

Notice Regarding Alternative Means of Communication for Claim-Related Information For Advocate Physician Partners Providers

Magellan Healthcare complies with Illinois insurance law¹ with regard to a member's right to request that claim or billing information be provided by alternative means or at alternative locations. "Claim-related information" means all claim or billing information related specifically to an insured member, subscriber, or person covered by an individual or group policy of accident and health insurance in the state.

Specifically, if an Advocate Physician Partners' member clearly states that disclosure of specific claim-related information could endanger him or her, Magellan will make a reasonable and good faith effort to provide the information to the member at an alternate address, telephone number, or other method of contact.

Magellan will accommodate written requests, which must: state that disclosure of claim-related information could endanger the member or child; specify the claim-related information to which the request pertains; and specify the alternative address, telephone number or other method of contact. The member is not required to provide an explanation or justification for the request. The member may revoke the request, in writing, at any time.

Advocate Physician Partners' members may contact Magellan to request alternative means of receiving claim-related information or to revoke a prior request by writing to us at:

**Magellan Healthcare
Attention: Privacy Office
P.O. Box 1926
Maryland Heights, MO 63043
Fax: 1-888-656-5034**

If you or someone you know is a victim of domestic violence, you should know that domestic violence programs are located throughout Illinois to provide safety assistance. Call the Domestic Violence Hotline at **1-877-TOENDDV** or **1-877-863-6338** (voice) or **1-877-863-6339** (TTY) and visit the [Domestic Violence Victim Services page](http://www.dhs.state.il.us/page.aspx?item=30275)² of the Illinois Department of Human Services' website at <http://www.dhs.state.il.us> under *For Customers, Services by Division, Family and Community Services* for more information.

This article was prepared as a service to the public and is not intended to grant rights or impose obligations. This article may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations and other interpretive materials for a full and accurate statement of their contents.

- 1) 215 ILCS 5/355b
- 2) <http://www.dhs.state.il.us/page.aspx?item=30275>