TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO
Office of Institutional Compliance

Texas Tech University Health Sciences Center El Paso
HIPAA Privacy Procedure

Policy: HPP 7.1(b)	**Effective Date:** July 6, 2016
Right to Restrict to Insurer When Paid in Full (Electronic Medical Record Cerner)	**Last Revision Date:** July 20, 2021
References: Federal Register/Vol. 78, No 17, 01/25/2013	

Procedure Statement

The purpose of this procedure is to assist Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) clinic personnel on how to handle patients 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 must invoke 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 their right to not release information found in Patient Right to Restrict Protected Health Information to Health Plan memo and ask patient to fill out "Request: Restrict Disclosure to Health Plan" form
3. Collect the payment of $125.96 USD in full.
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.
7. Clinic personnel must request that a patient's chart be locked by Transmountain CIS team. Request must be sent by phone at 215-8412 and e-mail at elpasomr@ttuhsc.edu and must include:
    - Patient E#
    - Patient DOB
    - Names of individuals who will need access to view locked chart

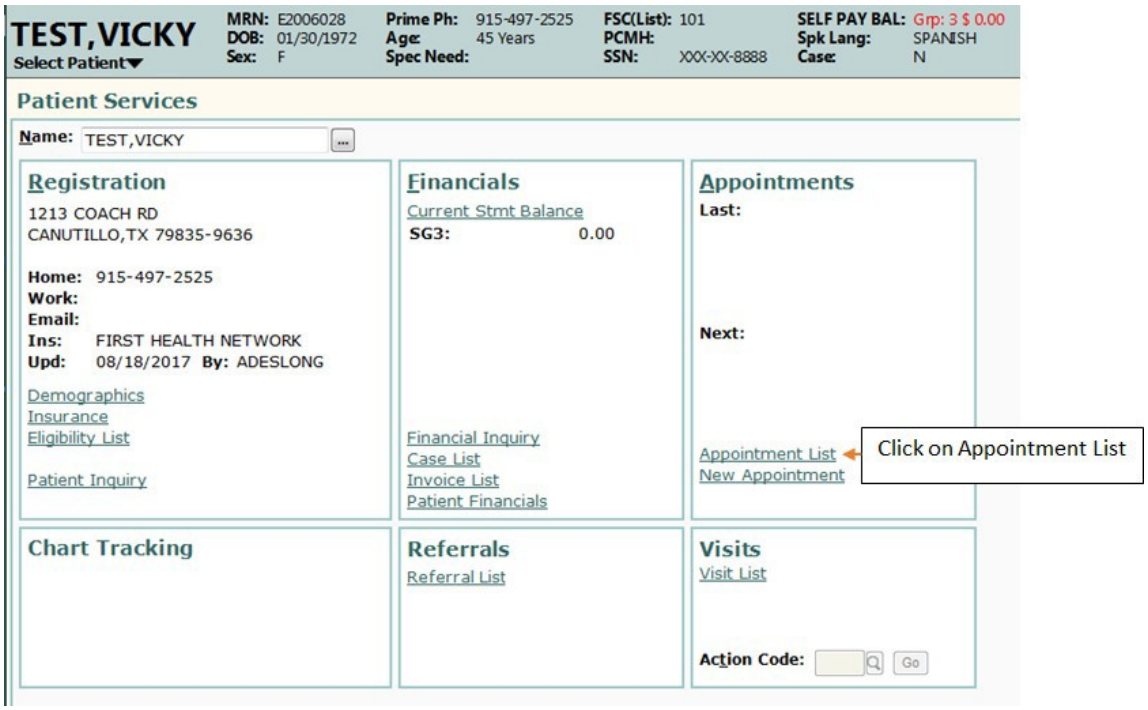
Only staff granted access to these locked charts may review the patient's chart.

Below are the screenshots of how a patient's chart is locked. Note that only the patient's 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.

