

HIN Technical Bulletin

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HIN[®] Update Fee Adjustments Effective August 1, 2011

During the past year we have observed changes in both the quantity and quality of our licensee HIN update requests. Periodic distributions, weekly updates, and iHIN[®] look-up functions are not being sufficiently utilized, and in addition, requests are being submitted in non-standard formats. The result is that unnecessary time and monetary costs are incurred by both HIBCC[®] and its licensees. HIBCC's periodic distributions and web updates are intended to refresh licensee databases so that they will have the most current data. If the revised data is not used HIBCC costs are increased when we receive unnecessary update requests for records that have already been returned to licensees.

We are accordingly adjusting our existing fee schedule (as follows) as a means to encourage licensees to take advantage of the data they have been provided in our periodic distributions and on our iHIN website refreshes. Although avoidable, in some cases licensees may regard these charges as a viable alternative to in-house maintenance or updating.

1. \$3.00 applied to each record not submitted in either of the automated HIN submission options:
 - a. by email, to dba@hibcc.org, using the standardized HIN Request Template (http://www.hibcc.org/HIN/HIN_Request_Template.xls);
 - b. by uploading HIN requests via the HIN search portal, iHIN: <http://www.hibcchin.org>.
2. \$2.49 applied to each record when a licensee submits an invalid or wrong telephone number in the request, thereby requiring Directory Assistance or corrective research by HIBCC staff.
3. \$2.00 applied to each record submitted as a "new HIN request" when in fact the record exists and is identified via a cross-reference to an existing HIN.
4. \$2.00 applied to each record submitted for an entity using its old (or former) address (verified via telephone call) when the correct address is already available on the HIN database.
5. \$2.00 applied to each record when a licensee submits wrong information (wrong name, address, city, state, postal code) and the licensee is referred by HIBCC to a HIN with the correct information.

6. \$2.00 applied to each record when a licensee submits an “ADD FACILITY” request when the entity should have been submitted as an “ADD LOCATION” request and the licensee is referred by HIBCC to the correct HIN. (See our HIN Submission Guidelines for more information, located at <http://www.hibcc.org/HIN/submittingrequestsdoc.pdf>).
7. \$2.00 applied to each record when a licensee submits an incorrect or inactive HIN for repair (i.e., the HIN specified by the licensee differs from the intended HIN).
8. \$2.00 applied to each record when a licensee submits a HIN for repair which requires no change (i.e., current HIN information is correct).
9. \$2.00 applied to repeat submissions (i.e., when a licensee submits new requests for the same entity multiple times).
10. In the case of a new-licensee initial customer load (ICL) and/or pre-scheduled mass data loads (i.e., those that exceed 500 records), HIBCC can reduce its costs and thus the above charges if update requests are submitted in the appropriate format and the licensee is able to accept longer than customary turn-around times.

It is important to note that all of the fees listed above are fully avoidable because they are being applied only to requests submitted to HIBCC for data that you have either already received, submitted with incorrect data, or have not been submitted in our approved formats. Licensees are encouraged to avoid all of these charges by adjusting their submission processes.

For more information on our policies and procedures, refer to our HIN User Guide: <http://www.hibcc.org/HIN/HIN101.pdf> or previous Technical Bulletins at <http://www.hibcc.org/HIN/usergroup.htm>.

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