

REGISTRATION ALERT

MAY 2005

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APRIL AUDIT SCORES**100%**

Evon Ford—ACRC6

Lisa Sims—ACRC6

95% to 99%

Tayae Marks—Admissions

Carrie Young—Admissions

Ruthie Lewis—Admissions

Shantell Nelson—Admissions

Katherine Cash—Urology

Debra Baker—Urology

Betty Bird—ACRC6

90% to 94%

Greta Tolbert—Admissions

Chester Wofford—Admissions

Donnell Montgomery—Admissions

Sunny Allen—ACRC2

Vivian Bonds—ACRC7

Felicia Reed—ACRC7

Gloria Jackson—ACRC7

IMPORTANT**▶ CAPTURING THE PATIENT'S EMAIL ADDRESS ◀**

Everyone who performs the registration functions, whether scheduling or arrivals, is asked to **request the patient's email address**. On the second CPI screen in Medipac and in OSCAR, is a field for Email Address. All access personnel should make this request a part of their daily registration routine. UAMS will be using this information for several initiatives such as: brief patient satisfaction surveys and pre-registration via email; therefore, it is vital that you help.

The Patient Information forms many of the clinics request new patients to complete before placing demographic information in the computer has been revised to include the email address. Ask your manager to obtain copies. If your clinic prefers face-to-face patient interviews, put a reminder at your work station to ask for the email address where you can refer to it as you register a patient.

SPECIAL POINTS OF INTEREST:

- Patient Email Address
- MSPQ
- Bad Address
- Prior Auths
- Medicare Beneficiary
- ARKHAM
- VoiCert Training

MEDICARE SECONDARY PAYER (MSP) - WHAT'S ALL THE FUSS?

By: Michelle Elliott, Compliance Billing Manager

Ever wondered why we make such a big deal out of the MSP? We are required by the Federal government to complete a MSP on all inpatient, emergency department and outpatient registrations. The MSP is a form created by the government to be used by providers to help us to make sure that we bill the proper payer for the patient's care. Basically, we are required to obtain information from the patient which is used to make sure that Medicare is billed first only when they are the primary coverage. The Office of the Inspector General (OIG) of the Department of Health & Human Services (HHS) has listed completion of the MSP as one of their focus areas for audit for several years. The government takes proper completion of the MSP very seriously.

The Medicare MSP Manual says "Providers are required to determine whether Medicare is a primary or secondary payer for each inpatient admission of a Medicare beneficiary and outpatient encounter with a Medicare beneficiary prior to submitting a bill to Medicare. It must accomplish this by asking the beneficiary about other insurance coverage." So you see we really don't have the option of not complying with this federal requirement. They are so serious about this requirement that they require us to keep the completed MSP for 10 years.

With changes made to the registration system this year where the MSP is "detached" from scheduling and completed on arrival came a greater responsibility for registrars to make sure that they don't miss completing this important form all together. The RIST does an excellent job of monitoring the tracking report and pinpointing to the best of their ability who should have completed this required form when one is left incomplete. If you receive correspondence from them, you *must* address the variances immediately. Failure to do so could allow a bill to be generated to the wrong payer. The right time to complete the MSP is to do it when you have the beneficiary right in front of you. This front-end function is such an important part of helping us to make sure the bills generated on the back-end are correct. Compliance with this federal mandate is all of our jobs and working together, we can make sure that we meet the government's MSP requirements.

The MSPQ is so
important to keeping the
Medicare wheels at UAMS
turning in the right
direction.



BAD ADDRESS INDICATOR

By Karen Lamoreaux

Ask the patient to recite the complete address to you.

In other words **do not** ask “Is 10 Holly Brook Cove your correct address?”

The patient will usually just nod and agree and is very rarely listening to you.

Instead say: “can you please confirm your current address?” Then listen closely for information that may be missing or incorrect.

Be on the alert for

- Incorrect or missing lot numbers
- Incorrect or missing apartment numbers/letters
- Transposed digits in the street address or zip code
- Spelling errors

Reset the bad address indicator and be sure to comment in CPI if the patient insists that what we have is correct.

Remember that without a valid address, patient will not receive appointment reminders or their bill.



MEDICAID—PRIOR AUTHORIZATIONS

Medicaid has added 9 CPT codes to the list of services that **require** Prior Authorization effective April 1, 2005. (The Official Notice is dated 4/4/2005).

These codes are:

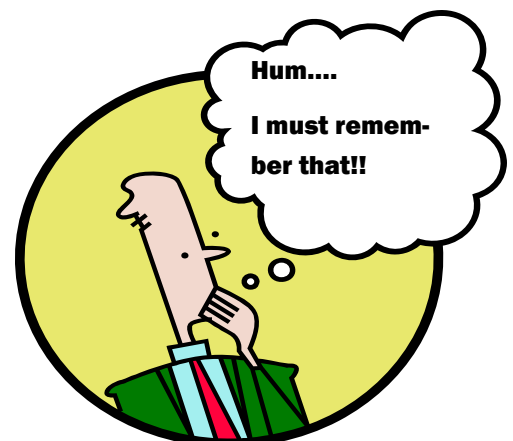
27412, 27415, 29866, 29867, 29868, 43257, 43644, 43645, 43845

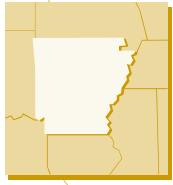
THESE CODES WILL PRIMARILY IMPACT ORTHOPEDICS, GI AND SURGERY.

