



PRIVACY AND SECURITY COMPLAINT FORM

Use this form to file a privacy or security complaint with Blue Cross and Blue Shield of New Mexico by filing this complaint, you do not waive any rights available to you under federal or state law. You may also file a complaint with the Office for Civil Rights at the US Department of Health and Human Services. If you need assistance completing this form, you may call the Customer Service number listed on the back of your Member Identification Card. You must complete all the fields on this form.

WHEN COMPLETED AND SIGNED PLEASE MAIL TO:

Privacy Office
Blue Cross and Blue Shield of New Mexico
300 E. Randolph Street
Chicago, IL 60601-5099

Section A Please complete the information below:

First Name _____ Last Name _____ Group Number _____
Social Security Number _____ Date of Birth _____ Identification\Subscriber Number _____
Address _____ City _____ State _____ Zip _____
Area Code & Telephone Number _____ E-mail Address (if available) _____

Section B Please give a concise statement of your complaint:

Section C Signature: This document must be signed by the individual, parent of minor child or the individual's Personal Representative.

I understand that I can only sign on behalf of a minor child under the age of 18 unless there is proof of legal guardianship.

Signature _____ Date: month/day/year _____

Section D If Section C is signed by a Personal Representative, please complete the information below:

If you are signing as a Power of Attorney, Legal Guardian, Executor or Administrator, please attach a copy of the legal documents. You do **NOT** have to attach copies of these documents if they are already on file with Blue Cross and Blue Shield of New Mexico.

Personal Representative's Name _____ Relationship to Individual _____
Personal Representative's Address _____ City _____ State _____ Zip _____
Personal Representative's Area Code & Telephone Number _____
Personal Representative's E-mail Address (if available) _____

Any changes to the format, content or branding of this form are strictly prohibited without review and approval of the Privacy Office.