

UC Riverside, School of Medicine Policies and Procedures**Policy Title:** Correspondence from Payors**Policy Number:** 950-05-016

Responsible Officer:	Director of Clinical Finance
Responsible Office:	Revenue Cycle
Origination Date:	2/2021
Date of Revision:	
Scope:	UCR Health

I. Policy Summary

All correspondence received from a payor, regardless of the addressee, is considered property of the UC Regents.

II. Definitions

A. Payor: The entity that pays for an administered medical service, including commercial insurance companies and government programs.

B. Lockbox: Bank-operated mailing address

III. Policy Text

All mail from a payor received either from the administrative offices or comes through the lockbox is considered property of the UC Regents, regardless the addressee, unless it is marked or otherwise indicated to be personal or confidential in nature and will be opened and processed by Revenue Cycle department staff.

IV. Responsibilities

Revenue Cycle Department staff

V. Procedures

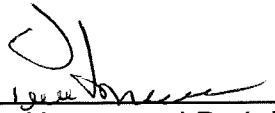
A. All correspondence addressed to UCR Health, or a specific provider employed by UCR Health, received from a payor will be forwarded to Revenue Cycle for opening and processing.

B. Communications from a payor addressed to a provider labeled 'Personal and Confidential' will be forwarded to the addressee unopened.

C. Communication from a payor that involve irregular utilization patterns will be forwarded to the addressee, Compliance Advisory Services and the Department Chair for review and follow-up.

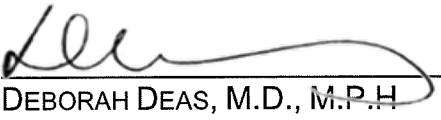
Approvals:

COMPLIANCE COMMITTEE (03/18/2021)



PAUL HACKMAN, J.D., L.L.M.
CHIEF COMPLIANCE AND PRIVACY OFFICER,
SCHOOL OF MEDICINE

03-18-2021
DATE



DEBORAH DEAS, M.D., M.P.H.
VICE CHANCELLOR, HEALTH SCIENCES
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03-18-21
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