

**CIGNA**

**IMPORTANT NOTICE REGARDING CONFIDENTIALITY AND DISCLOSURE  
PROTOCOLS FOR VICTIMS OF DOMESTIC ABUSE RESIDING IN ILLINOIS.**

Illinois Code 215 ILCS 5/355b requires that a company that issues a health insurance shall accommodate a reasonable request by a person covered by the issued policy to receive claims-related information by alternative means or at an alternative location if the person clearly states that disclosure of all or part of the information could endanger the person. If a child is covered by a policy, then the child's parent or guardian may make a request.

This law also directs insurers that receive a valid request under this law cannot, except with the express consent of the person making a request, disclose to the policyholder 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, the nature of the health care services provided, or the name or address of the provider of the health care services.

**Request to receive claim related information by alternative means or at alternative locations**

To request to receive communications of claim related information by alternative means or at alternative locations:

Cigna must receive a valid order of protection along with a completed Request for Confidential Communications form. Click [here](#) to obtain a copy of this form.

**To initiate your request call the number on the back of your identification card. If you have lost your identification card call 1-800-244-6224.**

**Request to revoke a reasonable request**

You may request a revocation of your reasonable request by completing a Change/Revoke Request form. Click [here](#) to obtain a copy of this form.

**To initiate your request call the number on the back of your identification card. If you have lost your identification card call 1-800-244-6224.**

**State of Illinois Domestic Violence Helpline**

You may contact the State of Illinois' **Domestic Violence Helpline** at:

- 1-877-TO END DV or 877-863-6338 (Voice)
- 1-877-863-6339 (TTY)