

# REGISTRATION ALERT

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## For those who do Registration

*Have questions about Registration?*

*Here are some numbers to call:*

Revenue Integrity Specialists:

Karen Lamoreaux	686-6718
Paul Rebsamen	603-1533
Happy Pablo	603-1533

Trainers:

Lynda Arnold	296-1236
Dimitri Childs	603-1253

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## Patient Scheduling Tip

*One account per day, per patient*

When your patient has an appointment with the doctor and other appointments with Lab, or Radiology, etc., use the multi-resource option to schedule everything using one visit account. If the patient comes in and has an appointment with the doctor, who then wants to send the patient to Lab or another ancillary department for tests, use the Patient Schedule function to select the physician's appointment, and then use the Add Appointment option to tie the ancillary visit to the physician visit.

NOTE: You cannot add a physician visit to an Ancillary visit or to another physician visit. You can only add Ancillary visits to Physician visits.

Ancillary visits for Repetitive Service Account patients should use the RSA account number for the current month. Do not set up separate single visit accounts when the patient has a current RSA account.

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### *Did you know...*

When you use all capital letters to type an email message, it can be misinterpreted by the recipient. It gives the impression that you are SHOUTING at whoever you sent the email to. Remember, email is used for business communication, and as such, should be professional in appearance.



## CPI Comments

*Don't use the ? in a Comment...*

Do not use a question mark (?) anywhere in the Comments field. It will bring up a help screen, and save the question mark as a comment. Then you can't add another comment, because it will read the ? and take you to the help screen instead. This is not something that can be corrected by our talented CIS programmers. A comment should be a statement, not a question, anyway. Limit the comment to words only, with *no* question marks, and this specific problem can be avoided.

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## Medicaid Eligibility

*Effective Dates Are Important!*

Be sure to watch for effective dates on Medicaid patients. Be aware that the "Issue Date" of the card is not necessarily the "Effective Date." Also, when you check the patient's eligibility using the EDS system, EDS does not have a future date for eligibility. It will never show you an eligibility date beyond the current date. To help avoid any confusion over eligibility for the date of service, check eligibility on that day rather than the day before.

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## Changing Contact Phone #

*Use Mail Claim To options*

When you change the address for an insurance company on a patient's account, you now have to change the Mail Claim To code to "O" before you can make any edits. If you are just changing a contact phone number, however, it appears that you can change the number without using the Mail Claim To code. However, you must change the Mail Claim To code to "O" just as if you were going to change the address information. The system will not save your phone number if you do not do this.

**Another important tip** -- If you are changing the "Mail Claim To" address, don't change the Name field. Because of the way information crosses over to the electronic billing system in PBS, it is important to keep the name the same. Change the information in the Address1 and Address2, City, State and Zip fields **only**. For more information about this, contact the Revenue Integrity group.

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