	The Johns Hopkins Health System	Policy Number	SYS033
	Policy & Procedure	Effective Date	12/27/2005
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	PFS Responsibility for Payer Website Access	Supersedes	

POLICY

This policy applies to the Johns Hopkins Health System Corporation (JHHS) Patient Financial Services (PFS) division and is applicable to the Johns Hopkins Hospital, Bayview Medical Center and Howard County General Hospital.

PURPOSE

The purpose of this policy is to clarify the responsibilities and actions required to terminate access and/or reset payer website passwords when staff leave or transfer out of Patient Financial Services.

PROCEDURE

The following payers use a **universal** password to access their website:

- United Health Care
- Johns Hopkins Health Care – McNet
- Aetna
- Amerigroup

1) The manager or supervisor should contact the payer to change the password, or;
2) if setup internally, the manager or supervisor should change the password once an employee on that payer team has terminated.

The following payers use **individual accounts** to access their website;

- Cigna
- Magellan
- Value Options
- MAMSI
- Helix
- APS
- Americhoice
- Great West

1) The manager or supervisor should contact the payer to terminate access, or
2) the manager or supervisor should terminate access directly once the employee has terminated.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL

_____ _____
Senior Director, JHHS Date

_____ _____
Director PFS Third Party, JHHS Date