PROTOCOL FOR ENTERING THE COPAY IN THE FSC FOLLOW UP FIELDS

I. COMPLETING THE COPAY FIELD

The following protocol must be utilized when completing the OFFICE VISIT COPAY AMT: field.

A. If the copay is displayed on the insurance card, enter the amount at the OFFICE VISIT COPAY AMT: prompt. (Example: 10.00).

B. If the copay is not displayed on the insurance card but the patient knows the copay amount, enter the amount in the OFFICE VISIT COPAY AMT: prompt. (Example: 15.00).

C. If the patient truly does not have a copay, enter zeroes in the OFFICE VISIT COPAY AMT: prompt. (Example: 0.00).

D. If the copay amount is unknown, the OFFICE VISIT COPAY AMT: field should be left blank.

II. UTILIZING THE COMMENT FIELD

A. Utilize the COMMENT: field in the insurance FSC follow up fields to indicate the source of the copay. Remember to follow the proper format when entering the information. The following are examples of copay entry.

i. If copay information is obtained from the insurance card, enter the following information at the COMMENT: prompt.

   5-25-04/DVB/COPAY=CARD

ii. If the copay information is obtained from the patient, enter the following information at the COMMENT: prompt.

   5-25-04/DVB/COPAY=PT

B. If the COMMENT: field contains an existing comment, place the copay information on page three, GENERAL COMMENTS.

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