
**For members who have a New York UnitedHealthcare insurance policy
who may be in danger from another family member**

If you or your child is in danger of violence from another family member, UnitedHealthcare wants to help you keep where you live or where you are located private.

When you ask us to keep where you live private:

- We will send your (or your child's) information to you at the address you give us.
- On materials sent to anyone else, we will take out where you live; and
- On materials sent to anyone else, we will take out the name of any place or person you use for health care services.

To start, send to us in writing:

- A valid Order of Protection issued by a court in New York. (An Order of Protection is the paper you get from a court telling your family member that he or she must stay away.); **or**
- A note that you or your child is in danger and that your location needs to be kept private; **and**
- Your address where we can send your health insurance information.

We will look at the information you send us within 3 business days. **If you cannot wait, please call the number on your health plan ID card.** If where you live no longer needs to be kept private, send us a note.

Please send this information to the company that your policy is with:

UnitedHealthcare

Customer Service- Privacy Unit
P.O. Box 740815
Atlanta, GA 30374-0815

Oxford Health Plans

4 Research Drive
Shelton, CT 06484
Attn: Confidential Communications

You may also call the **New York State Domestic and Sexual Violence Hotline:**

English: 1-800-942-6906
TTY: 1-800-818-0656

Spanish: 1-800-942-6908
TTY: 1-800-780-7660

In NYC: 1-800-621-HOPE (4673) or dial 311
TTY: 1-866-604-5350

