

## Masking Sensitive Services on Summary of Payments (SOP) Forms

Health insurance plans are no longer allowed to identify or describe sensitive health care services in a summary of payments (SOP) form. Instead the SOPs must only contain general information, such as “office visit” or “medical care” along with the date the service happened. In order for the sensitive service to be masked, health care providers need to code the visit correctly as a sensitive service. When the correct diagnostic code is used, “masking” of the service will happen automatically and does not need to be requested on behalf of the patient.

The Massachusetts Division of Insurance has defined the following [list of sensitive services](#), which cannot be identified or described on the SOP:

1. Mental Health Services
2. Substance Use Disorder Services, including Medication and Treatment
3. Gender Transition-Related Services
4. Testing, Treatment and Prevention of Sexual Transmitted Infections (for example, HPV vaccines)
5. Testing, Treatment and Prevention of HIV and AIDS (including pre-exposure prophylaxis known as PrEP)
6. Hepatitis C Testing, Treatment and Medication
7. Hepatitis B Testing, Treatment and Medication
8. Reproductive Services (for example, breast, cervical and prostate cancer screening, identification and treatment of minor infections)
9. Contraceptive Services
10. Fertility Services
11. Abortion Services
12. Pregnancy Testing and Counseling on Pregnancy Options
13. Any Visit Including Assessment of Sexual Risk, Pregnancy Intention, and/or Reproductive/Sexual/Pregnancy Coercion
14. Services Related to Sexual Assault
15. Domestic Violence Diagnosis, Services, Support and Counseling
16. Management of Abnormal Pap Smears
17. Diagnosis and Treatment of Vaginal Infections
18. Prenatal Care

The above sensitive health care services may be related to any type of health care visit, such as evaluation, screening, treatment/service, counseling, management and prescribed medications.

**This information sheet will be updated with the diagnostic codes for the sensitive services listed above as soon as possible.**

**NOTE:**

**The name of the provider will not be masked, even when the service description is masked.**

If your patient is concerned that the provider's name may reveal that the patient has accessed sensitive services, the patient should use one of the other options for protecting confidentiality, such as requesting that the form be sent to a different address, only be made available online, or that no SOP is sent. See [Patient FAQ](#) for additional information.