

Illinois Confidentiality Protocols for Domestic Violence Victims



Under Illinois law (at 50 Illinois Administrative Code Section 2028), people experiencing actual or threatened violence may establish new addresses and telephone numbers to protect their health and safety. By submitting a valid order of protection or a reasonable request for confidentiality, an insurer is prohibited from disclosing certain personal information about the victim(s) and without the express consent of the person making the request, may not disclose: (1) the address, telephone number, or any other personally identifying information of the person who 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 the covered services.

Insurers must develop and implement a confidentiality protocol to accommodate requests to receive communications of claim-related information by alternative means or locations if the requestor clearly states that disclosure of any part of the information could endanger the insured. The confidentiality protocol shall also provide that, except with the express consent of the requestor, the insurer shall not disclose certain personal information to the policyholder.

The confidentiality protocol shall include written procedures to be followed by all employees, agents, representatives or other persons who may have access to the information sought to be kept confidential. The written procedures shall include:

- the procedure by which a requestor may make a reasonable request, provided that the procedure shall not require a justification as part of the reasonable request;
- the procedure by which the requestor may provide an alternative address, telephone number or other method of contact;
- the procedure by which a requestor may revoke a reasonable request; provided, however, that the company may require the requestor to submit a sworn statement revoking the request.

For your and your patient's information, the phone number for the State of Illinois Domestic Violence Helpline is:

1-877-TO END DV or 1-877-863-6338 (Voice)

1-877-863-6339 (TTY)

The hotline is toll free, confidential, multilingual, and open 24-hour.

HealthLink®, Inc., is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink is a registered trademark of HealthLink, Inc.