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# REGISTRATION ALERT

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Volume 1, Issue 8

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## For those who do Registration -

*United Health Care - Birmingham --  
Now mailed to San Antonio...*

**VOID**

The Managed Care office recently received a notice that United Health Care claims that used to go to a Birmingham address should now go to a San Antonio address. The problem is that patients are coming in with cards that still have the old Birmingham address. When this happens, use the **F45** code showing the **San Antonio** address. Remember, if there is any doubt about the patient's coverage, you should call the number on the patient's card to verify the correct mailing address.

*American Health Care Providers --  
Now called American PPO*

Be aware that patients with American Health Care Provider insurance may still have old cards showing the old name. New cards will be issued to these members upon renewal of their policy. This is a contract care plan, and the insurance plan code to use is **D65**.

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## Reminder!

***Do not use punctuation (with one exception) of any kind in the name and address fields!***

This means what it says -- do not use periods, apostrophes, dashes, # signs, colons, semi-colons, or any other symbols in the name or address fields when registering patients. When setting up a new account, you do have to put a comma after the last name, but that is the only exception to this rule!

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Have you encountered an unusual registration scenario? We don't want you to breach patient confidentiality, but we'd like to hear about some of your tricky registration problems and how you solved them. There are others out there wanting the same answers!

## For Your Information

*Professional Master Referring Physician*

**VOID**

This form was included with the issue of the *Registration Alert*. The Training Center's phone number is included as a footer at the bottom of that page, but questions about this form should be referred to Patient Billing Services. You can reach their main office at 614-2800. You are more than welcome to call the Training Center with your questions, however, if the questions concern this form we won't be of much assistance to you!

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## Missing Persons Report

***PCP's not being entered in PCP ID field***

It is very important that the patient's Primary Care Physician be entered in the PCP ID field. Some insurances will deny any part of the claim if this piece of information is missing. While it is important to capture the PCP, we also realize that in some cases it is almost impossible to get that information. A suggestion has been made that staff use the comment field to indicate that every attempt was made to capture the PCP. If nothing else, the comment will show that you at least tried to obtain the necessary information.

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## Managed Care Info

Did you know that you can access information about the UAMS Managed Care contracts (hospital and physician) by going to [www.uams.edu/managed\\_care](http://www.uams.edu/managed_care). Click on Managed Care Contract Reference Manual. If anyone has any questions about this web site or would like to arrange time to learn more about the information presented there, they should call Anita Allaben in the UAMS Department of Business Development and Managed Care at 614-2124.

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