

Clinical Operations Policy 614

MSHC Services for Individuals Associated with SCSD and University of Memphis

Effective Date: August 1, 2024

Supersedes Date: August 1, 2024

Review Date: May 2026

Policy: All appointments and services offered by MSHC are scheduled through the business office. All devices and equipment purchases are processed through the business office. Discussion of benefits and financial responsibility is completed by the billing coordinator in the business office. No free services are offered at MSHC.

Procedure:

- I. All audiology and speech-language pathology services are scheduled through the business office. This applies to all patients including:
 - a. Individuals and their families who work for the University of Memphis including the School of Communication Sciences and Disorders
 - b. Individuals and their families who are students at the University of Memphis including the School of Communication Sciences and Disorders
 - c. Individuals and their families who know employees or students at the University of Memphis including the School of Communication Sciences and Disorders
 - d. Appointments should not be made by anyone who is not an MSHC business office employee.
 - i. All appointments have a wait list for services, and patients should not bypass the wait list.
 - ii. Any exceptions are approved by the Practice Manager and Directors of Clinical Education, including follow-up appointments.
 - iii. Individuals associated with the University of Memphis should not indicate that they can make an appointment on the behalf of a patient.
 - iv. Individuals associated with the School of Communication Sciences and Disorders should not indicate they can help an outside party bypass the wait list for services or the established protocols for scheduling appointments.
 - e. All discussion of insurance benefits and financial responsibility should be completed by the billing coordinator in the business office. Providers and individuals associated with the School of Communication Sciences and Disorders should not discuss financial responsibility with patients, with some exceptions for audiology.
 - i. The benefits that cover evaluations and those that cover devices, such as hearing aids, are provided by different companies and therefore have different coverage.
 - ii. Some devices and services are not covered.
 - f. The billing coordinator in the business office will work with patients to verify their coverage amounts.
- II. There are no free services offered at MSHC for any patients.
 - a. MSHC accepts a variety of insurances (commercial, Medicare, and Medicaid) including insurances offered by the University of Memphis for employees.

- b. Services for students are included in the student fees that they pay as part of their tuition.
- c. We offer a need-based financial assistance program (CAP) to help those who are struggling to pay their bills regardless of their insurance status.