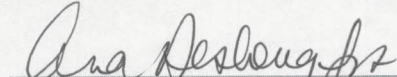
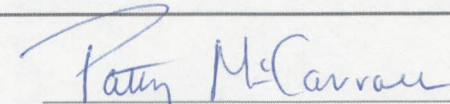


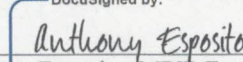
TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER- EL PASO  
MEDICAL PRACTICE INCOME PLAN- POLICY AND PROCEDURE

Revised Date: 03/17/2021

Effective Date: 04/01/2021

  
Ana Deslongchamps, Senior Director

  
Patty McCarroll, Vice President of Clinical Administration  
DocuSigned by:

  
Anthony Esposito, MPIP Executive Director

Department: Central Registration

TITLE: Bad Address, Change of Address & Return Mail Account Processes

Policy: #4

Policy: It is the policy of Central Registration, to process all Bad Address and Change of Address Statements accordingly in CBIZ.

Procedure:

- 1) CBIZ Patient Account -Bad Address and Change of Address are worked weekly from the Athena reports.
  - a. Reports are assigned to Central Registration staff to process weekly. The Bad Address report: the CR staff will process using TransUnion Revenue Manager to check for a correct address. If a correct address is obtained it is updated in CBiz; if not it is assigned FSC 7 in CBiz.
  - b. Staff member must add a note to CBIZ documenting their attempt to validate address. Note must include the individual's name or identifier.
  - c. Change of Address report: CR staff updates in CBiz address change information.
  - d. Returned Mail: Delivered by Mailroom to MPIP daily. Processed by MPIP Scanning Unit.





Logged in as: Debbie Acosta | 1:54:14 PM | Tuesday, February 11, 2020 | Logout

eCashiering ▾ Patient Pay Online ▾ ExpressBill Services ▾ Business Analytics ▾ Administration ▾

ExpressBill Services | Processing Reports

Search for Reports

Start Date: 2/11/2020  End Date: 2/11/2020 

**Search**

Reports between above dates:

IDXMS-ELRFT-ELP-021120-0301-42-2-3.STM (1) CBSTMTS

Records Printed - "Non-Standardized" Addresses

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Account#	Send to name	Original address	Non-standardization Explanation
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