Entitlement checks — 214 situations and 41 unclaimed rights

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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One quarter, 3,550 entries · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Entitlements are a cover status, not health information:** the agent reads that cover exists and until when, never what it is attached to.

What is checked at every entry

Point checked	What the agent verifies	What it flags
Health insurance	Entitlements open, fund of registration	Closed or expired entitlements
Complementary insurer	Policy, cover relevant to the stay	**Agreement to cover to be requested**
Long-term condition status	**Status and expiry date**	**Expiry during the stay — that is what gets forgotten**

Point checked	What the agent verifies	What it flags
Means-tested complementary cover	Award and expiry date	**Right open and never claimed**
Foreseeable out-of-pocket amount	Calculation after health insurance and insurer	Amount given to the patient before entry

Long-term condition status is a cover status that opens full reimbursement for the care attached to it; it is read in the entitlements, never in the care record. Means-tested complementary cover is the complementary cover granted on income grounds, which many still call by its former name. The out-of-pocket amount is what remains for the patient to pay once the health insurance fund and their insurer have paid.

The quarter's results

Situation	Volume	Action taken
Patients with no open entitlements or with expired ones	**214**	**Spotted before entry, not after the stay**
of which regularised before discharge	**186**	The stay is billed under the right arrangement
of which left without regularisation	28	**Application form filled in and the address of their fund handed over**
Means-tested cover open and never claimed	**41**	**Information letter written for each, in plain French**

Those 41 situations are non-take-up avoided. *Non-take-up means a right that exists and that the person does not claim, often because they do not know it exists.* **41 people paid what they did not have to pay, and will not pay it again** — that is the figure to put first before management, because it is not arguable with anyone.

The time this returns

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Item	Today	With the agent	Over the year
Checking a patient's entitlements	**40 % — 6 min**	**10 % — 1 min 30**	**420 hours across 5,600 unscheduled entries**

> **Proposal awaiting approval:** run the entitlements of the past year's 14,200 stays again to say how many other situations like those 41 are sleeping in the files. **The run takes one night; the list comes back with a letter ready per patient.**

For the hospital to settle

Sending the 41 information letters — approved on: _____

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