

# REGISTRATION ALERT

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## For those who do Registration

### *Salutations and Commendations!*

A big tip of the hat goes to the following registrars who have maintained a consistently high accuracy rate for the previous month! Be sure to give these fellow employees a round of applause, especially if they work in your area!

Rosie Shelton	CWC
Mary White	CWC
J. Faye McKeon	PT-Rehab
John Harris	Admissions/ED

We also want to recognize those who have made tremendous improvement in the past month. Great job! Keep up the good work!

Christina Martin	UWHC
Kim Harris	UWHC
Dawn Latimer	UWHC
Cynthia Knight	CWC
Carolyn Tidwell	CWC

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## Medicaid PCP Exception

### *Contrary to what EDS indicates...*

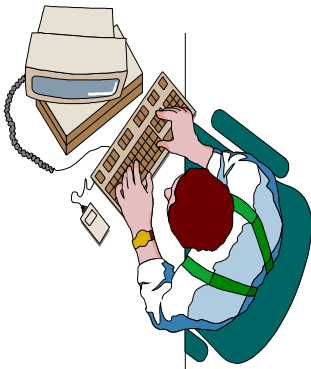
Unless patients have Medicare, Medicaid patients with:  
Medicaid Category #43, Desc: SSI  
or Medicaid Category #45, Desc: SSI  
**will need PCP assigned and referral obtained**, even though the EDS printout states that a PCP is not required.

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## Info on Study Accounts Changes to System Soon

*See next page for details!*

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### *Did you know. . .*

that if you leave your workstation unattended and a patient's account is on the screen, you are compromising patient confidentiality? Someone who should not have access to that information could walk by and see it.

Exit the account, lock the workstation, turn off the monitor, -- just make sure that when you walk away you are not leaving confidential information on the screen.

## MCPG Account

### *MCPG is always the guarantor for MCPG Fringe Benefit participants!*

When a patient is a member of the MCPG Fringe Benefit plan, whether as member, spouse, or dependent, MCPG is always the guarantor, and account #009194398 should always be used. Since MCPG is not a real person, the Sex, Race, and Marital Status will always be Unknown -- but if you use this account correctly, you won't have to change anything on that screen.

Some of you are changing information on the MCPG guarantor screen. This causes major problems in our billing system and for the patient, especially if you change the mailing address.

If the patient has MCPG Fringe Benefits, the answer to "Is the patient the guarantor?" is NO. Choose the guarantor by CPI #009194398, not by name, and you're done with that piece of the registration. **DO NOT CHANGE ANYTHING ON THAT SCREEN**, because in this case the guarantor is MCPG, not the patient, and we do not want the patient's information anywhere in that record.

And that's not the whole story! Every time one of you changes ANY information on that screen, you cause the system to roll over and die. That account is attached to hundreds of patient accounts, and the system tries to go out and update every single one of them, even if you only change the Sex and Race! Don't do it!

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## New and On-line

### *Professional Master Update Form*

To add this on-line form to your desktop:

1. On Intranet, go to <http://physicianlink.uams.edu/profmaster>
2. When the form appears, go to **File, Send**, and choose **Shortcut to Desktop**.
3. Close the Internet window.
4. You can rename the icon to PROU Update Form if you wish.

To use the shortcut, double-click the icon on your desktop.

1. Complete the form. All fields with an asterisk (\*) are required.
2. Click on the button labeled Send Update at the bottom of the form. This will send the request to the Physician Referral Services mailbox as well as MCPG.

If you have any problems setting up the desktop shortcut, or in using the form, please contact the Help Desk by calling 686-8555. For any questions regarding physicians in the Professional Master List, please contact Byron Jarrett (603-1440) or Erica Monday (686-7831).

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# Proper Registration of Study Accounts

The following guidelines should be adhered to when either booking the appointment or completing the arrival of a Study Patient in any of the clinics in the Outpatient Area:

- **Patient Type:** when the appointment is booked in OSCAR, be sure to select the Patient Type "Research Study" (Code "RA"); **NOTE: THIS IS A REPETITIVE SERVICE ACCOUNT (RSA)**; upon the patient's arrival, this selection of Patient Type "RA" may be verified simply by looking at the top of the Patient Information sheet
- **Guarantor:** select the CPI number that corresponds to the study; if the CPI number is not readily available, a search may be made by entering "Study" as the last name and the clinical name of the study as the first name (ex. "Study, Presto"); note: **the patient will never be the guarantor**
- **Visit Level User Code:** select "S" (Study)
- **Financial Class Code:** select "A" (Agencies and Grants)
- **Insurance Plan Code:** select the plan code that was created specifically for the study; again, if the insurance plan code is not readily available you may do a search by name (ex. "Study, Presto")
- **Insurance ID Number:** enter the patient's social security number

All other registration fields should be completed under the normal guidelines as presented in the MediPac/OSCAR Training Manual.

**NOTE: The Study RSA should only be used for those visits where the patient receives treatment directly related to the study. If for some reason the patient is scheduled to receive treatment not related to the study on the same date of service, you must book another appointment separate from the study so that charges unrelated to the study are not posted on the Study RSA.**

If you have any questions at all, please contact your Revenue Integrity Specialist:

- **Karen Lamoreaux—405-4790**
- **Happy Pablo—688-6523**
- **Paul Rebsamen—405-4802**

# Changes to System Coming Soon:

*Employer Info; Champus; Medicaid field names*

- The "Employer Phone" field on the 2nd CPI screen will be locked so that default, main telephone numbers that are associated with employer codes are not deleted.
- Champus - The Sponsor's DOB for Financial Class "X" will be added to functions SMSR, OPRR, PATU, and OPR. Basically, this will allow the Sponsor's DOB field to show in these functions in HBOC.
- The Medicaid "Case Name" and "Case ID" (the current field labels) will be revised to read what is shown on the EDS eligibility verification sheet: "Aid Category Code" and "Aid Category Description." Also, these fields will be placed in the same order as that which is shown on the EDS sheet.

These changes should occur within the next couple of weeks. Keep your eyes open, and watch for them!



God bless America! Land that I love!  
Stand beside her, and guide her,  
Through the night with a light from above.  
From the mountains, to the prairies,  
To the oceans, white with foam,  
God bless America, my home, sweet home!