

REGISTRATION ALERT

Volume 2, Issue 4

May 2001

For those who do Registration

You're the Greatest!

You have one of the toughest, most stressful jobs on this campus. We don't say "Thank you!" nearly enough! Right now it may seem harder than usual, but we're trying to iron out some kinks in the whole process, from training on down to getting the bills out the door. You have a very important role in this process, so please hang in there! We do appreciate you!

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Worker's Comp Accounts

W01 or W09

When you register a Worker's Comp account, you will have two Insurance Plan codes from which to choose. If it is a UAMS employee who had an accident here at work, you will use W09 as the Insurance Plan code, and the patient will always be the guarantor. *For anyone else*, you will use the W01 plan code, the employer (or designated party) will be the guarantor, and the "Mail Claim to" information must be completed. The patient must have proper documentation.

ACCIDENT INFORMATION IS MANDATORY! The accident information **must** be entered for every visit pertaining to an accident, not just the initial visit.

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Chief Complaint

What should you enter in that field?

Dr. Monson has requested that all outpatient clinic areas simply enter the word "sick" in the Chief Complaint field. The primary reason for this is Patient Confidentiality -- the registration areas are out in the open and it is too easy to overhear the registrar/patient conversation.

Inpatient Admission and Emergency are required to be more specific; however, for Outpatient visits, please use "sick" as the patient's Chief Complaint.

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Did you know. . .

It takes 63 facial muscles to frown, but only 13 to smile? Smiling is easier on your face, so relax and greet our VIP's (Very Important Patients!) with a cheerful smile.



Bad Address Indicator

Bad, bad address!

The only people who should be flagging accounts with a "bad address" indicator work in Patient Business Services. This flag is intended for billing followup only. If you notice an account has been marked as having a bad address, please be aware of the following.

The bad address flag should be reflective of a bad GUARANTOR address. While PBS would like to know about the payor or patient, as would MCPG, the flag is what will drive whether or not statements or letters are deliverable on the account. The guarantor's address needs to be correct.

Information regarding payor or patient addresses should be e-mailed to PBS or MCPG to receive priority attention.

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Prof. Master Updates

When you submit a request for Professional Master update to the Physician Relations office, please be sure to include the physician's full name, city, state, as well as patient name and Medical Record number. The physician cannot be added if the form is not filled out completely.

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Repetitive Service Accounts

RSA accounts have just billed for the second month. The overall process has been smooth. There are still some attempts to post charges for the RSA accounts to the old 9700 accounts in one or two clinics. Please be sure that the account you select to post charges or credits to is the correct account.

If you are trying to post to a prior month's RSA and the account is closed to charges, forward your charges or credits to Liz Comic in PBS who can unlock the account to have late charges or credits posted.

Also, please remember that if you are receiving or referring services on an RSA patient the RSA account should be the one that is charged. This would minimize the need to do single visit accounts in many cases.

It is also a good idea to post a visit to the RSA each time the patient comes for services. This helps the clinic track the patient services better

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