

REGISTRATION ALERT

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For those who do Registration -

Incorrect Address Indicator - what is it?

You may have already noticed this on the CPI Person Information I screen, just below the City, State, Zip line. A new field has been added and it will either be blank or have a "BA" (for Bad Address) in it. Patient Billing Services and some clinics are now taking all mail that is returned as *Undeliverable* and flagging those patient accounts with a "BA" in this field. Appointment cards as well as billing statements are being returned because of bad addresses.

When you see a "BA" for this field, you need to ask the patient for their current address and correct the address information in the system. The system will allow you to ignore the "BA" flag, however, if you do not change the address your name will print out in a report to your supervisor at the end of the day. In this situation, you do not want your name on the list!

We must have accurate addresses on our patients. Sometimes it is as simple as a transposed number in the zip code field, but the end result is that the patient doesn't get the bill and we don't get paid.

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Change in Registration Classes

Effective this month!

MediPac 3.0 Level I (Patient Management) classes are being expanded to three full days (Monday through Wednesday, 8:30am to 4:00pm), plus Thursday morning for testing. There is more hands-on practice than before, and more time for learning the intricacies of this system!

MediPac 3.0 Level II (OutPatient Registration) classes are still held Monday through Thursday, mornings only (8:30am to 12:00 noon). Outpatient personnel use OSCAR to do the registration scenarios; others continue to use MediPac. This eliminates the need for outpatient registration personnel to come back for an OSCAR class. Personnel who do scheduling of *return patients only* still need to attend our OSCAR Short class.

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This little guy is working BEAR-y hard!

PCP Requirement

PCP should be listed in the Professional Master.

It is the intent of UAMS that all PCP's be listed in the Professional Master (PROI) along with their appropriate information, such as their Medicaid Provider Number, etc. However, we realize that many times a referring physician will not be in our list. When you are registering a patient and cannot find their PCP in our Professional Master list, the following procedures should be followed.

- * During registration/admission, if a PCP is not found, the registrar should use #52334, NO PCP FOUND IN PROF MASTER, as a **temporary** entry for PCP.
- * **VOID** Professional Master Referring Physician (see page 2) and fax it to Patient Billing Services, Attn: Professional Master Update, 666-4936. This physician will be assigned a number and added to the Professional Master list. The form will be returned to you.
- * **VOID** Form has been returned to you, update the PCP information via the Patient Update (PATU) function.

For insurance plans requiring a valid PCP (e.g., QualChoice and Medicaid), the system will kick out a report for all accounts containing 00001, 099999, 099998, 052334, as well as any 'free-form' PCP ID in the PCP ID field. This information is very important for QualChoice and Medicaid will not pay on the account if this information is missing or incorrect.

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NEWS FLASH -- The State Farm insurance codes have changed. If a patient's card shows State Farm as the insurance carrier (for health insurance), the State Farm code is now listed under Contract Care:

VOID The Mail Claim To address is blank. Change the Mail Claim To cod to "Contract Care" and list the address listed on the back of the patient's card.

VOID For Auto accidents with State Farm provides the Third Party coverage, use S47 as the insurance code (listed under *Commercial*). At some point the coverage information will have to be verified by calling State Farm directly. In most of these cases, the patient will not have a card since it is someone else's insurance.

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Professional Master Referring Physician Update Form



Date: _____

To: PBS: Fax: 666-4936 or Mail Slot 612
Attn: Professional Master

From: Name: _____
Dept: _____
Phone: () _____ Fax: () _____

Subject: Professional Master Update for Referring/PCP Physicians

Request addition/change to the Medipac system for the following Referring/PCP Physician.

Physician Name _____
(Last Name) (First Name) (Middle Initial)

Office Address _____
(Street Number, Name of Building, Suite #, Etc.)

(City, State, Zip)

Physician Phone Number () _____

Physician ID Number _____

Referred Patient Name _____

Referred Patient Account Number _____

FOR PBS USE ONLY

Date Received _____ Response Date _____

Date Added to Master _____

UPIN # Obtained and Added _____