

Confidentiality notice for domestic violence victims

Davis Vision/Superior Vision maintains confidentiality protocols to protect certain personal information of a victim of domestic violence. A victim of domestic violence, the legal representative of the victim or, if a child is the covered person, the child's parent or guardian may request to receive policy information at an alternate address, telephone number, or other method of contact.

By submitting a valid order of protection or a reasonable request for confidentiality, an insurer is prohibited from disclosing certain personal information about the victim(s) and without the express consent of the person making the request, may not disclose: (1) the address, telephone number, or any other personally identifying information of the person who made the request or child for whose benefit a request was made; (2) the nature of the health care services provided; or (3) the name or address of the provider of the covered services.

To submit a written request to Davis Vision/Superior Vision, complete a Confidential Communication Request Form located in the Privacy section of our website and forward to:

Privacy Office

PO Box 472

Troy, NY 12181

Fax: 1 (866) 999-4640

To revoke an Order of Protection or a reasonable request, a victim of domestic violence should submit a written request with a notarized, sworn statement to the Davis Vision/Superior Vision Privacy Office.

For New York residents

For further information on domestic violence services, you can contact the NYS Domestic and Sexual Violence Hotline by dialing 1 (800) 942-6906 or by accessing the website for the New York State Office for the Prevention of Domestic Violence
<http://www.opdv.ny.gov/help/dvhotlines.html>.

For Illinois residents

For further information on domestic violence services, you can contact the State of Illinois Domestic Violence Helpline by dialing 1 (877) TO END DV or 1 (877) 863-6338 (voice) or 1 (877) 863-6339 (TTY). The hotline is toll-free, confidential, multilingual, and open 24-hours. For more information go to: <https://www.dhs.state.il.us/page.aspx?item=30275>