or out of receiving emails from us, or to add or change a phone number.

You may also place a password on your file. A password is a set of letters and/or numbers you choose to be placed on your file that will block others from requesting your claim information.

To place a password on your account or to revoke/remove a privacy restriction or a confidential address already on file call the Member Services number listed on the back of your ID Card.

DO NOT USE THIS FORM TO REQUEST A CHANGE ADDRESS OR UPDATE A PHONE NUMBER

If you need assistance in completing this form, or with a change of address, please call the Member Services number listed on the back of your ID Card.

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

We provide 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.

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.

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).

TTY:711

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Tagalog	Upang ma-access ang mga serbisyo sa wika nang walang bayad, tawagan ang numero sa iyong ID card.
Ukrainian	Щоб безкоштовно отримати мовні послуги, задзвоніть за номером, вказаним на вашій ідентифікаційній картці.
Mon-Khmer, Cambodian	ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរសព្ទទៅកាន់លេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។
Japanese	無料の言語サービスは、IDカードにある番号にお電話ください。
Amharic	የቋንቋ አገልግሎቶችን ያለክፍያ ለማግኘት፣ በመታወቂያዎት ላይ ያለውን ቁጥር ይደውሉ።
Cushitic-Oromo	Tajaajiloota afaanii gatii bilisaa ati argaachuuf, lakkoofsa fuula waraaqaa eenyummaa (ID) kee irraa jiruun bilbili.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Punjabi	ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਵਾਲੀਆਂ ਪੰਜਾਬੀ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ।
German	Um auf den für Sie kostenlosen Sprachservice auf Deutsch zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an.
Lao	ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ.

CONFIDENTIALITY REQUEST FORM

You have the right to have protected health information* sent to you instead of the person who pays for your health insurance plan. In Washington state, sensitive health care services** are required to be confidential, but if you have not requested this information to be sent to a different address or by another means, this information will be sent in your name to the address on file. You can ask to be contacted about protected health information and sensitive health services:

- At a different mailing address.
- By email.
- By phone.
- Through the health insurance company's portal.

To make this request, complete, sign and send this form to your health insurance company, or you can call your health insurance company to request confidentiality. You can also use this form to change or update your confidential contact information.

Please note: Your health insurance company must complete your request within three business days of receipt.

Name of your health insurance company

Your name

Your date of birth

Your insurance member # (if available)

Your insurance group # (if available)

Tell us how we should contact you. Some laws may require certain communications to be in writing, so please provide an email or mailing address to ensure confidentiality. Your health insurance company must contact you through at least one of your chosen communication methods. In the boxes below, please rank your choice by putting a "1" next to your first choice, "2" next to your second choice, if you select more than one method of contact.

- Email at this email address: _____
- U.S. mail at this address: _____
- Message through online insurance patient portal.
- Phone call to the following number: (____) _____
- Send to my authorized health care provider or representative: provide name & contact information: _____

IMPORTANT! The following section MUST be completed:

- Please provide a phone number or email address to contact you if there are questions regarding this request.

(____)

Phone number

Email address

Signature

Date

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PLEASE NOTE: If you change insurance companies, you will need to make this request to the new company. Until your request is processed, the health insurance company may continue to send your protected health insurance to the person who is paying for your health insurance.

*Protected health information means individually identifiable health information your company has or sends out in any form. Confidential communication of protected health insurance covered under this request includes:

- Bills and attempts to collect payment for health care services from your health insurance company (however, this request does not apply to your health care provider).
- A notice of adverse benefits determination.
- An explanation of benefits notice.
- A request for additional information about a claim.
- A notice of a contested claim.
- The name and address of a provider, a description of services provided, and other visit information.
- Any written, oral or electronic communication that contains protected health information.

**Sensitive health care services are health care services related to:

- Reproductive health care.
- Sexually transmitted diseases.
- Substance-use disorder.
- Gender dysphoria.
- Gender-affirming care.
- Domestic violence.
- Mental health.