

Registration Alert

The Latest News for Access Staff

December 2004

Several of our Access staff have proved they can attain great audit scores.

For November:

100%

- Brandi Gee – Adm
- Carrie Young – Adm
- Greta Tolbert – Adm
- Kim Tyler – Adm
- Shantell Nelson - Adm

99 - 95%

- Ruthie Lewis – Adm
- Donnell Montgomery – Adm
- Gina Gunnell – Renal
- Holly Stover – OTO

94 – 90%

- Chester Wofford – Adm
- Joe Willis – Adm
- Lona Meadows – Adm
- Latasha Jones – Sr. Health
- Donna Gilmore – OTO
- Sunny Allen – ACRC 2



Wouldn't be great to see your name among the high scorers?????

A space is reserved for you.

It can be done!

ID CARDS FOR OUT-OF STATE BLUE CROSS / BLUE SHIELD

Blue Cross and Blue Shield Plans nationwide are in the process removing Social Security numbers from members ID cards. The new identifier will begin with the 3 character alpha prefix and an alternate unique identifier. This process will take up to one year and should be completed by 01/01/2006.

- Be sure to ask all Blue Cross members for their most current ID card at each visit.
- Enter the identification number exactly as it appears on the member's ID card, including the three-character alpha prefix.
- Following the 3 character alpha prefix, the members ID card may included any combination of alpha and/or numeric characters for a maximum length of 17 characters total.
- Do not alter or change member ID numbers.
- Do not enter multiple Blue Plans for same insurance card.

S.T.★.R.

Striving Together, Achieving Results

Clifton Shepard, RN, BSN
Myeloma Institute



Clif has been named as our **S.T.A.R.** for the month of November. He dedicates the majority of his day to examining the accuracy of the insurance registration of those clients who come to the Myeloma Institute for treatment. He has been instrumental in “cleaning up” hundreds of patient visits. Clif is always pleasant and hard working. We appreciate his professionalism and his effort to help the Myeloma clinic “get those claims paid”. Our hats are off to you, Clif!

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Contact Information for the Revenue Integrity Team:

LaKesha Burton 686-6718
 Kylie Corriveau 603-1533
 Linda Gray 686-6274
 Kristy Jones 686-6968
 HOTLINE 686-5102

www.uams.edu/rist



AHIN UPDATE

On Monday, December 20th a new version of AHIN will be available. This upgrade has some major changes, and there will be important information on the bulletin board for each user to access and read.

After logging on as usual, instead of selecting the eligibility button, select the button called Bulletin Boards, Browse System Information and Notifications. You will need to print and read the information provided for the update.

UAMS MEDICAL CENTER EMPLOYS NEW VOICE TECHNOLOGY TO IMPROVE PATIENTS' EXPERIENCES, REDUCE HASSLE, AND CUT HEALTHCARE COSTS

UAMS Medical Center is taking a giant step forward in its goal to strengthen patient relations by streamlining the precertification process using a new voice-based technology product called VoiCert.

VoiCert automates and permanently records the precert process for outpatient diagnostic procedures, hospital stays and inpatient procedures—without modifying existing computer or telecom systems. The result is an efficient authorization process and a significant reduction in denied claims.

The VoiCert system, which was created by Knoxville, Tenn.-based The White Stone Group, Inc., will make it easy for doctors and nurses to manage the time-intensive precertification process and will help with accurate procedure scheduling. For patients, the automation means fewer billing errors.

UAMS' decision to automate the precert process also means that nurses and office staff can spend more time focusing on patient care. UAMS personnel spend an average of 25 minutes on each authorization, due to backlogs from hundreds of other hospitals and physician groups seeking similar approvals with insurance companies and managed care organizations. With VoiCert these calls can be cut to an average of only 2 to 3 minutes, representing a decrease in processing time of more than 88 percent.

VoiCert requires very little training for those using the product. Users simply speak or input patient information into a computer system with a touchtone telephone. Upon completion, the user returns to his or her core job while VoiCert calls the insurance company and weaves through its phone prompts to get an authorization from an insurance representative. VoiCert then delivers the authorization confirmation back to the original caller, and can automatically notify ancillary departments that a procedure has been approved.

