

# Victims of domestic violence in New York have more options to protect their privacy

In October 2022, New York passed a law giving more privacy protection to people who might be in a domestic violence situation.

If you are covered by someone else's health plan and are in an unsafe situation where your personal health information may be found, you can ask us to change how we contact you and keep those details private from the person who holds the health plan policy (known as the "subscriber").

You can ask us to protect your address, phone number, email, names of doctors you've seen, and care you've received. You can make the request for yourself or as a child's parent or guardian.

This change can help protect you if you're worried that giving this information to the subscriber or someone else covered under the plan could put you or another family member on the health plan at risk of harm. Any claims, bills, and explanations of benefits will be sent to your protected address or email.

## How to request health privacy protection:

To request this kind of protection, call Member Services at the number on your Anthem health plan ID card. You'll need to have your Member ID number ready. You can also write to us at:

Anthem Blue Cross Blue Shield  
P.O. Box 1407 Church Street Station  
New York, NY 10008-1407

## Helpful resources for your health and safety:

### Domestic and Sexual Violence 24-hour Hotline

New York State:

- **800-942-6906** or dial **711** (English and Spanish)
- **800-787-3224** (TTY)
- **844-997-2121** (Text)

New York City:

- **800-621-HOPE (4673)** or dial **311**
- **866-604-5350** (TTY)
- **844-997-2121** (Text)

**New York State Office for the Prevention of Domestic Violence website: [opdv.ny.gov](https://opdv.ny.gov).**