

# 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!

Diana Settles, OP Rad

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

Toshia Hogan, FMC

James Corriveau, Neurology

Lona Meadows, Admissions

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## Correction Facilities

### *Revenue Integrity Specialist Team*

The following is a brief summary of registration issues that relate to prisoners who receive treatment at UAMS. For more information, consult the Strengthening Bridges training manual, or ask your Revenue Integrity Specialist.

When registering a prisoner, use the matrixes below for guidance. The **GUARANTOR** on the account will always be the facility where the prisoner is housed (**though note**—all AR Dept of Corrections inmates will have the same guarantor, regardless of the specific facility where they are located). **DO NOT change any information on these institutional guarantor accounts.** The **VISIT LEVEL USER CODE** will always be "K". Use the prisoner matrix to determine the **INSURANCE PLAN CODE**. The insurance plan code you select should correspond to the facility where the prisoner is incarcerated. For the insured **IDENTIFICATION NUMBER**, enter the inmate's Dept of Corrections ID number, if the patient is incarcerated in an AR Dept of Corrections facility. Otherwise, enter the patient's Social Security Number. For the **GROUP NAME** you should enter the name of the facility where the inmate is incarcerated. In the **GROUP NUMBER** field, enter six 9s ("999999"). Finally, **NEVER** change any of the information associated with the default insurance claims address.

If the prisoner is incarcerated in a facility not listed in the matrixes below, use Insurance Plan Code A59, "Other Law Enforcement" and be sure to obtain an accurate claims address and coverage contact telephone number.

Feel free to contact your Revenue Integrity Specialist with any questions that might arise when dealing with the registration of a prisoner.

NOTE: These matrices are also posted on our web site, under the MediPac Info page.

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## Coordination of Benefits

*Beth Wheeler, MCPG*

As you know, the information you key into HBOC is communicated to SMS/MCPG through an electronic interface. COB-ing an insurance plan is the signal to the interface that the COB-ed plan code needs to be sent to MCPG. If no insurance is coordinated, the charge(s) on that account will move immediately to the patient's responsibility. Usually, when MCPG receives notification that a patient's insurance was not filed, the reason is that the insurance was not coordinated.

## More on Coordination of Benefits

*Revenue Integrity Specialist Team*

Recently the Revenue Team has encountered numerous errors with Coordination of Benefits in our Audits. Registrars have been doing a thorough job of COB-ing an account that has more than one insurance. However, the problem arises when only one insurance is presented in a patient's account. Registrars have been *selecting* the single insurance plan by placing an X before it, but are failing to COB it. According to a reliable source in MCPG, "if an insurance is not COB-ed, the information will not come to us through the interface and the claim will not file." The RIST is currently working with CIS to help resolve this issue. For now, please make sure all insurance plans are COB-ed, even if only one insurance is selected in the system.

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## Congratulations!

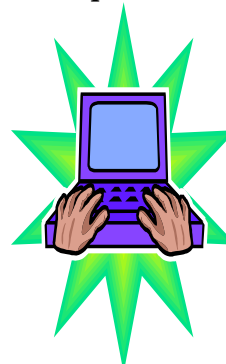
*M. Holly Hiryak, CHAM*

Congratulations are in order again! Holly Jones, RIS, recently received the Certified Healthcare Access Management (CHAM) certification, and Salonica Gray, RIS, was awarded the Certified Healthcare Access Associate (CHAA) designation. Please join me in congratulating Holly and Salonica for a job well done. As you may recall the CHAA and CHAM certifications are the only nationally recognized certifications establishing competency levels in the field of access services and management. I commend their commitment to the organization and the profession of healthcare access.

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*Did you know...*

*The Top Ten Billable Errors for May are:*



1. Insured
2. Effective Dates
3. Source Documents
4. Coordination of Benefits
5. Plan Code
6. Coverage Contact Telephone
7. Patient Name
8. ID Number
9. Group Name
10. Group Number

## Arkansas Department of Corrections Facilities

Facility	Guarantor CPI Number	Plan Code	Contact Person
Benton Unit 6701 Highway 67 Benton, AR 72015	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	501-315-2252 501-778-1111
Boot Camp Program PO Box 1000 Wrightsville, AR 72183	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-897-5806
Cummins Unit PO Box 500 Grady, AR 71644	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-247-2600 870-850-8899
Delta Regional Unit Route 1 Box 12 Dermott, AR 71638	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-538-2000
East Arkansas Regional Unit PO Box 180 Brickeys, AR 72320	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-295-4700
Grimes Unit 300 Wackenhut Way Newport, AR 72112	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-523-5877 800-395-3500
Maximum Security Unit 2501 State Farm Rd. Tucker, AR 72168	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	501-842-3800
McPherson Unit 302 Wackenhut Way Newport, AR 72112	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-523-2639 800-395-3500
North Central Unit HC 62 PO BOX 300 Calico Rock, AR 72519	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-297-4311
Pine Bluff Unit 890 Free Line Drive Pine Bluff, AR 71603	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-267-6510
Tucker Unit PO Box 240 Tucker, AR 72168	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	501-842-2519
Varner Unit PO Box 600 Grady, AR 71644	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	870-479-3030
Wrightsville Unit PO Box 1000 Wrightsville, AR 72183	00693010-7, "AR, Dept of Corrections"	A63—AR Dept of Correction	501-897-5806

## Other Jails and Corrections Facilities

Facility	Guarantor CPI Number	Plan Code	Contact Person
Dept. of Community Punishment 105 W. Capitol Suite 1400 Little Rock, AR 72201	01204102-0, "Dept, of Community Punish"	A03—Dept of Comm Punishment	Gary Murray 501-682-9555
Garland County Jail 525 Ouachita Hot Spring, AR 71901	01054301-0, "Garland, County Jail"	H40—Garland County Jail	501-622-3660 501-622-3682
Jefferson County Jail 80001 W. 7 <sup>th</sup> Street Pine Bluff, AR 71603	00871444-4, "Jefferson, County Jail"	A59—Other Law Enforcement	870-267-6800 870-247-2600
North Little Rock Jail 3201 W. Roosevelt Rd Little Rock, AR 72204	01204414-3, "No Little Rock, Jail"	A54—North Little Rock Jail	Bertha Allen 501-340-1033 501-340-7000
Other Law Enforcement	(search for specific facility)	A59—Other Law Enforcement	
Pulaski County Jail Prison Health Services 105 West Park Drive Brentwood, TN 37027	00863479-3, "Pulaski, County Jail"	A50—Pulaski County Jail	Bertha Allen 501-340-1033 501-340-7000
Saline County Jail 200 North Main Suite 11 Benton, AR 72015	01204417-8, "Saline, County Jail"	A51—Saline County Jail	Jail Administration 501-303-5603
US Marshall 600 W. Capitol RM 445 Little Rock, AR 72201	01042889-0, "US, Marshall's Federal"	U36—US Marshall	Pam 501-324-6256