



Procedures for Policy 2003-14 Patient Right to Request Restrictions on Use and Disclosure of Protected Health Information

Responding to an Individual's Request to Restrict Disclosures of Protected Health Information to Their Health Plan

A. EPIC

1. The Patient Access Department removes the individual's insurance from the Hospital Account Record, checks the "Do not bill insurance" box in EPIC, and adds an account note under the personal family guarantor that includes the date of service and a statement that the individual is requesting to not bill insurance for the service.
2. The Single Billing Office will receive an automated message from EPIC notifying not to bill insurance if the user tries to update the coverage on the account.
3. Payment out of pocket, in full, of the estimated total charges for the restricted services or items is preferred two weeks prior to the date of service, but may be made as late as the time of service.
4. Should the individual fail to pay in full, UConn Health may terminate the restriction in accordance with the below **Process for Termination of Restrictions**.

B. axiUm (Dental Only)

1. The Dental Clinic and University Dentists update axiUm to reflect that the patient is billed instead of their insurance.
2. Payment out of pocket, in full, of the estimated total charges for the restricted services or items is preferred two weeks prior to the date of service, but may be made as late as the time of service.
3. Should the individual fail to pay in full, UConn Health may terminate the restriction in accordance with the below **Process for Termination of Restrictions**.

Process for Termination of Restrictions on Disclosures to Health Plan

1. A patient may terminate a requested restriction in writing. Termination will be effective upon receipt by UConn Health.
2. If the patient fails to pay in full by the time of service, Patient Financial Services or the Dental Finance Department, as applicable, may terminate the restriction. UConn Health will notify the patient in writing of the termination.
3. All necessary systems will be updated to reflect termination of the restriction.
4. Any prior payments made by the patient for the restricted service(s) will be refunded to the patient or applied to any self-pay balance.

Exceptions

1. Requests for restrictions from Medicaid beneficiaries for **covered** services will not be accepted.

2. UConn Health may, but is not required to, agree to an individual's request to restrict disclosures to individuals or entities that are not health plans.
3. An individual's right to request a restriction does not apply to disclosures that are required by law. Contact the Office of Healthcare Compliance and Privacy or the Office of the General Counsel for guidance.