In addition to the benefits that VoiCert brings to the patient, VoiCert will also dramatically reduce the number of denied claims that we've experienced in the past. The billing departments can access the system to obtain the recorded authorization and ensure accurate billing, which is important to the hospital, our patients, and our physicians.

The implementation team has been assembled, and planning is underway to put this new tool to work for all of us very soon. The team is comprised of representatives from billing, ancillary areas, utilization review and patient access services. If you think this is a tool that would benefit your area contact Holly Hiryak at 686-8170 or hiryakhollym@uams.edu for more information. Watch for more promotional materials coming your way!

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Helpful Registration Hints

What plan code do you use for Medicare HMO?

HINT: Z99 unless there is a plan code already assigned. If you need a referral or pre-authorization from Medicare Managed Care companies throughout the US, there is a **NEW** link to the "Medicare Managed Care Listing of Contracts" in the Online Resources section of the RIST website.

Plan code C14 for CIGNA Indemnity has been reactivated.

HINT: For quick plan code reference, print the Plan Code Desk Reference located in the Online Resources section of the RIST website



Omnipath Update

When accessing Omnipath, the INTER NO as shown in the snapshot should be 00020. "00020" signifies that your inquiry access is established through Arkansas Blue Cross and Blue Shield. Many people on campus have been using 00460 in that field but luckily Carl Carter from BCBS who gave the November RIST In-service pointed out the error.

Anyone unable to attend the Omnipath in-service and would like to obtain the handouts can contact the RIST at 686-5102. Should someone in your clinic/department need access to Omnipath, please complete the forms found in the Online Resources page of the RIST website and fax to Shanta Grant at 603-1243.

MediPac/OSCAR Upgrade

Mark your calendars to come and see the changes that have been made to MediPac and OSCAR. We will be demonstrating the changes on Wednesday January 5th and Friday January 7th. To see a schedule and register go to:

<https://secure.uams.edu/TrainingTracker/frmClassSchedule.aspx>.

The GO Live date for the upgrade is scheduled for January 15th. If you can't make it to a demonstration there is an online tutorial at:

<http://intranet.uams.edu/cctc/training/online.asp>. If you have any question please feel free to call the Computer Training Center at 686-8966.

How to Register a Medicaid Patient

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:12
 CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **AIN** 006389 KOKOSKA, MIMI
 Res. Res.

Srg.

PCP.Id. 052339 Name FAMILY MEDICAL CENTER, Phone. 501 6866560
 Con.Id. Name Phone.
 Con.Id. Name Phone.
 Ref.Id. 052339 Name FAMILY MEDICAL CENTE Phone. 501 6866560
 Adr1. 4301 W. MARKHAM, SLOT 530 Adr2.
 Zip.. 72205 St AR City LITTLE ROCK Taxonomy.

Chief Complaint..... SICK
 Procedure Text.....
 Onset Date. Time. Condition.
 Dx... Esti
 Px. Mod
 Lmp Date... Expected Del
 Comments...
 ...
 ...

PF9-UB CODES
 YA230NZ

User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

Only use a **group PCP** when the Medicaid eligibility states that a group such as Family Medical Center is the PCP, and only enter the group in the PCP field if a referral has been obtained.

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:14
 CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **AIN** 006389 KOKOSKA, MIMI
 Res. Res.

Srg.

PCP.Id. 064867 Name WHITE, PHILLIP L. Phone. 870 2853118
 Con.Id. Name Phone.
 Con.Id. Name Phone.
 Ref.Id. 064867 Name WHITE, PHILLIP L. Phone. 870 2853118
 Adr1. PO BOX 910 Adr2.
 Zip.. 71958 St AR City MURFREESBORO Taxonomy.

Chief Complaint..... SICK
 Procedure Text.....
 Onset Date. Time. Condition.
 Dx... Esti
 Px. Mod
 Lmp Date... Expected Del
 Comments...
 ...
 ...

PF9-UB CODES
 YA230NZ

User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

Use an **individual PCP's** name when it is listed as such on the Medicaid eligibility, and only use the PCP in the PCP field if a referral has been obtained.

