POLICY

It is the policy of Ambulatory Care Services that the bad address flag be used to identify relationships that we believe have bad addresses and/or incorrect phone numbers. This flag will be marked for patient and guarantor relationships by PPG and MCGHI personnel.

PROCEDURE

1) Marking a bad address and/or incorrect phone number for a patient
   a. Addresses should be flagged as bad addresses based on the fact that we receive returned mail.
   b. The individual responsible for marking the bad address in IDX is the person who processes the returned mail.
   c. The individual will look up the appropriate patient in IDX, and mark the patient’s bad address flag as shown below.
   d. When attempting to contact a patient, an invalid phone number will be replaced with 999-999-9999, and the bad address flag will be marked.

   Use the RE Action Code and click here to activate the bad address flag on a patient’s account.
2) Marking a bad address and/or incorrect phone number for a guarantor
   a. The guarantor registration screen carries a bad address indicator, similar to
      the patient registration screen. The guarantor bad address flag turns blue
      when activated.
b. When bad address or incorrect phone information is discovered, the bad address flag should be used for every applicable relationship. For example, if a bad address flag is entered for a minor patient and their respective guarantor who resides at the same address, then the patient demographics for the guarantor must be flagged as a bad address, as well.
3) Removing a bad address flag
   a. During the check in process, a review of critical demographic fields is
      required. One of those critical fields is the bad address flag.
   b. If the bad address flag is checked, the desk operations specialist will ask the
      patient for proper identification to validate their address and phone number.
   c. If validation of the change can be made, (e.g., power bill, driver’s license,
      TransUnion® inquiry), the desk operations specialist will remove the flag by
      clicking on it, and revise the necessary fields.
   d. If the patient cannot provide appropriate validation, the bad address flag will
      remain activated, and the new (unvalidated) information will be noted in the
      IDX registration comments. The information currently in the address/phone
      fields will remain unchanged, until the requested revisions can be verified.

MONITORING

Bad addresses/telephone numbers are monitored daily by the desk operations team
leaders. Variances are indicated on a HealthQuest® report, and reported weekly to the
APAS director and the ACC management group.

Approved

Sr. Vice President of Ambulatory and Network Services
MCG Health, Inc.