

# REGISTRATION ALERT



SEPTEMBER 2006

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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!

Contact RIST at 686-5102

**SPECIAL POINTS OF INTEREST:**

- PCP & Referring Physician Information
- IMG Updates
- Responding to Change
- ELVIS Tips

## AUGUST S.T.A.R. STRIVING TOGETHER, ACHIEVING RESULTS



We are pleased to announce Karen Montgomery, Point of Service Coordinator at Jones Eye Institute as the August 2006 Star Award recipient. Karen has been employed at UAMS for 5 years and she is described as a pleasant and helpful individual by her peers. JEI Clinical Director, Judy Sims, had this to share about her, "Karen is an overall outstanding, dependable Point of Service employee. She has excellent guest relations skills. Karen has done an outstanding job in a position that has many details to attend to. She is very deserving of this award." Karen was nominated for this honor due to her quality leadership and support of others in her clinical area. JEI Patient Representative, Betty Drye, described her in this manner, "Karen is compassionate to others, passionate about her job and an asset...We are fortunate to have someone with her abilities as part of our team and Jones Eye Clinic benefits as a result of her skills and expertise." Please join us in saluting Karen as our shining star for the month!



*RIST is proud to announce that several people have passed the CHAA (Certified Healthcare Access Associate) and CHAM (Certified Healthcare Access Manager) exams during the last testing session:*

## CHAA

Sherry Alberson- ACRC 6	Catherine Hughes-Robinson- MIRT
Vivian Bonds- - ACRC 7	Tyce Scroggins- ENT
Michelle Bowling- ORTHO	Katherine Sullivan- MIRT
Latonya Dillard- Pre-Reg	Kristina Payne- CARD
Judith Doty- Rehab COA	Kim Putnam- MIRT
Kathryn Felton- DERM	Haylad Senior Keown- OT
Vanessa Fulton- MIRT	Mary White- CWC
Crystal Ganaway- MIRT	Tameka White- ADM
Crystal Gardner- ACRC 7	Vickie Williams- Pre-Reg
Brittani Paris- JEI	Christy York-MIRT
Monica Pettus- CWC	Christy Lamb- Arkansas Methodist
Damarius Porterfield- MIRT	Sue Williams- Arkansas Methodist

## CHAM

Kim Fowler -ACRC 2  
Wendy Miller- UWHC

★ You all worked very hard to attain this designation and demonstrate a commitment to your role at UAMS. We wish you continued success and are very proud that you successfully certified your competence in Access Services. We invite any access personnel interested in achieving this certification to check with NAHAM at [www.naham.org](http://www.naham.org) for more information.

