



Domestic violence victims — you have some new protections in NY

A new law in New York says you can ask your insurance company to send information about your claims or coverage to an alternate address, phone number or email. This is to help protect you, if you're a victim of domestic violence — if you're worried that the release of certain information to the policyholder could put you or another family member on your policy at risk.

To request this kind of protection, call the Member Services number on your Empire ID card or write to us at:

Empire BlueCross BlueShield
P.O. Box 1407
Church Street Station
New York, NY 10008-1407

You can ask us to change how we contact you. We can withhold from the policyholder your address, phone number, names of doctors you've seen or care you've gotten, etc. You can make the request for yourself or as a child's parent or guardian.

Empire is committed to working with you to help you stay safe.

If you're the victim of domestic violence, call for help.

New York State Domestic and Sexual Violence Hotline
800-942-6906 (English)
800-942-6908 (Spanish)
800-621-HOPE (4673) or dial 311 (In NYC)
866-604-5350 (TTY)