Policy: It is the policy of Central Registration, to process all Bad Address and Change of Address Statements accordingly in CBIZ.

Procedure:

1) CBIZ Patient Account - Bad Address and Change of Address are worked weekly from the Athena reports.
   a. Reports are assigned to Central Registration staff to process weekly. The Bad Address report: the CR staff will process using TransUnion Revenue Manager to check for a correct address. If a correct address is obtained it is updated in CBiz; if not it is assigned FSC 7 in CBiz.
   b. Staff member must add a note to CBIZ documenting their attempt to validate address. Note must include the individual’s name or identifier.
   c. Change of Address report: CR staff updates in CBiz address change information.
   d. Returned Mail: Delivered by Mailroom to MPIP daily. Processed by MPIP Scanning Unit.
<table>
<thead>
<tr>
<th>account#</th>
<th>Send to name</th>
<th>Original address</th>
<th>Non-standardization Explanation</th>
</tr>
</thead>
</table>