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What to do if you experience problems accessing confidentiality protections

If you have any problems with submitting a request for confidentiality, getting your request accepted and honored by your health insurance plan, or with your health insurance plan masking sensitive services, you should do two things:

- Contact your health insurance plan to make a complaint and ask what needs to be done differently to make sure this does not happen again.
- Contact the Division of Insurance Consumer Services Section at 877-563-4467 or 617-521-7794. All complaints by phone must be followed up by a written submission to the Consumer Services Section. You must include at least the following information requested on the Insurance Complaint Form: your name and address; the nature of complaint; and your signature authorizing the internal release of any information regarding the complaint to help the Division with its review of the complaint. You may also fill out the complaint form online at: <https://www.mass.gov/forms/doi-insurance-complaint-submission-form>