

REGISTRATION ALERT

MARCH 2005

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MARCH SUPER AUDIT SCORES

100%

Amber Hall—ACRC 2
 Evon Ford—ACRC 6
 Felicia Reed—ACRC 7
 Lisa Sims—ACRC 6
 Shantell Nelson—Admissions
 Tressia Roberts—COA/Rehab

95% to 99%

Betty Bird—ACRC 6
 Gloria Jackson—ACRC 7
 Ruthie Lewis—Admissions
 Tayae Marks—Admissions
 Donnell Montgomery—Admissions

90% to 94%

Lona Meadows—Admissions
 Vivian Bonds—ACRC 7
 Brandi Gee—Admissions
 Chester Wofford—Admissions
 Greta Tolbert—Admissions
 Carrie Young—Admissions
 Brittani Paris— JEI

FEBRUARY S.T.A.R. STRIVING TOGETHER, ACHIEVING RESULTS

It is time once again to congratulate another STAR Award winner! Veronica Guydon, a Registration Appointment Specialist at the University Women’s Health Center (UWHC), has been singled out to receive this award for February 2005. “Veronica is very dependable. [An] excellent [re]source for new employees”, says Rosie Williams, one of the Patient Representatives at UWHC. Clinic Manager Lana Bollen adds, “She always exhibits kindness to the patients and assists them when completing their paperwork.” Veronica also has a long track record of recognition for great audit scores. All these things; dependability, customer service and accuracy make Veronica worthy of our recognition. Great job Veronica!



SPECIAL POINTS OF INTEREST:

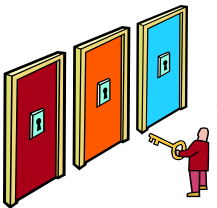
- Access Week—Daily Activities
- What You See—Copying Insurance cards
- Qualchoice—Group Number Changes
- Willing Provider Law
- April Training Calendar

ACCESS WEEK WILL BE APRIL 3-9

UAMS will celebrate Access Healthcare Personnel Week April 3rd to April 9th. Our planning committee has come up with some wonderful fun ideas to say what a great job you do for UAMS “Opening the Doors to the Hospital”.



- **Monday, April 4th** you will receive via email a group of Access crossword and word find puzzles to complete before Friday. There will be a box at the Access Fair on Friday where you can drop the completed puzzles making you eligible for some great prizes drawings.



- **Tuesday, April 5th** Access personnel will get a “key” delivered by special messenger that may unlock one of three Access “Doors”. Your “key” may open “Door #1, Door #2 or Door #3 and behind each door will be great prizes. Don’t lose that key and bring it with you to the Fair.



- **Wednesday, April 6th** you will receive instructions via email to complete an “Access Scavenger Hunt” using the RIST website as your resource. There will be a box at the Access Fair where you can drop in the completed answer sheet making you eligible for some great prizes.



- **Thursday, April 7th** will be the annual S.T.A.R. luncheon for those access personnel who were awarded the S.T.A.R for each month during 2004. This luncheon will feature the S.T.A.R. of the Year presentation.



- **Friday, April 8th is the Access Fair.** This year we wanted to expand the space for the fair so we have reserved Jeff Banks from 8:00 AM to 3:00 PM. We have more exhibitors, food, and give-aways than ever before. Thanks to many of the UAMS departments, vendors and insurance payers who are donating time, effort and prizes, we will have the best Fair ever. **Don’t miss it!**

WHAT YOU SEE IS WHAT YOU GET

We have all looked in EPF to view an insurance card and what do you see, a big black smudge!! The copy is too dark to make out what's printed on it or a visit sticker has been placed over part of the information. **Please glance at your copies going to EPF and see if you can read what you copied. If you can read it easily, you have made a good copy.** Some of the insurance cards we see daily such as United Healthcare or a military ID have very dark backgrounds; therefore, you have to lighten up the settings on your copy machine to make a readable copy. In addition to making a good copy, please **ENLARGE** your copies to make them easier to read.



Please watch where you place the visit sticker. It's hard to see through muddy water.

AMERICAN LIFECARE

As of 3/1/2005, UAMS' contract with American Lifecare will now cover health care services provided to members of PHCS (Private HealthCare Systems), GEHA, and American LifeCare. American LifeCare will transition members ID cards as quickly as possible. Until such time, the PHCS logo and the GEHA logo should be recognized as an authorized identifier for American LifeCare.

Please use plan code **U14—AMERICAN LIFECARE** for all **American LifeCare, PHCS, and GEHA** members.

INTERLINK NETWORK

As of 2/1/2005, UAMS is a part of the **Interlink Network** for the following transplants:

- ❖ BMT
- ❖ Heart
- ❖ Kidney
- ❖ Liver
- ❖ Pancreas
- ❖ Kidney / Pancreas

*****Please note that plan codes are pending*****

“ANY WILLING PROVIDER” LAW

Many of you have heard discussions and read articles about the so-called “Any Willing Provider” law (AWP). The law was originally passed by the 1995 Arkansas General Assembly. This law was subsequently challenged by a group of payors and employers, led by Arkansas Blue Cross and Blue Shield. The courts ruled in favor of the opponents and the law has been unenforceable.

