



DentalGuard Networks
PO Box 981574
El Paso, TX 79998-1574
1-800-890-4774

December 30, 2024

«PracticeName»
«Address1» «Address2»
«City» «State» «PostalCode»
«Barcode» «SortPosition»

Dear Doctor(S):

Pursuant to Illinois law insurers, including The Guardian Life Insurance Company of America (“Guardian”) are required to establish confidentiality protocols to protect certain personal information of a victim of domestic violence.

Guardian is notifying all directly contracted dentists of our confidentiality protocol. We recommend that you print and post the attached Illinois Domestic Violence Notice in your office(s).

A copy of the notice is also available at
<https://www.guardianlife.com/confidentiality-policy>

If you have any questions, please call Guardian’s Network Administration Department at 1-800-890-4774.

Sincerely,

Guardian Dental Networks

Enclosure

**CONFIDENTIALITY FOR DOMESTIC VIOLENCE VICTIMS
(ILLINOIS STATE RESIDENTS)**

Illinois law (50 IL Admin. Code & 2028) require insurers, such as Guardian Life Insurance Company of America and its applicable subsidiaries (“Guardian”), to establish confidentiality protocols to protect certain personal information of a victim of domestic violence. A victim of domestic violence, the legal representative of the victim or, if a child is the covered person, the child’s parent or guardian may request to receive policy information at an alternate address, telephone number, or other method of contact.

By submitting a valid order of protection or a reasonable request for confidentiality, an insurer is prohibited from disclosing certain personal information about the victim(2) and without the express consent of the person making the request, may not disclose: (1) 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; (2) the nature of the health care services provided; or (3) the name or address of the provider of the covered services.

To submit a written request to Guardian, please complete a “Confidential Communication Request Form” and mail to:

Guardian Life Insurance Company of America
Attn: Dental Network Administration
PO Box 981574
El Paso, TX 79998-1574

To revoke an Order of Protection or a reasonable request, a victim of domestic violence should submit a written request with a notarized, sworn statement to Guardian Life Insurance Company of America.

For further information on domestic violence services, you can contact the State of Illinois Domestic Violence Helpline by dialing 1-877-TO END DV or 1-877-863-6338 (Voice) or 1-877-863-6339 (TTY). The hotline is toll free, confidential, multilingual, and open 24 hours. For more information go too: <https://www.dhs.state.il.us/page.aspx?item=30275>

The Guardian Life Insurance Company of America
10 Hudson Yards, New York, NY 10001
Tel: 212-598-8775