

REGISTRATION ALERT

JANUARY 2006

New Training Opportunities For Access Personnel



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The Revenue Integrity Specialist Team would like to cordially invite you to register and attend: STRENGTHENING BRIDGES DAY 4: Financial Aspects of Healthcare at UAMS.

Date: January 20, 2006

Time: 8:00 am-4:30 pm

Location: Reynolds Center on Aging, Room G160

Please be sure that you have completed all necessary prerequisites before registering for this class!

You may register through the CCTC or by visiting

www.uams.edu/rist



Congratulations to Lakesha Burton and her family in the healthy arrival of

Malcolm Watson Scott III

Weighing 8lbs, 12 oz. born January 5, 2006!

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

We are pleased to announce Catonya Armstrong, of Hospital Admissions, as the December 2005 Star Award recipient. Catonya has been employed at UAMS for 9 years and conscientiously serves as a Patient Access Coordinator. She was nominated by her manager and peers for exceeding expectations and the willingness to go the extra mile for the department. Salonica Gray, Assistant Manager of Central Admissions has described her as “accomplished & flexible enough to tackle any task in our area, and do a great job!” Catonya demonstrates reliability and dependability. Please join us in congratulating her as our shining star for the month!



SPECIAL POINTS

- **Strengthening Bridges Day 4**
- **Star**
- **BCBS Prior Authorization**
- **Qualchoice ID Numbers**
- **Primary Language Codes**
- **Cigna**



Blue Cross Blue Shield Prior Authorization Requirement

Submitted by: R.T. Fendley

Arkansas Blue Cross and Blue Shield has announced a new prior authorization requirement for certain outpatient diagnostic imaging procedures. **Effective February 1st of 2006**, Blue Cross requires that all CT Scans, MRI's, Pet Scans and Nuclear Cardiology diagnostic procedures to be authorized prior to the procedure. This prior authorization requirement applies to all patients covered by health policies issued by Arkansas Blue Cross and Blue Shield (including the True Blue PPO network) or Health Advantage. It will also apply to some health plans sponsored by Blue Advantage Administrators of Arkansas, the Third Party Administrator which is a subsidiary of Arkansas Blue Cross.

Blue Cross has contracted with a company named National Imaging Associates, Inc. to perform this prior authorization. The physician ordering the outpatient diagnostic imaging study (those listed above) is responsible for obtaining the prior authorization number. UAMS clinic employees are being informed of the requirement, and each clinic will have the phone number and authorization procedures mandated by Blue Cross. To obtain prior authorization, National Imaging Associates will require the patient symptoms, clinical history and prior treatment information.

Outpatient diagnostic imaging performed as part of an Emergency Department visit does not require prior authorization. After hours and weekend outpatient imaging procedures which require prior authorization may be authorized after the procedure is performed. The ordering physician is responsible to contact National Imaging Associates within five business days following the imaging procedure to obtain the authorization number.

UAMS asked Blue Cross for a waiver of the prior authorization requirement, but that request has not been granted as of this writing. Blue Cross has indicated they will not consider a waiver until they have a minimum of six months' experience under the prior authorization program.

UAMS Employee's QualChoice ID Numbers Changing

As of this publication, QualChoice is in the process of converting the ID numbers for University System employees from social security numbers to HIPAA compliant ID numbers. They will remain 9-digit numbers with 2-digit suffix. ID cards will begin being printed by the end of this week.

The good news is that the QualChoice claim system will recognize either the old number or the new number. In addition, the IVR system is will also accept the old number or the new number.

The Internet website will take either number from a *member* who is logging in; however, for *providers* the old IDs (SSNs) are not being recognized if the member's number has been changed. Providers will need to look up members by name.

This will also be discussed at the in-service on January 18th, so make plans to attend!

New Primary Language Codes

The primary language field is a required field. The information collected is used for reporting and providing interpretation services. **Effective January 23, 2006** there will be two new primary language codes **NON-None** and **DEF- Deaf**. There are several patients that are unable to speak due to traumatic injuries. Pay close attention to these codes when contacting a patient, this should alert you to look for an alternate contact person or an interpreter may be needed for the visit.

