

REGISTRATION ALERT

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For those who do Registration -

Notes for OSCAR users . . .

Updating Insurance Information - You cannot use OSCAR to update changes to a patient's insurance information. You must use the INHU function in MediPac to correct effective dates or put in an expiration date for an insurance plan. Corrections made to a specific insurance plan using the INHU function will automatically update every account of the patient's that has the corrected insurance plan attached. All new plans should be added and attached through the normal registration/admission process.

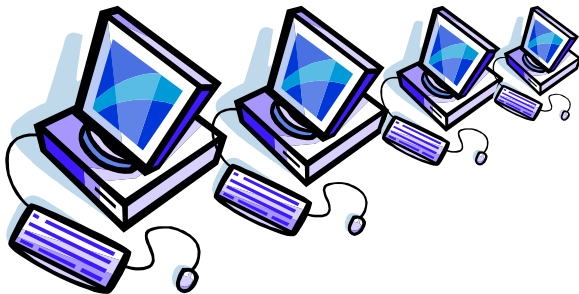
Guidelines for Printing Labels through OSCAR - If you print labels in OSCAR by choosing Resource Schedule, then locating the doctor and patient, OSCAR automatically selects the correct account for you. Another plus to using the Resource Schedule approach is that OSCAR will not let you print labels for a rescheduled or cancelled appointment. If you try to print labels using the Resource Schedule, and have problems, maybe the appointment was cancelled. Pay attention to what OSCAR is telling you! It will help cut down on the number of incorrect charges on accounts, one of our major billing problems at this time.

Another Note on Labels - Do not print any more labels than are absolutely necessary for that specific visit. Leftover labels should not be used for subsequent visits, and the label should show the actual date of service. (Single visit accounts only - recurring account labels do not show a date of service.) Besides, the labels do cost money, and every label we throw away is another nickel down the drain.

CPIU Comments

Never delete -- always add a comment with F10

Comments included in the CPIU screen should never be deleted or even edited to change information already there. Add any additional comments necessary by pressing F10. In OSCAR, click on the Add Comments button.



BCBS Federal

BCBS Federal now has its own plan code, B17.

BCBS Federal has been separated from the BCBS of Arkansas plan code, B01. Even though the mailing addresses are the same, the contact phone numbers are different. Patients who have BCBS Federal should have their insurance history for plan code B01 updated to reflect an expiration date of the current date (use INHU in the MediPac Patient Management system). The new BCBS Federal (insurance plan code B17 - the correct plan) should be added using the beginning effective date from the expired B01 plan. The new plan can be added and attached to the proper accounts during a registration/admission, through PATU or INVU.

Visit Notification

We can't bill for services if the system doesn't know the patient was here!

You know, I know, the doctor knows, everybody knows that John Q. Patient was here - but if the Visit Notification was not done in the system, there's no proof that he was. Insurance companies will not reimburse us for patient charges incurred on a day our own system tells us the patient was not here. It is VERY IMPORTANT to "Arrive" the patient, to make sure there is a Visit Notification done on that patient, and that the visit date matches the date of service.

Copying Insurance Cards

One side is not enough!

Always copy both sides of the patient's insurance card! Sometimes the information you need is on the back side of the card, such as the correct mailing address for any claims.

QualChoice Plan Codes

There are five QualChoice insurance plan codes in the system. Pay close attention to the patient's insurance card to make sure you choose the correct plan code.

Q50 QualChoice of Arkansas-CC
Q52 QualChoice-HMO-CC
Q53 QualChoice-QCA-HMO-CC
Q54 QualChoice BMT-CC
Q55 QualChoice Renal TXP-CC
