



IMPORTANT PRIVACY NOTICE
THIS NOTICE REQUIRES NO ACTION ON YOUR PART. IT IS DESIGNED TO HELP YOU UNDERSTAND HOW WE PROTECT YOUR PERSONAL INFORMATION.

Blue Cross and Blue Shield of Illinois (BCBSIL), a division of Health Care Service Corporation, a mutual legal reserve company, an independent licensee of the Blue Cross and Blue Shield Association, and its affiliates will not disclose your nonpublic personal financial information which we may receive or maintain to non-affiliated third parties (we may share information with affiliated third parties as described below), except with your consent or as permitted by law. This information will not be disclosed even if your customer relationship with us ends, except as permitted by law.

How we protect your information.

BCBSIL restricts access to your nonpublic personal financial information to our employees who perform the functions necessary to administer our business and provide services to our members. In addition, we maintain security and privacy practices that include physical, electronic and administrative safeguards that protects the information that we maintain about you and limits unauthorized access to it.

What information we receive and may use.

BCBSIL receives and uses nonpublic personal financial information that you provide to us. We believe that this information is necessary to administer your insurance plan, process your claims, ensure proper billing, supply you with information on our products and services, and provide you with customer service. The following are examples of the sources where we gather nonpublic personal financial information about you:

- Your insurance application;
- Information from your health care claims, payment information, customer service inquiries, etc. and
- Information from consumer reporting agencies

What information we may disclose.

We are able to share nonpublic personal financial information with certain third parties who either perform functions or services on our behalf or who we may be required to under the law; the following are examples of third parties that BCBSIL may share information with:

- Company affiliates
- Business partners that provide services on our behalf (i.e., claims management, marketing, clinical programs, etc.)
- Contracted Entities (i.e., Insurance Brokers or agents, Financial Services Companies (other insurers or banks), and Reinsurers or Stop-loss Carriers)
- Regulatory Agencies, Law Enforcement or other Governmental Entities
- Group Health Plans (if you are covered under your employer's health plan)

Your nonpublic personal financial information will not be shared except as permitted by law.

Access to your information.

You have certain rights in regards to access to your nonpublic personal financial information that we maintain. If you have any questions about what information we may have on file about you, please write us at address at the end of this notice. We will need your complete name, address, date of birth and all policy numbers under which you are insured and tell us what information you would like to receive.



Questions or Information

Should you have questions, want additional information or are requesting access to your information, please submit your request in writing to:

Divisional Vice President, Privacy Office
Blue Cross and Blue Shield of Illinois
P.O. Box 804836
Chicago, IL 60680-4110

You may also contact us using the toll-free number located on the back of your member identification card or the Privacy Office toll-free number 1-877-361-7594.

This notice is provided as required by Illinois state law; it does not replace the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices (NoPP) that you receive. If you would like a copy of the NoPP, please visit bcbsil.com or call the number on the back of your ID card.

For purposes of this notice, Blue Cross and Blue Shield of Illinois refers to Blue Cross and Blue Shield of Illinois and its affiliates.