

# REGISTRATION ALERT

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## For those who do Registration

### *Email Tips. . .*

Have you ever sent an email that only contained one or two words in the message? (I confess, guilty as charged!) Here's a suggestion to both senders and recipients -- use an asterisk at the beginning of the subject line to mean "You don't have to open this message!" For instance, "\*Thanks!" in the subject line would let the recipient know that you appreciated their earlier message, but also that there was no need to waste time opening the message.

If everyone used this guideline, I can think of many messages I wouldn't have had to open -- and many more where I could have saved the recipient some time by not requiring that they open the message!

Other examples: \*Yes, we will meet at 3pm! \*Thanks for the feedback! \*ABC meeting cancelled for (date).

(Tip compliments of Jeff Davis, TechRepublic, Inc.)

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## Accident vs. Worker's Comp

### *When is an accident not an accident?*

Any accident account will always need the accident information section filled out completely. This is true whether it's a Worker's Comp account, auto accident, or any other type of accident or injury.

If the accident does not meet the necessary criteria to make it a Worker's Comp account, then you must attach all the appropriate insurances for that patient. A true Worker's Compensation account will never have any of the patient's own insurance attached to it. Do not confuse Worker's Comp with other accident accounts -- especially where the insurance information is concerned.

[UAMS Worker's Comp, W09, the patient is *always* the guarantor. Any other Worker's Comp, W01, the guarantor is *never* the patient.]

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### *Did you know. . .*

The Training Center now has *Typing Master 2002* software installed on a few workstations in each classroom. Feel free to come take advantage of this software to improve your keyboarding skills. All you have to do is call 686-8966 to make sure a room is open. This program is self-paced and appropriate for novice and experienced users alike.



## Managed Care Contract Reference Chart

Please pay close attention to the third column under the heading of **Plan Type** on the Contract Reference Chart that was distributed on June 20, 2001. This column indicates the type of contract we have. If it is "General" it pertains to all types of medical services. If it is "BMT", it is for only those services that are related to Bone Marrow Transplants.

For example, we do not have a "General" contract with Aetna. If a patient comes to our facilities for general medical services, they will be considered out-of-network by Aetna. However, we do have a contract with Aetna for Bone Marrow Transplant services.

If there are any further questions pertaining to the Managed Care Contract Reference Chart, please contact Anita Allaben, 614-2124

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## Institutional CPI Numbers

### *Don't touch that dial!*

There are many guarantors in our system that are not real people -- they are businesses, organizations, other hospitals, etc. Non-UAMS Worker's Comp, for example, will almost always have an Institutional guarantor as opposed to a "person" guarantor. MCPG Fringe Benefits is another example.

Information on these accounts **should never be changed**. There are some clues to help you know that the account should not be changed, such as:

Date of Birth is 01011901.

Sex is U (Unknown).

Race is U (Unknown).

Marital status is U (Unknown).

Relationship to Patient is X (Unknown).

Please be aware that bills go to innocent parties when you modify institutional guarantor information. And not just the one patient's bills, either -- anyone whose guarantor is that entity is affected. That poor patient will receive **all** the bills, not just the ones for his visits. If this were the Wild West, modifying a guarantor account would be a Hangin' Offense! Don't do it!

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