



SEVEN CORNERS
Correctional Health

Provider Guide

U.S. Federal Bureau of Prisons



WELCOME

Thank you for joining our network of providers. This reference guide will answer your questions about providing inmate medical services and billing and receiving payment for those services. We are here to help in any way we can to make the process easy for you.

Seven Corners Correctional Health can also provide you and your staff with additional information or training through meetings and workshops as needed. Contact your Account Manager to discuss this further.

Appointment Scheduling Questions

Seven Corners Correctional Health
Bureau of Prisons Division
Toll Free: 800-458-2078
Email: bop@sevencornershealthcare.com

Claims Questions

Seven Corners Correctional Health
Bureau of Prisons Division
Toll free: 800-458-2078
Fax: 317-818-2092 (Correspondence ONLY)
Fax: 317-282-0555 (Medical Records ONLY)
E-mail: bop@sevencornershealthcare.com

Claims Address

Seven Corners Correctional Health
P.O. Box 21510
Eagan, MN 55121
Claim ID # 25404



ABOUT SEVEN CORNERS CORRECTIONAL HEALTH

Founded in 1993, Seven Corners Correctional Health is an innovative and service-focused insurance and specialty benefit management company serving many different markets in the U.S. and abroad.

We have a long history administering health care benefits for government entities, state- and federally funded volunteer programs, student and scholar programs, military branches, commercial entities, and the Federal Bureau of Prisons.

Correctional Health Care Services

Seven Corners Correctional Health contracts customized correctional medical management and administrative services designed for the unique needs of federal correctional health care programs for inmates. With our extensive background and knowledge of federal inmate health care processes, our dedicated team members ensure quality plans for this niche market.

Comprehensive Medical Solutions

- Inpatient and outpatient facility access when care is needed outside of the correctional institutions
- Physician access (specialty care) for care outside and inside the correctional institutions
- Telemedicine services to assist with care inside the correctional institutions
- Lab, radiology and other specialty services coordinated with correctional institutions

We customize and negotiate provider contracts according to each institution's location and needs and automate contracts for our claims payment process. This ensures consistent and accurate claims payments that meet the contract specifications. Additionally, we work to ensure we receive, store, and communicate private health information (PHI) in a manner that is consistent with HIPAA and FISMA.

IMPORTANT INFORMATION

Distribute to Staff Members and the Following Departments:

Administration, Security, Medical Records, Admissions, Emergency Department, Nursing Staff, Receptionists, and Phone Operators

Authorization for Medical Services

Seven Corners Correctional Health requires all inmates to be scheduled through our customized scheduling system, except for emergency care. Inmates seen without being scheduled through Seven Corners Correctional Health may not be eligible for reimbursement. It is important when scheduling to note if the patient is currently a federal inmate.

Seven Corners Correctional Health is the payer for inmate services, and providers may contact Seven Corners Correctional Health with questions about coverage. Services can include, but are not limited to, items such as appropriately billed private hospital inpatient rooms, outpatient procedure rooms, meals, medical/surgical supplies, pharmaceuticals, other hospital costs for outpatient and inpatient care, and ancillary services (e.g., radiology and lab services).

Consent

Inmates sign their own consent forms. However, their signatures are not required for medical record requests. Medical records must be provided to Seven Corners Correctional Health within 10 days of the date of service. This information is critical for billing and continuity of care.

Please note: under the Code of Federal Regulations, Title 45, Volume 1, HIPAA's Impact on Prisoners' Rights to Healthcare, providers charged with inmate care must therefore follow the statutory scheme and protect inmate PHI, subject to listed exceptions below. Under the final Privacy Rule, an inmate's provider is not required to obtain an authorization or consent prior to using or disclosing inmate PHI for treatment, payment or health care operations. Furthermore, a prison provider, as a "covered entity" may use or disclose protected health information without the written authorization of inmates. However, permitted use and disclosure is subject to limitations specifically designed to protect inmate PHI. These include the right of full medical record access to the correctional institution and contracted Business Entity (Third Party Administrator) (45 C.F.R. Sec 164.506(a) – 164.512).

Inpatient Admissions

Registration staff should be certain to name inmates as a Confidential Patient or other Anonymous designation (NIP). Providers should enter Seven Corners Correctional Health's address as the patient's address, Seven Corners Correctional Health as the insurance, and the inmate number as the insurance policy number in the hospital's computer system and on the claim submission. Please provide the inmate registration ID number on all claims, if available. Progress notes and test results must be sent EACH DAY, via fax or email to Seven Corners Correctional Health.

