


FACULTY PRACTICE GROUP – Ambulatory Operations STANDARDS AND GUIDELINES	
SECTION: Front Office Operations SUBJECT: Verification of Eligibility	REFERENCE #: PAGE: 1 OF 1
APPROVALS: FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A	EFFECTIVE: 10/2008

PURPOSE:

The financial health of the patient begins with developing a full patient financial profile. By ensuring you have properly validated the patient's identity and available financial resources, you can begin to have the necessary discussions regarding their healthcare services and payment options.

POLICY:

Each FPG Practice and/ or service will make a concerted effort to verify coverage for services, before services are rendered. Direct-to-payer connections deliver the most accurate and up-to-date information available. Managed Care Operations <http://mcoperations.mednet.ucla.edu/> offers direct access (links) to most major insurance providers.

It is imperative that patient demographic information is verified at each appointment. Verification will minimize unnecessary denials, reduce return mail, and decrease opportunity for patient identity fraud.

Propensity-to-Pay

For Self Pay patients, front desk are encouraged to discretely determine both a patient’s ability to pay and their probability to pay.

REVISION HISTORY

Effective Date:
 Review Date:
 Revised Date: October 1, 2008