

Balance by CCHP takes protecting your confidential health and medical information seriously.

At Balance, we are taking steps to protect the confidentiality of your (a subscriber or enrollee) medical information. This means you, as the protected individual, can direct the communications regarding the receipt of your sensitive health and medical services information as follows:

- Directly to your designated alternative mailing address, email address, or telephone number; OR,
- In the absence of a designated alternative mailing address, email address, or telephone number: information will be sent to the address or telephone number on file in your name.
- Communications (written, verbal or electronic) regarding your receipt of sensitive services as the protected individual shall include:
 - Bills and attempts to collect payment.
 - A notice of adverse benefits determinations.
 - An explanation of benefits (EOB) notices.
 - Balance's request for additional information regarding a claim.
 - A notice of a contested claim.
 - The name and address of a provider, description of services provided, and other information related to a medical visit.
 - Any written, oral or electronic communication from Balance that contains protected health information.
- Balance will not disclose medical information related to sensitive health care services provided to you, the protected individual, to anyone else, absent your express authorization.
- Balance will permit and accommodate your requests for confidential communications in the form and format you request, if readily producible in that form and format or at alternative locations.
- Balance will implement confidential communications requests within 7 calendar days of receipt of an electronic or telephonic request or within 14 calendar days of receipt by first-class mail. Your request will be acknowledged and the status of the request upon asking.
- Your request for confidential communications will not affect your coverage and will be valid until you decide otherwise.

To request confidential communication, you may call or email our Member Service Center for further instructions:

By phone 1-888-775-7888 (TTY 1-877-681-8898)

October 1 - March 31 | 7 days a week from 8 AM – 8 PM

April 1 - September 30 | Monday-Friday from 8 AM – 8 PM

By email memberservices@balancebycchp.com