**Section 2028.5 Purpose**

People experiencing actual or threatened violence frequently establish new addresses and telephone numbers to protect their health and safety. Section 355b of the Code requires the Director to adopt rules to guide companies in guarding against disclosure of information protected pursuant to that Section. This Part establishes requirements for health companies so that they effectively respond to reasonable requests for receipt of claim-related information by alternative means and keep that information confidential in conformance with Section 355b of the Code.