Medical Status Change

When an inmate's medical status changes significantly, please call the institution's Clinical Director immediately. Examples of when to call the correctional institution include processes such as intubation or extubation; the need to transfer to ICU, CCU, or another medical facility; during or post-coding; or death.

Hospital Visitor and Mail Procedures

Inmates are NOT allowed VISITORS, MAIL, USE OF THE TELEPHONE, OR PACKAGES of any kind without the express written consent from authorized correctional institution staff. Ordinarily, visiting is not allowed. In those rare instances when visiting is authorized, the inmate's unit team will prepare a memorandum listing the visitor, date, and time of the visit. Only persons on the inmate's approved visiting list will be authorized to visit.

Seven Corners Correctional Health will send the approved memorandum to the provider and applicable nursing and security staff. The visitor will be required to show a state-issued picture identification card to the correctional staff, and the visit will be supervised by the correctional staff. Absolutely no deviations from the stated approval or procedures will be allowed. Anyone not listed as approved will be denied access to the inmate.

When dealing with an unauthorized visitor, the provider's security staff should follow their own applicable policies and procedures leading up to and not excluding immediate removal from the premises, with or without the assistance of local law enforcement.

Do not provide medical status, location, or confirmation of admission to family or next of kin. All such notifications will be released by the correctional institution directly to the family, if appropriate.

Outpatient/Office Consultation Forms

Inmates with scheduled appointments should present a Consultation Form from the correctional institution when they arrive at an appointment. Please include physician notes regarding assessment and treatment provided, as well as treatment recommendations, on this form. Return the form in a sealed envelope to the officer escorting the inmate or contact the Clinical Director at the prison directly. Additionally, you must fax or email the information to Seven Corners Correctional Health.

Medical services rendered should be restricted to the complaint or injury listed on the consultation form (unless it is a medical emergency). Any follow-up services requested outside the facility must be approved by the institution's Clinical Director and scheduled with Seven Corners Correctional Health.

An inmate has the right to refuse medical treatment, unless it proves to be a security risk to the institution. Contact the Clinical Director if this situation occurs. The institution will require documentation of the inmate's refusal.

Referrals

All referrals resulting from provider examinations are the sole responsibility and decision of the institution's Clinical Director. No inmate may be transferred to another medical facility without advance authorization by the correctional institution. Seven Corners Correctional Health must be notified of any inmate transfer agreement made without use of a Seven Corners Correctional Health scheduler within 24 hours of a transfer. Notification can be made via fax, email, or phone. If a procedure cannot be provided at the Seven Corners Correctional Health contracted provider's facility, the provider must coordinate with Seven Corners Correctional Health for inmate scheduling and admission to a facility within their geographic area.

Furloughed Inmates

Some inmates may be furloughed for medical trips. This means there will not be an officer escorting the inmate. Furloughed inmates include inmates who are scheduled to be released from the Federal Prison System within six to nine months and are not considered a danger to the community. They will still present a sealed envelope with their consultation in it, and the medical information from the physician's office should be returned in a sealed envelope to the prison by the inmate in the normal fashion.

Discharge

It is imperative that ALL discharge details, plan of care, recommended medications, and follow-up instructions be provided to the correctional officer, in a sealed envelope, at the time of discharge. When possible, send the inmate's complete records in a sealed envelope with the correctional officer accompanying the prisoner. The correctional officer will ensure the institution receives all pertinent health care data to maintain continuity of care.

Please ensure all information relating to progress notes is included in the sealed envelope:

- Lab results
- Operative or procedure reports
- Medication list
- Written prescription orders
- Radiology reports (CT scans, etc.)
- Discharge instructions
- Discharge summary within one week

At the time of discharge, the correctional officer must receive at least the discharge treatment plan and follow-up instructions.

Additional records must be emailed or faxed to Seven Corners Correctional Health. The dispensing of medications directly to an inmate upon discharge is **strictly prohibited**.

Discharge should occur before 1400 hours (2 p.m. ET) whenever possible. Peer-to-peer verbal discussion with the institution's health services team is necessary prior to discharge.

Prescribe medications listed within the FBOP formulary only. You may contact Seven Corners Correctional Health to request the BOP formulary or visit bop.gov/resources/pdfs/formulary.pdf to view it.

Medications not shown on the formulary will require substitution with a formulary drug.

