

IMPORTANT INFORMATION FOR THE MEMBER

Upon the Health Plan's receipt of a Confidential Communications Request Form, you will receive a written acceptance or denial of this request at the alternative address you have provided. If you have no alternative address, you need to provide a telephone number where you can be contacted to receive notice of acceptance or denial.

If the Group Health Plan administered by ACS accommodates your request:

- The effective date of this request will be no earlier than the date ACS enters this Confidential Communications Request into its system, typically within five (5) business days following receipt by the ACS Privacy Office.
- If you are not the Subscriber, reasonable accommodation of your request means the Group Health Plan and ACS will not send information about you to the Subscriber except the family accumulators (such as deductibles), ID cards and Summary Plan Descriptions. If the Member requesting Confidential Communications is the Subscriber, **ALL** communication sent to the Subscriber by mail will be sent to the alternative address of the Subscriber.
- All current Authorizations to disclose your Protected Health Information to others that you have signed and that are on file with the Group Health Plan and ACS will become inactive as of the date ACS enters your request into its system.
- Any Authorization that you sign and submit to the Group Health Plan after ACS has entered your Confidential Communications Request into its system will have an active status and will be honored.
- If we have on record a personal representative that you appointed by signing a legal document (*such as a power of attorney*), the personal representative will continue to have access to your Protected Health Information. If you wish to discontinue your personal representative's access to your Protected Health Information, please notify the Privacy Official of the Employer's Health Plan in writing. You must either provide the name of the personal representative and a description of that personal representative's authority or attach to your letter a copy of the legal document you have signed to appoint the personal representative.
- If we have on record a personal representative that was appointed by a court to act on your behalf, only the court has the authority to terminate the appointment. Consequently, the court-appointed personal representative will continue to have access to your Protected Health Information.
- If you are a minor and one of your parents requested the confidential communication on your behalf, the requesting parent will continue to have access to your Protected Health Information, but your other parent will cease to have access.
- If you want to terminate this Confidential Communications Request, you must notify the Privacy Official of the Employer's Health Plan in writing and provide your Member name, Subscriber ID number and your alternative address.
- Once you terminate this Confidential Communications Request, your Protected Health Information that the Group Health Plan and ACS has on record (*including information compiled during the period in which the Confidential Communications Request was in effect*) will become available again for access by the Subscriber if the Subscriber was not the Member who requested Confidential Communications. However, we will be unable to re-activate the Authorizations that your Confidential Communications Request has rendered inactive. You will have to file another Authorization Request Form to re-instate those Authorizations.

IMPORTANT INFORMATION FOR THE PRIVACY OFFICIAL AT THE OFFICE OF THE EMPLOYER

Notice to ACS of a Confidential Communications Request does not result in notice to other Business Associates of the Group Health Plan unless the Business Associate Agreement between the Group Health Plan and ACS gives ACS the authority to execute Business Associate Agreements with other Business Associates of the Group Health Plan.