

Section 355b of the Illinois Insurance Code, requires insurers to accommodate a reasonable request by an insured or guardian of an insured child to receive claims-related information by alternative means or at alternative locations, if disclosure of the claims-related information could endanger the insured.

"Claim-related information" means all claim or billing information relating specifically to an insured covered by an individual or group policy of accident and health insurance issued in Illinois.

This request:

- should be in writing;
- it should include a statement that disclosure of all or part of the claim-related information pertaining to the insured who made the request, or the child, could endanger the insured; and
- it should include an alternative address, telephone number, and/or other reasonable method of contact.

Furthermore, without the express consent of the person making the request, an insurer may not disclose to the policyholder:

- 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;
- the nature of the health care services provided; or
- the name or address of the provider of the health care services.

Nothing in this Section will prevent or affect a court order made in the best interest of a child relating to child welfare or custody issues.