

# REGISTRATION ALERT

JANUARY 2005

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## 9.0 ROLLOUT FOR MEDIPAC AND OSCAR IS DELAYED UNTIL JANUARY 22

The changes to Medipac and Oscar have been delayed until Saturday, January 22. Many of you have been to the training classes offered by CCTC in anticipation of the changes which were to take place on the 15th. Please keep those handouts distributed during training handy. They are a great reference.

## RIS EDUCATION CHANGES FOR 2005

Patient Access Education provided by the RIS Team is changing dramatically in 2005. Role in Access and Strengthening Bridges have both been streamlined to provide shorter courses and new subject matter! New subject matter will include a class called *Financial Aspects of Healthcare at UAMS*. In addition, we are now offering three online courses through IMA Web University.

Also coming in 2005 are two brand new patient access courses offered by PBS/MCPG and the Department of Business Development and Managed Care. These two new courses will cover topics such as billing, contracts, plan codes, and much more. For more information, please visit [www.intranet/rist](http://www.intranet/rist). Don't forget the OSCAR REFRESHER classes offered by CCTC. Go to the CCTC website to enroll.



## SPECIAL POINTS OF INTEREST:

- 9.0 Rollout
- 2005 Education Changes
- CHAA/CHAM
- Medicaid Eligibility
- VoiCert
- February Training Calendar

## CHAA/CHAM

UAMS is proud to announce that several people have passed the CHAA (Certified Healthcare Access Associate) exam during the last testing session:

**Tayae Marks—Admissions**  
**Earlesha Duckworth—Medicaid**

These ladies are willing to go above and beyond to be the best they can be. We invite any of the access personnel who are interested in achieving this certification to check with the [www.NAHAM.org](http://www.NAHAM.org) website for more information. Since UAMS is a testing site, you will be notified when the next exam is scheduled. In the mean time, check it out!!



**There is a CHAA pin now being sent to those who pass the exam. The pin has only recently been included with the certificate when you receive official notice from NAHAM that you are now a CHAA. Anyone who passed the exam in 2002 and 2003 may be particularly interested in obtaining one. You can request a pin by calling the RIST Hotline 686-5102 or emailing one of the team members and leaving your name, clinic, slot number and phone number by February 28th. RIST will verify your eligibility and get the pin to you as soon as possible.**

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## SEARCHING FOR MEDICAID ELIGIBILITY

If you are searching for Medicaid eligibility using AHIN and you change the ***from*** date to last year, it will not give you a termination date if in fact the plan has terminated. It appears to be active. Leave the default date (today's date) in the ***from*** field because that is the only way to correctly determine that the patient has active Medicaid. If the patient is no longer eligible for Medicaid, and you are wondering what the past eligibility information was, use Medicaid online.

Who's eligible?

Who's not?

Those are the questions!

## VOICERT IS HERE TO MAKE YOUR LIFE EASIER

The new voice technology named VoiCert is being rolled out at UAMS to cut the amount of time you spend on the telephone to get a precertification from an insurance company. Having proof in the way of a tracking number supplied by VoiCert, that the insurance company has been contacted and they in turn have responded back to you, will indeed save UAMS money but will also make your life so much simpler. Just think of all the hours you have been spending on the phone that can be put to much better use in your clinic. What used to take 20 to 25 minutes for each call can now be done in approximately 2 to 3 minutes.

For those of you wondering when this latest technology will be available to your clinic, here is the schedule for implementation in the Outpatient Clinics (You will be contacted with a date.):

- |                   |                 |
|-------------------|-----------------|
| 1. MONC           | 12. UWHC        |
| 2. HONC,DONC,JONC | 13. UROLOGY     |
| 3. LONC           | 14. CARDIOLOGY  |
| 4. SONC,OONC      | 15. DERMATOLOGY |
| 5. BONC           | 16. ENDOCRINE   |
| 6. JEI            | 17. NEUROLOGY   |
| 7. NEUROSURGERY   | 18. RENAL       |
| 8. ORTHO          | 19. UPMG        |
| 9. SURGERY        | 20. COA         |
| 10. ENT           | 21. MEDICINE    |
| 11. CWC           |                 |



Ho Hum, I wonder how long it will take today.....

LaKeshia Burton 686-6718  
 Kylie Corriveau 603-1533  
 Linda J Gray 686-6274  
 Kristy Jones 686-6968  
 Karen Lamoreaux 686-5102

**Hot Line 686—5102**

**To register for education classes go to the Clinical Computer Training Center (CCTC) webpage on the UAMS Intranet.**

## Access Personnel Education Calendar

### February 2005

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	31 OSCAR Re-fresher	1 OSCAR Orientation OSCAR Re-fresher	2 OSCAR Orientation OSCAR Re-fresher	3 Role in Access Part 1 8:00—12:00 OSCAR Refresher	4 OSCAR Re-fresher	5
6	7 MediPac Inquiry and Update	8 MediPac Inquiry and Update	9	10 Role in Access Part 2 8:00—12:00  MediPac Registration	11 Strengthening Bridges Day 1 8:00—4:30  MediPac Registration	12
13	14 OSCAR Orientation	15 RIST In-service 10:00 AM  OSCAR Orientation	16 RIST In-service 2:00 PM  OSCAR Orientation	17 Role in Access Part 1 8:00—12:00	18 Strengthening Bridges Day 2 8:00—4:30	19
20	21 George Washington's Birthday  UAMS Holiday	22	23	24 Role in Access Part 2 8:00—12:00	25 Strengthening Bridges Day 3 8:00—4:30	26
27	28 OSCAR Orientation	<a href="http://www.uams.edu/rist">www.uams.edu/rist</a> <a href="http://www.uams.edu/cctc">www.uams.edu/cctc</a>				