



## **Opt-Out Process For Participant Offices** *Opting Patients Out At The HIE Level*

### **STEP 1**

Have patient complete the **Opt-Out** Form. Two options to **Opt-Out** a patient from the HIE:

### **STEP 2**

Option 1: Go to [www.CTHealthLink.com](http://www.CTHealthLink.com) and enter the following information collected from the patient **Opt-Out** Form:

- Last Name, First Name, Middle Initial
- Date of Birth
- Gender
- Phone Number
- Address, City, State, and Zip Code
- Social Security Number (optional)
- Email Address (optional)

Upon clicking the “Submit **Opt-Out** Button,” the CTHealthLink HelpDesk will complete the **Opt-Out** process. If you would like to receive confirmation of the **Opt-Out** Form submittal, provide the medical office email address in the field provided online.

Option 2: Send the completed Organizational **Opt-Out** Report via [helpdesk@CTHealthLink.khsdirect.com](mailto:helpdesk@CTHealthLink.khsdirect.com) to the CTHealthLink HelpDesk. The HelpDesk processes the request.

*Patients may also submit a request to **Opt-Out** online through [www.CTHealthLink.com](http://www.CTHealthLink.com).*

844.424.4368 | [www.CTHealthLink.com](http://www.CTHealthLink.com)