

CONFIDENTIAL COVERED

Below is a sample of a **staff workflow**. It indicates promising language for mitigating revenue loss while protecting patient confidentiality in the payment process. Check with your grantee agency and/or legal departments to best understand how to integrate this into existing policies and align it with Title X reporting requirements.

Highlights:

- Provides a script for staff to distinguish between confidential payment and confidential services
- Describes what confidential payment means to the patient
- Can be applied to all patients, not just minors

Limitations:

- Income verification for confidential patients includes family size and income
- Policy language is limited to private insurance. Confidentiality breaches may occur with public insurance as well.

Do you need confidential billing today?

All **services** provided in this clinic are confidential. That means that our staff will keep your information private– they won't discuss it or share it with anyone, except as required by law.

Everyone receives confidential services, but only a small number of people need **confidential billing**.

Is it ok if information about the services you receive today is mailed to your house?

