

REGISTRATION ALERT

AUGUST 2006

JULY AUDIT SCORES

Inside this issue:	<u>100%</u>
New Plan Codes	2 Carrie Young-Admissions
Medicare Service Provider	2 Greta Tolbert-Admissions
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	Angela Johnson-Admissions
	Becky Kopper-Admissions
	Donavon Brown-Admissions
	Tayae Marks-Admissions

Naomi Davis-Admissions
Tameka White-Admissions

94%-90%

Gail Bates-UWHC
Kim Harris-UWHC
Brandi Gee-Admissions
Arnetia Brown-Admissions
Kim Tyler-Admissions



Contact RIST at 686-5102

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

July 2006 S.T.A.R.

Please join us in recognizing Dianne Dotson as our S.T.A.R. Award recipient for July 2006. Dianne was nominated for her extraordinary demonstration of the 3 C's: Care, Commitment, and Contribution. Dianne works as a registration and appointment specialist in the Orthopedic/Rheumatology Clinic and has worked at UAMS for 25 years. Paul Stover, Clinic Director, had this to share, "Diane cares a lot about making sure that she does an accurate job. She has worked really hard to bring her audit scores up and has been successful." She always uses constructive feedback to improve performance. Please join us in congratulating Dianne as our shining star for the month!

Congratulations!!!



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!

SPECIAL POINTS OF INTEREST:

- New Plan Codes
- Medicare Service Provider
- How do they do it?

New Plan Codes

A new plan code has been activated for **Novasys- (ASE/PSE) State and Public School Employees**.

<u>Plan Code</u>	<u>Plan Name</u>
C02	Novasys- (ASE/PSE) State and Public School Employees

Two new plan codes have also been activated for patients with two **Qualchoice** and **United Healthcare** plans, similar to the way B98- secondary is used when a patient has two BCBS plans. Qualchoice and United Healthcare secondary should only be used for this purpose.

<u>Plan Code</u>	<u>Plan Name</u>
Q55	Qualchoice Secondary
C47	United Healthcare Secondary

Medicare Service Provider

Medicare Services Provider Information Update:

In order to protect the privacy of Medicare beneficiaries and to comply with the requirements of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act, customer service staff at Medicare PCCs (provider contract centers) must first authenticate the identity prior of providers/staff that call or write to request beneficiary protected health information before disclosing it to the requestor. The Customer Service Representative or Interactive Voice Response System will authenticate providers using the provider number and/or provider name. Regardless of the type of inquiry, PCCs will also authenticate four beneficiary data elements before disclosing any beneficiary information:

1. Last name
 2. First name or initial
 3. Health Insurance Claim number
- Either date of birth or date of service

If any additional information is needed about the Provider Contract Center Guidelines concerning authentication, please visit the CMS website at: <http://www.cms.hhs.gov/Transmittals/downloads/R16COM.pdf> or to view the provider article please visit: <http://www.arkmedicare.com/provider/viewarticle.aspx?articleid=3562>

How do they do it?

By: Karen Lamoreaux

Ever wonder why the same users are always recognized as high scorers every month or how they maintain such superior accuracy levels?

Access staff members are always asking me how some areas or individuals seem to perform so well consistently in the audits so I thought I would ask them! After interviewing the high scorers, the secret to audit success lies in 3 areas, teamwork, online resources and checking one's work.

Regarding teamwork, Tayae in Admissions states: *"Our department looks after each other. If a mistake is made by a co-worker and someone else catches it, we let that person know and show them how to correct it."*

The RIST Web Site was also frequently mentioned as a useful tool for maintaining a high accuracy score. One interviewee says, *"If I have a question I check the RIST home page, if I still have questions I ask questions."* Another common theme among those interviewed was that they check their own work on a daily basis.

What suggestions would you give to a registrar in order to maintain a 90% or higher audit average?

"Keep a great attitude, willingness to learn, and be consistent!"

"Whatever error you make, learn from it, it will help you in the long run. Observe other coworkers and ask questions!!!"

"Be consistent and thorough with each patient. Also, if there is something you do not understand get clarification until you understand it."



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Thank you to everyone who contributed to the August issue of the Registration Alert.

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

Access Personnel Education Calendar

September 2006

					1	2
3	4	5	6	7	8	9
10	11	12	13	14 Strengthening Bridges Day 1	15	16
17	18	19	20 CHAA/CHAM EXAM	21	22 Strengthening Bridges Day 3	23
24	25	26	27	28 Strengthening Bridges Day 2	29	30

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