

For members who have a New York UnitedHealthcare insurance policy who may be in danger from another family member.

If you or your child are in danger of violence from another family member, UnitedHealthcare wants to help you keep where you live or where you are located private.

When you ask us to keep where you live private:

- ▶ We will send your (or your child's) information to you at the address you give us.
- ▶ On materials sent to anyone else, we will take out where you live; and
- ▶ On materials sent to anyone else, we will take out the name of any place or person you use for health care services.

To start, send to us in writing:

- ▶ A valid Order of Protection issued by a court in New York. (An Order of Protection is the paper you get from a court telling your family member that he or she must stay away.); or
- ▶ A note that you or your child is in danger and that your location needs to be kept private; and
- ▶ Your address where we can send your health insurance information.

We will look at the information you send us within 3 business days. **If you cannot wait, please call the number on the back of your ID card.** If where you live no longer needs to be kept private, send us a note.

Please send the information to:

UnitedHealthcare Dental Eligibility Department

HIPAA requests
6220 Old Dobbin Lane
Columbia, MD 21045
Fax 1-612-234-0226

UnitedHealthcare Vision Eligibility Department

HIPAA requests
6220 Old Dobbin Lane
Columbia, MD 21045
Fax 1-888-574-7335

You may also call the New York State Domestic and Sexual Violence Hotline:

English: 1-800-942-6906
TTY: 1-800-818-0656
Spanish: 1-800-942-6908
TTY: 1-800-780-7660
In NYC: 1-800-621-HOPE (4673) or dial 311
TTY: 1-866-604-5350