MEDICARE BENEFICIARY (INSURED)

Here’s a reminder.....When a claim is submitted, Medicare requires that the beneficiary name (insured name) and the beneficiary number (HIC number) **MUST** match the Medicare card **EXACTLY**. If the patient insists the Medicare card is incorrect, advise them to contact their local Social Security field office to obtain a new Medicare card.

Don’t forget..... failure to match the insured name and the HIC number to the Medicare card will result in a billable error.





Arkansas Association of Healthcare Access Management

ARKHAM NEWS

► **ARKHAM** Vice President, Beverli Pullen, Baptist/NLR has retired from her position at Baptist effective the end of May and also has resigned her office as Vice President of ARKHAM. She will be missed. We are currently seeking nominations to complete her term (1 ½ years). If you are interested, please contact Holly Hiryak 686-8170 or Linda Gray 686-6274.

► **ARKHAM** will have its summer meeting on Thursday, July 21, 2005, 9:00AM-3:00PM at the Arlington Resort Hotel and Spa in Hot Springs. You do not have to be a member of ARKHAM to attend. Cost is \$50 which includes a continental breakfast and snacks for the seminar. A “lunch and learn” will be provided by Efileshare. The main topic of discussion “Assuming Your Role As Tomorrow’s Revenue Cycle Leader” will be led by Bobette Gustafson, founder and president of Gustafson and Associates, Inc..

Attendees will:

- Understand today’s current revenue cycle processing and labor challenges
- Craft the revenue cycle flow of the future – including the “new” self-pay processing model
- Define the technical skills and emotional competencies required of today’s revenue cycle team members
- Explore educational development options and objective methods for assessing employee technical skills and emotional competencies
- Participate in an essential, concluding “leadership accountability exercise”

For registration information including hotel reservations if needed, please logon to the ARKHAM website www.ARK-HAM.com or contact Linda J Gray, RIST, 686-6274. We would love to have you join us.

VOICERT UPDATES FOR MAY

Training

VoiCert is excited to announce three new types of training methods for our end-users: online education webinars, phone-based corporate training, and online tutorials. Whether you need a VoiCert refresher or have new co-workers who need to be brought up to speed on VoiCert, these new training tools are a good way to get up and running in no time. With our new online webinars, you'll get trained by a live instructor right from your own PC via a web conference. New phone-based training allows you to dial in to a live interactive audio conference.

VoiCert Automated Call (AC) (30-minute Course) - Learn how to effectively set up an Automated Call, enter and speak patient information, and complete the transaction to send to the MCO.

VoiCert Monitored Call (MC) (30-minute Course) - Learn how to successfully set up a Monitored Call, manage the recorded conversation, and enter post-processing information after a call for effective archival.

VoiCert Tracker™ (45-minute Course) - You'll increase your success at navigating through VoiCert Tracker (the PC-based application which provides instant access to all your VoiCert transactions). Learn how to query by various search parameters and criteria, attach custom notes to a VoiCert transaction, use the phone playback feature, export your query results data into Excel, and tips on printing hardcopy results of your queries.

Phone-based Training Schedule:

•VoiCert AC

Thur May 19, 9:00 a.m. & 4:00 p.m. EDT

Wed June 8, 9:00 a.m. EDT

Fri June 10, 2:00 p.m. EDT

•VoiCert MC

Thur May 19, 9:30 a.m. & 4:30 p.m. EDT

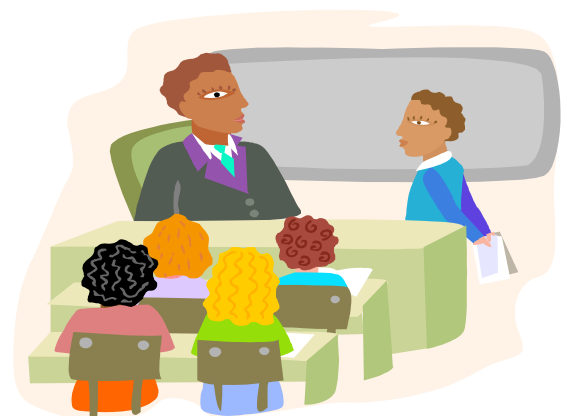
Fri June 3, 9:00 a.m. EDT

Thurs June 16, 2:00 p.m. EDT

Online Prerecorded Tutorials:

Don't want to watch the clock? Prerecorded online tutorials are available 24/7 on our secure user website. Just go to www.voicert.com and log in, then click on the "tutorials" link. Our secure website also lists upcoming schedules for phone-based and online webinars.

**To register for any of these new training sessions, contact VoiCert at 1.800.864.2378 x557 or by e-mail at VoiCertTraining@twsg.com.
Class dismissed!**



RIST

LaKesha Burton 686-6718

Linda J Gray 686-6274

Kristy Jones 686-6968

Karen Lamoreaux 686-5102

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

June 2005

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|---------------------------------|---------|--|---|-----------------------------------|----------|
|  | | | 1 | 2 Strengthening Bridges Day 1 | 3 | 4 |
| 5 | 6 MediPac Inquiry and Update | 7 | 8 | 9 | 10 Strengthening Bridges Day 3 | 11 |
| 12 | 13 | 14 | 15 | 16 Strengthening Bridges Day 2 MediPac Registration | 17 Medipac Registration | 18 |
| 19 | 20 | 21 | 22 RIST In-service 8:30AM 10:00AM 2:00PM JEI Auditorium | 23 | 24 Strengthening Bridges Day 4 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |