

KEEP IT CONFIDENTIAL.

Call your Health Insurer to Submit a Confidential Communications Request

You can contact your health insurer to submit a confidential communications request by calling the toll-free number listed on the back of your health insurance card. You can use this script to make the request.

- 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 any of 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, which is now in effect, 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?
- Please provide confirmation after my request form has been processed.
- You can send me confirmation through _____ [state chosen option: [phone, email, U.S. mail, or online insurance patient portal](#)]
- My contact information is _____.
- Thank you!