Administration

<table>
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<th>Policy: HPP 1.10</th>
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<tr>
<td>Right to Restrict to Insurer When Paid in Full</td>
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<td>Effective Date: July 6, 2016</td>
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TTUHSC El Paso HIPAA Website: [http://elpaso.ttuhsc.edu/hipaa/](http://elpaso.ttuhsc.edu/hipaa/)

**Policy Statement**

The purpose of this procedure is to assist the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) clinic personnel 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.

**Policy**

**Definitions**

Refer to [HPP 1.1 for Glossary of HIPAA Terms](http://elpaso.ttuhsc.edu/hipaa/).

**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 to not release information found in the Patient Right to Restrict Protected Health Information to Health Plan memo and ask patient to fill out “Request: Restriction 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 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 clinic office visit update.
8. In the “Confidentiality Type:” field of the update chart window, select “Do Not Release”.

![Screenshot of update chart window with Do Not Release selected]

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 GE Centricity EMR workflow.

**GE CENTRICITY 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).

![Screenshot of GE Centricity EMR with Do Not Release selected]

**CERNER EMR**

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

A locked chart will appear as follows:

10. Front desk staff opens patient chart in GE Centricity Business (CBIZ). Go to the Patient Services tab. Click on “Appointment List.”

11. Click on the Appointment Number.
12. Click on the “Appointment Data Form” link.

13. 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 billed.
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.

**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:** January 5, 2021

**Revision Date:** July 16, 2019, January 19, 2021