How to Register a Medicaid Patient

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:08
 CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **ATTN** 006389 KOKOSKA, MIMI
 Res. Res.

Srg.

PCP.Id. 099998 Name SELF, REFERRAL Phone. 501 6867000
 Con. Id. Name Phone.
 Con. Id. Name Phone.
 Ref. Id. 002345 Name CHEEK, ROBERT Phone. 501 6865545
 Adr1. 4301 WEST MARKHAM Adr2. SLIP 7
 Zip.. 722057199 St AR City LITTLE ROCK Taxonomy.

Chief Complaint..... SICK
 Procedure Text.....
 Onset Date. Type..
 Dx... Isolation.
 Px. Date..
 Lmp Date..
 Comments...
 ...
 ...

PF9-UB CODES
 YA230NZ User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

If a PCP referral is required, but none has been obtained, **Self Referral** should be entered in the **PCP field** and the PCP should be entered in the Referring Physician field. This will ensure that the patient rather than Medicaid is billed for the visit.

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:07
 CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **ATTN** 006389 KOKOSKA, MIMI
 Res. Res.

Srg.

PCP.Id. 052444 Name PCP REFUSED REFERRAL, Phone.
 Con. Id. Name Phone.
 Con. Id. Name Phone.
 Ref. Id. 002345 Name CHEEK, ROBERT Phone. 501 6865545
 Adr1. 4301 WEST MARKHAM Adr2. SLIP 7
 Zip.. 722057199 St AR City LITTLE ROCK Taxonomy.

Chief Complaint..... SICK
 Procedure Text.....
 Onset Date. Type..
 Dx... Isolation.
 Px. Date..
 Lmp Date..
 Comments...
 ...
 ...

PF9-UB CODES
 YA230NZ User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

If a PCP referral is required, but the PCP refuses to give a referral, **PCP Refused Referral** should be entered in the PCP field and the PCP listed on the Medicaid eligibility should be entered in the Referring Physician field. This will ensure that the patient rather than Medicaid is billed for the visit.

How to Register a Medicaid Patient

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:15
CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **ATTN** 006389 KOKOSKA, MIMI
Res. Res.
Srg.
PCP Id. 052336 Name NO PCP REQUIRED, Phone.
Con. Id. Name Phone.
Con. Id. Name Phone.
Ref. Id. 064867 Name WHITE, PHILLIP L Phone. 870 2853118
Adr1. PO BOX 910 Adr2.
Zip. 71958 St AR City MURFREESBORO Taxonomy.

Chief Complaint..... SICK
Procedure Text.....
Onset Date. Time. Condition.
Dx...
Px.
Lmp Date... Expected
Comments...
...

PF9-UB CODES
YA230NZ

User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

When the Medicaid eligibility states "PCP Not Required," **always** use PCP code 052336. If the person has a family physician that they would like to have their records sent to, enter the physician's name in the Referring Physician field.

holly r jones Hospital I/5 - 1

PATIENT UPDATE UNIVERSITY HOSP OF ARK A A AA 11/29/04 16:21
CLINIC, ARGUS L AL-RADIOLOGY 0000 008475415-4223

----- PHYSICIAN / CLINICAL -----

Adm. **ATTN** 006389 KOKOSKA, MIMI
Res. Res.
Srg.
PCP Id. 052336 Name NO PCP REQUIRED, Phone.
Con. Id. Name Phone.
Con. Id. Name Phone.
Ref. Id. 099998 Name SELF, REFERRAL Phone. 501 6867000
Adr1. 4301 WEST MARKHAM Adr2.
Zip. 722057199 St AR City LITTLE ROCK Taxonomy.

Chief Complaint..... SICK
Procedure Text.....
Onset Date. Time. Condition.
Dx...
Px.
Lmp Date... Expected
Comments...
...

PF9-UB CODES
YA230NZ

User Id HRJONES Termid A010 Function PATU

R=04 C=008 Ready? A010

When the Medicaid eligibility states "PCP Not Required," **always** use PCP code 052336. If the person does not have a regular physician, enter Self Referral in the Referring Physician field.