

REGISTRATION ALERT

APRIL 2006

INSIDE THIS ISSUE:	
ILE	2
City Name Change	3
MD Link	3
Cross Referenced Codes	3
CMS 1500/UB92 Billing Class	4
Humana Gold Choice	4
Omnipath Obstacles	5
RIST Contact Information	5
New CHAA's	6
Stars/Star of the year	7
May Training Calendar	8

MARCH AUDIT SCORES

100%
 Evon Ford– ACRC 6
 Tameka White– Admissions
 Kim Tyler– Admissions
 Becky Kopper– Admissions
99%-95%
 Lisa Sims – ACRC 6
 Fonda Childress– HANT
 Tayae Marks– Admissions
 Carmenlita Autry– SURG
 Nia Bledsoe– Admissions
 Shantell Nelson– POEC

Ruthie Lewis– Admissions
 Greta Tolbert– Admissions
 Carrie Young– Admissions
 Brandi Gee– Admissions

94%-90%

Arnetia Brown– Admissions
 Angela Johnson– Admissions
 Veta Enoch– HANT
 Betty Bird– ACRC 6
 Emily Thomas– SURG

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

March 2006 S.T.A.R.

Elizabeth “Jane” Corley of the Myeloma Institute for Research & Therapy has been chosen as the recipient of the March 2006 S.T.A.R. award. She has been employed at UAMS for six years and diligently serves as a MIRT Intake Coordinator. MIRT sees patients from all over the country, and all over the world. Jane handles all of the International patients. She was nominated by MIRT Intake Office manager, Sonja Thornes McCohn, who described her as, “The Ambassador! Her behavior exemplifies a MIRT employee, who comes into the office everyday ready to take on any challenge...Like having three beautiful children in school, is not challenging enough!! I love having Jane on my team. She is truly an asset.” Please join us in congratulating Jane as our shining star for the month.



Don't forget to forward your nominations for the STAR AWARD to the RIS Team. Go to the RIST webpage to print a copy of the Nomination form and send it to us at Slot 618!

Access Reception

Door Prize Winners

Sunny Allen * Alicia Higgins
 * Tolise Henson * LaSandra Wilson * Kathy Felton *
 Donna Ellis * Lisa Sims *
 Terrie Manire * Arnetia Brown
 *Jennifer Woodward *Sandra Powell * Melissa Hurley
 Contact RIST at 686-5102

SPECIAL POINTS OF INTEREST:

- ILE
- City Name Change
- MD Link
- Cross Referenced Codes
- CMS 1500/UB92 Billing Class
- Humana Gold Choice
- Omnipath Obstacles

ILE



ILE is Coming...

What is ILE?

It is part of the ELVIS Project. ILE stands for Interface Link Engine. It consists of a small scanner that can be used at registration or point of access to scan documents into EPF. This process will allow for immediate real-time verification of important documents such as the driver's license, insurance card, and authorization cards.

Who will get the scanner?

The scanners will be installed on the computers that belong to the Registrars in the outpatient clinics. They will also be installed in the billing offices.

What can be scanned?

You will be able to scan insurance cards and driver's licenses directly into EPF. You can set the scanner to copy both sides at one time. It will also scan other regular size documents like referrals, consents, and authorization forms.

When will they be installed?

The target date for installation is late May or early June depending on when the scanners are delivered. They will be installed on a clinic by clinic basis.

What is needed to install the scanner?

The scanners are installed one scanner to one computer. IT will need your Link ID. You will be asked for this at a later date. You must have access to EPF. No further security is needed.

Can scanned documents be viewed through the ILE?

Yes. When you pull up CPI you will see the regular information, plus it will impose a picture of the patient's drivers license on the screen. There will be a field that says "Document List." When you put an X in the field it will show you a list of the documents that you can view from EPF. Typically, you will be able to view insurance cards and driver's licenses. You will be able to view them for accuracy without having to go to EPF.

City Name Change

The default city name for North Little Rock is changing to N Little Rock. This should also be the standard abbreviation when typing in the city. The change is necessary to accommodate character limits in the new electronic billing system (McKesson’s EC2000 Claims Administrator) that is being implemented. The Business Office will keep you posted on any other changes that may be needed to avoid claim errors and warnings.

MD Link

The MD Link fields of OSCAR/Medipac are now functional. If the PCP and Referring Physician are the same, you must select Yes or No in both fields.