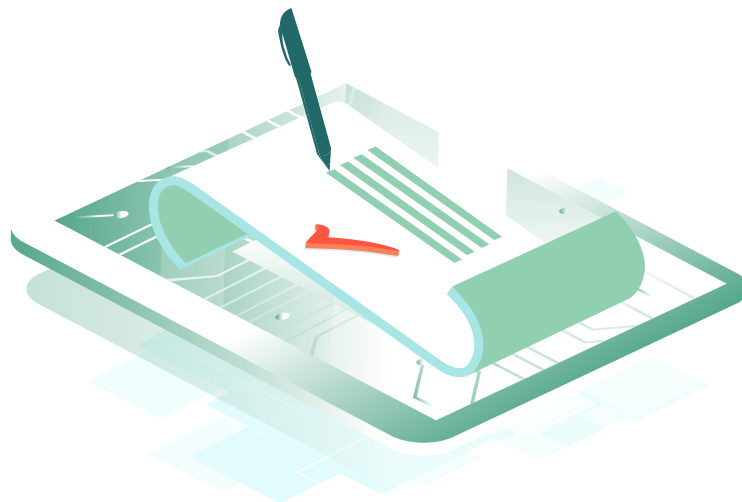
Security Procedures

The security of federal inmate patients is always a priority. Seven Corners Correctional Health requests full cooperation from providers to ensure security regulations are followed. **Providers are not in any way responsible for the escorting or security of inmates.** This is the responsibility of the correctional institution. Officers may leave their post only when relieved by another officer from the correctional institution.

Hospital security may not provide relief coverage for correctional officers for purposes such as meals or personal breaks. Depending on the security level of the inmate, the inmate may be shackled or handcuffed. The security level of the inmate dictates the level of restraint used, as well as the number of staff assigned to supervise the inmate. In most cases, two correctional officers will be assigned to supervise an inmate. The expectation is for officers to remain with the inmate throughout the shift. Maximum security and extremely high-profile inmates will be accompanied by four correctional staff members, including a correctional supervisor.

For security reasons, do not give any information regarding scheduling details and appointments to the inmate. Limit your information only to pertinent medical issues. Correctional officers should not receive medical information about the inmate EXCEPT in a sealed envelope to be delivered to the correctional institution.

Do not respond to or accept any outside inquiries or calls regarding the inmate's health. Notify the correctional institution immediately if a call has been received. If a staff member from the correctional institution calls regarding an inmate, get the caller's name and call the institution's switchboard and ask for that person. This will ensure he or she is calling from the correctional institution. Seven Corners Correctional Health, the correctional institution, the correctional officers, and hospital security will communicate appropriate information about the location of inmates, preferred points of entry, parking, etc.



SUGGESTED PROFESSIONAL CONDUCT

When Delivering Medical Services to an Inmate

Please be **calm, courteous, and professional** while restricting the conversation to the inmate's medical condition. You will find the inmates friendly and cooperative, but there is always the potential for an inmate to attempt to manipulate a provider or lash out unexpectedly. **Always take responsibility for your own safety.**

- Use a professional tone of voice.
- Focus the assessment only on information necessary to provide care.
- Perform activities simultaneously to minimize traffic in and out of the room.
- Check to make sure oral medications have been swallowed.
- Stay within sight of the correctional officer.
- Clear the area of patients, visitors, and employees if an escape is attempted.
- Do not wear a stethoscope around your neck.
- Do not wear your hospital ID badge in the room.
- Do not carry pens, scissors, or sharp instruments in your pocket when you enter the room.
- Do not provide care if the correctional officer is not present, unless the inmate is furloughed (the lowest security level), which requires no escort officer. Furloughed inmates should still provide a consultation request form on arrival.
- Do not reveal the inmate's scheduled times of transport, discharge date, etc. to other departments.
- Do not make or respond to small talk or exchange pleasantries with the inmate.
- Do not give personal information to the inmate.
- Do not take unnecessary equipment into the inmate's room.
- Do not discuss the inmate with anyone.
- Do not leave health care supplies in the inmate's room.
- Announce your presence before touching a sleeping inmate. Do not wake them abruptly.
- Maintain steady eye contact when speaking to the inmate.
- Do not offer or provide extra or special request meals.
- Do not make promises or do favors for the inmate.
- Do not issue durable medical supplies for the inmate to take back to the institution without prior authorization from the correctional institution. This includes bandages, knee braces, spirometers, etc.



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Disclaimer: The information contained herein is considered Proprietary & Confidential property of Seven Corners Correctional Health. If you have questions regarding any information contained within this document, please contact Seven Corners Correctional Health.

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