

Registration Alert

The Latest News for Access Staff

November 2004

**“Congratulations!”
and a big round of
applause goes
to October’s
leading scorers:**

**100%**

Shantell Nelson, Central Admissions
Lisa Sims, ACRC 6
Naomi Davis, ACRC 7

95% or higher:

Tayae Marks, Central Admissions
Kim Tyler, Central Admissions
Donnell Montgomery, ED
Ruthie Lewis, ED
Carol Smith, ACRC 2
Betty Bird, ACRC 6
Evon Ford, ACRC 6
Jamie Williams, ACRC 7

90-94%:

Lona Meadows, Central Admissions
Joe Willis, Central Admissions
Brandi Gee, ED
Chester Wofford, ED
Carrie Young, ED
Sunny Allen, ACRC 2

CMS CLARIFIES MSP RULES

From HFMA Express News 10/15/04

“According to CMS, when a Medicare-covered employee who is also covered by the employer's group insurance is on a temporary leave of absence, Medicare is the secondary payer because the employee still has employee status and retains the employer's health coverage.”

What this means for UAMS registrars is when registering a patient who has a group health plan (GHP) and Medicare; the patient should be asked if they are on 'leave of absence'. ***IF SO - their group health plan would be primary.*** Something else to consider is that a patient may be on long term disability- a similar situation. The patient may not be working, but still has an active employee status with their employer. Just as above- ***if the pt is on disability leave, the patient's group health plan would be primary.***

If you have any question please feel free to call the Revenue Integrity Specialist Team at their main number 686-5102.

S.T.★.R.

STRIVING TOGETHER, ACHIEVING RESULTS



Congratulations to our October S.T.A.R.'s!

For the first time a UAMS clinic has received an overall registration accuracy score of 100%! This feat was accomplished by the combined hard work of the registration staff of ACRC 6 and the Pre-Registration Team. The goal of both teams is to guarantee the integrity of the information they work with and they have done a wonderful job reaching that goal!

Above are pictured left to right; *front row*: Lisa Sims, Evon Ford, *back row*: Paul Rebsamen- Pre-Registration Manager, Joann Conley, Angela Taylor, Sharon Thompson, Betty Bird and Kelly Cloud- ACRC 6 Manager.

Questions/Comments? Contact RIST @ 686-5102

Rescheduled!!

**The ARKHAM
meeting scheduled
for November 18th
has been
rescheduled to
December 16, 2004.
The location has
also been changed
to UAMS, EDIII,
G228. Go to the
website at
www.ark-ham.org
to sign up.**

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★★★★★

QC Website Eligibility

"Member information not loaded at this time". Have you ever been faced with this while trying to check eligibility at the QC website? If the patient you are trying to verify coverage for belongs to a group that has had a change of ID numbers, you may run into this! The QC website will only verify coverage for groups that have the ID number that is the subscriber's social security number and the suffix. Until further notice, if your patient has a new ID number you will have to call and verify benefits and eligibility by phone. When you call be sure to state that the pt may have a new ID!

★★★★★

MPAC News

CH-CH-CH CHANGES!!

HUGE changes are coming in December for McKesson (MPAC) due to the Release of the 9.0 upgrade. The Training Center is putting together training materials; user testing will begin mid November with a "Go live" date tentatively planned for mid December.

Please keep an eye out for more information as we finalize plans.

★★★★★

Pre-Registration



By Nikki Gray, Assistant Manager Central Admissions

If you have patients who are scheduled for surgery or inpatient admission, let them know about the Hospital Admissions Pre-Registration website! It's found at <http://www.uams.edu/medcenter/preregistration.asp>. The online form is submitted directly to the Central Admissions group via email for processing. You may also print the form for patients to complete and fax to the Admissions department at (501) 526-4282.

Why pre-register?

- **Collect** patient demographic/insurance information for registration
- **Expedite** the registration process in order to decrease patient wait time
- **Advise** patients of their financial responsibilities
- **Provide** financial arrangements prior to service
- **Inform** patients what they must bring at time of service (insurance card, Advance Directive, payment if previously arranged)
- **Improve** patient relations so patients will have less to worry about during service
- **Provide** directions to hospital and department(s)

Note: this pre-registration page applies only to patients who are having surgery or being admitted to the hospital. Those requiring outpatient appointments should follow normal outpatient scheduling procedures.

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The CHAA and CHAM exams will be offered at UAMS December 15th!

For content and financial information regarding these exams, please visit www.naham.org. The CHAA exam is online and the CHAM exam is on paper.

Disclaimers:

- ✚ **Payment must be made to NAHAM at least 2 weeks in advance of the exam date.**
- ✚ **All financial arrangements must be made by your individual departments.**
- ✚ **The RIS Team is only sponsoring the location and proctors.**

The schedule is as follows:

CHAA and CHAM

Wednesday, December 15, 2004

College of Public Health Computer Lab, 1st Floor, Room 1230/1250

Testing will begin promptly at 8:00 am, 11:00 am, or 2:00 pm. Please arrive at the test site at least 10 minutes prior to exam start time. Doors will be locked when testing begins. Contact Holly Jones by phone (501) 526-7794 or by email joneshollyr@uams.edu to reserve your seat. **Good Luck! The RIS Team 686-5102**

Questions/Comments? Contact RIST @ 686-5102