

Registration Alert

The Latest News for Access Staff

May 2004

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

100%

Racquel Longley, Admissions
Donnell Montgomery, Admissions
Kim Tyler, Admissions
Carrie Young, Admissions

95% or higher

JoAnn Conley, OT
Tressia Roberts, Rehab-COA
Lisa Sims, ACRC 6
Brandi Gee, Admissions
Matt Michalski, Admissions
Shantell Nelson, Admissions

90-94%

Evon Ford, ACRC 6
Tayae Marks, Admissions

**DID you
Know?**



Top 10 Errors for the

April Audits are...

1. Source Documents
2. Effective Dates
3. MSPQ
Completion/Error
4. Patient Name
5. Coverage Contact
Tel#
6. Claims Address
7. Plan Code
8. Pre-Cert Tel#
9. Primary Care
Physician
10. Group Name

Nearest Relative Revelations

By: Revenue Integrity Specialist

OSCAR users, have you noticed that the Nearest Relative Employer fields have been added to your software? This information is crucial for determining the correct coordination of benefits for Medicare patients. Let's review the Nearest Relative fields and recap the required information.

Nearest Relative:

- If the patient carries a Group Health Plan (GHP) from a spouse or family member, the nearest relative field must be the policyholder of the GHP. This is especially true for Medicare patients. Minimum required fields include: Relationship, Name and Telephone.
- If the patient does **not** carry GHP coverage from another person, the fields are still required and spouse is preferred when applicable.

Nearest Relative Employer:

- If the patient carries GHP coverage from a spouse or family member, the nearest relative employer must reflect information on the policyholder of the GHP. Minimum required fields include: Employer Name, Status, Telephone and Effective Dates.
- If the patient does **not** carry GHP coverage from another person, the Nearest Relative Employer fields are not required.

A Note on Minimum Required Fields...

Even though only certain fields are *required* for audit purposes, it is preferred that access personnel complete as many of the nearest relative fields as possible, regardless of insurance coverage.

The RIST will begin auditing outpatient accounts for these new fields effective June 1st, 2004. This information is also being added to the revised Error Criteria, scheduled for release in June 2004.

→ For more information on Group Health Plan Coverage (GHP), see the commercial section and glossary of the Strengthening Bridges Training Manual.

If you have any questions or concerns, please contact the RIS Team at 686-5102.

Questions/Comments? Contact the RIST @ 686-5102

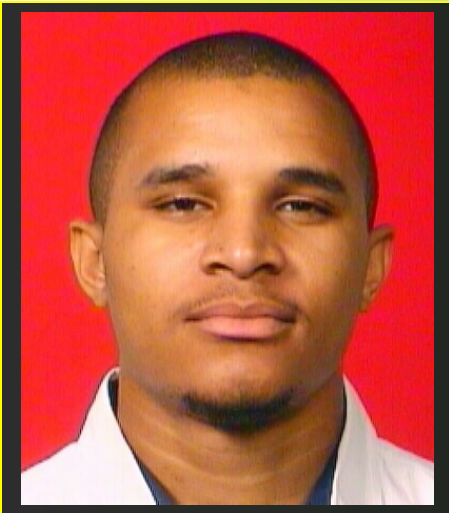
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S.T.★.R

STRIVING TOGETHER, ACHIEVING RESULTS



Donnell Montgomery, May STAR

Please join the STAR committee in recognizing Donnell Montgomery as the STAR for May 2004. Donnell is an Admission Representative in the Emergency Department and has been there for a little over 18 months. He recently scored 97% on his audits and has been described as "always on time". According to Dawn Williams, he is always smiling, very professional and a team player. We are so proud of you Donnell - Great job!

Congrats to more CHAA and CHAM Recipients!

The CHAM exam was offered last February and all three candidates that sat for it passed! Below are their names. This exam is an incredible challenge and passing it reflects that they are experts in their field. Exceptional Work!

*Kylie Corriveau, CHAM – RIST
Julia Cavanaugh, CHAM – CCTC
Joyce Steen, CHAM – OP Admin*

The CHAA exam (Certified Healthcare Access Associate) was offered once again on our campus on May 10th and it was a success as well! Approximately 70% of the people who sat for the exam passed it! Below is a list of your fellow colleagues who are now credentialed. Please congratulate them when you see them. We are so proud of you. Way to go!

*LaKesha Burton, CHAA – Multiple Myeloma Intake
Jamie Howell, CHAA – JEI
Corliss Johnson, CHAA – JEI
Kristy Jones, CHAA – Pre-Registration
LaSandra Wilson, CHAA – LONC*

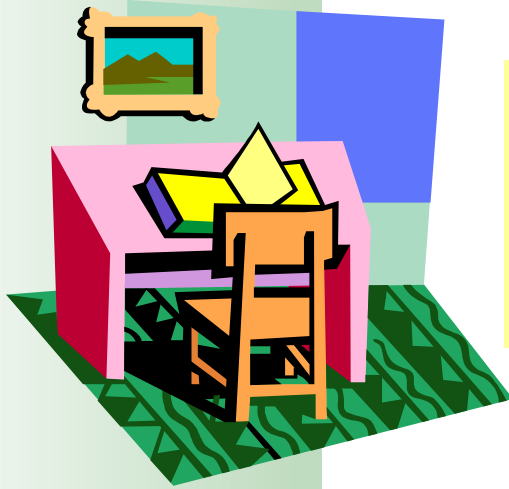
If you are interested in sitting for one of these exams, please contact the RIST at 686-5102. You can also go to www.naham.org for more information. The exams will be offered on campus again September 13th, 2004. You must reserve a seat in advance. So far there are 6 people scheduled for the CHAA and one scheduled for the CHAM. Good Luck!

Questions/Comments? Contact the RIST @ 686-5102

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New Class Line -Up Coming Soon!

By Revenue Integrity Specialist Team

This Summer and Fall will mark the introduction of several new classes. In an effort to bring information about the whole revenue cycle to access staff, the Revenue Integrity Specialist Team have put our heads together with a number of other experts from around UAMS and created a couple of classes that take an in depth look at the plan codes and billing forms we use. Add to that an advanced OSCAR class that addresses problem solving and critical thinking and we feel we are well on our way to giving access staff the tools they need to succeed!

Carolyn Perrin and Janet Beasley have come together, along with the RIST, to help create a class that breaks down the billing forms used at Faculty Group Practice (FGP, formerly MCPG) and PBS and take a look at where the information comes from and who is responsible for it. Understanding what information is needed for the billing forms and where it comes from can be an eye-opening experience, especially considering that our frontline registrars play a larger role than they may expect!

In addition to billing forms, the RIST wanted to make the topic of plan codes a focal point for a class. Anita Allaben and Rachel Jarvis, of the Office of Business Development and Managed Care, have put together a comprehensive class about plan codes; what they are, why and how we use them and some information that may help us in determining how to assign them!

Add to that an advanced OSCAR class that is still in the planning stages and you have a well rounded line up of new class and educational opportunities. The OSCAR class will touch on some basics, but is mainly devoted to handling difficult registration situations and how to correct problems as they are encountered. Keep your eyes and ears open and be one of the first in your area to sign up when they become available.