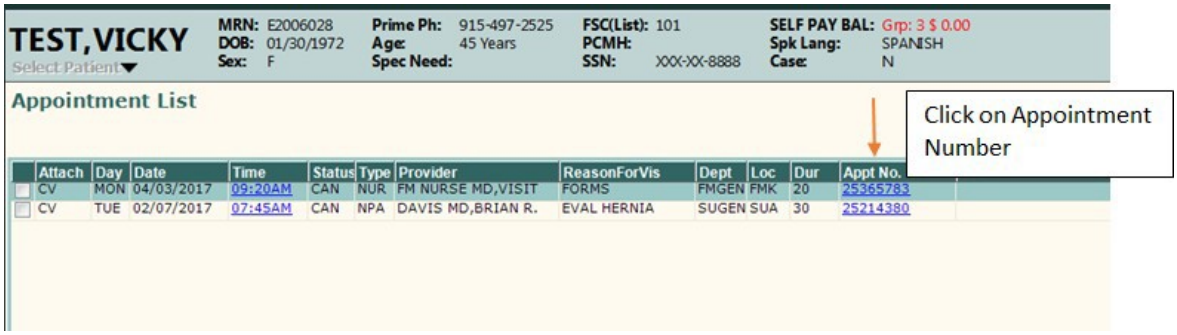
Once the patient's chart is locked, only staff granted access can review locked charts.

A locked chart will appear as follows:

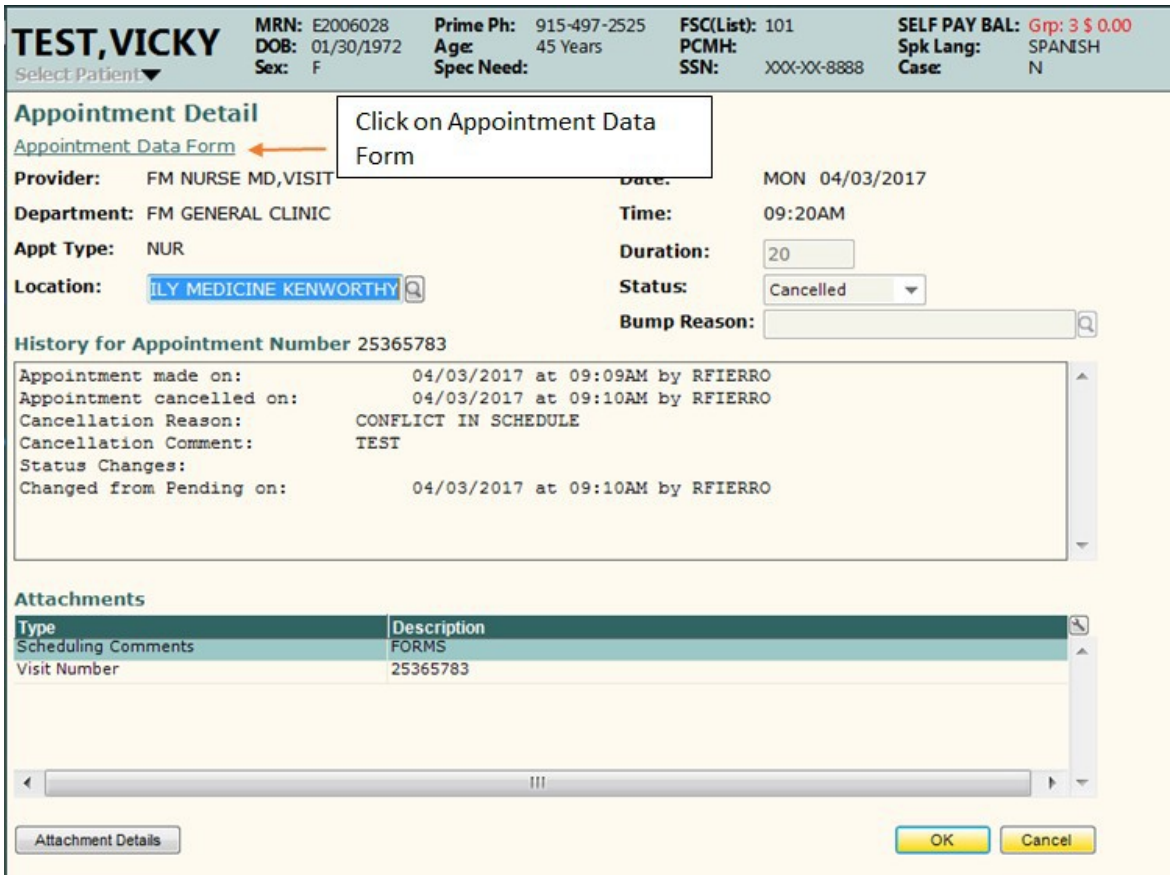
8. Front desk staff opens patient chart in GE Centricity Business and go to the Patient Services tab. Click on "Appointment List"