## Referring and PCP Information: *Why is it important?*

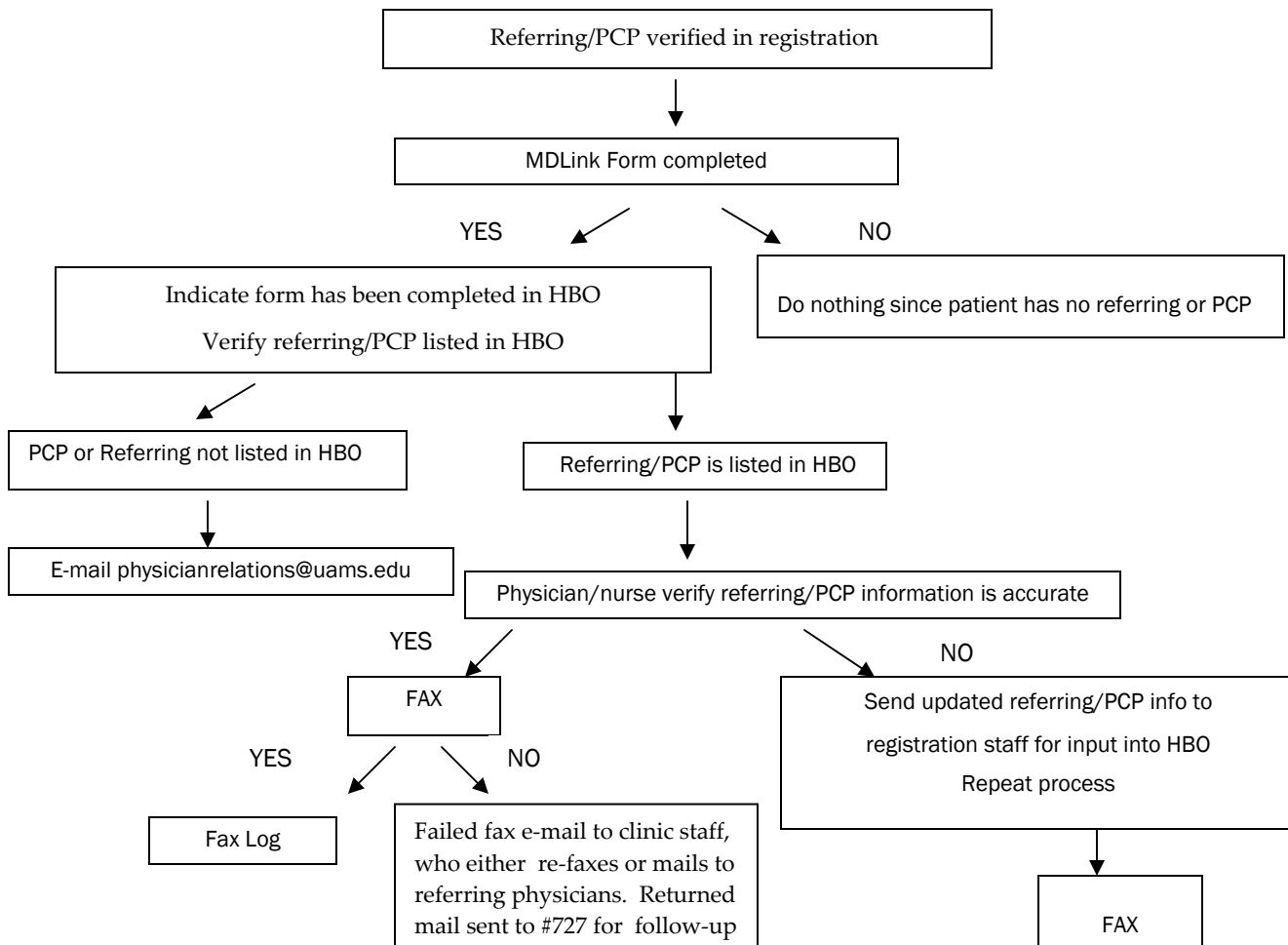
*By: Melanie Meyer – Physician Relations*

Capturing accurate referring and primary care physician information is very important to providing continuity of care for our patients. This information is used across campus in the following ways:

1. Stored in HBO/LINK, which is the hub of referring physician data on campus
2. Clinic encounter sheets
3. Appointment scheduling and registration system
4. Logician Auto-fax
5. MDLink, providing referring physicians access to patient medical records via WebChart
6. Soft Med dictation system
7. WebChart lists the referring/PCP for easy access to faculty & residents
8. Patient Billing Services & MCPG billing
9. Referral reporting to campus leadership
10. Marketing communication



**Please ask every patient to confirm their referring and PCP physicians. Most patients have one, both, or several regardless of their payer status. Your help with this important task is greatly appreciated!**



## INSURANCE MASTER GROUP UPDATES!

### Plan Code Inactivation

The following plan codes have been inactivated due to contract terminations.

- U18—FORMOST COE
- H28—Health Network American
- D95—Affiliated Healthcare
- F30—Ameranet

### Novasys ASE/PSE

Plan code **C02—NOVASYS ASE/PSE** has been activated. This plan code should be utilized for Novasys subscribers who are Arkansas State Employees or Public School Employees. This means there are now two Novasys plan codes: C02 Novasys ASE/PSE and N52 Novasys. It is important to select the correct plan code because the contracts for each plan are different.

### United Healthcare

When presented with an insurance card which has a United Healthcare logo plus an additional logo, please refer to the following new plan codes in order to select the correct one. This is important in order for the claim to be submitted to the correct carrier.

- Plan code C94—UNITED HC AMERICAN MED SC
- Plan code C91—UNITED HC BENESIGHT
- Plan code C89—UNITED HC GOLDEN RULE
- Plan code C93—UNITED HC HARRINGTON BENE
- Plan code C92—UNITED HC OXFORD HEALTH

### Secondary Insurance

When a patient has two QualChoice plans or two United Healthcare which require the same plan code, rather than using Z99, you can now use plan code Q55—QUALCHOICE SECONDARY and C47—UNITED HEALTHCARE SECOND.

