

# REGISTRATION ALERT

Volume 1, Issue 7

August 2000

## For those who do Registration -

*What to do when the address on the card doesn't match what's in the system:*

**Have you selected the correct insurance code?** - Some companies have more than one code in our system, for instance, AETNA, Blue Cross, CIGNA, Connecticut General, etc. First make sure you have selected the correct plan code.

**Change the "Mail to" code to "O"**- You will not be able to type any information in the address fields until this code is changed.

**Type in the address exactly as it appears on the patient's insurance card** - Don't leave out the minor details, such as city, state, and zip! Pay attention to detail here, because sometimes it's something as small as a different P.O. Box number. Putting in the wrong P.O. Box number can be as bad as putting the wrong slot number for campus mail. You know how long it takes to get that straightened out!

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## Required PCP field. . .

The only place PCP information should be entered is on the **Physician/Clinical** screen. Do not place it on the certification/verification screen as that now causes a billing error..

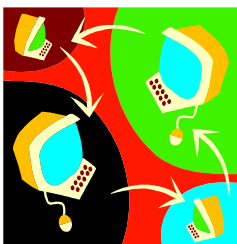
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## Contract Terminations:

The following insurance companies are no longer under contract with UAMS. Their status is currently "Inactive" in the system.

N55	AHA Services
N56 & C05	ASO North America
H49	Healthlink
N64	Select Providers
U31	Global Marine Corporate Services
N07	Preferred Health Network
B14	Blue Bell Creameries

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### **Did you know . . .**

That errors made in registration cross to about 30 different systems across campus? It could take that many people to correct problems that result from an account that has errors made at registration.

## Department of Corrections

### **How do you register a prisoner from DOC?**

If you are registering a patient who happens to be an inmate at one of our facilities, register the correctional facility address as the patient's "home address." Technically the correctional facility IS their home at the time!

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## Special BCBS Situation

### **When out-of-state patient has Blue Cross/Blue Shield -- and is a state employee of that state**

When an out-of-state patient has BCBS, and is a state employee of their home state -- not Arkansas! -- their BCBS ID number will not say anything about their SSN. These claims cannot be processed through Blue Cross, using either B01 or B02 as the insurance plan code. These should be set up as a B25 insurance plan code, without an alpha prefix, and sent to the home state of that employee. The mailing address should be on the patient's insurance card.

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## What is BASEfront?

BASEfront is a powerful tool which identifies existing patient and guarantor CPI numbers in the system in order to prevent a duplicate CPI number from being generated. This application is only invoked when the existing search procedures have been exhausted and entry of a new CPI has been initiated.

This procedure is transparent to the user -- it automatically intercepts information collected on the first screen and searches the database for possible matches. Suspected duplicates are presented to the user, and are ranked according to a predefined scoring and ranking procedure.

BASEfront will be implemented gradually to users who have registration functions. Be looking for more information about BASEfront. Used properly, BASEfront will help prevent the creation of duplicate Medical Record numbers in our system.

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