
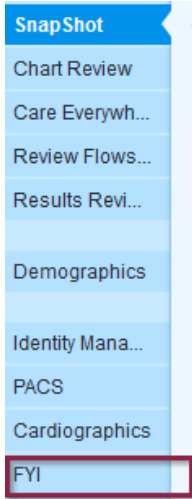




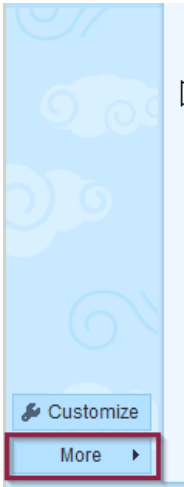
Guidance Document

Title:	Notifying Financial Clearance and Service Representatives that a service will be paid for by a research study		
Background:	<p>The Financial Clearance Center (FCC) contacts a patient's insurance provider to confirm service or procedure will be covered by insurance when it is scheduled. Service Representatives (Front Desk staff) request and collect co-pays or pre-payments for a service or procedure when the patient presents to have the service performed.</p> <p>If a service or procedure is to be paid for by a research study, the patient's insurance should not be contacted and a co-payment or pre-payment should not be collected.</p> <p>This process details how the research team communicates that a service or procedure will be paid for by the research study so the FCC and Service Representatives can manage it appropriately.</p>		
Created:	7/26/2018	Last Updated:	

Steps

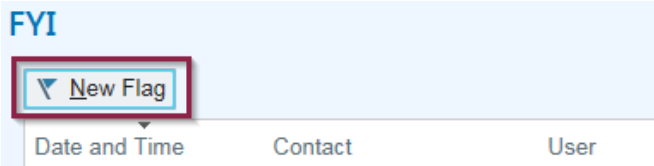
Study Team Process	
1	Confirm the service or procedure is to be billed to the research study on the coverage analysis.
2	Log in to Epic and navigate to the patient's chart.
3	Confirm the patient is associated with the research study. 
4	Click on 'FYI' in the left navigation. 

If it's not in your left navigation, click on 'More' at the bottom of the left navigation. FYI will be in this menu.

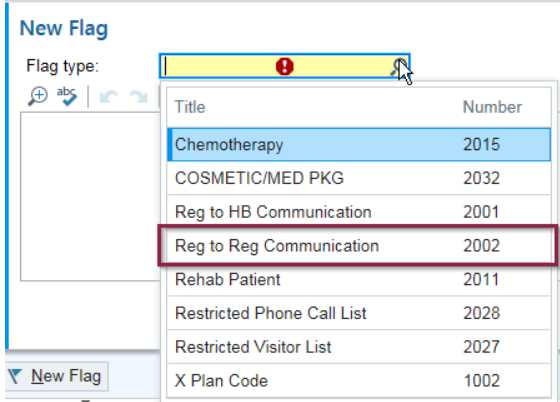


5 Review existing research-related FYI Flags and deactivate any that are no longer relevant (date of service has passed). See Step 10.

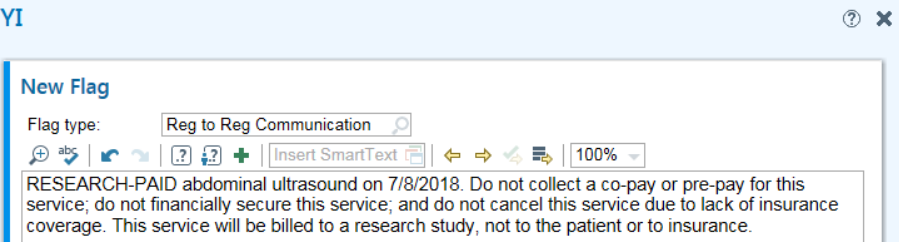
6 Click on New Flag.



7 In Flag Type, select Reg to Reg Communication.



8 In the text field, enter: RESEARCH-PAID [name of service] on [date of service]. Do not collect a co-pay or pre-pay for this service; do not financially secure this service; and do not cancel this service due to lack of insurance coverage. This service will be billed to a research study, not to the patient or to insurance. .me"



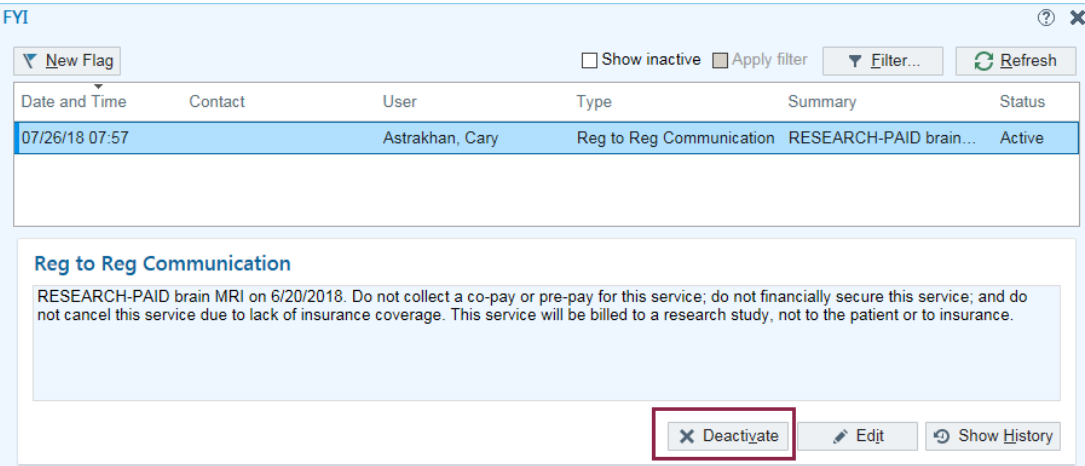
Example: RESEARCH-PAID brain MRI on 6/20/2018. Do not collect a co-pay or pre-pay for this service; do not financially secure this service; and do not cancel this service due to lack of insurance coverage. This service will be billed to a research study, not to the patient or to insurance.

9 Click Accept.

9 Researchers are encouraged to inform study participants that despite our best efforts, participants may still be asked for a co-payment or a pre-payment. They should inform the front desk that the service is paid for by a research study. The front desk should not push back if a patient says this.

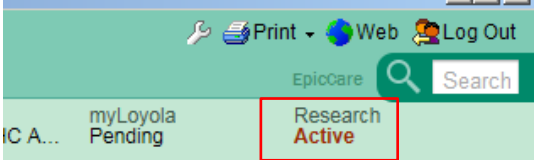
After the service is performed, deactivate the FYI Flag.

- Navigate to the FYI Flag screen
- Click on your FYI Flag
- Click Deactivate



FCC and Service Representative Process

- 1 Open the record of a patient in your workqueue/ schedule.
- 2 Check to see if the patient’s research indicator says ‘Research:Active’. If it does not, done. The service will not be paid for by a research study. If it does, continue.

	 <p>The screenshot shows the top navigation bar of the EpicCare system. It includes a wrench icon, a 'Print' button with a dropdown arrow, a 'Web' button with a globe icon, and a 'Log Out' button with a person icon. Below these is the 'EpicCare' logo and a search bar with a magnifying glass icon and the word 'Search'. In the lower-left area, there are labels for 'myLoyola Pending' and 'Research Active', with the latter highlighted by a red rectangular box.</p>
3	Open the patient's FYI Flags.
4	Look for a Reg to Reg Communication that begins: "RESEARCH-PAID [name of service] on [date of service]."
5	If the flag states the service will be paid for by the research study, do not collect a co-pay, pre-pay and/or secure the service.