

Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

Policy: HPP 1.10	Effective Date: July 6, 2016
Right to Restrict to Insurer when Paid in Full	Last Revision Date: May 16, 2023
References: Federal Register/Vol. 78, No. 17, 01/25/2013	

Policy 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 requests that TTUHSC El Paso not disclose their protected health information (PHI) to their health plans or other third party insurance carriers.

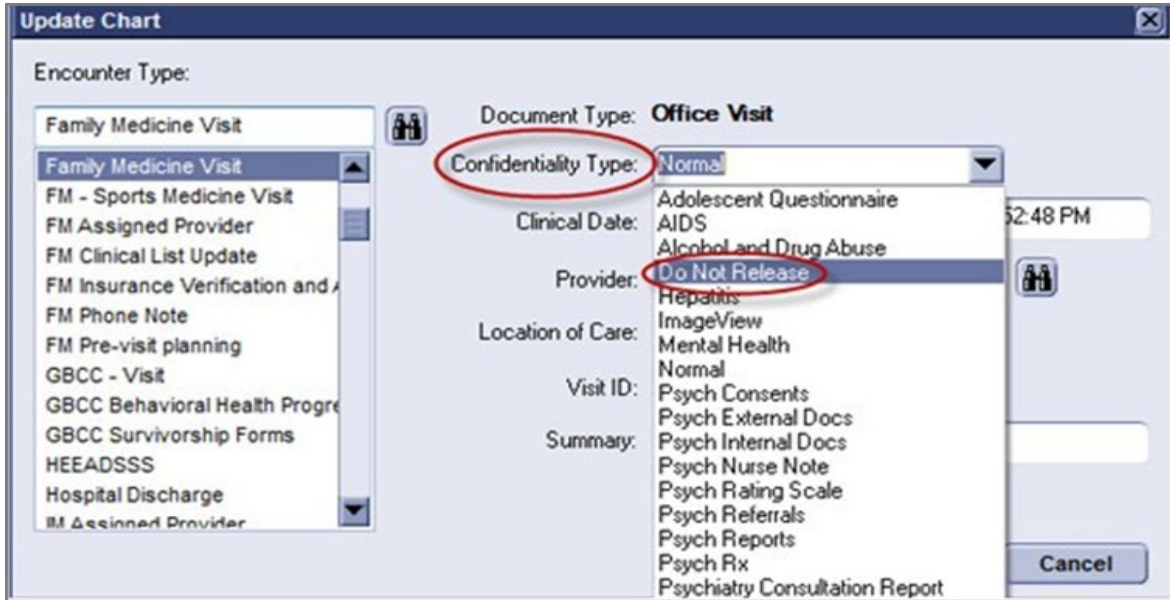
Scope

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 an explanation of his/her right not to release the information found in the Patient Right to Restrict Protected Health Information to Health Plan memo and ask the patient to fill out the “Request: Restriction disclosure to Health Plan”
3. Collect the payment of \$215.00 for new patients 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 the 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 the chart in the EMR and starts the clinic office visit update.
8. In the “Confidentiality Type” field of the update chart window, select “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) and a reminder for billing staff not to bill insurance or release documentation to the insurance company.

- Continue with regular Athena Flow EMR workflow.

Athena Flow EMR

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

Problems			Medications			Alerts/Flags			Flowsheet			Orders			Documents		
		Date			Summary												
		01/14/2016 8:09 AM			Ofc Visit (DNRel): FM- New Patient Visit												
		01/13/2016 4:37 PM			Ofc Visit												

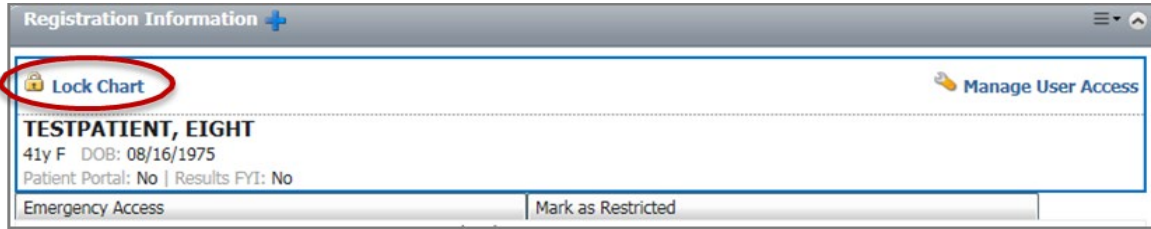
CERNER

Clinic personnel may request that a patient chart be locked. Only staff granted access to these locked charts may review the patient chart. EMR staff are the only individuals with access to lock a patient chart.

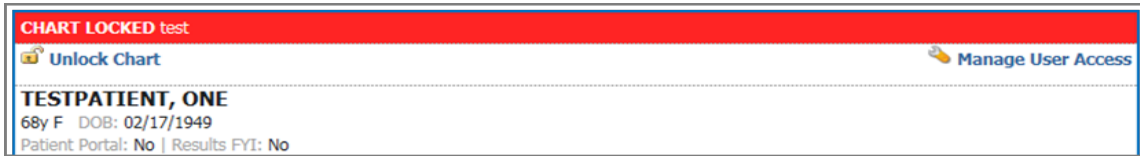
Below are the screenshots of how a patient chart is locked. Note that only the patient Current and historic encounters are locked, any new encounters will not be locked. This process will need to be repeated if additional encounters need to be locked.