Example: Mrs. Smith has a QualChoice Public School plan (Q52) through her employment and a QualChoice State Employee plan through her husband (Q52). The coordination of benefits will be:

1. Q52—patient's plan primary, and;
2. Q55—husband's plan secondary

### Blue Cross Blue Shield

There are several BCBS plan code changes including inactivating certain plan codes and replacing them with other plan codes. The reasoning behind this change is because the billing and financial management systems require a correct financial class code for each plan code. Various BCBS plans which were previously listed under financial class code N—Contract Care are now listed under B—Blue Cross/Blue Shield. An updated plan code table has been posted at

[www.uams.edu/rist/online\\_resources](http://www.uams.edu/rist/online_resources)

- Plan Code U20—Blue Advantage CC has been inactivated. The Blue Advantage insurance card will either have a First Source or True Blue logo, so one of those plan codes should be utilized.
- Plan Code U49—Blue Advantage ACH has been inactivated. The True Blue network will apply to all Blue Advantage ACH. New cards with the True Blue logo have been distributed to ACH employees.
- Plan Code H32—Health Advantage CC has been inactivated and replaced with *Plan Code U96*.
- Plan Code F39—FirstSource CC has been inactivated and replaced with *Plan Code U95*.

### Health Advantage: Two employee groups remain out of network

Recently UAMS became in network with Health Advantage. HOWEVER, we are still out of network with two employee groups—Baptist Health System employees and Arkansas Blue Cross Blue Shield employees. Please continue to follow out of network procedures with these patients.

## 🎵🎵🎵 I WILL SURVIVE !

By: Karen Lamoreaux



Responding to change is the key to survival – so says Darwin. His quote about change applies to the healthcare industry as well as individuals. How much money or strength we have is not as important as how well we adapt to the changes in our industry and community. In healthcare, change is around every corner.

The ELVIS implementation is creating a stir of changes that are leading us into a future of more efficient processes and satisfied patients. Though, even when change is expected to have a positive result, it is not always easy to endure. Below are some suggestions for dealing with the many changes that are taking place (or in other words *surviva!!*).

### 1. Reframe it

See the opportunity in the change and make the best of it. The old saying “when one door closes a new one opens” applies here. ELVIS provides great opportunities to use ideas that you may not have been able to put into place before. Instead of focusing on what you are giving up, look to the possibilities of what you have to gain!

### 2. Ask for help

So often we try to deal with change on our own, assuming that it is a sign of weakness to ask for help. The RIS team is here for you. Please ask us for assistance when you need it. We are here to serve YOU!

### 3. Be patient and keep an open mind

ELVIS is new to all of us, even the experts on campus. Expect hiccups along the way and know that soon the process will be smoother.

### 4. Create change free zones

Arrange spaces for yourself or your team that do not change. Examples may include your desk, a time in your day or week for a fun activity, or a quiet corner to get away. Stress management is important for dealing with change.

### 5. Adapt and overcome in the moment

“Check in with yourself daily. Ask yourself, “what do I need right now?” Then, go about meeting your needs in a healthy way.”

Source: Davis, Steve. (2004) *FacilitatorU.com*



DID YOU KNOW ?

**Note: At this time only certain users have access to the ELVIS products.**

#### ELVIS TIPS:

- Imaging Link Engine (ILE)- All documents scanned need to be readable. To achieve this, place the document or card into the scanner face down and turned upside down. If an error occurs in this scanning process you have the option to rotate the image using the two buttons on the document image scanner tool bar.
- Eligibility Assistant (EA)- Avoid a duplicate charge! There is a charge of \$0.35 for each request. When a warning message appears, go to the Worklist to review the response.



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

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

**Access Personnel Education Calendar**

**October 2006**

1	2	3	4	5 Medipac Inquiry	6	7
8	9 Oscar Orientation	10 Oscar Orientation	11 Oscar Orientation	12 SB Day 1 Medipac Orientation	13 Medipac Orientation	14
15	16	17	18 Medipac Inquiry	19	20	21
22	23 Oscar Orientation	24 Oscar Orientation	25 Oscar Orientation	26 SB Day 2 Medipac Orientation	27 Medipac Orientation	28
29	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](http://www.uams.edu/rist) [www.uams.edu/cctc](http://www.uams.edu/cctc)