

California AB 1184 and Right to Confidential Communications About Sensitive Services

Dear TELUS Health California Subscriber or Enrollee:

The Confidentiality of Medical Information Act was recently amended to provide you with greater confidentiality when you receive sensitive health care services. This letter is to inform you about your right to request confidential communications regarding sensitive health care.

If you live in California, you have the right to request all communications regarding your receipt of sensitive services be sent directly to you (either to your contact information on file or to a designated alternative address, email, or phone number).

Requests for confidential communications can be submitted to:

By regular mail: TELUS Health
Attn: Legal Department
250 Royall Street
Suite 210W
Canton, MA 02021
United States

By electronic mail: privacyhealth@telus.com

We will process requests received by email or phone within seven (7) calendar days, and requests received by first-class mail within fourteen (14) calendar days.

Your enrollment or coverage will not be affected by exercising this right.

We will not disclose information related to sensitive health care services you receive to the primary subscriber or any plan enrollees without your express authorization.

You do not need to obtain the permission of the primary subscriber or other enrollee in order to receive sensitive services or submit a claim for sensitive services.

Requests will be valid until you revoke the request or submit a new one. Requests for confidential communications will apply to all communications that disclose medical information or provider name and address related to your receipt of medical services.

TELUS Health is committed to the privacy and wellbeing of our subscribers and enrollees. If you have questions or would like additional information regarding this matter, please contact us at privacyhealth@telus.com.