
REGISTRATION ALERT

Volume 4, Issue 8

August 2003

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!

Vivian Bonds - MONC
Hollie Black - LONC
Evonn Ford - ACRC 6
Charlotte Smith - Admissions
Dawn Williams - Admissions
Karen Williams - Admissions
Terri Fluckey-UMG
Patricia Standridge-UMG
Carla Elmore -UPMG
Jill Townsend -UPMG
Lena Loeschner - Pulmonary
Michelle Young--Urology

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

Vicky Bajorek - Radiation Oncology
Tommie Carter - Radiation Oncology
Brandi Gee - Admissions
Detrus Johnson - Admissions
Racquel Longley - Admissions
Shawanna Williams - Admissions

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Helpful Resources

To get information about getting a sign on and password call Shanta Grant at 526-6167 .

For help with resetting passwords or other technical system related questions call Kim Smith- 378-2336 or try 378-2419

Are You Certified?

There will be another opportunity to sit for the CHAA and CHAM exams on campus this fall. The CHAA is now being offered online, so we will need to reserve a computer for you in advance. If you are interested, please contact Karen Lamoreaux **by September 5th** to have your name added to a distribution list for more information. We must have a number of participants in order to schedule the exams. We are looking at offering it in late September or October.

The cost for the CHAA is \$75 and that includes a study guide. This exam is open to frontline healthcare personnel.

The CHAM is for managers, supervisors, trainers and consultants. The cost is \$340. In addition you will need to pay \$140 in membership fees to NAHAM each year. CHAMs are also required to earn 18 CEUs every 2 years to maintain the credential.

Not sure what a CHAA or CHAM is? Go to www.naham.org and click on Education to learn more or call the RIS Team. We are happy to answer your questions. Hope to hear from you soon!

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New Main Number for the Revenue Integrity Specialist Team!

Revenue Integrity Specialist Team

The Revenue Integrity Specialist Team now has a new main telephone number! If you cannot reach the team specialist who is affiliated with your area you can now reach the Revenue Team at 686-5102. This new number is just another way to access the team in addition to each members individual contact numbers, but remember that our website (www.uams.edu/rist) is another great resource.

Revenue Team 686-5102

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S.T.A.R.

Striving Together Achieving Results

Judith Doty who was hired in Jones Eye Institute over a year ago as Registration and Appointment Specialist is the September S.T.A.R. Judith, a native of North Little Rock, enjoys her work in the JEI. She especially likes, “being a small part of helping someone retain his or her eyesight.” This positive attitude she has towards her job is evident to those who work with

her. One co-worker states, “(Judith) works very diligently and is very pleasant. She is always ready to help and does a wonderful job.”

Outside of JEI, Judith enjoys walking her daughter’s Weimaraner, Mr. Marley. She has recently acquired temporary custody of Mr. Marley because her daughter joined the Peace Corp and is currently in Paraguay. Judith’s other hobbies include cooking and “creating something with her hands,” her latest “kick” is Paper Mache.

Judith Doty, congratulations on being chosen this Month’s S.T.A.R. Keep up the good work!

**You can find a copy of the nomination form at <http://www.uams.edu/rist/>

INVU Function Removed.

Due to an increasing number of account difficulties it has been decided that the INVU function in MediPac will no longer be available to the registration and point of service staff.

CPI Inquiry should be used to look at personal information such as address and employer, CPI Update can be used to update any of the personal info. The Patient Inquiry and Patient Update (PATI, PATU) functions can be used to look and make updates to individual visits and other patient information, such as insurance. Please note that insurance changes cannot be made in the PATU function.



Insurance Changes and Updates!

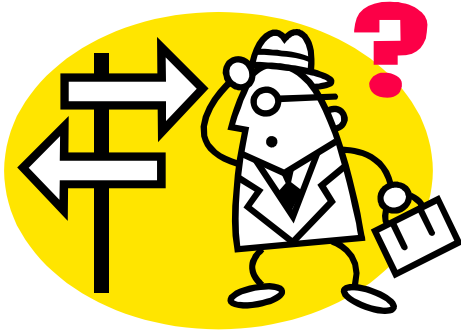
There have been a number of changes and corrections to various plan codes. Please make sure you read through the changes, you will be responsible for this information.

1. Humana BMT - H21 the coverage contact number has changed to 866-421-5663.
2. CIGNA POS - H72 the description/ insurance name in our system has been changed to “CIGNA with PCP.” This is the correct Plan Code to use whenever you encounter a Cigna Card that has a Primary Care Physician listed.
3. CIGNA PPO/PPN - C85 the description / insurance name has been changed to “CIGNA PPO/PPN/POS.” As before, this is the correct Cigna Plan Code to use when the card does not display either a PCP or “INDEMNITY” on the card.
4. Healthsource/CIGNA - H71 has been Inactivated
5. American PPO - D65 has had a change of address.
6. UP& UP-cc - U13 the description/ insurance name has been changed to **BCE Emergis** in our system
7. BMT in the descriptions for following Plan Codes has been taken out: O20, C96, O10, O15 and O25

Did You Know?

For TRICARE eligible patients, when a Sponsor is deceased the sponsor’s name and ID number still need to be used to file the claim with TRICARE.

Xtra, Xtra read all about the changes in store for the Reg Alert...

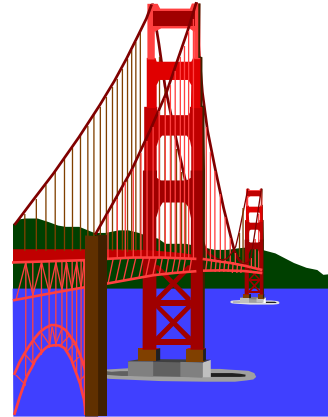


Currently, the Registration Alert goes out in the end of each Month. But as the new Editor assigned to this newsletter, I will slowly transition the Registration Alert release date to the Middle of the Month. The RIST, with the agreement of PBS and MCPG, feels that the newsletter will be able to capture the latest news and better verify the contents of the articles if we were to move the release date to mid-Month. We encourage everyone to submit items they feel would be of interest to access staff. So, on this note, if you'd like to submit articles to be included in the Registration Alert, please have your articles to Happy Pablo no later than the first week of each month. However, since we are still in transition to the new publication date, I will accept articles for the September issue up until September 12, 2003. Hopefully this would not inconvenience any of you. I also hope that we could all continue to enjoy the benefits of the Registration Alert as a resource, regardless of its distribution date.

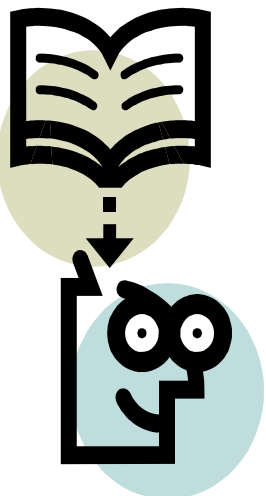
Do You Have what it Takes?

Take the following quiz and see.

- I have attended Role in Access
- I have attended all 3 days of Strengthening Bridges
- I know what a Medigap is
- I know my contribution to the revenue cycle
- I know what a TPA is
- I know what a Fiscal Intermediary is



If you
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If the above questions, you may need to complete or refresh your training! Role in Access and Strengthening Bridges are mandatory classes offered by the RIS Team. If you are unsure if you are up to date, give us a call and we will check the training database.

If it has been over a year since you have attended one of those classes, we recommend that you come back because the class gets better with time and you have likely forgotten a few things.

There are only a few more classes left this year. To register for a class, contact Karen Lamoreaux or Kylie Corriveau. We hope to see you there!

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