

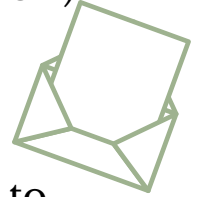


# Understanding PATCH



## Massachusetts' *Protect Access To Confidential Healthcare Act*

Each time you receive medical care, a "Summary of Payments" (SOP) is sent by your health insurance to the primary address on file, detailing the services and cost of the care received.



Under Massachusetts' new PATCH Act, there are a few options to keep medical care information private:

- 1 All SOPs can be sent to a different address, or via a secure online patient portal.
- 2 If there are no costs associated with the services, it can be requested that no SOP be sent.

### IT'S EASY TO LET YOUR INSURANCE COMPANY KNOW YOUR DECISION:



Call the customer service number on your insurance card to let them know your decision about if and where SOPs should be sent. They will need your policy number, and may ask for the request in writing.

### WHAT ELSE IS THERE TO KNOW ABOUT PATCH?

- PATCH only applies under Massachusetts health insurance plans (such as Babson's!)
- Sensitive services can no longer be specifically listed on SOPs. This includes STI testing and treatment, birth control services, sexual assault or abuse visits, and mental health or substance abuse disorder services. They will be listed as "Office Visit".



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