

CONCERN: Employee Assistance Program
DMHC File: 933-0402
Exhibit I-9
Enrollee Notices



August 29, 2022

RE: California AB 1184 and Right to Confidential Communications About Sensitive Services

Dear Concern Subscriber or Enrollee:

The Confidentiality of Medical Information Act was recently amended to provide you with greater confidentiality when you receive sensitive health care services. This letter is to inform you about your right to request confidential communications regarding sensitive health care.

If you live in California, you have the right to request all communications regarding your receipt of sensitive services be sent directly to you (either to your contact information on file or to a designated alternative address, email, or phone number).

Requests for confidential communications can be submitted to:

By regular mail: 2490 Hospital Dr #310, Mountain View, CA 94040

By e-mail: info@concernhealth.com

By phone: 1-800-344-4222

We will process requests received by email or phone within seven (7) calendar days, and requests received by first-class mail within fourteen (14) calendar days.

Your enrollment or coverage will not be affected by exercising this right. Requests will be valid until you revoke the request or submit a new one. Requests for confidential communications will apply to all communications that disclose medical information or provider name and address related to your receipt of medical services.

You do not need to obtain the permission of the primary subscriber or other enrollee in order to receive sensitive services or submit a claim for sensitive services. We will not disclose information related to sensitive health care services you receive to the primary subscriber or any plan enrollees without your express authorization.

Concern is committed to the privacy and wellbeing of our subscribers and enrollees. If you have questions or would like additional information regarding this matter, please call 1-800-344-4222.

Sincerely,

Concern