**POLICY/PROTOCOL SCANNING INSURANCE CARDS AT THE BEGINNING OF EACH YEAR AS WELL AS ANNUALLY**

**--------------------------------------------------------------------------------------------------**

**From:** Front Office Lead
**Sent:** Monday, February 24, 2014 12:50 PM
**To:** Front Desk, Schedulers, Phone Operators, HR, Billing

Patients frequently receive new insurance cards at the beginning of each year.  Because of this, **we should be scanning ALL insurance cards the first time we see patients each calendar year, at the time of check in**.

At this time we should be asking patients if they have received a new insurance card or cards recently (in some cases, patients may have multiple insurance cards, and it may not be clear to them which cards are the most current ones).   Whenever you are presented with multiple cards and it is not completely clear as to which is/are the most current, please call the Billing Department at 186 for further assistance in verifying the correct insurance.

We should be checking insurance at subsequent visits to ensure that no changes have been made, including new plans, loss of coverage or other circumstances that could impact payment, copays or deductible .

Scheduling/telephone staff – be certain that you are asking about insurance and any potential changes.