



### Insurance/Billing

On August 21, 1996, President Clinton signed the Health Insurance Portability and Accountability Act, known as HIPAA. This law impacts all areas of the health care industry and was designed to improve the efficiency of health care by standardizing the exchange of administrative and financial data, and to protect the privacy, confidentiality and security of health care information.

A major concern in the law was the security and privacy of electronic health records and their transmission between health care entities. The security consists of more than just firewalls – organizations must ensure the confidentiality and integrity of their health records, and transmission of data must be authenticated and have the property of non-repudiation. Additionally, security policies and procedures must be documented and implemented. Gardendale Urgent Care has taken a number of technological and administrative steps in order to protect such data. Gardendale Urgent Care has a policy requiring all employees to read and sign a confidentiality agreement. This agreement states that the employee understands that we process confidential data, and that the employee agrees not to directly or indirectly disclose any information in an inappropriate manner. Gardendale Urgent Care aggressively enforces this and other agreements applicable to confidential data. Confidentiality obligations are also an integral part of our business and trading partner agreements with entities to which we transmit transactions or from which we receive transactions, such as clearinghouses. Gardendale Urgent Care will neither pursue nor knowingly retain a customer relationship with an entity that is either unwilling or unable to concur with reasonable privacy and confidentiality obligations.

Gardendale Urgent Care recognizes that the transfer of medical data must be carried out in a manner that minimizes the risks of inappropriate disclosure and that safeguards the privacy and confidentiality of data that may identify individuals in their roles as patients and consumers. Gardendale Urgent Care's corporate policy is to observe all existing state and federal laws and regulations relating to the transmission, storage, and access to records and other health care data, and to maintain the security and confidentiality of patient-specific information.

The physicians of this office are contracted with many of the local and national managed care plans. However, there are some plans that we do not currently have contracts with. If you belong to a plan that we are not contracted with, our insurance/billing office will be glad to file a claim for you with the understanding that full payment is due at the time of service. Your claim will probably be applied to an out-of-network deductible or totally rejected. Your insurance might pay at a reduced rate based upon your out of network benefit (if you have one).

It is important for you to understand that the patient is ultimately responsible for the fees that are not covered by the payer in this case. If you have an questions concerning the coverage your plan has with Gardendale Urgent Care, please call the patient relations department of your payer.

The responsible party will also be responsible for any durable medical equipment (splints, crutches, ace wraps, etc.) and medications not covered by the insurance plan or applied towards the deductible. *This is also applicable to items not covered by Medicaid.* **These will be payable at time of service.**

All HMO/**Community Care (Medicaid)** members are required to contact their primary care physician for obtaining a referral within 48 hours. This referral must be sent to Gardendale Urgent Care – Insurance/Billing office within this time frame for your claim to be filed through your insurance. The patient will be responsible and billed for the balance due, if this process is not followed.

Thank you.

**Print Patient Name:** \_\_\_\_\_

**Patient/Parent (if minor) Signature:** \_\_\_\_\_