



Performance Driven. Patient Oriented.

Subject: eTRUST- Skip Trace
Policy: Operations ~ Eligibility
Applies To: All HCFS Employees
Effective Date: December 1, 2016
Revised Date:

PURPOSE:

To standardize the minimum requirements to request a Skip Trace search on accounts referred to HCFS

EXPLANATION: When a patient is needed to be contacted for eligibility screening or to obtain needed information and/or documents, a Skip Trace will be requested if account balance is at least \$5,000 **and** the account is missing a valid contact phone number or address or both. The patient must also have a social security number.

PROCESS:

- From the Account Detail page of the account, select the *Request Skiptrace* hyperlink under Page Options. No further steps are required.



- Skip Trace search will take approximately 7 days to complete.
- Skip Trace results will appear above Comments when completed and will include up to 3 contact phone numbers found and an additional address.

When working all accounts search engines (411.com; whitepages.com; zabasearch.com; spokeo.com) should be utilized to locate additional contact information in addition to the hospital system prior to running Skip Trace.

This Is The End Of This Section.