

# KEEP IT CONFIDENTIAL

## How to Submit a Confidential Communication Request



Follow these steps to submit your Confidential Communications Request to your health insurance plan and ensure your health information stays private and secure.

1. Fill out the Confidential Communications Request Form as completely as possible.

2. Call your health insurance plan's member services department to ask how to submit the CCR form. You can find the toll-free number on your health insurance card.

3. You can use this script to talk to your health insurance company:

- 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 my health service information to be listed on any insurance documents you send 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?
- Can you please confirm that my request form has been processed? You can contact me at \_\_\_\_\_ if you have questions.
- Thank you!



4. Submit your Confidential Communications Request form as directed by your insurer: email, fax, or mail.

5. Confirm that the CCR has been received and your information is protected before you receive services or treatment. If you submitted the CCR via phone, email, or fax call your health plan in 7 days. If you submitted the CCR via post mail call them in 14 days.