

Texas Tech University Health Sciences Center El Paso HIPAA Privacy Procedure

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| Policy: Right to Restrict to Insurer When Paid in Full (Athena Flow Electronic Medical Record) Psychiatry | Policy #: HPP 7.1(b) |
| Effective Date: July 6, 2016 | Last Revision Date: November 18, 2025 |
| References: https://www.hhs.gov/ocr/index.html | |
| TTUHSC EL Paso HIPAA Privacy and Security Website: https://my.ttuhscelp.edu/el Paso/hipaa/ | |

Procedure Statement

The purpose of this procedure is to assist the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) clinic personnel on how to handle patient’s request that TTUHSC El Paso not disclose their protected health information (PHI) to their health plans or other third party insurance carriers.

Scope

This policy applies to all health care clinical service areas owned and/or operated by TTUHSC El Paso.

Procedure

1. Patient invokes their right to pay out of pocket in full, and not release their chart information or bill his/her insurance company
2. Provide the patient with an explanation of his/her right not to release information found in Patient Right to Restrict Protected Health Information to Health Plan memo and ask the patient to fill out “Request: Restrict Disclosure to Health Plan” form.
3. Collect the payment of \$215 for new patient and \$175 for established patients.
4. Call the Office of Institutional Compliance at 215-4454 and ask to speak to the Privacy Officer. The Compliance office will highlight the key points of patient rights. It will be very important to state that if the check is returned for insufficient funds, a letter will be sent revoking patient’s rights.
5. Make a copy of the signed form for the patient.
6. Scan into patient’s electronic medical record (EMR).
7. Front desk staff opens chart in EMR and starts the clinic office visit update.
8. In the “Confidentiality Type:” field of the update chart window, select “Psychiatry Visit-Do Not Release”.

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Note: **Designating the document with this confidentiality type will make the document only viewable by TTUHSC El Paso employees (no outside auditors), as well as a reminder for billing staff not to bill insurance or release documentation to insurance company.

9. Continue with regular Athena Flow EMR workflow

Athena Flow EMR

Below is the screenshot of what the document looks like when Do Not Release is selected. The office visit summary states Ofc Visit (DNRPV)

| | Date ▼ | Summary |
|---|--------------------|--|
|  | 08/17/2017 5:04 PM | Ofc Visit (DNRPV): Psychiatry Visit-DO NOT RELEASE |

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10. Front desk staff opens patient chart in Athena IDX. Go to the Patient Services tab and click on “Appointment List.”

TEST,A
Select Patient ▼

MRN: E2308631
DOB: 01/01/2001
Sex: F

Prime Ph: 999-999-9999
Age: 22 Years
Spec Need: DEAF INTERPRETE

FSC(List): 202,511,533,102,547,512
PCMH: DAVIS II MD,HARRY E
SSN:

SELF PAY BAL: Grp: 3 \$ 442.00
Spk Lang: ENGLISH
Case: N

C/A:

Patient Services

Name: 🔍

Registration

4800 ALBERTA
EL PASO, TX 79901

Home: 999-999-9999
Work:
Email: bbujold@phreesia.com
Ins: MEDICARE ADVANTAGE NON-CONTR
Upd: 03/10/2023 By: PCARRAZC

[Demographics](#)
[Insurance](#)
[Eligibility List](#)

[Patient Inquiry](#)

Financials

Current Stmt Balance
SG3: 442.00

[Financial Inquiry](#)
[Case List](#)
[Invoice List](#)
[Patient Financials](#)

Appointments

Last:

Next: 29100603
MACIAS MD,ANGIE
FM GENERAL CLINIC
FAMILY MEDICINE KENWORTHY
04/07/2023 09:40AM

[Appointment List](#)
[New Appointment](#)

Chart Tracking

Referrals

[Referral List](#)

Visits [Visit List](#)

Action Code: 🔍 Go

11. Click on the Appointment time.

TEST,A
Select Patient ▼

MRN: E2308631
DOB: 01/01/2001
Sex: F

Prime Ph: 999-999-9999
Age: 22 Years
Spec Need: DEAF INTERPRETE

FSC(List): 202,511,533,102,547,512
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SELF PAY BAL: Grp: 3 \$ 442.00
Spk Lang: ENGLISH
Case: N

