

# REQUEST FOR ALTERNATIVE COMMUNICATION OF PROTECTED HEALTH INFORMATION

**Policy:** The University of Connecticut will permit an Individual to request that confidential communication of protected health information (PHI) be delivered to alternative locations or by alternative means. The University will accommodate reasonable requests for alternative communications.

**Rationale:** To maintain compliance with Title 45 CFR Part 164.522 (b), Confidential Communication Requirement.

## **I. General Provisions:**

1. Individuals may request to receive correspondence from (including billing statements) at an address other than their home address.
2. Individuals may request to receive telephone calls at a number other than their home number.
3. HIPAA-Covered Component members may not require an explanation for the Individual's request.
4. The request that confidential communications be delivered by alternative means or to alternative locations must be made in writing to the HIPAA-Covered Component Director.
5. Individuals will be informed by the HIPAA-Covered Component member entering the alternate information into the HIPAA-Covered Component's records that the alternative address and/or telephone number will be used for ALL communications between the HIPAA-Covered Component and the Individual.
6. Only the Individual or the Individual's legally authorized representative with proof of legal representation may request the change to the Individual's contact information with the HIPAA-Covered Component.

Reference: §164.522 (b) Health Insurance Portability and Accountability Act of 1996