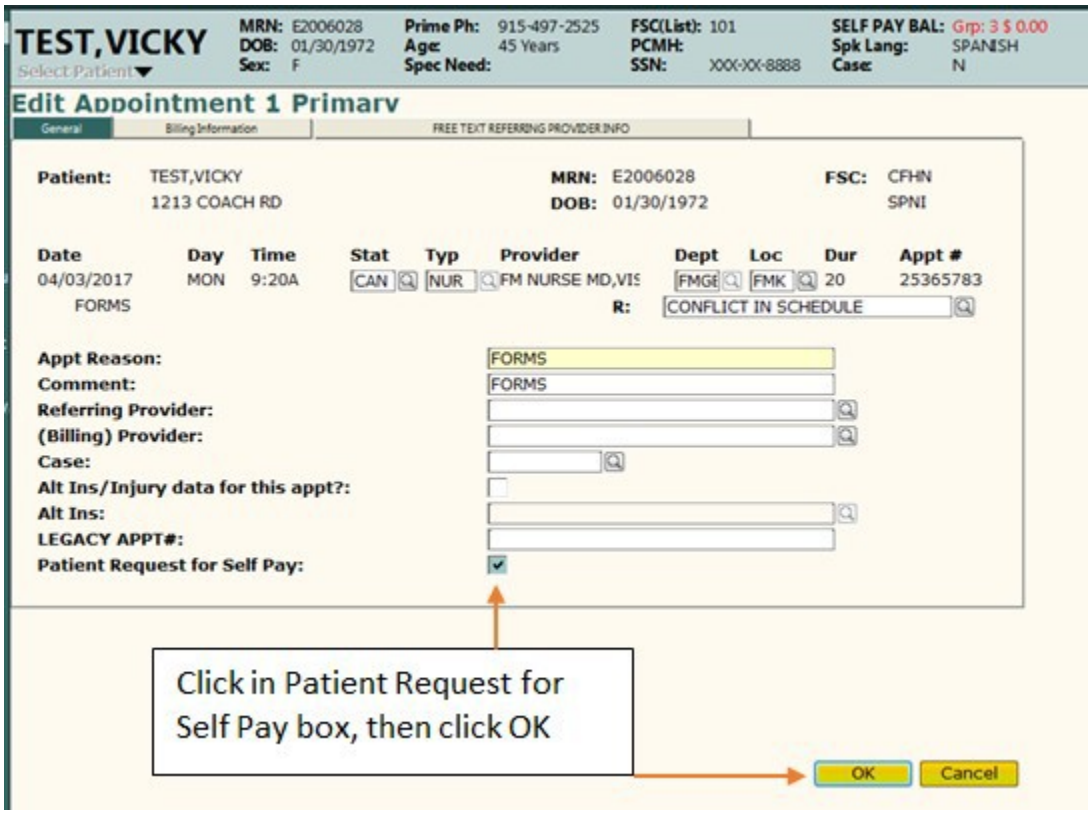
9. Click on the Appointment Number



10. Click on the "Appointment Data Form" link.



11. 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.



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: July 12, 2021

Revision Date: July 16, 2019, July 20, 2021