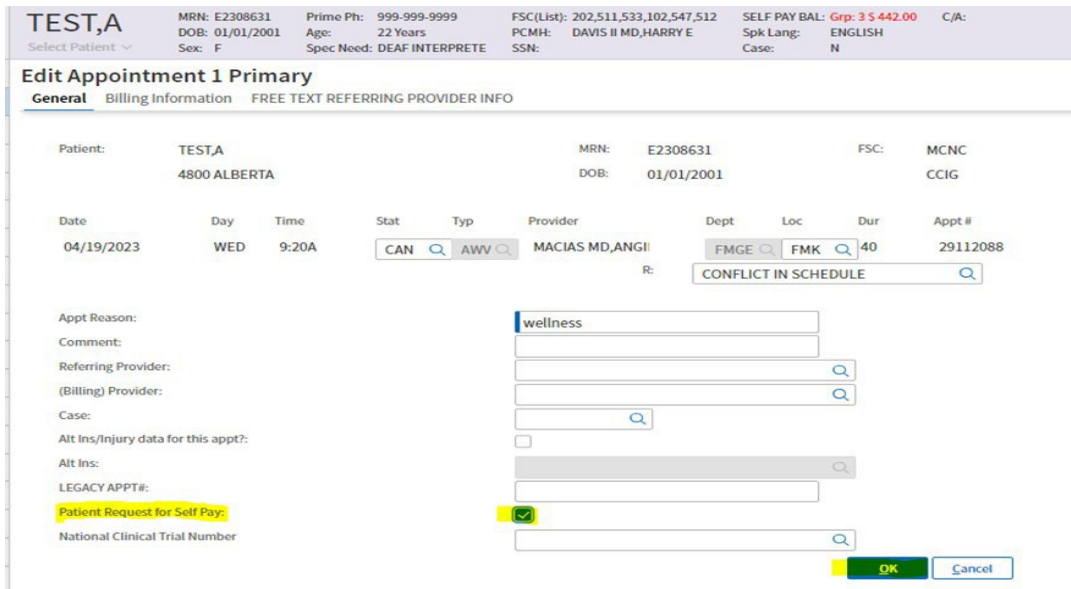
C/A:

