POLICY C: ADMINISTRATIVE

I. GIFT CARDS

A. Purpose

Gift cards are used as incentive as participation incentives for patients involved in special School Based Clinic programs. Grant funds are used to purchase gift cards meeting grant program requirements.

B. Security of Gift Cards

1. Once the Gift Cards are received by the Program Aide or other SBC administrator, they are to be locked up.
2. They are to only be transported only in the locked clinic courier bins.
3. Once received in the clinic they are to be locked in the chart filing cabinet. They are not to be stored in a provider's desk drawer whether it locks or not.

C. Criteria for Distribution

1. **Not Ready Now Program**
   Target gift cards of a total value of $30 will be distributed to clinic patients who participate in the Not Ready Now Program. A NRN participant will be eligible for a gift card upon completion of the following:
   a. Attending first 2 individual sessions and enrolling in the clinic - $10 gift card
   b. Attending next 4 individual/group sessions with negative pregnancy test at end of 3 months in program - $10 gift card
   c. Attending next 6 individual/group sessions with negative pregnancy test at end of 6 months in program - $10 gift card
2. **SSI (Safer Sex Initiative) Program**
   Target gift cards of a total value of $50 will be distributed to clinic patients who participate in the SSI project. An SSI participant will be eligible for a gift card upon completion of any SSI session with a nurse/health educator. Gift cards will be distributed to SSI participants by nurse/health educators as follows:
   a. SSI Intervention session - $10 gift card
   b. One-month booster session - $10 gift card
   c. Three-month booster session - $10 gift card
   d. Six-month booster session - $20 gift card

D. Tracking Gift Cards

1. All gift cards will be tracked when they are received by the Program Aide or other SBC administrator and when they are distributed to a clinic or provider.
2. Recipients must sign a Gift Card Acknowledgement form, which will be kept on file.

II. BILLING

A. Purpose

To ensure that

1. patients of the Minneapolis School Based Clinics receive equitable care, apart from ability to pay
2. every reasonable effort is made to determine health insurance coverage or eligibility for health insurance coverage
3. every reasonable effort is made to determine patients' ability to pay
4. every reasonable effort is made to ensure that the patients' rights to confidential health care services is protected
5. within that framework the SBC shall make every reasonable effort to cover the costs of clinic services and minimize the amount of services charged to the Minneapolis Department of Health as the payer of last resort.

B. Policy

All students enrolled in a Minneapolis Public High School where a Minneapolis School Based Clinic is located are eligible to receive services from the SBC. The SBC will determine if students have health insurance or are eligible for health insurance, however uninsured patients will also be able to request services from the SBC.

1. No patient will be turned away based upon insurance status or ability to pay.
2. In no case will a bill from the SBC be sent to the patient's home.
3. All individuals using services at the SBC will be registered.
4. SBC Staff will obtain accurate and complete insurance information from each registrant.
5. SBC Staff shall attempt to inquire at each subsequent visit whether or not the patients' insurance status has changed, and at a minimum shall inquire annually.
6. Payment to the SBC received from insurance providers shall be considered payment in full on behalf of the patient.
7. Registrants who do not have insurance and are eligible for insurance will be enrolled in Medical Assistance Family Planning waiver if services qualify. Other students will be referred to Portico for assistance with health insurance enrollment.
8. All uninsured patients under the age of 18 shall have 100% of the costs waived.
9. All uninsured patients age 18 and over shall be eligible to have a minimum of 50% of the fees waived if their family income exceeds 200% of annual federal poverty guidelines.
10. All patients age 18 and over shall have 100% of the costs waived if they document that their family income is 200% or less than annual federal poverty guidelines.
11. A family unit is defined as student (patient) and independents claimed by the student.
12. Self-report of ability to pay shall be deemed acceptable.

III. Social Media

A. Purpose

To provide a reliable and accurate source of health education information to MPS students and to increase clinic visits.

B. Posting to Social Media Sites

1. Posts to the SBC Facebook, Twitter and YouTube sites will only be done by SBC staff. Peer Educators and other students associated to the clinic may present ideas for posts, but will not be given posting rights.
2. Social media posts, comments, likes, etc. made on behalf of the SBC program will only be done by SBC staff. Peer Educators and other students associated to the clinic may present ideas for posts, but will not be given posting rights.
3. SBC staff must adhere the City of Minneapolis Social Media Policy located at http://www.ci.minneapolis.mn.us/policies/WCMS1Q-066527.
4. SBC staff will use the HootSuite program for the majority of posts in order to maximize the reach and analytics of each post.

C. Handling Comments on Social Media Sites

1.
2.

Procedures

C-1:
C-2: Asset Management – Supply Ordering from Vendors
C-3:
C-4: Asset Management – Supply Distribution to Clinics
C -5:
C-6: Asset Management – Gift Card Distribution
C-7: Chart & Record Archiving – EHR
C-8: Social Media Posting & Management

Approved

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