

# REGISTRATION ALERT

AUGUST 2005

## JULY AUDIT SCORES

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### 100%

Lona Meadows—Admissions  
 Lisa Montgomery—UWHC  
 Ginny Shelton—APSY  
95% to 99%  
 Tayae Marks—Admissions  
 Chester Wofford—Admissions  
 Kim Tyler—Admissions  
 Ruthie Lewis—Admissions  
 Kathy Gadd—APSY  
 Pat Standridge—Medicine

### 90% to 94%

Shantell Nelson—Admissions  
 Carrie Young—Admissions  
 Brandi Gee—Admissions  
 Greta Tolbert—Admissions  
 Claren Hurvey—YPSY  
 Ashley Lavender—FAP  
 Rebecca Griffith—Medicine

### SPECIAL POINTS OF INTEREST:

- Star
- Prof Master Update
- Prior Authorization
- Medicaid Pending
- JCAHO Luau

## JUNE S.T.A.R. STRIVING TOGETHER, ACHIEVING RESULTS

Please join us in recognizing June Skinner as our July 2005 S.T.A.R. award recipient. June has been employed at UAMS for six years and works as a Point of Service Coordinator in the SONC clinic of the ACRC. She was nominated by her manager, Mary Ann Dalmut, who had these words to share about her, "June excels in so many areas it is hard to pick just one...Her organizational skills are to be modeled, her kindness and helpfulness to the patients and families is something UAMS should be exceedingly proud of, demonstrating CARE qualities in all aspects of her job assignment." June accepts change with a positive attitude and works well with her co-workers and all other clinical departments with the highest level of professionalism. We salute you, June, for your outstanding achievements!



## PROFESSIONAL MASTER UPDATE

By Karen Lamoreaux

I have noticed that the Professional Master Update error is increasing and most of the registrations are copied forward from BMT accounts.



If the PCP or Referring physician is not found in the master list, the ID# 052334 may be entered but you **must** document that you have completed the update form online. This communication is critical among departments.



Please be sure that you **use the script** included in the instructions below. It is **critical that I know the name of the physician** that you have requested an ID for. This way I can make sure that Physician Relations is updating in a timely manner for us.

### Instructions for Professional Master Update:

[http://www.uams.edu/rist/online\\_resources/Resources/ProfessionalMasterUpdate.pdf](http://www.uams.edu/rist/online_resources/Resources/ProfessionalMasterUpdate.pdf)

### Link to online form:

<http://physicianlink.uams.edu/profmaster/>

## ARKANSAS DEPARTMENT OF CORRECTIONS



Don't forget to use the following address for all Arkansas Department of Corrections patients!

PO Box 8707  
Pine Bluff, AR 71612  
870-267-6298



Click here for the full [ADC Unit Listing](#) or visit [http://www.uams.edu/rist/online\\_resources/](http://www.uams.edu/rist/online_resources/).

## SERVICES REQUIRING PRIOR AUTHORIZATION

Qualchoice has provided a list of services that **require** Prior Authorization.



You can find this list on the RIST homepage at [www.uams.edu/rist](http://www.uams.edu/rist) through the link **online resources**.

Under **Prior Authorization Information** is a link to Qualchoice, from there you can access the list of services.

## MEDICAID PENDING



### MEDICAID PENDING: FINANCIAL CLASS O

*What is Medicaid Pending?* According to the Strengthening Bridges Training Manual, Medicaid Pending is when a patient has applied for Medicaid, and the caseworker has determined that they may qualify. The UAMS Medicaid office caseworkers will change the financial class from “E” (Self-Pay) to “O” (Pending Medicaid) to indicate that the patient has applied for Medicaid and may qualify.

