




# KEEP IT CONFIDENTIAL.

## How to Submit a Confidential Communications Request

Follow these steps to submit your Confidential Communications Request to your health insurance plan, and ensure your health information stays private and secure.

1. Fill out the Confidential Communications Request Form as completely as possible.
2. Call your health insurance plan's member services department to ask how to submit the CCR form. You can find the toll-free number on your health insurance card.
3. You can use this script to talk to your health insurance company:



**Health Insurance Company**  
*Quality health care for all*

Your Name

Member ID # XXX-XXX

Member Services (800) XXX-XXXX

- Hello, my name is \_\_\_\_\_.
  - My policy number is # \_\_\_\_\_ [state your policy number]
  - I am covered under my **parent's/spouse's** health insurance policy.
  - I don't want my health service information to be listed on any insurance documents you send to my **parents/spouse**.
  - Under California's new Confidential Health Information Act, I can submit a Confidential Communications Request to you so that you don't send information about my health services to my **parents/spouse**.
  - I already filled out the confidential communications request form. What is the best way to submit it to you? Should I email, fax, or mail it to you?
  - Can you please confirm that my request form has been processed? You can contact me at \_\_\_\_\_ if you have questions.
  - Thank you!
4. Submit your Confidential Communications Request form as directed by your insurer: email, fax, or mail.
  5. Confirm that the CCR has been received and your information is protected **before you receive services** or treatment. If you submitted the CCR via phone, email, or fax call your health plan in 7 days. If you submitted the CCR via post mail call them in 14 days.

Need help? Check out our help page at <http://www.myhealthmyinfo.org/contact-us>