Medipac

Angela J. Taylor Hospital I/S - 1
 CPI UPDATE UNIVERSITY HOSP OF ARK A A AA 01/13/06 14:06
 MOUSE, MICKEY 013300585

----- PERSON INFORMATION-I -----
 CPI#.. 013300585 DOB.. 11181928 SEX.. M SS#. 013300585 #Alias(es)....
 NAME.. MOUSE, MICKEY Title..... Sfx..
 Adr1.. 1000 DISNEY ST Expire Dte.. Exp?.. Av Cd..
 .. Cens Trct... Plan District..
 Zip... 721160000 State... AR Country.... US Bad Adr?.. Cred.
 City.. NORTH LITTLE ROCK County..... 600 Phone.. 501 9999999
 Pi Ph1 Pi Ph2 Pi Ph3
 ADVANCE DIR.. DATE... Organ Donor.. (Y/N) Blood Type.. RH.
 Driver's Lic#.. Exp.Dte... State.
 Race... W Mar.Status.. S Liv Arrng... Smoker....
 Vip... Risk Code... Nation..... Language...
 Rlg... Church Code. Desc.. Kept?... (Y/N)
 Maiden Name.....
 VALIDATE: REGISTRATION.. INSURANCE..
 Mailing Name..... Confident Lvl.
 Mom's Maiden Name. Prev CPI#.
 Corporate Level User Codes... 0

Required data missing.
 PF9-ALIAS PF10-EMP HX PF11-COM HX PF12-ADR HX PF13-ADR UPDT
 YAI00NZ User Id AJTAYLO Termid F119 Function CPIU

The language field is located here. Place a question mark in the field to view the list of choices for the patient's primary language code. If the field is left blank, the error message circled in red will appear, and you will not be able to proceed until it is complete.

OSCAR

CPI Update - Patient Information

CPI # 013159580 DOB 06011977 # Aliases 1 Alias

Name TEST, HOLLY Suffix Update Address

SSN 013159580 Sex F - Female Emp Hist

Phone 9999999999 Alt Phone Comm Hist

Alt Phone

Address 1 HOLLY LANE

Address 2

City LITTLE ROCK

State AR - Arkansas Zip 722070000 County 600 - Pulaski

Country US - USA Language

Race B - Black Marital Status S - Single

Corp Level 0 - Other Corp Level

Driver's License Maiden Name

< Back Next > Cancel

Cigna Web Site

Cigna has a website that may be accessed to obtain member eligibility, benefit and claim information.

You can access the CIGNA Web ID and password through the UAMS Managed Care Contracts Information System by going to www.uams.edu/managedcare. Click on View Contracts and Physician Reimbursement and find the information by viewing the CIGNA Contract Profile.

Remember this is access to confidential information.

Now there are more reasons to log on to the **CIGNA for Health Care Professionals** website — designed to give you and your staff quick, easy and convenient access to patient information and CIGNA policies and procedures.

Recent enhancements and improved navigation to the site mean you can:

- find patients using more flexible search options
- submit up to ten eligibility inquiries and print all results at one time
- look up information for patients whose CIGNA coverage has ended
- view additional benefit types
- view status for claims received but not yet processed
- view patient liability on claim status inquiries, including deductible and coinsurance after a claim is paid
- view all claim service lines on one page
- request fee schedule information
- easily assign access to other staff members

Giving you better and easier access to information is our top priority. That way, you can focus on what matters most - the health and well-being of patients. We're confident the CIGNA for Health Care Professionals website can help.

Source: Cigna Web Site

For more information log on to : www.cignaforhcp.com



Log in to Access

- Eligibility, benefit and claim information
- Fee schedule information
- Status of pended claims
- Claim submission address
- Policy guidelines

Learn More Now!





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Thank you to everyone who contributed to the January 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

February 2006

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

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

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