

REGISTRATION ALERT

Volume 2, Issue 2

February 2001

For those who do Registration -

BaseFront Activated on February 12!

If you have been doing the correct name search procedure all along, you may not have even noticed the implementation of BaseFront. BaseFront compares your new entry with information already in our system, and checks for SSN, name, address, birthdate, sex, race, and many other identifying factors. The SSN doesn't even have to be exactly the same, but if it's within a couple of digits (say you transposed two of the numbers), you will be given that record as a possible match.

If you have any questions about what the various options mean, you can review the BaseFront document now posted online at <http://www.uams.edu/cctc>. Look for the MediPac Info button on the left.

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Names vs. nicknames

New! →

Register patients with full legal name!

Let's pretend that a patient shows up for his very first appointment, and he tells you his name is Bob Smith. If you set up his account, are extremely meticulous about all the necessary detail, and then copy forward all that information to fill out the insurance screen because he is the insured -- guess what? More than likely, the insurance company won't pay, because they don't have a "Bob Smith" under that insured's ID. They may have a Robert James Smith, or a William Robert Smith, but "Bob" Smith doesn't match, so the claim will be denied.

It is very important that the patient's name recorded in our system is the full, legal name. Nicknames should only be entered as an alias, not as the primary name. The more computerized our processes become, the more important it will be to enter the data correctly. A live human being would probably catch the "Bob is really William Robert," but a computer will not.

So, the next time a patient gives you the name Bob, or Susie, or Bill, or Janie, or whatever -- be sure to find out if that is their actual legal name. Likewise, if the patient is not the insured, be sure to fill in the insurance screen with the information exactly as shown on the insurance card. Don't forget that if the patient is not the insured, the insured's relationship to patient is not Patient! When you are filling out the insurance screen, pay attention to these details.

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BC/BS and Other Plan Codes

B01 vs. B02 vs. B25, etc., etc.!

Use the following tips for determining correct plan code:

B01 - BCBS of Arkansas - Use when the prefix to subscriber number begins with XC, there is a Cross and Shield emblem on the card, indemnity type of insurance, no PPO or suitcase logo on the card.

B02 - BCBS Out of Area Plan - Use when there is a three or four-letter alpha prefix before the subscriber number that does not begin with XC, even if out-of-state address is on card. May be used for either primary or secondary insurance.

VOID **B03** - BCBS Out of State - Use only when there is **no** alpha prefix to subscriber number on the card.

B17 - BCBS Federal - Use when there is a single R before the subscriber number.

B12 - BCBS Blue Quality Center For Transplant - Use only when Bone Marrow Transplant patient, covered by BQCT, has transplant-related services.

B75 - BCBS State and Public School employees. The card will show if they are State or Public School employees.

H32 - Health Advantage-CC - Use when the patient's card has "Health Advantage" on it.

F39 - First Source-CC - Use when the patient's card has "First Source" on it.

VOID **U20** - **USABLE CC** - Use when the patient's card has "USABLE" on it. Do **not** use U20 if the card says "First Source"! Use F39 when First Source is on the card.

VOID **U49** - **USABLE ACH** Plan-CC - Use for ACH employees and dependents covered by the ACH USABLE plan.

There will be an inservice on February 27, 2001, with a presentation by AMCO concerning their contract coverage, and also a brief explanation of the plan codes listed here. There will be two sessions; plan now to attend.

7:30am Ed III, G225

2:30pm ACRC Walton Auditorium, 10th floor

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Did you know?

Accuracy and attention to detail are much more important than speed. Take time to do it right the first time, and it will save countless hours for others later!

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