



Confidentiality Protocols

for Domestic Violence Victims and Endangered Victims

MVP Health Plan, Inc. (except for Medicare Advantage products), MVP Health Services Corp., and MVP Health Insurance Company.

New York State Department of Financial Services
Insurance Law Section 2612 and Insurance Regulation 168
Effective January 1, 2013

Summary

Insurance Law § 2612 states that if any person covered by an insurance policy issued to another person who is the policyholder or if any person covered under a group policy delivers to the insurer that issued the policy, a valid order of protection against the policyholder or other person, then the insurer is prohibited for the duration of the order from disclosing to the policyholder or other person the address and telephone number of the insured, or of any person or entity providing covered services to the insured. The regulation governs confidentiality protocols for domestic violence victims and endangered individuals.

Procedure to Make a Request

A requestor may make a request by contacting the MVP Customer Care Center at the address or phone number indicated under *Contact Information*. The requestor must provide an alternative address, phone number, or other method of contact, and may be required to provide a valid order of protection.


Procedure to Revoke a Request

A requestor may revoke a request by submitting a sworn statement to revoke the request at the address indicated below.


Contact Information

MVP Customer Care Center

 **1-888-687-6277** (TTY: **1-800-662-1220**)

 ATTN: CUSTOMER CARE CENTER
MVP HEALTH CARE
PO BOX 2207
625 STATE STREET
SCHENECTADY, NY 12301-2207

New York State Domestic and Sexual Violence Hotline

 **1-800-942-6906**

The New York State Department of Financial Services advises health insurers to recommend it its participating health services providers that providers print and post this notice in their office.