

Notice Regarding Alternative Means of Communication for Claim-Related Information

People experiencing actual or threatened violence frequently establish new addresses and telephone numbers to protect their health and safety. Illinois insurance law¹ gives an insured person the right to ask his or her insurance carrier that claim or billing information be provided by alternative means or at alternative locations. “Claim-related information” applies to 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 the insured person or legal representative or parent or legal guardian of a child clearly states that disclosure of specific claim-related information could endanger the person, the insurance carrier will take reasonable and good faith efforts to provide the information at an alternate address, telephone number, or other method of contact.

The request should be made in writing and must state that disclosure of claim-related information could endanger the person or child; specify the claim-related information to which the request pertains; and specify the alternative address, telephone number or other method of contact.

Insured persons may contact their insurance carriers for more information.

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](#)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.

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1) 215 ILCS 5/355b

2) <http://www.dhs.state.il.us/page.aspx?item=30275>