

# CONFIDENTIALITY PROTOCOL FOR PBDRX

For Victims of Domestic Violence and Endangered Individuals

As a member of Pharmacy Benefit Dimensions (PBD), you have the right to request how PBD communicates with you to prevent a dangerous situation to yourself or others.

Under New York State Insurance Law § 2612, a member who obtains a valid order of protection against the policyholder has the right to have their claim information, physician information and contact information (including information regarding their children, if requested) restricted from disclosure to the policy holder. This right is contingent on the order of protection being validly issued by a New York court of appropriate jurisdiction and it runs for the duration of the order of protection.

### How to Make a Request

You may make a request for confidential communications by calling or writing to PBD’s Servicing Department at the contact information provided below. Please note, you do not have to provide an order of protection to PBD nor will PBD ask for justification of a request. In your request, you must provide the specifics about the alternative address, phone number or other method of contact you would like PBD to utilize. PBD will accommodate and process requests within 3 business days and inform you of the status of your request.

### What if I Want to Revoke My Protected Status?

You can revoke your protected status by calling or writing to PBD’s Servicing Department at the contact information provided below.

### Where Can You Turn for Help?

If you or someone you know is a victim of domestic violence, the following resources may be able to help you:

New York State Domestic and Sexual Violence Hotline	National Domestic Violence Hotline
For English Speakers: 1-800-942-6902 For Spanish Speakers: 1-800-942-6908 <a href="https://opdv.ny.gov/">https://opdv.ny.gov/</a>	1-800-799-SAFE (7233) <a href="http://www.thehotline.org">www.thehotline.org</a>

### Pharmacy Benefit Dimensions’ Contact Information

**Address:**  
Pharmacy Benefit Dimensions  
Servicing Department  
511 Farber Lakes Drive  
Buffalo, NY 14221  
Toll-Free: 888-878-9172  
TTY users call: 711  
Email: [servicing@pbdrx.com](mailto:servicing@pbdrx.com)