



Notice to Request Confidential Communication

Dear Subscriber or Enrollee:

In accordance with California Assembly Bill 1184 (Chiu, Ch. 190, Stats. 2021), we write to inform you that you have the right to request confidential communications from us in a specific form and format and/or designate an alternative mailing address, email address, or telephone number by which to receive confidential communications. Confidential communications include bills, explanation of benefits, claims, information regarding a session, or other communications containing medical information, including information relating to mental or behavioral health, sexual and reproductive health, sexually transmitted infections, substance use disorder, gender affirming care, and intimate partner violence. We will communicate confidential information to you by contacting you at the mailing address, email address, or telephone number on file, unless otherwise directed by you.

If you would like to receive confidential communications from us in a specific form and format and/or designate an alternative mailing address, email address, or telephone number, you may submit a request for confidential communications. You can make this request by contacting our Clinical Director via email at rhauser@empathia.com or by mail at:

Empathia Pacific, Inc.
c/o Clinical Director
5234 Chesebro Road, Suite 201
Agoura Hills, CA 91301

We will acknowledge receipt of your confidential communications request and implement confidential communications requests within 7 calendar days of receipt of an electronic transmission or telephonic request or within 14 calendar days of receipt by first-class mail. Your request for a confidential communication will be valid until you revoke your request or you submit a new request for a confidential communication.

If you have any questions or wish to receive an updated copy of our Notice of Privacy Practices, please visit our website at mylifematters.com or call us at (800) 367-7474.

Sincerely,

Empathia Pacific, Inc.