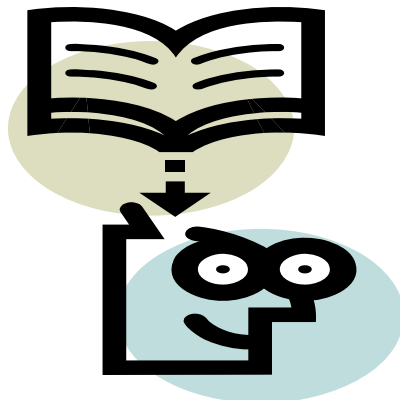
*Please Note:*

- A registrar may only change the financial class to “O” if there is adequate documentation.
- The documentation must reflect that the application was made within the last 90 days (except for SSI applicants).

*How is pending status verified?*

- Written statement from the Medicaid caseworker stating the patient has applied for Medicaid
- Statement that there is a pending SSI application at Social Security Administration
- A note in the comments section from a caseworker, financial counselor or patient rep verifying that application was completed
- UAMS Medicaid Office provides outpatient clinics with a report that verifies patient’s Medicaid status. The status is located under column heading “DHS Status” To obtain access to this report, send an email request to Judy Key and Ethel J Harness

## SEHS/POEM Plan Code Table



Since July’s issue of the Registration Alert there were changes made to the [SEHS/POEM Plan Code Table](#). You can now access the Table on the RIST Online Resources web page.

## FAMILY COMMUNITY MEDICINE



### FAMILY COMMUNITY MEDICINE

Congratulations to Family Community Medicine for July audit scores that have improved 29% from this time a year ago. The access staff has worked tirelessly to show they can be among the best on campus. Their devotion to getting the job done for FMC and UAMS is wonderful. Keep up the great work!

## JCAHO LUAU

# JCAHO Luau



- 🌸 **August 18 -**  
2:00 p.m. - 7:00 p.m.
- 🌸 **August 19 -**  
7:00 a.m. - 7:00 p.m.
- 🌸 **August 20 -**  
7:00 a.m. - 7:00 p.m.
- 🌸 **August 22 -**  
7:00 a.m. - 12:00 p.m.

🌸 **8th Floor, Hospital (Rooms 1 & 2)**

*This Event is Mandatory.*

Don't miss out on the FUN and PRIZES as you get information for the upcoming JCAHO visit!

## Grab a Lei and Limbo on Down!

## REVENUE INTEGRITY SPECIALIST TEAM

# New Members to the RIST!

Please join the RIST in welcoming its 2 Newest Members: Angela Taylor and Donnell Montgomery!

Angela comes to us from the Pre-Registration Department and Donnell is from the Emergency Department of Admissions. They are looking forward to their new professional journey as a resource for access personnel. Congratulations!

# RIST

**LaKesha Burton**      **686-6718**  
**Linda Gray**            **686-5102**  
**Kristy Jones**          **686-6968**  
**Karen Lamoreaux**    **686-5102**  
**Donnell Montgomery** **686-6274**  
**Angela Taylor**        **603-1533**

**Holly Jones, Rev. Int. Mgr 526-7794**

**Hot Line 686-5102**

## Editorial Advisory Committee

### Editors

Donnell Montgomery      Angela Taylor

### Committee

Holly Hiryak              Carolyn Perrin  
 Holly Jones                Janet Beasley  
 Kristy Jones                Karen Lamoreaux  
 Lakesha Burton            Linda Gray

To submit articles for Reg. Alert, please email "Revenue Integrity Specialist Team". All suggestions are welcomed.

## Access Personnel Education Calendar

# September 2005

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 Strengthening Bridges Day 1	2	3
4	5 Labor Day  UAMS Holiday	6	7	8 Medipac Orientation	9 Strengthening Bridges Day 3	10
11	12 Oscar Orientation	13	14 RIST In-service	15 Strengthening Bridges Day 2	16 CHAA Study Session	17
18	19	20	21 CHAA/CHAM EXAMS	22	23	24
25	26 Oscar Orientation	27	28	29 Medipac Orientation	30	

[www.uams.edu/rist](http://www.uams.edu/rist)  
[www.uams.edu/cctc](http://www.uams.edu/cctc)

To register for education classes go to the Clinical Computer Training Center (CCTC) webpage on the UAMS Intranet; For Patient Access classes contact RIST.