



Protecting the Privacy of Victims of Domestic Violence

Summary

CDPHP® is in compliance with New York State Insurance Law § 2612 and related regulations, which state that if a covered dependent (or any person covered under a group policy) delivers to CDPHP a valid order of protection against the policyholder or another person covered by the group policy, CDPHP is prohibited for the duration of the order from disclosing to the policyholder or such other person covered under the policy the address and telephone number of the covered person, or any child residing with the covered person, or of any person or entity providing covered services to the covered person. If a child is a covered person, then the right may be asserted by the child's parent or legal guardian.

Your Rights

CDPHP will accommodate a request made by a CDPHP member to receive communications of information from CDPHP at an alternative address if the CDPHP member clearly states that the disclosure of information could endanger himself or herself. If the CDPHP member is a child, then the child's parent or legal guardian may make the request to CDPHP. Except with the express consent of the person making the request, CDPHP is prohibited from disclosing to the policyholder or other person: (1) the address, telephone number, or any other personally identifying information of the covered person and any child residing with the covered person; (2) the nature of the health care services provided to the covered person; or (3) the name or address of the provider of the covered services to the covered person.

Making and/or Revoking a Request

To initiate a request to ensure the necessary confidentiality of information as it relates to a valid order of protection or a reasonable request for an alternate address, please call the CDPHP Member Services Department at the number on your member ID card. Requests to revoke or terminate such a request must be made in writing and sent to:

CDPHP Privacy Official
Capital District Physicians' Health Plan, Inc.
6 Wellness Way
Latham, NY 12110

NYS Domestic Violence Hotlines

For the hotline number of your local domestic violence program, call the NYS Domestic and Sexual Violence Hotline at:

1-800-942-6906

Spanish language 1-800-942-6908

In NYC: 1-800-621-HOPE (4673) or dial 311

TTY: 1-866-604-5350

Your local hotline can provide you with information on domestic violence resources in your community.