Appointment List

| Attach | Day | Date | Time | Status | Type | Provider | ReasonForVis | Dept | Loc | Dur | Appt No. |
|--------------------------------|-----|------------|---------|--------|------|---------------------|------------------------|-------|-----|-----|----------|
| <input type="checkbox"/> VS | WED | 04/19/2023 | 09:20AM | CAN | AWW | MACIAS MD,ANGIE | wellness | FMGEN | FMK | 40 | 29112088 |
| <input type="checkbox"/> VS | FRI | 04/07/2023 | 09:40AM | PEN | AWW | MACIAS MD,ANGIE | wellness | FMGEN | FMK | 40 | 29100603 |
| <input type="checkbox"/> VS | TUE | 03/07/2023 | 10:00AM | CAN | AWW | ARAGON MD,LOREN... | wellness | FMFAC | FMK | 40 | 29029091 |
| <input type="checkbox"/> CRV\$ | THU | 03/02/2023 | 10:00AM | CAN | NPA | DIAMOND MD,SHAWN | COSMETIC \$10 PER UNIT | SUPLA | SUA | 20 | 29063744 |
| <input type="checkbox"/> VS | WED | 03/01/2023 | 08:00AM | PEN | GRP | TMP FM GROUP, VISIT | two | TMPFM | TM2 | 40 | 29116643 |
| <input type="checkbox"/> RS | TUE | 02/21/2023 | 09:40AM | CAN | NPA | DIAMOND MD,SHAWN | Cosmetic Botox/Filler | SUPLA | SUA | 20 | 29062586 |
| <input type="checkbox"/> VS | FRI | 01/27/2023 | 11:00AM | CAN | WCC | MENDOZA DO,ALEXA... | wcc | FMGEN | FMK | 20 | 29043232 |
| <input type="checkbox"/> VS | WED | 01/25/2023 | 02:20PM | CAN | EST | MOLOKWU MD,JENN... | f/u | FMFAC | FMK | 20 | 29036872 |
| <input type="checkbox"/> CVS | MON | 01/23/2023 | 04:00PM | CAN | AWW | MOLOKWU MD,JENN... | test AWW | FMFAC | FMK | 40 | 28977507 |
| <input type="checkbox"/> VS | TUE | 12/20/2022 | 09:15AM | CAN | WWE | NAIR MD,ANJANA R | TESTING | TMPOB | TM1 | 30 | 28978268 |
| <input type="checkbox"/> RV\$ | FRI | 12/09/2022 | 08:40AM | CAN | EST | WRIGHT MD,JUSTIN | F.U CON | FMSF | FMK | 20 | 28953457 |
| <input type="checkbox"/> S | MON | 11/21/2022 | 09:40AM | CAN | NPA | PINEDA AGACNP-BC... | follow | NEURO | NEA | 60 | 28841862 |
| <input type="checkbox"/> VS | TUE | 11/08/2022 | 09:00AM | CAN | INM | SCOTT FNP,CRYSTAL | testing | OBWHP | OAB | 15 | 28897393 |
| <input type="checkbox"/> VS | THU | 10/13/2022 | 08:30AM | CAN | WAK | MAYORGA MD,MARIA | WALK IN FOR MAYORGA | FMGEN | FMK | 30 | 28857895 |
| <input type="checkbox"/> CVS | THU | 09/08/2022 | 11:30AM | CAN | EST | SAEED MD,WAJEEHA | it test | IMGC | IM1 | 15 | 28788653 |
| <input type="checkbox"/> CVS | TUE | 09/06/2022 | 11:15AM | CAN | EST | SAEED MD,WAJEEHA | it test | IMGC | IM1 | 15 | 28782970 |
| <input type="checkbox"/> CVS | FRI | 09/02/2022 | 11:00AM | CAN | EST | VAZQUEZ MD,GERAR... | test | FMFAC | FMK | 20 | 28763546 |

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12. Click on the “Patient Request for Self-Pay.” Charges linked to this appointment will be restricted from insurance billing. Invoice to self-pay and FSC cannot be changed.



TESTA, A
 Select Patient

MRN: E2308631 Prime Ph: 999-999-9999 FSC(List): 202,511,533,102,547,512 SELF PAY BAL: Grp: 3 S 442.00 C/A:
 DOB: 01/01/2001 Age: 22 Years PCMH: DAVIS II MD,HARRY E Spk Lang: ENGLISH
 Sex: F Spec Need: DEAF INTERPRETE SSN: Case: N

Edit Appointment 1 Primary

General Billing Information FREE TEXT REFERRING PROVIDER INFO

Patient: TESTA MRN: E2308631 FSC: MCNC
 4800 ALBERTA DOB: 01/01/2001 CCIG

| Date | Day | Time | Stat | Typ | Provider | Dept | Loc | Dur | Appt # |
|------------|-----|-------|------|-----|-----------------|------|-----|-----|----------|
| 04/19/2023 | WED | 9:20A | CAN | AWV | MACIAS MD,ANGII | FMGE | FMK | 40 | 29112088 |

R: CONFLICT IN SCHEDULE

Appt Reason: wellness
 Comment:
 Referring Provider:
 (Billing) Provider:
 Case:
 Alt Ins/Injury data for this appt?:
 Alt Ins:
 LEGACY APPT#:
Patient Request for Self Pay:
 National Clinical Trial Number

Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or to the Fraud and Misconduct Hotline at (866) 294-9352 or www.ethicspoint.com under Texas Tech University System.

Frequency of Review

This policy will be reviewed on each odd-numbered (ONY) by the Institutional Privacy Officer, and the HIPAA Privacy and Security Committee, but may be amended or terminated at any time.

Questions regarding this policy may be addressed to the Institutional Privacy Officer or the Institutional Compliance Officer.

Review Date: 11/4/2025

Revision Date: 7/16/2019, 7/20/2021, 11/18/2025