
REGISTRATION ALERT

Volume 3, Issue 4

April 2002

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!

Carla Elmore, UPMG/GI
Chastity Clark, UIMG
names

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

Amy Moore, Dermatology
Alison Isgrig, Cosmetic and Laser Surgery Center
Monica Shirlee, Neurosurgery
Tamera Williams, Neurosurgery
Terri Fluckey, UIMG
Patricia Standridge, UIMG
Mary White, CWC
Carolyn Tidwell, CWC

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HBOC Upgrade

CIS Patient Management

During the weekend of May 18th and 19th, 2002, IT will be going live with McKesson HBOC (MPAC) Release Tape upgrades. The System will be down for an extended amount of time beginning at Midnight Saturday the 18th. Additional information regarding this downtime will be distributed later

We are installing 4 new tapes which include, but are not limited to, upgrades for Patient Management, Patient Accounting and Medical Records. For the most part, the upgrades for Patient Management will be invisible to on-line users, but several reported 'behind the scenes' problems are being corrected. There will be new functionality in Patient Accounting regarding the on-line posting of memos and there are several HIPAA related upgrades for billing. User testing began in our test region on Monday, 04/15/2002 and will last approximately 3 weeks.

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Did you know...

The Clinical Computer Training Center is looking for a Clinical/Access Systems Instructor. The position is posted with HR and is on the web. If interested, please contact Diane Johnson at 686-8722.

Have a great Spring!

Worker's Comp for UAMS Clinical Housekeepers

Revenue Integrity Specialist Team

The services of the Clinical Housekeeping Department have been outsourced to Crothall Services Group. Clinical Housekeepers may be identified by their maroon scrubs (with "Clinical Housekeeping" on left chest) and service the following areas on campus: Annex, Hospital, Ward Tower, Plant, ACRC, OPC, Jones Eye, CHRP, Trailers 1, 2, and 3, ENT, Psych Building, Family Medicine, and Behavioral Medicine. **Crothall Services Group, not UAMS, employs the Clinical Housekeepers.** If a Clinical Housekeeper presents with Worker's Comp paperwork for a visit to your area, use the following information:

Guarantor: CPI 011913113 "Crothall, Services Group"
Insurance Plan Code: W01 "Worker's Comp"

Submit claims to:

4301 W Markham Slot 570-1
Little Rock, AR 72205

Contact: Rachel Yatzkanic 686-5463, or pager 395-7864

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Plan Code S86

Beech Street Plan Code to be Deactivated

Insurance Plan Code S86, "Beech Street-CC", will be deactivated. Many patients who have a Beech Street insurance card access UAMS through the American Lifecare network. When confronted with a Beech Street insurance card, follow these steps:

- If the Beech Street insurance card includes an American Lifecare logo, use Plan Code U14, "American Lifecare-CC".
- If the Beech Street insurance card does not include an American Lifecare logo, but does have another logo for which a plan code exists, use that plan code.
- For all other Beech Street insurance cards that have no logos for which insurance plan codes exist, enter the insurance information using plan code Z99 (or Z98, if applicable).

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Sterling Medicare Select

Revenue Integrity Specialist Team

Sterling Select is Plan Code M08, and is a Medicare supplement.

- ❖ St. Vincent Hospital is the preferred provider. **UAMS is out of network.**
- ❖ This means that the Medicare portion will reimburse, however, the supplement, Medicare Select may deny and the patient would be responsible for remaining charges.
- ❖ UAMS will only be paid as in network if the patient presents for emergency services via the ED or is receiving a service not available at a network facility.

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Sterling Medicare Premiere

Revenue Integrity Specialist Team

Sterling Premiere is Plan Code M07, and is a Medicare supplement.

- ❖ This is a typical Medicare supplement and is not subject to a network. It should pay anywhere that Medicare is accepted.

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How do you ask the patient for financial information?

Railroad Medicare Strikes Again!

Revenue Integrity Specialist Team

According to MCPG we are still incorrectly registering Railroad Medicare. Please make sure that you are asking to see the Medicare card upon registration. Railroad Medicare had 2 clues: it reads "Railroad Retirement Board" and includes an alpha prefix (letters that appear before the ID number). **Please see the attached quick reference tool.** Assigning the wrong plan code results in untimely and inaccurate billing. If you have any questions, please consult the RIS Team. Thanks!

