

Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

Administration	Policy: HPP 1.10
Right to Restrict to Insurer When Paid in Full	Effective Date: July 6, 2016
References: Federal Register/Vol. 78, No. 17, 01/25/2013; TTUHSC El Paso HIPAA website: http://elpaso.ttuhscc.edu/hipaa/	
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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

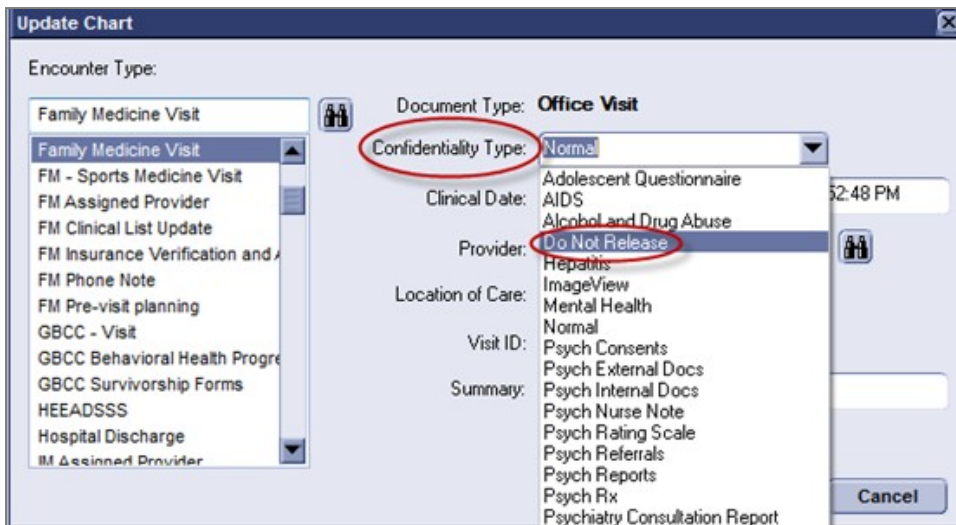
Refer to [HPP 1.1 for Glossary of HIPAA Terms](#).

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.

Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

- In the “Confidentiality Type:” field of the update chart window, select “Do Not Release”.



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.

- 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).

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												

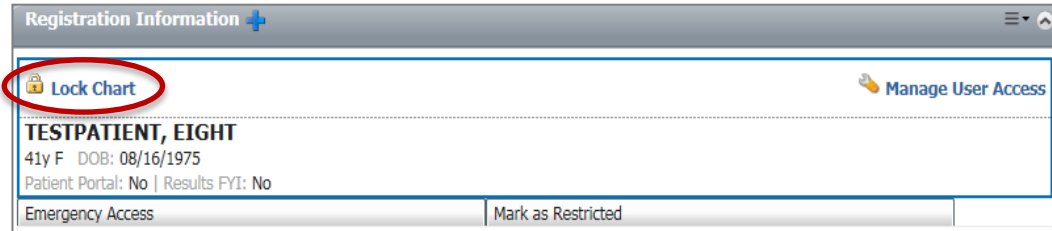
CERNER EMR

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.

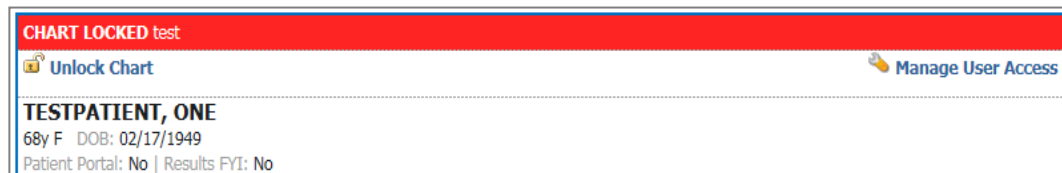
Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy

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.

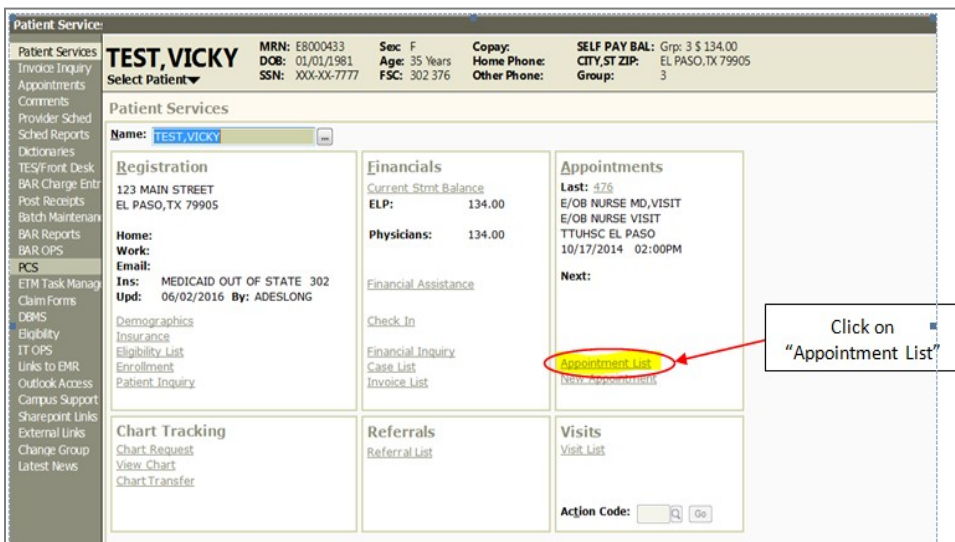
Once the patient’s chart is locked, only staff granted access to review that chart may be review.



