

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!

Central Admissions
ER Admissions
Linda Gray
Tressia Roberts

☆☆☆☆

Registration Audits

Revenue Integrity Specialists

With the introduction of EPF, auditing as we know it has changed. For the most part, audits are now done via the EPF system and the registration staff does not have to copy their paperwork to turn in as they used to. However there are some items that may still need to be copied for scanning:

1. Face sheets: an automatic feed from HBO to EPF. Front line staff **do not** need to send these to be scanned.
2. Insurance cards: the registrar needs to pull up the card in EPF - If the card is the same then just note that there are no changes...we do not want hundreds of cards in EPF! If it **is** different, be sure to copy the card and send the copy to be scanned!
3. PES/EDS: needs to be printed and sent for scanning for each attended visit.
4. When copying insurance cards and other documents for EPF, please keep in mind that if you cannot read the copy, then it will not be legible in EPF. Please lighten copies of dark cards such as TRICARE and MCPG Fringe cards.



Happy
St. Patrick's
Day

TRICARE Other Area

Revenue Integrity Specialists

We currently use plan code F-90 for TRICARE patients who live within our region- region 6. Region 6 includes Texas (except for West Texas), Oklahoma, Arkansas and Louisiana (except New Orleans). On Many occasions we care for patients who travel from other regions; for those patients we use plan code F-92- TRICARE other area. Here are some steps to help you use plan code F-92 correctly:

1. It is Important to verify the patients home address if they live outside region 6. Use the map on page 3 of this Registration Alert to help patients determine if they live outside region 6.)
2. Input the patients 'hometown' and state information into the 'station' field when entering their insurance information into Oscar or MPAC. For local TRICARE patients we usually enter their home address in this field.

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GOOD LUCK DIANE JOHNSON!!

The RIST Team wishes to extend its' heartfelt gratitude to Diane Johnson for all of her hard work and contributions to the team, especially for work on the Registration Alert. Diane has accepted a position in SAP Security and we wish her the best of luck!

S.T.A.R

Striving Together, Achieving Results



It is with sincere pleasure that the Access Employee Recognition Committee presents the March S.T.A.R. award to Terri Fluckey of the Medicine clinic. As a registration appointment specialist in the Medicine clinic, her co-workers say she is thorough, helpful and pleasant.

One coworker tells us "her concern for the well-being of [their] patients is apparent. And most of all she's a nice person." Another coworker- who has known her since she started at the clinic three ago- agrees enthusiastically!

Please join us in congratulating Terri for her well-deserved recognition as March's S.T.A.R winner.

The Roots Of Education Are Bitter, But the Fruit Is Sweet. ~ Aristotle

Attention Clinic Managers and Directors!

Do you want to improve your bottom line? Patient satisfaction? Employee turnover? Audit results?

If so, be sure to send your Access Employees to the many educational programs available to them. Although it is sometimes difficult to carry on daily tasks with employees away in training, it is a worthy investment.

Greta Norris, Coordinator, Billing Outpatient Support Services Dept. of Psychiatry says: *“Staff who originally did not feel they had time to attend Role in Access and Building Bridges, came away saying they were very glad they did attend. They expressed that it was a tremendous learning experience in a fun environment, and that everyone who is involved with Pt. Registration in any way, or supervises people who register, would receive great benefit from these classes.”*

Kelly Cloud, Clinic Director in the ACRC says: *“Strengthening Bridges offers a great deal of information for access personnel and I would highly recommend established employees attend also. UAMS growth requires constant change in processes and procedures and this class offers a great resource to improve communication.”*

The following courses are suggested for comprehensive training of your registration, scheduling, point of service and patient representative staff. They should be taken in the order listed:

Building Bridges II	(Contact Staff Ed at 686-6095 to register)
Role in Access	(Contact the RIS Team at 603-1132 or 686-6718)
Strengthening Bridges	(Contact the RIS Team at 603-1132 or 686-6718)

Attached to the newsletter is further description of the courses. Registration is free and includes training manuals. Make it your New Year's Resolution to have the most educated staff on campus! The RIS Team also offers additional suggestions for increasing staff knowledge after the completion of Strengthening Bridges. Call Karen Lamoreaux for details at 686-6718.

The UAMS Building Bridges to Education Program

At the University of Arkansas for Medical Sciences, we are striving to improve patient access services in many aspects. Our central theme revolves around communication. The Bridges Training Program for Access Personnel is an attempt to “bridge the gaps” in training and communication.

The first course, Building Bridges aims to enhance soft skills such as professionalism, effective communication, teamwork and dealing with change management.

The second course, Role in Access, defines the role of such positions as registration, guest relations and billing in Patient Access Services. Topics include our revenue cycle, registration, documentation, advanced directives, and an introduction to the major third party payers.

After completing the software/technical portion of the training and 60-90 days experience with a preceptor, participants return to this course, Strengthening Bridges. Here we take an advanced look at regulatory agencies and acts, insurance payers, and claim forms. Critical thinking skills and advanced registration skills are enhanced.

All of these courses serve as outstanding preparation for the Certified Healthcare Access Associate (CHAA) Exam. This exam is sponsored by the only professional organization of its kind, the National Association of Healthcare Access Management (NAHAM).

A variety of learning techniques are used including lecture, worksheet activities, PowerPoint slides, hands on activities and interactive scenarios.

By offering such training and documentation of our processes, we hope to build and strengthen the bridges of communication and accuracy at our facility as well as provide excellence and efficiency in our patient access services.

Thank you for your interest in this program, we hope you find it helpful!

The Revenue Integrity Specialist Team

UAMS Visit us online at: www.uams.edu/ris

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