

Urology Health Specialists LLC
Policies and Procedures
Identity Theft Prevention and Detection and Red Flags Rules Compliance

Policy

It is the policy of Urology Health Specialists, LLC to follow all federal and state laws and reporting requirements regarding identity theft. Specifically, this policy outlines how Urology Health Specialists, LLC will (1) identify, (2) detect and (3) respond to “red flags.” A “red flag” as defined by this policy includes a pattern, practice or specific account or record activity that indicates possible identity theft.

Procedure:

1. When a patient calls to request an appointment, the patient will be asked to verify their current address or date of birth and their current insurance provider. They will be asked to bring the following at the time of the appointment:
 - Driver’s license or other photo ID;
 - Current health insurance card; and
 - Utility bills or other correspondence showing current residence if the photo ID does not show the patient’s current address. If the patient is a minor, the patient’s parent or guardian should bring the information listed above.

2. When the patient arrives for the appointment, the patient will be asked to produce the information listed above. After verifying the patient’s identity, the staff will take a photo ID to be entered into the patients EMR. **The photo ID requirement may be waived for patients who have visited the practice and already have a photo ID in the Electronic Medical Record (EMR). If the patient does not have a photo ID in the EMR, photo ID will be required at each visit. Insurance and address will be verified at each visit.**

3. **Insurance and address will be verified at each visit. Phone call with patients will require the person to verify name, address, and/or date of birth before discussing medical or financial information.**

If you have any questions about this policy please ask the administrative assistant at the time of your visit.