

UCLA Health Ambulatory Practices Revenue Policy and Procedure

Policy Name: Request of Insurance Card and Photo ID at Each Visit		
Policy #: 005	Developed Date: April 2014	Approved Date: 07/20/2014
Approved By: Keith Moore, CFO	Revision Date: March 2016	Revised By: Revenue Integrity

I. Purpose

To ensure patients are notified at all points of contact of the expectation to bring their current insurance card(s) and photo ID to each visit.

II. Policy

UCLA Health ambulatory practice staff will request patient insurance cards for all forms of insurance at every visit, as well as a photo ID or proper identification. If patients refuse to comply, advise them, they will be billed as self-pay until their insurance can be visually verified.

Note: Virtual images of Insurance Cards and or Identification cards are not acceptable

005 Requesting Insurance Card & Photo ID Policy Standard Operating Procedure

Procedure

A. Requesting Insurance Card and Photo ID:

At all points of contact UCLA Health ambulatory practices' staff will advise patients to bring hard copies of their insurance cards and photo ID to every visit.

When the patient arrives for a visit, staff will request the patient's insurance card(s) to confirm insurance card information matches what is entered in the CareConnect system. Staff will update any information that is missing or incorrect in both the demographics and coverage sections

B. New Insurance Cards:

If a patient presents new or updated insurance information, follow the insurance verification policy to verify eligibility and benefits. New insurance cards must be copied and uploaded into ICAP

Note:

- Must bring hardcopy of the insurance card as well as photo ID card to each visit, ***virtual images are not acceptable***
- Presentation of photo ID applies to patients 16 years-old and older
- Do not copy photo ID (exception: Tri Care/Military ID with the photo blocked out)