

Registration Alert

The Latest News for Access Staff

August 2004

**“Congratulations!”
and round of
applause go
to this July’s
leading scorers:**



95% or higher:

Racquel Longley, Admissions
Donnell Montgomery,
Admissions
Shantell Nelson, Admissions
Kim Tyler, Admissions
Terri Fluckey, UIMG
Pat Standridge, UIMG

90-94%:

Brandi Gee, Admissions
Tayae Marks, Admissions
Diana Robinson, Admissions
Chester Wofford, Admissions
Carrie Young, Admissions
Jenna Spiller, CWC
Jacquelyn Stephens, CWC
Veronica Guyden, UWHC

MULTIPLAN?

Take a Look at the Logos...

By: Office of Business Development and Managed Care

As you may know, on March 4, 2004 MultiPlan successfully completed the acquisition of BCE Emergis Corporation, including its extensive client base. Combined, these companies now process some **20 million** claims annually on behalf of a diverse base of payors, representing in excess of **\$15 billion** in claims charges flowing through the MultiPlan network. Through a detailed integration process, MultiPlan is working closely with all of their clients to convert member ID cards and/or EOB language as quickly as possible. Ultimately, all of these logos will be replaced with a Multiplan logo and the process should be completed with all clients within the next **18 months**. *What this means for you is effective June 1, 2004, UAMS will accept any patients with the below logos on their cards, they should be entered using the Multiplan plan code U23.* Then claims should be sent as instructed on the back of the members ID card. Please keep in mind these logos are ONLY temporary.

DID you Know?



AR Breastcare eligibility is verified the same way Medicaid is Verified-through AHIN or the Medicaid website. The category code will be 53-55 and the **Breastcare ID number will start with four 7's**. Don't confuse this with Medicaid Category 7-Breast and cervical cancer. *If you have any questions please call the RIS Team at 686-5102.*



(ProAmerica)



Questions/Comments? Contact the RIST @ 686-5102

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Tayae Marks, August STAR

Congratulations Tayae for being our July STAR! Tayae was nominated for her dedication and the genuine care she exhibits for all people; patients, visitors and coworkers.

Tayae works in Central Admissions performing registration duties. The manager of the Admissions Department, Mary Nellums, notes that she has been known to stay past the end of her shift to stay with patients while they wait for a room. "She's willing to go the extra mile in every situation and smiles the entire way", says the Salonica Gray, Assistant Manager of Central Admissions, adding "everyone can agree that's she's a joy to work with"! We echo her supervisors sentiments when we say, "We're glad to have her here"!

You must enter the Insured Retirement Date on the Medicare A and B screens. This will be a billable error beginning in September 2004.

To help with some of the questions you may be asked:

- If the patient is retired or disabled, enter the date employment ended in the retirement date field on both Medicare A and B screens.
- If a patient receives Medicare benefits due to their spouse's or parent's work history, enter the patient's Medicare effective date as the retirement date.
- If the patient retired before receiving Medicare or has never worked, enter the Medicare effective date as the retirement date.
- If the patient has group health insurance through their spouse, make sure all employment information on the Nearest Relative screen is complete. Include the employer name, date, and phone number.
- Get an accurate date if possible. If the patient cannot remember the exact date, he/she can usually guess the year. Put the date in as 0101 of that year.
- Refer to the handouts from the July RIST Inservice for more information. 😊



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REMINDER TOOL



Have you ever thought to yourself, "I need to remember to go back and run this patients AHIN one more time to see if it will work this time" or " don't forget to send a professional master update form for this patients doctor", but did not have a spare moment to do it right then? Well as much as we would love for you to complete these tasks when the need arises, we also understand that sometimes you have to make a note to yourself and go back and complete the task a little later. The CCTC has created a Reminder Tool that is available from their website at the following address

http://intranet.uams.edu/cctc/classes/OSCAR_Registration_Reminder_Worksheet_Form.dot

Here is a sample of what the form will look like, but don't take our word for it- go take a look and print a few copies to keep next to you computer or workstation.



<input type="checkbox"/> Complete Professional Master Form: PCP Name _____ *Don't forget comments
<input type="checkbox"/> Expired Insurance _____ Date _____ (update in MediPac)
<input type="checkbox"/> Medicare printout/ Medicaid eligibility/ Other insurance _____
<input type="checkbox"/> Update insurance plan/coverage tel# _____ Grp _____ eff dte _____
<input type="checkbox"/> Check Guarantor WC/Study/Grants/MCPG/Donor/Minor _____
Update the following: <input type="checkbox"/> Consent form <input type="checkbox"/> MSPQ <input type="checkbox"/> Patient Name <input type="checkbox"/> Insurance Address



Don't get confused with you see the FirstSource logo on an insurance card no matter what the name of the insurance. Use the F39 plan code for First Source. This logo will always take priority over any other logo. Example: Insurance card is Blue Advantage and has a First Source logo. Use the plan code for First Source.

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