	<b>The Johns Hopkins Health System</b>	<i>Policy Number</i>	CUS002
	<b>Policy &amp; Procedure</b>	<i>Effective Date</i>	6/30/01
	<i>Subject</i>	<i>Page</i>	1 of 2
	<b>Patient Correspondence</b>	<i>Revised</i>	12/4/08

## POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Division and the following entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center (JHBMC), and Howard County General Hospital (HCGH).

## PURPOSE

To describe the process for recording, acknowledging, and responding to patients in a timely manner. This process requires compliance with all applicable protected health information (PHI) policies.

## REFERENCES

### **JHHS Finance Policies and Procedures**

- Policy No. CUS001 – Processing Patient Complaints
- Policy No. CUS005 – HIPAA: Verifying Identification

## RESPONSIBILITY


Patient Financial Services Representative

## PROCEDURE

- a. Correspondence is opened daily, sorted, and batched by the mail clerk and forwarded to the Customer Service Department.
- b. Correspondence/Email received by the Customer Service Department is filed in folders by date and logged in the Customer Service Tracking Log. This Log is an Excel spreadsheet that records the patient's name and reason/category code. The Log provides data to track receipt of correspondence, tracks daily/monthly volumes, and provides a tool to monitor the completion of each issue.

Each piece of correspondence is scanned in WebX.

- c. Correspondence/Email is handled on a daily basis according to the date received. Copies of correspondence/Email will be sent to the appropriate department for review and response.
- d. The appropriate financial system is documented for all correspondence/Email received with the batch number and activity code that reflects the reason the correspondence was sent and the action taken.
- e. Issues that cannot be resolved within five (5) business days are referred to the Customer Service Supervisor for review and disposition.
- f. The PFS Rep will acknowledge receipt of all Emailed patient correspondence by return Email the same day such correspondence is received.

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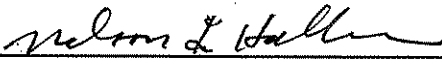
**SPONSOR**

Senior Director, Patient Financial Services, JHHS

**REVIEW CYCLE**

Three (3) years

**APPROVAL**

 <hr/> Senior Director, JHHS	<u>12/15/08</u> Date
 <hr/> Director, PFS Operations, JHHS	<u>12/11/08</u> Date