

**OLIVE VIEW-UCLA MEDICAL CENTER  
PATIENT ACCESS  
POLICY & PROCEDURE**

**NUMBER: 821  
VERSION: 1**

**SUBJECT/TITLE: RETURNED DATA MAILERS PROCEDURES**

**POLICY:**

**PURPOSE:** To provide a method to update the “*Returned Mail*” field in the patient’s Electronic Health Record (eHR). And to efficiently forward Patient Account correspondence for processing, i.e. bills and invoices, etc.

**DEPARTMENT: ALL DEPARTMENTS**

**DEFINITIONS:**

**PROCEDURE: ACTION**  
**RESPONSIBILITY**

- PATIENT ACCESS  
DATA MAILER  
PROCESSOR:**
1. Receive and open returned data mailers
  2. In patients eHR indicate “*Returned Mail*” was received
    - a. Search patient using patient’s Medical Record Number (MRN)
    - b. Select “**Y**” in the “*Patient Information*” tab, “*Returned Mail*” drop down menu
    - c. Annotate in eHR “*New Person Comments*” the reason for “*Returned Mail*” as indicated on the received returned envelope
    - d. In images scan/upload “*Returned Mail*” into patients eHR for record purposes
  3. Forward data mailers to Patient Accounts/Billing for processing such as;
    - a. Payments
    - b. Late Charges
    - c. Outpatient and Inpatient invoices
    - d. Collection Agency invoices

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References:	
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