

# Request for confidential communication of protected health information from BlueAdvantage Administrators of Arkansas

You have the right to request that your protected health information maintained by BlueAdvantage Administrators of Arkansas, a third-party claims administrator for your Employer's Group Health Plan, be communicated to you in a confidential or alternate manner. The request must be in writing, and you may use this form to make sure all required information is included. You are not required to use this form but must include all information below for the request to be processed. You may make your request by phone in an emergency situation. A phone request must be followed with a written request to be effective.

## The request must be in writing, and must contain the following information

<b>Member first name</b>		<b>Middle initial</b>	<b>Last name</b>	
<b>Member date of birth</b> (mm/dd/yyyy)	<b>Member ID</b>		<b>Phone number where we can contact you</b>	
<b>Current address</b>	<b>City</b>		<b>State</b>	<b>ZIP</b>
<b>New address you wish to use</b>	<b>City</b>		<b>State</b>	<b>ZIP</b>
<b>Reason you are requesting confidential communications</b>				

The request should be submitted to your employer's Human Resources or Benefits Administration Office.

**Please note** that claims or correspondence processed prior to the change of address effective date will be sent to the old address. Family deductibles amounts paid, and out of pocket maximum accumulators will continue to be reflected on EOBs received by the subscriber.

### Effective Date

You will receive a confirmation notice or request for more information at the new address you have indicated. The change will be in place after you receive the acknowledgement from us. Until that time, you must assume that all correspondence will go to the original address.

### Cancellation of Address Change

To cancel the change of address, a written request must be received and processed by the Privacy office. When a confidential communications order is cancelled, all information will once again be available to the policyholder.

<b>Signature</b>	<b>Date signed</b> (mm/dd/yyyy)
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**BlueAdvantage  
Administrators of Arkansas**

An Independent Licensee of the Blue Cross and Blue Shield Association