

Registration Alert

The Latest News for Access Staff

February 2004



Listed below are the High Scorers for the January 2004 audits. The access personnel recognized on this list deserve even more applause and recognition than before. As most of us are aware, the Random Audit Process began this past month, and this means the access personnel are not given notice of when their work is being reviewed. This provides a more accurate representation of an access personnel's registration accuracy. So please give a round of congratulation to:

95% or higher *

Terri Fluckey, UIMG
 Racquel Longley
 Matt Michalski
 Donnell Montgomery
 Shantell Nelson
 Patricia Standridge, UIMG
 Dawn Williams
 Shawanna Williams
 Carrie Young

90-94%

Brandi Gee
 Ruthie Lewis
 Diana Robinson

Most Improved

Tayae Marks, Admissions
 Carolyn Spencer, Neurology
 Kim Tyler, Admissions

*Registrars in this scoring ranger are exempt from periodic audits, and will be audited under "spot audit check" for as long as they maintain a 95% or higher accuracy

REGISTRATION ERRORS

By CAROLYN PERRIN & LISA LACH, MCPG



MCPG has experienced several registration errors that are keeping claims from processing electronically. Often just a small error can cause huge problems.

1. Zip codes with 2 or 3 zeroes instead of 4. 7203200, 72032000 are incorrect. **Remember there must be a total of 9 digits - 720320000.**
2. Punctuation (; :. -) **When entering the patient, guarantor, claim address or policy/group numbers into the system do not use any punctuation.** Many records on the system contain some type of punctuation. Example ATTN: ROY ROGERS, P.O. BOX 1830. This should be ATTN ROY ROGERS, PO BOX 1830. Eliminate all punctuation in addresses on the insurance screen.
3. **It is vital that you always include the date of birth of the insured or sponsor in the correct insurance field.** We have seen a lot of (N74) TRICARE for Life that do not contain the Sponsor DOB. This causes the claim to reject and not process until that information is supplied. I know this information is not on the card. You must ask the patient this information. Medicare requires the date of birth of the insured in order to process their claims. Remember to eliminate any punctuation.
4. Please use the correct Insurance Code. TRICARE for Life (N74) is a program for Uniformed Services retirees, their spouses and survivors over age 65 and who are entitled to Medicare. TRICARE for Life is always secondary to Medicare. **Once a patient is over 65 they would no longer have TRICARE (F90) but would be covered by TRICARE for Life (N74).** Why do we care? TRICARE Care for Life is an automatic cross over from Medicare, requiring no additional claim to process. SAVES MONEY!

In short use the correct number of digits in the zip code, eliminate all punctuation on the insurance screen, provide the insured or sponsor's date of birth and use the correct code. Make everyone happy, eliminate errors and save money.

More Registration Alert

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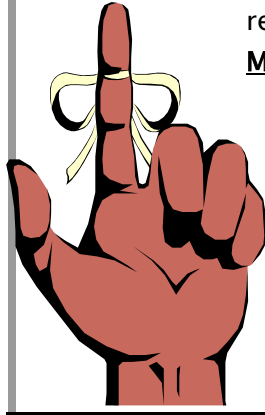
DID YOU KNOW ?

REMINDER: For CoreSource and Mutual of Omaha cards *with* the AMCO logos on the card, please continue to use the A25 plan code and insert the appropriate claims address listed on the insurance card. CoreSource and Mutual of Omaha cards *without* the AMCO logo will use the existing C01 and M70, respectively.

Time Insurance (T01) name has changed to Fortis Health. The system has been updated to reflect the changes. Additional corrections with this plan code included a phone number change to: (414) 2713011 and (800) 8001212

The PBS Accounts Corrections e-mail group name has changed. When searching for this group, you will now find it under the name **Accounts Corrections**. Why the name change? Both PBS and MCPG employees are now part of this group. For those of you who cc: the RIS Team on these e-mails, you no longer have to! We are also part of the e-mail group.

Registering a Medical Student by Beth Wheeler of MCPG



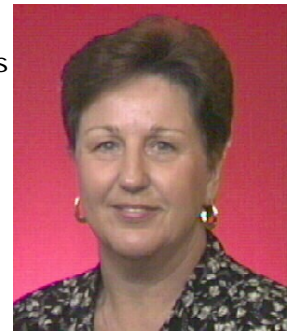
Please remember this important information when registering UAMS Medical Students (this **ONLY** applies to **MEDICAL** students!!):

- The patient class must be S
- Since UAMS Medical Students receive a discount on their MCPG charges after insurance pays, please do NOT collect any copayments.
- UAMS ID Badges for these individuals state that they are Medical Students. You may always request to see the ID badge for identification purposes.



February 2004 STAR

The S.T.A.R Committee would like to introduce Kathleen Wylie as the S.T.A.R Recipient for February. Kathleen Wylie is currently working as a Patient Representative for the Community Women's Clinic. Recently, Kathleen became CHAA certified.



**KATHLEEN
WYLIE**

Kathy is hailed as dependable, professional and a wonderful role model for all UAMS employees. It is an honor and a pleasure to congratulate Kathleen Wylie as this month's S.T.A.R.

Say Farewell to Automatic COBing

Have you noticed while scheduling an appointment or visit you now must determine the COB order of third party payers? We found the automatic COB sequence was not accurate. If you are uncertain of the proper COB order while scheduling an appointment or visit you have the option of using financial class Z, first introduced in the November 2003 Registration Alert. By using financial class Z, the access staff arriving, updating, or admitting the patient will be alerted that the insurance information is "pending" or incomplete and they must update the information during the process.