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POLICY

This policy applies to the Johns Hopkins Bayview Medical Center (JHBMC) Patient Financial Services (PFS) Department.

PURPOSE

To describe the process for flagging incorrect patient billing addresses in the Meditech system. In Meditech, the CDS (Customer Defined Screen) Bad Address flag field updates Demo Recall, which displays the Bad Address Flag and Bad Address Date in the "Address Verification Screen."

Note: This flag does **not** stop data mailers; address changes are still completed at the account level.

PROCEDURE

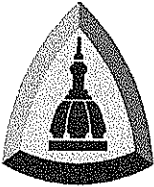
- When mail is returned because of a bad address, PFS staff will access the patient account in the **Process Account** menu of the BAR module.
- Select **Edit CDS BAPAGENERIC**
Set the Bad Address Flag to "Y"
Enter the date the mail was returned
File the transaction using the F12 key
(If these fields are already populated to indicate a bad address, no entry is required.)
- If PFS staff receive a corrected address for a patient's account, access **Edit CDS BAPAGENERIC** (as above), set the Bad Address Flag to "N", and clear the Bad Address Date. Then file the transaction using the F12 key.
- Updates are also made by front-end staff, based on patient communications at the time of registration. These updates are made while accessing **Address Verification** within the **Census Tab**.

SPONSOR


Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

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APPROVAL



 Senior Director, JHHS

2/16/09

 Date



 Director, PFS Operations, JHHS

1/23/09

 Date