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BCBS Plan Code B25

Revenue Integrity Specialist Team

For plan code B25 (BCBS Out of State with claims *not sent locally*) it is important to include the State from which the BCBS plan originates. This information will be entered in the "address 1" field of the "Mail Claims To" address as follows:

BCBS OF TEXAS

The actual mailing address that appears on the card will begin in the "address 2" field.

Don't forget -- in order to change the "Mail Claim To" address, you **must** type an "O" in that field before you can make any changes.

For more information, contact the Revenue Integrity team.

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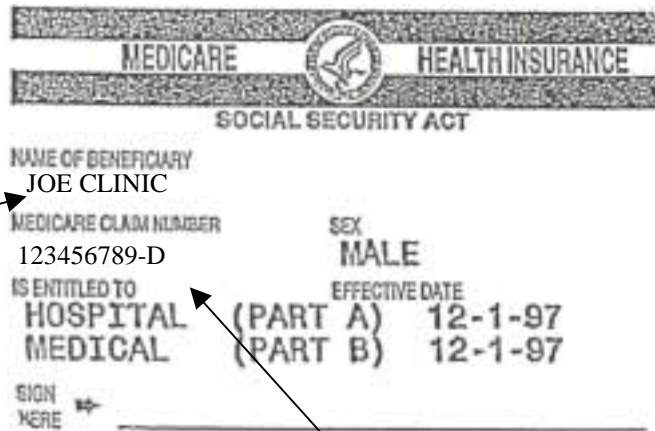
The following are examples of Medicare insurance cards. Card #1 is a traditional Medicare Card. It is red, white and blue. Upon entering this plan into the registration, be sure that the beneficiary name, effective dates and claim number are all keyed exactly as they appear on the card. If they are not, the claim will be denied.

Card # 2 is an example of a Railroad Retirement Medicare Card. This plan uses a different plan code than traditional Medicare. It is easily recognized by the heading: "Railroad Retirement Board", as well as the alpha prefix before the claim number. Traditional Medicare does not use alpha prefixes, but rather, suffixes.

Plan Codes

A20 & A23

1



MEDICARE HEALTH INSURANCE
SOCIAL SECURITY ACT

NAME OF BENEFICIARY
JOE CLINIC

MEDICARE CLAIM NUMBER
123456789-D

SEX
MALE

IS ENTITLED TO
HOSPITAL (PART A) 12-1-97
MEDICAL (PART B) 12-1-97

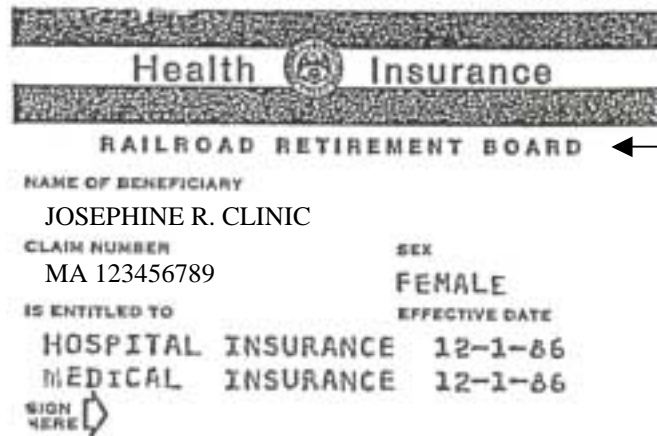
SIGN HERE

Arrows point from the boxed number '1' to the beneficiary name and the effective dates.

Plan Codes

A96 & A98

2



Health Insurance
RAILROAD RETIREMENT BOARD

NAME OF BENEFICIARY
JOSEPHINE R. CLINIC

CLAIM NUMBER
MA 123456789

SEX
FEMALE

IS ENTITLED TO
HOSPITAL INSURANCE 12-1-86
MEDICAL INSURANCE 12-1-86

SIGN HERE

Arrows point from the boxed number '2' to the beneficiary name and the Railroad Retirement Board heading.