Procedure - Non-Participation and Cancellation Requests

Original Effective Date: 01/15/10	Revision Effective Date: 05/14/2012

1. MS-HIN participants are responsible for informing patients that the healthcare provider participates in MS-HIN. MS-HIN will provide a toolkit to participants containing a window cling that indicates the healthcare provider participates in MS-HIN. The toolkit will also include talking points for participants to assist with responding to patient inquiries.

2. If a patient has concerns, he or she may speak with the participant's designee to review the "MS-HIN Fact Sheet". The participant may provide the MS-HIN phone number and website which provides further information. The patient may also be advised to speak with his or her healthcare provider about any concerns.

3. The MS-HIN training process will include an overview of this information for office staff. It should be emphasized that office staff may direct patients to the MS-HIN website for information and a contact number.

4. The MS-HIN website has a page for consumers to read and instructions on contacting MS-HIN for more information if consumers prefer not to participate.

5. If a patient call MS-HIN and indicates his or her desire not to participate. The support services person will screen the calls and transfer them to the MS-HIN Director.

6. A tracking log will be maintained by the MS-HIN Director to record calls/conversations with patients.

7. MS-HIN staff will speak with the person and explain how MS-HIN works, what information is exchanged, who has access, how access is managed, audit capabilities and reports, advantages/benefits of MS-HIN.

8. If a patient agrees to participate, no further action is required.

9. If a patient still chooses to not participate in MS-HIN, staff will send a non-participation form to the person via email, fax or mail.

10. A completed non-participation form must be received with original signatures. The document is scanned, information is entered by the MS-HIN Director and the original is filed at MS-HIN office to be retained for a minimum of two years. MS-HIN staff will verify through the Mississippi Bureau of Medical Licensure that the healthcare provider that signed the form is a licensed provider in Mississippi.

11. MS-HIN staff will process all requests for non-participation directly.

12. The MS-HIN Director will verify in the system that the individual's opt-out request has been completed and their record informaiton is no longer available. This final step will be documented on the tracking log.