CLAIMFOX
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HIPAA & CLAIMS:
10 GUIDELINES FOR PROCESSING MEDICAL AUTHORIZATIONS FOR CLAIMS FILES

1

KEYS TO VALIDATING REQUESTS AND AUTHORIZATIONS

> Establish a consistent set of standards to evaluate & validate an authorization

> Validate signatures on the request and on-file

2

PROTECTING YOUR COMPANY'S OWN RISK

> Proprietary information & non-disclosure agreements are critical

> Screen any documents or information being released from the claims file to protect

> Define third party responsibilities, clearly outlining the sharing of the protected information

3

QUALITY CONTROL MUST BE DEFINED AND DOCUMENTED

> Develop a protocol for reviewing claims data by internal staff and third parties

> Carefully review all protected health information, ensuring it meets the requirements of the authorization

4

WHO IS THE OWNER OF THE PROCESS?

> Lead and develop documentation workflows and protocols, and oversee updates

5

HYBRID RECORDS AND INTEGRATION

> Integrate and consolidate the multiple systems where current claims files are recorded and stored

> Leverage technology to manage hybrid record sets

6 TRAINING

❯ Conduct initial, spot and ongoing training to stay current on new regulations and policies

❯ Define organization standards on sharing claims file data, and how to deploy protected information within the organization

7 MANAGING THE COMPLEXITIES OF TRACKING REQUESTS

❯ Track how claims information is entering and exiting your organization

❯ Have reporting capabilities to electronically track the life cycle and turnaround time data

8 REPORTING IMPORTANCE

❯ Escalate and address claims information that was improperly shared, and manage that escalation process

❯ Ensure and track turnaround time on completion of requests and supporting claims management processes

9 PHYSICAL, PROCEDURAL & ELECTRONIC SECURITY STANDARDS

❯ Define physical measures, procedural checklists, documentation, protocol and workflows to safeguard your processes and claims information

❯ Define electronic safeguards including saving, backup, disaster recovery plans

10 PRIORITIZING REQUESTS

❯ Define the priority of requests and subpoena deadlines

❯ Internal requests and external requests

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