A locked chart will appear as follows:

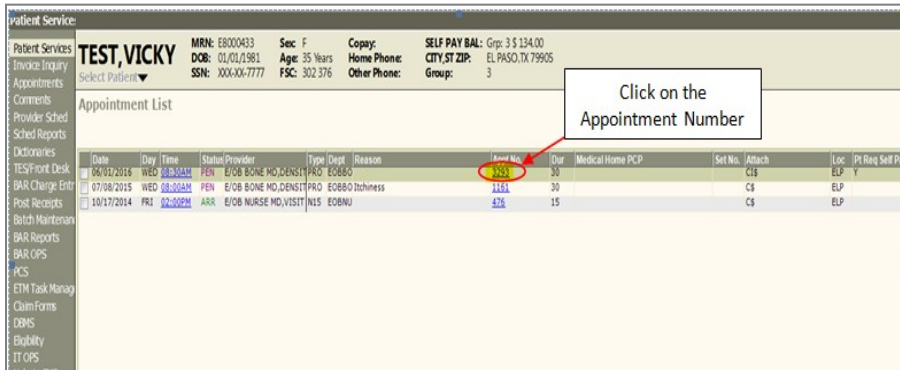


10. Front desk staff opens patient chart in GE Centricity Business (CBIZ). Go to the Patient Services tab. Click on “Appointment List.”

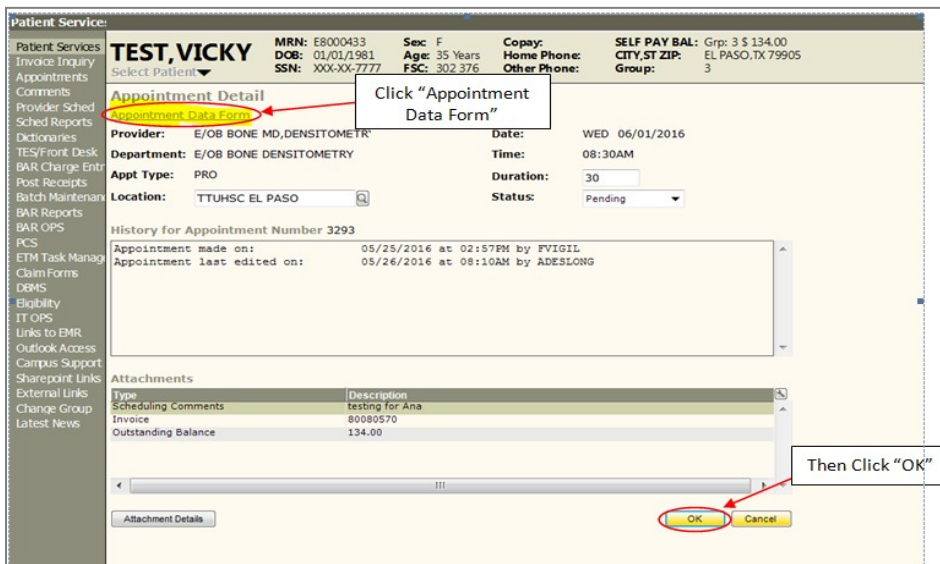


11. Click on the Appointment Number.

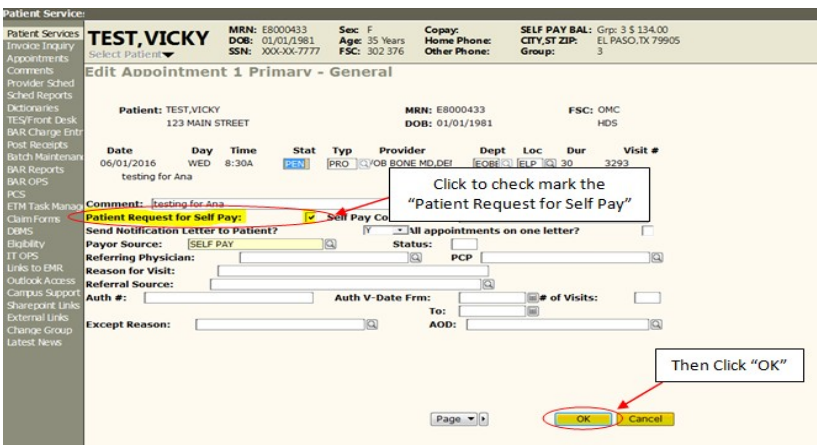
Texas Tech University Health Sciences Center El Paso HIPAA Privacy Policy



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.



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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

The TTUHSC El Paso Privacy and Security Committee have authority for HIPAA policy approval.

Questions regarding this policy may be addressed to the [Institutional Privacy Officer](#) or the [Institutional Compliance Officer](#).

This policy may be amended or terminated at any time.

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: July 8, 2019

Revision Date: July 16, 2019