Once the patient chart is locked, only staff granted access can review the chart.

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A locked chart will appear as follows:



10. Front desk staff opens the patient chart in Athena IDX. Go to the patient services tab. Click on “Appointment list.”

TEST,A MRN: E2308631 Prime Ph: 999-999-9999 FSC(List): 202,511,533,102,547,512 SELF PAY BAL: Grp: 3 \$ 442.00 C/A:
 Select Patient v 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

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: <input type="text"/> <input type="button" value="Q"/> <input type="button" value="Go"/>

11. Click on the Appointment time

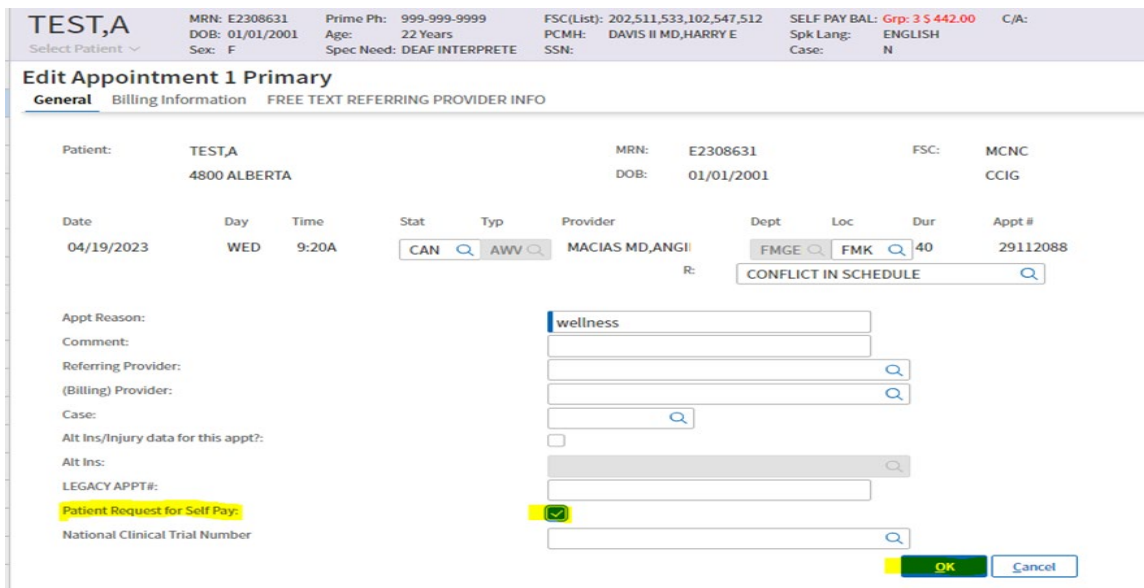
TEST,A MRN: E2308631 Prime Ph: 999-999-9999 FSC(List): 202,511,533,102,547,512 SELF PAY BAL: Grp: 3 \$ 442.00 C/A:
 Select Patient v DOB: 01/01/2001 Age: 22 Years PCMH: DAVIS II MD,HARRY E Spk Lang: ENGLISH
 Sex: F Spec Need: DEAF INTERPRETE SSN: Case: N

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	AWV	MACIAS MD,ANGIE	wellness	FMGEN	FMK	40	29112088
<input type="checkbox"/>	VS	FRI	04/07/2023	09:40AM	PEN	AWV	MACIAS MD,ANGIE	wellness	FMGEN	FMK	40	29100603
<input type="checkbox"/>	VS	TUE	03/07/2023	10:00AM	CAN	AWV	ARAGON MD,LOREN...	wellness	FMFAC	FMK	40	29029091
<input type="checkbox"/>	CRVS	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	AWV	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"/>	RVS	FRI	12/09/2022	08:40AM	CAN	EST	WRIGHT MD,,JUSTIN	F.U CON	FMSP	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 FMP,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	IMI	15	28788653
<input type="checkbox"/>	CVS	TUE	09/06/2022	11:15AM	CAN	EST	SAEED MD,WAJEEHA	it test	IMGC	IMI	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. Clinic on the “Patient Request for Self-Pay.” Charges linked to this appointment will be restricted from the insurance billing. Invoice to self-pay and FSC cannot be billed.



The screenshot shows a web interface for editing an appointment. At the top, patient information for 'TEST,A' is displayed, including MRN: E2308631, DOB: 01/01/2001, Age: 22 Years, Sex: F, and Prime Ph: 999-999-9999. The appointment is for 'Edit Appointment 1 Primary' on 04/19/2023 at 9:20A. The provider is MACIAS MD, ANGI. The appointment reason is 'wellness'. A checkbox for 'Patient Request for Self Pay' is checked and highlighted in yellow. The interface includes search bars for various fields and 'OK' and 'Cancel' buttons at the bottom right.

Knowledge of a violation or potential violation of this policy must be reported directly to the Institutional Privacy Officer or 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.

Attachments

- Attachment A: Request: Restrict Disclosure to the Health Plan (English)
- Attachment B: Request: Restrict Disclosure to the Health Plan (Spanish)
- Attachment C: Patient Right to Restrict Protected Health Information to Health Plan (English)
- Attachment D: Patient Right to Restrict Protected Health Information to Health Plan (Spanish)

Review Date: March 3, 2023

Revision Date: July 16, 2019, January 19, 2021, May 16, 2023