Frequently Used Cross Referenced Codes

There has been an increase in plan code errors in registrations for not using the cross reference in INSI that resulted in unnecessary Z99s. A quick reference tool to save time in INSI has been created. For a printable version of the table below, visit the RIST website at www.uams.edu/rist. To access the table click on the link online resources and under the heading of Registration Tables is the table listed Frequently Used Cross Referenced Codes.

(the table below is only an example)

Old Code(s)	Plan Name	Cross Referenced To
U13	BCE Emergis	U23— Multiplan
G27	GEHA	U14— American Lifecare
G24	Golden Rule	C46— United Healthcare *look for the Multiplan logo on the back of the card as well.
J10, J45, J55, J65	John Alden	D65— American PPO
N01, N21, N22	Mail Handlers and/or the National Association of Letter Carriers (NALC)	U03—First Health
P65	PHCS (Private Healthcare Systems)	U14— American Lifecare
P09, P91	Principal	U23— Multiplan
N65	Tenet	N52—Novasys

CMS 1500 & UB92 Billing Form Class

Attention New Class: CMS 1500 & UB92 Billing Form Class

MCPG and PBS have joined together to do a Billing Form Class for all Access Personnel that are a part of the revenue cycle. This class is for each employee to understand the impact of what they enter in the systems, how it affects billing, and the production of claims. This is a class not only for employees, but also managers. To register you will need to sign up through Training Tracker. The next two classes will take place on April 19, 2006 and June 21, 2006.

If you have any questions regarding this class please contact:

Carolyn Perrin @614-2119

Janet Beasley @614-2818

HUMANA GOLD CHOICE

NEW Humana Gold Choice Plan Codes

New plan codes **S18**—HUMANA GOLD CHOICE A and **S19**—HUMANA GOLD CHOICE B have been activated under the financial class code V. When registering a patient you will search for the plan code under the Medicare heading and complete the Medicare Secondary Payer Questionnaire.

REMEMBER:

- The part A equivalent and part B equivalent are unique to UAMS. This is one plan, but we must have two plan codes for billing purposes.
- This replaces traditional Medicare. Therefore, you should enter termination dates on the traditional Medicare.
- You **MUST** answer the MSPQ.
- This is different than Humana Choice PPO which uses plan codes S11 and S12.



Guidance when you need it most

Humana Gold Choice PFFS
A Medicare Health Plan with Prescription Drug Coverage

SAMPLECARDS, CHRISTOPHER S

Member ID: 12345678-9	Effective: 03/27/2005
RxBIN: 87654321	Copayments
RxPCN: 12345678	OFFICE VISIT: \$10
	SPECIALIST: \$30
	HOSPITAL EMERGENCY: \$50










Prescription Drug Coverage

CMS H1234 001

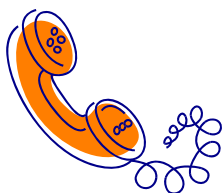
CUSTOMER SERVICE:	1-877-511-5000
TDD/TTY Hearing or Speech Impaired:	1-800-833-3301
<i>PROVIDERS: DO NOT BILL MEDICARE.</i> For payment terms and conditions:	
	1-866-291-9714
Pharmacist/Physician Rx Inquiries:	1-800-865-8715
Physician and hospital authorization or notification:	1-800-523-0023
Submit claims to: Humana Claims, PO Box 7060, Camden, SC 29020.	
www.humana.com	CARD ISSUED: 03/27/2005

Omnipath Obstacles

It has come to our attention that CMS is loading Medicare Prescription Only plans under the HMO section on the Omnipath. Therefore, if you run a Medicare eligibility and see information in the HMO section of the Omnipath, you should verify with the plan whether it is a Medicare Advantage or Medicare Prescription Only plan. According to a reliable source, CMS is aware of the problem, but it is not a top priority at this time.

In order to select the correct plan code, you must REMEMBER:

- Medicare Advantage takes the place of traditional Medicare.
- Medicare Prescription Only plans are just that: prescription drugs only. These patients will have Traditional Medicare and possibly a Medicare Supplement.



RIST Contact Information

Did you know that the RIST have pagers for the specific purpose of answering patient access related questions whether they are at their desk or not? Yes, you are that important to us! The RIST are not chained to their desks all day, so if you call us, but no one answers on the other end you have several options!

Scenario: You call a specific specialist, but he/she doesn't answer.

Let's just say you are trying to reach Angela directly. When you call her direct phone number, but she is away from her workstation, her outgoing message will give you her pager number as well as the option to press 0 for the RIST Hotline. If you select 0, there will be a short silence until the line is picked up by a different specialist. If the line is not picked up, the phone will send you back to Angela's voicemail. At that point, you can either leave her a voicemail message or page her directly.

