

REGISTRATION ALERT

JUNE 2005

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MAY AUDIT SCORES

100%

Shantell Nelson—Admissions

95% to 99%

Tayae Marks—Admissions

Carrie Young—Admissions

Donnell Montgomery—Admissions

Steven Webb—Medicine

Sherry McDaniel—Geriatrics

90% to 94%

Greta Tolbert—Admissions

Chester Wofford—Admissions

Kim Tyler—Admissions

Brandi Gee—Admissions

Ruthie Lewis—Admissions

Terri Fluckey—Medicine

MAY S.T.A.R.

STRIVING TOGETHER, ACHIEVING RESULTS

We are pleased to present to you our May 2005 STAR, Doug Ritchie, of the Neurosurgery Clinic. Doug has been employed at UAMS for eight months as a Registration and Appointment Specialist. He was nominated by his peers for always being helpful and cheerful. One co-worker noted, "Doug is a leader in suggesting changes in the clinic that would benefit the flow of patient care. He's a great asset to our team". Doug also consistently scores high on his monthly audits, making a score of 100% at one point. He is known for being kind to all he meets and making patients experience positive encounters at our facility. Join us in saluting Doug for a job well done.



Congratulations Doug for earning the S.T.A.R. award!

SPECIAL POINTS OF INTEREST:

- S.T.A.R
- Blankenship Award
- ARKHAM
- Medicaid
- Discount Packet
- Email Address
- Netiquette
- NAHAM Conference

Holly Hiryak, UAMS Director of Hospital Admissions/Access Services, Receives Marian Blankenship Distinguished Service Award

The 31st Annual National Healthcare Access Management (NAHAM) Conference and Exposition was held May 14-17 at the Saddlebrook Resort in beautiful Tampa, FL. One of the highlights of the conference is the Awards Luncheon, and this year Holly Hiryak, Director of Hospital Admissions/Access Services received the Marian Blankenship Distinguished Service Award which is awarded to an individual who has made a significant contribution to the field of patient healthcare access.

A few examples of her accomplishments at UAMS include the implementation of the Revenue Integrity Specialist Team as well as the Pre-Registration/Pre-Certification Team. She implemented a career ladder for Hospital Admissions access personnel, which serves as a model for hospitals around the nation. Along with all of these accomplishments, she also successfully directs the hospital's Medicaid office which processes an average of 400 new Medicaid applications monthly and produces an average monthly reimbursement of \$2.3 million.

Holly is currently president of the Arkansas Association of Healthcare Access Management (ARKHAM), she serves on the NAHAM Conference Program Committee, and has served on the NAHAM Education committee. Her contributions to access management are seemingly endless. Dan Riley, Chief Financial Officer states "I have not worked with a more capable and competent professional in the field of access than Holly." She represents UAMS well, and paves the way for new innovations in patient access.



l to r Holly Hiryak and Susan Pletcher, NAHAM President

July ARKHAM Meeting To Be Held at Arlington Hotel in Hot Springs

The summer meeting of Arkansas Healthcare Access Management will be held July 21, 2005 in Hot Springs, AR at the Arlington Hotel and Spa and will be featuring guest speaker *Bobette Gustafson*. She is the founder and president of Gustafson and Associates, Inc. a firm dedicated to quality healthcare business process consulting and education. In her program titled *Assuming Your Role as Tomorrow's Revenue Cycle Leader* she speaks about setting the pace and assuming primary control of your organization's revenue cycle destiny.

If you are interested in attending, please visit www.ark-ham.org for details.



Medicaid Pseudo Social Security Number

By UAMS Medicaid Office and RIST

When an application for Medicaid is submitted for unqualified aliens or newborns, the Department of Human Services (DHS) assigns that person a pseudo Social Security Number (SSN). Newborns will eventually be assigned an actual SSN by the Social Security Administration, but unqualified aliens will not. This pseudo SSN is entered into the patient demographics by Medicaid Case Workers. It is important to leave this number in the system rather than letting the system override it.

Why is this important? This pseudo number is important in tracking the Medicaid of that patient in the DHS system. Also, the SSN in our system must match the SSN that Medicaid has in order to produce a clean claim.

When registering a patient that has no SSN and has Medicaid follow these easy steps:

1. Looking in the CPI comments section of the registration. If a pseudo SSN should be used, there will be a note from a Medicaid Case Worker.
2. Leave the pseudo SSN as is.
3. If there is not a CPI comment, call the Medicaid office for verification.
4. If the patient doesn't fall into the categories listed above, it is appropriate to let the system generate a SSN.

Printing the Discount Packet from the Internet Explorer

By Janet Beasley

1. Select the Internet Explorer Icon
2. Scroll to the bottom of the screen on the left side select Intranet.
3. On the Tool Bar select **Tools & Forms**
4. Scroll down to the bottom of the screen under **MISC** select **On Demand Forms.**
5. The Form Request screen appears:
 - A. **Choose a Form:**

Select the down arrow and scroll down near the bottom to select **FINAID-Financial Aid Packet for PBS.**
 - B. **Printer to use:**

This should be your network printer. You must type in the printer's address such as: ACC_0 or ACRC_0
 - C. **Copies:**

Select as many as you need.
 - D. **Documents to Print:**

This area is automatic once you select the Form.
 - E. **Select Print:**

This button will print the request form(s).
 - F. **Form Name:**

This is an automatic field and once you select the form(s)), the name of the form will always remain in the Form Name field. Next time you need the Financial Aid Packet use these instructions, steps 1-4, then under Form Name select the requested form.
 - G. **Select Print:**



Out-of-State Medicaid

Because the hospital's enrollment status with out-of-state Medicaid plans can change so frequently, please call Patient Business Services at 614-2800 to verify the hospital's enrollment status with all out-of-state Medicaid plans prior to acceptance of any patient covered by an out-of-state plan, with the exception of Texas. PBS will be able to verify if the hospital has an active provider enrollment with each state that would allow the hospital to accept the patient.

REMINDER: Capturing the Patient's Email Address

Beginning July 1, 2005, RIST will begin auditing for the email address of the patient. If he/she does not have email, put **NO EMAIL** in the appropriate field on the second CPI screen. You are asked to request this information from the patient as you register them for their visit. Even though this will be a non-billable error, UAMS considers this information vital to begin obtaining satisfaction surveys online or to pre-register the patient online. There are lots of exciting possibilities!

Do You Have Proper Netiquette?

Email etiquette, or Netiquette, refers to a set of guidelines that are recommended as a result of increasing concern that people are not using their email effectively or appropriately.

Problem #1: Sticks and stones may break my bones but words will **never really** hurt me!

Those of you who are CHAA or CHAM certified may remember learning that communication is approximately 55% body language, 38% tone of voice, and 7% what you say. With email, you lose the first 93%. Email messages do not have the non-verbal expression to support what we are "saying." Often we make judgments about a person's motives and intentions based on their tone of voice and gestures. Without those other forms of communication it is difficult to figure out what the sender means. **Email makes it easier to hurt someone's feelings.**

To avoid problem #1 try the following:

- Read your email before you send it. Ask yourself if it comes across in a negative way.
- Use please and thank you
- **Don't** type in **CAPITALS** as this is considered to be **SHOUTING**. In addition it is harder on the eyes to read. Likewise, typing in all lower case letters often indicates mumbling in the virtual world.

Problem #2: Your writing skills say more about you than you realize.

While e-mail is often seen as an informal means of communication, it is still reflective of your knowledge and abilities, especially at work. Sure, everyone is allowed to make a few typos, but **if you're constantly making spelling and grammar mistakes you will not come across as a person who knows what he/she's doing.**

Email is an electronic version of a written memorandum. Remnants of the memo can be seen in the header where the To: Cc: and Subject: fields closely emulate that of the traditional memo. The term 'Cc' is retained because it still somehow makes sense to people even though the days of making an actual 'carbon copy' is long gone. Most people under the age of 40 will have never seen a sheet of carbon paper used in offices to make a copy in a typewriter of the original memo. **Ask yourself this question, if you were composing a formal memo would you send it this way?**

To avoid problem #2 try the following:

- Proofread the email before sending it
- Run spell/grammar check before clicking SEND. You can even format your email to do this automatically.

For more information on Netiquette, visit these helpful sites:

<http://www.emailreplies.com/> or <http://careerplanning.about.com/od/communication/a/emailtips.htm>

31st Annual NAHAM Conference and Exhibition May 14-17, 2005

By Holly Hiryak

The 2005 NAHAM (National Association of Healthcare Access Managers) conference, held in Tampa, Florida was a huge success. Attendance was the highest recorded ever! NAHAM has been around for 31 years and offers a massive amount of information, education and support for access personnel. This year's theme Creative Solutions for Your World offered a variety of tracks for the novice and the expert. The collaboration and networking experience was awesome providing an energy that seems unstoppable.

UAMS participants included Holly Jones, Salonica Gray and Holly Hiryak. Peggy Branscum, our past-president represented White River Medical Center. We were all very busy during the conference as we all had active roles including moderating duties, a poster presentation, a workshop presentation and committee meetings. Attending a conference like this can be motivating and energizing but participating is even more exhilarating! Meeting others that face the same challenges on a daily basis builds such a connection and camaraderie that you just cannot imagine not having those contacts.

The keynote speaker, Michael Fortino, is a dynamic individual that captivated the audience and inspired us to craft a culture of creativity and innovation through transformational leadership. His positive approach to high-performance teamwork, coaching, mentoring, praise and creativity provides a sound framework for thrusting your access team to the next level of professionalism.

Holly Jones received a lot of praise and recognition for her poster presentation. It is a great display of the successes UAMS has achieved through the diligence of education and training provided by Holly and her team. The team consists of everyone from MCPG, PBS, managers and supervisors in various areas and the RIST to access staff. It takes a lot of effort to maintain momentum and dedication of achieving the next level and Holly Jones has done a phenomenal job. Of course, she has the support and creativity of the RIST to keep her moving forward. Watch for the poster at future in-services and events!

Salonica Gray and I (Holly Hiryak) presented information on establishing a career ladder in access. We have worked first hand at developing and implementing a career ladder in the admissions area and felt it would be a worthwhile topic to share with others as it can be a daunting task. Included in the discussion were topics such as challenges, barriers, reasons for offering a career ladder, labor laws and workforce issues. The session was well attended with many great questions from the audience.

All 3 of the UAMS participants assisted with the moderating duties at the University Session. The session is one of the most well attended and most popular every year. It is based on what we refer to as "hot topics" or current issues that we are faced with on a daily basis. We begin the session with a short presentation to generate discussion from the participants and move through the various topics after thoroughly covering all aspects. It is fairly informal and most all participants end up speaking out on some topic. A lot of information sharing occurs in this session and relationships for future networking are cultivated in this environment. Peggy attended the Children's Hospital session which is only in its second year but becoming very popular. Peggy indicated the session was a wealth of information that was both relevant and timely.

We all agree this was a great conference and came back to work ready to use the knowledge gained to continue to improve and expand the professional role of the access personnel.

RIST

LaKesha Burton 686-6718

Linda J Gray 686-6274

Kristy Jones 686-6968

Karen Lamoreaux 686-5102

Angela Taylor 603-1533

Holly Jones, Rev. Int. Mgr 526-7794

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

July 2005

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
4 Independence Day UAMS Holiday	5	6	7 MediPac Registration Strengthening Bridges Day 1	8 MediPac Registration
11 MediPac Inquiry and Update	12 MediPac Inquiry and Update	13	14 Strengthening Bridges Day 2	15 Strengthening Bridges Day 3
18	19	20	21 ARKHAM CONFERENCE Arlington Hotel in Hot Springs	22
25	26	27	28 MediPac Registration	29 MediPac Registration Strengthening Bridges Day 4

www.uams.edu/rist
www.uams.edu/cctc