In 2001, the Supreme Court heard similar case involving an AWP law passed by the State of Kentucky. This revived the 1995 AWP law here in Arkansas. Since the Arkansas statute differs from the Kentucky law, the District Court ruled to leave the 1995 law unenforceable.

During the 2005 General Assembly, a new AWP statute was introduced and subsequently passed. These bills were signed by the Governor on March 3, 2005. The AWP laws will not become effective until the 8th Circuit Court rules on both the 1995 and the 2005 laws to determine which one will stand.

Proponents of AWP assert that it will mean a greater choice for patients, while opponents are emphatic that it will increase the cost of health care in Arkansas. It is likely that the true effects will not be understood for some time and more legislation may be needed to refine the interpretation of the law.

UAMS is carefully monitoring the AWP situation. You will be notified of any changes in UAMS’ participation in payor networks that come about as a result of AWP.

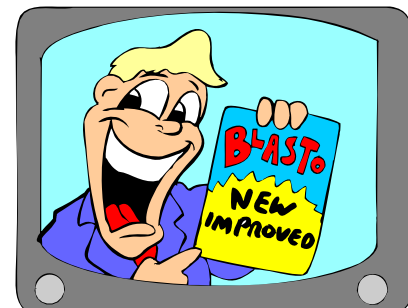
If you have any questions regarding AWP law, you may contact the UAMS Department of Managed Care, at 686-7860.

QUALCHOICE NEWS

As many of you have discovered, Qualchoice has assigned several new group numbers to two of their plans. RIS Team has incorporated those numbers into our plan code reference table.

Qualchoice plan code table			
Group #***	Group Name (generic)	Plan Code	Ref.
001001-001003	State of Arkansas (ASE)	Q52	Yes
002001-002003	Public School (PSE)	Q52	Yes
10000-19999	University of Arkansas	Q50	No
27000-29999	St. Vincent	Q53	No
30000-47999	QualChoice QCA	Q53	No
50000-70129	QualChoice QCA	Q53	No
70170-79999	QualChoice QCA	Q53	No
80001-80015	UAMS Students	Q53	No
89000-89000	QualChoice QCA Conv.	Q53	No

*** Unsure of which plan code to use?- check the group number ranges above- they will help determine which plan code to use



THE INSIDER

Insurance Master Group



ENGAGEMENTS

The Insurance Master Group recently discovered the engagement of these plan codes to Medicare. These are all **Medigap** plans, which means they will only be attached to an account with Medicare. As of 03/21/05 they will all have Medigap in the name description.

- A64 American General Life
- D10 Bankers Life & Casualty
- C13 Central Benefits
- G23 Globe Life & Accident
- P06 Physicians Mutual
- P48 Pyramid Life Ins of Ks
- S33 Shelter Life Insurance
- U25 Unicare
- U82 USAA life Insurance



MARRIAGES

We proudly announce the recent nuptials of American LifeCare, GEHA and PHCS. As of 3/1/2005, UAMS' contract with American LifeCare will now cover health care services provided to members of PHCS (Private HealthCare Systems), GEHA, and American LifeCare. American LifeCare will transition members ID cards as quickly as possible. Until such time, the PHCS logo and the GEHA logo should be recognized as an authorized identifier for American LifeCare.

Please use plan code **U14—AMERICAN LIFE-CARE** for all **American LifeCare, PHCS, and GEHA** members.

OBITUARIES

The following plan codes have recently been inactivated.



May they rest in peace.

C10 Central States H&L Omaha

This is now cross referenced to plan code C12 Central States H&L. Don't forget to use the claims address listed on the card.

G27 GEHA

This is now cross referenced to plan code U14 American LifeCare.

G24 Golden Rule

This is now cross referenced to plan code C46 United Healthcare.

G69 Guardian

This is now cross referenced to plan code U14 American LifeCare.

- C18 CNA
- C22 CoreSource-NovaSys-CC
- D70 American Fidelity
- E23 Employee Benefits Svc
- G68 Group Health Intracorp
- I02 Int'l Bro Elec Workers
- R20 National Financial Ins
- S40 SW Hosp Assc Health Plan
- T03 Transport Life Insurance

RIST

LaKesha 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

April 2005

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4 Puzzles!! MediPac Inquiry and Update	5 Treasure!! MediPac Inquiry and Update	6 Scavenger Hunt	7 S.T.A.R. Luncheon Betsy Blass	8 Access Fair 8-3 Jeff Banks	9
National Healthcare Access Personnel Week						
10	11	12	13	14 Strengthening Bridges Day 1 MediPac Registration	15 Strengthening Bridges Day 3 MediPac Registration	16
17	18	19	20	21	22	23
24	25	26	27	28 Strengthening Bridges Day 2	29 Strengthening Bridges Day 4	30