Scenario: You call the RIST Hotline and no one answers.

Unfortunately there are times that all four specialists are away from their work stations at the same time. So, when you call the RIST Hotline but no one answers you have two options, and both are given on the outgoing message. You can either call the Hotline Pager at the number listed below, or you can leave a voicemail message that will be returned as soon as possible.

In addition, RIST has a group business card which lists phone numbers for all specialists as well as the hotline number. If you would like a business card, please ask the next specialist you see.

<u>Specialist</u>	<u>Phone</u>	<u>Pager</u>
RIST Hotline	686-5102	405-8287
Angela Taylor	603-1533	405-8287
Donnell Montgomery	686-6274	405-4749
Kristy Jones	686-6968	688-6523
LaKeshia Burton	686-6718	405-4790
Holly Jones, Manager	526-7794	688-6837

Congratulations to our new CHAA's

The following employees have fulfilled the requirements to become a **Certified Healthcare Access Associate** by successfully demonstrating competence in passing the National Certification Examination.

Aaron Phillips-MIRT

Linda Freeman-Psychiatry

Beatrice Hansberry-Univ. Rehab

Anita Carlton-MIRT

Mildred Willis-ACRC 6

Ramona Edwards-Neurosurgery

April Johnson-MIRT

Loletha Daniels-Medicaid

Christy Collins-Family Medicine

Regina Johnson-ACRC 6

Veta Enoch-Univ. Rehab

Keisha Stewart-Psychiatry

Michelle Lambert-MIRT

Courtney Johnson-Family Medicine

Heather Beckwith-MIRT

STARS FOR THE YEAR 2005/2006

Star of the Year 2005-2006

<p>February 2006 Elizabeth Corley</p>	<p>March 2006 Doug Ritchie</p>	<p>June 2005 Linda Bevel</p>
<p>January 2006 Kim Tyler</p>	<p>Star of the Year 2005-2006 Linda Bevel</p>	<p>July 2005 June Skinner</p>
<p>December 2005 Catonya Armstrong</p>	<p>November 2005 LaShonda Kearney/Carol Smith</p>	<p>August 2005 Karen Williams</p>
<p>October 2005 Brandy Jones</p>	<p>September 2005 Greta Tolbert</p>	

STAR OF THE YEAR

Linda is a ray of sunshine for our office and the patients who come in contact with her. She constantly receives telephone calls from patients that she has helped who are asking for additional help. Many of the patients come over from the Outpatient clinics just to meet her in person and thank her for helping them during some crises in their life. Her patience with each person she talks to on the telephone or the ones who enter our doors is outstanding. I have never seen her get upset with any of them. She listens to their heartbreaking problems, cries with them, gives them encouragement and tells them she is there to help them if they need her. She is exemplary in fulfilling the UAMS Mission.

Comments from Juanita Hartness, Medicaid Manager



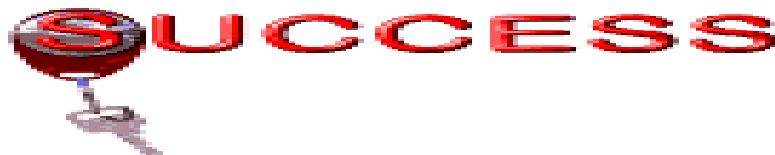
Linda Bevel (left) receives the Star of the Year plaque from Holly Hiryak, Director of Hospital Admissions, at the 2006 STAR Luncheon. **Striving Together Achieving Results**; this marks the 4th year that the Star Luncheon has been held for UAMS elite Access staff.

CONGRATULATIONS LINDA!!!

Thank you again to all of our Access Personnel for doing such a wonderful job

ACCESS PERSONNEL:

Opening the Doors to the Hospital



The Key to Our Success!!!



Holly Jones, Rev. Int. Mgr 526-7794

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

Editorial Advisory Committee

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Revenue Integrity Specialist Team

Committee

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Martha Hall	Charlotte Nirenberg	Beth Wheeler

Thank you to everyone who contributed to the April issue of the Registration Alert. Ideas, suggestions, and articles are always welcomed.

To submit articles, please email "Revenue Integrity Specialist Team".

Access Personnel Education Calendar

May 2006

	1	2	3	4	5	6
7	8	9	10	11 Strengthening Bridges Day 1	12	13
14	15	16	17	18 RIST In-Service	19	20
21	22	23	24	25 Strengthening Bridges Day 2	26	27
28	29 Memorial Day	30	31			

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

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