
REGISTRATION ALERT

Volume 4, Issue 1

January 2003

New CHAA/CHAM Recipients!

Revenue Integrity Specialists

It is with great pleasure that we congratulate the 34 new CHAA recipients and 4 CHAM recipients. You successfully passed the NAHAM certification exam for Access Services as either an associate or manager, earning the credential of Certified Healthcare Access Associate (CHAA) or Certified Healthcare Access Manager (CHAM). You all worked very hard to attain this designation and demonstrate a commitment to your role at UAMS. We wish you continue success and are very proud that you successfully certified your competence in Access Services.

CHAA

Edington, Felisha C
Herndon, Jennie L
Johnson, Crissy
Nelson, Shantell L
Taylor, Angela J
Williams, Dawn P
Wofford, Chester
Barnes, Lisa Y
Bullard, Sherry L
Cavanaugh, Julia L
Cook, Karen
Dawson, Amelia R
Dunn, Mica L
Elmore, Carla L
Gray, Linda J
Hatfield, Tanya D
Hawley, Amy L
Icke, Kylie J
Jester, Delores J
Kendrick, Cynthia R
Lockert, Cynthia D

Murphy, Lillie R
Nwobodo, Pecolua
Patrick, Paula J
Petz, Cheryl A
Randolph, Kimara P
Sims, Tiffney M
Smith, Charlotte L
Steen, Joyce B
Thomas, Candy
Thompson, Sharon
Weaver, Christopher
Williams, Karen R
McCohn, Sonja
Milligan, Billie A

CHAM

Gray, Salonica N
Lamoreaux, Karen M
McGinley, Hallie N
Norris, Greta

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New Benecorp Policy

Revenue Integrity Specialists

During last December, Benecorp subscribers began receiving new insurance cards with an added security feature. At the bottom center of the card, there is an unlabeled 10-digit number that will be needed along with the patient's identification number in order to verify benefits. This policy will go into effect April 1st, 2003 as Benecorp's effort to adhere to HIPAA regulations. If you happen to encounter a patient with an old card, be sure to call the insurance company at 1-800-837-1205 to let them know to send a new one. Choose option 3 - administrative customer service or option 2 - eligibility/claims.

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Change in Patient Class Codes

Revenue Integrity Specialists

If you missed last week's inservice, pay attention to the revised list of Patient Class codes on the second page of this newsletter. The number has been greatly reduced, and should make your job even easier when trying to determine the correct Patient Class for your patients.

If you have any questions, please contact the Revenue Integrity Team.

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Managed Care Update

Anita Allaben, Managed Care

Two new contract care insurance master codes have been activated to accommodate the two recent managed care contracts. They are **Three Rivers CC, T57** and **Texnet (Wadley Regional) CC, T56**.

We also have a new contract with HealthLink, which replaces the former SMC agreement. U11 is the master code to use for patients that have HealthLink or SMC on their insurance ID cards. All of these contract profiles may be viewed on the Contract Information System.

The United HealthCare Website ID and password have changed, please go to the Managed Care Contract Information system to obtain the new ID and Password in the United HealthCare Profile. Remember, the ID and Password are both case sensitive. If anyone does not have access to the Managed Care Contract Information System and needs it, contact Rachel Jarvis by e-mail.

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S.T.A.R.

Striving Together, Achieving Results

It is the pleasure of the Access Employee Recognition Committee to announce that Janice Walls of the ENT Clinic is the recipient of the February S.T.A.R. Award!

According to a fellow employee, Janice Walls is a Patient Representative who is an invaluable addition to the ENT Clinic. From her start date one year ago, Janice "learned the system quickly, and she gained the respect from the staff and patients just as quickly."

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

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New – Reduced Number of Patient Class Codes

Patient Class Description	Code	Usage
BMT Other	B	For bone marrow transplant patients
BMT Donor	D	For individuals donating bone marrow
Bone Marrow-Glb (Global)	BM	For PBS/MCPG use only
UAMS MCPG Fringe	M	For individuals with MCPG Fringe Benefits and their dependents. Be sure to check the current list to confirm eligibility.
UAMS Hstaf & Dp (Housestaff and Dependents)	H	For interns, residents, fellows, and their dependents
Other	O	For patients not falling into any other categories listed (including UAMS employees)
UAMS Med Stu	S	For UAMS medical students
Renal	Y	For renal patients currently undergoing dialysis
Renal Global	YR	For PBS/MCPG use only
Renal Xplant (Transplant)	YX	For renal patients who have had a transplant and are not currently undergoing dialysis
Donor	Z	For all donors except BMT (including kidney donors)

For patients fitting more than one category:

1st priority – BMT (B, D, or BM)

2nd – Renal (Y, YR, or YX)

3rd – MCPG Fringe (M)

4th – Donor (Z)

5th - UAMS Medical Student (S), or UAMS Housestaff and Dependents (H)

Last – Other (O) UAMS Employees are now included under this category, unless they meet a higher priority.

NOTE: If a patient's account has the Bone Marrow Global (BM) or Renal Global (YR) patient class types assigned to it, DO NOT change that patient class code. PBS and MCPG are the only departments that should assign that patient class, but once it is assigned it should NOT be changed.

