



REGISTRATION ALERT

AUGUST 2007

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Questions/Comments?

Contact Revenue Integrity Specialist Team at 686-5102 OR email at: RevenueIntegritySpecialist-dmissions@uams.edu

Special Points of

Interest:

- New United Healthcare Plan Code
- QualChoice State/School Employees Transferred to Health Advantage
- Working with ILE and Reg Workstation
- Eligibility Assistant



Revenue Integrity Specialists

Striving Together, Achieving Results

AUGUST 2007 S.T.A.R.

Amber Hubbard



Please join us in extending warm congratulations to our August 2007 S.T.A.R. Award winner, Amber Hubbard, of the Patient Coordination Department. She has been employed at UAMS since 2003 and diligently serves as a leader in her department. Her manager, Billie Milligan, had this to share about her: "Amber always exhibits the UAMS "CARE" attitude! She exceeds above and beyond not only with patients, but with staff and visitors as well. Patient Coordination is proud to have Amber on our team..." We salute you for being a team player and 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!

**You can find a copy of the nomination form at <http://www.uams.edu/rist>

IMG Updates

Plan Code Changes

New Plan Code

Plan Code	Description	When do I use this?
C88	United Healthcare Options PPO	Use this plan code when you see this logo on the card: 

Arkansas State and Public School Employees Transferred from QualChoice to Health Advantage

Excerpt from June 2007 Providers' News

Approximately 13,300 QualChoice members of the State and Public School groups were transferred to Health Advantage on May 1, 2007... Effective September 1, 2007 the authorization for treatment by out-of-network providers will end. Requests for an extension of time to complete a current episode of treatment for an acute condition must be prior approved by Health Advantage in order for the member to continue receiving in-network benefits.

To help our patients and to ensure proper billing:

- Scan copies of new cards when patients arrive.
- Check with Health Advantage to determine if services at UAMS are covered.
- Obtain prior authorization as needed to avoid denials or reduced benefits.

Arkansas Community Care and PCPs

For patients with Arkansas Community Care, we must list the PCP in the registration. For new patient visits, the referring physician is also required. See page 5 of this month's Alert for more information about entering PCPs.

Combating the BCBS Blue Card Rumors.....

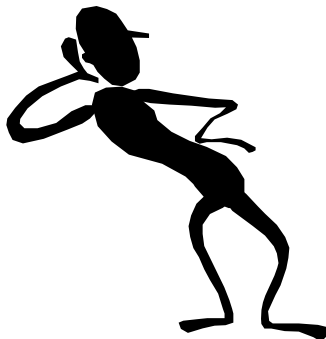
Sara Marecki, Managed Care

Anthem Blue Cross Blue Shield



When you see this logo on a patient's insurance card, the plan code to use is B02—BCBS OAP. Though the member may be an Arkansas resident, Anthem is an out-of-state plan.

The Managed Care Office would like to remind you that prior authorizations ARE required for Blue Card patients obtaining imaging and radiology services. You **MUST** call the number on the patient's card to determine if a prior authorization is required. If you are told it is **NOT** required, please document the customer service person's name or other identifying information in Medipac or Reg Workstation comments. **NOTE:** You cannot use NIA to obtain prior authorizations for out of state BCBS plans in most cases. If you have any questions, please do not hesitate to call the Managed Care Office at 686-6242.





Revenue Cycle Management - The New Strengthening Bridges

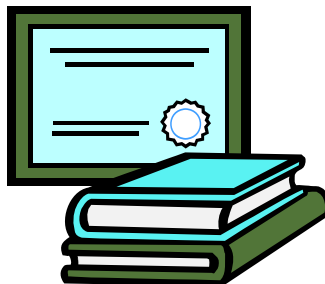
Revenue Cycle Management (RCM) is a new class that will take the place of Strengthening Bridges. This three-day course covers topics as customer service, insurance, regulatory agencies, and MSPQ, with an emphasis on the new ELVIS products (ILE, PHS, Reg Workstation, and others). The first class starts Monday, September 24th. See the last page of this month's alert for more details. To sign up, visit the Patient Access Education section of the RIST web page, or call the RIST hotline at 686-5102.

It's CHAA/CHAM Time!

There will be an opportunity to sit for the CHAA & CHAM examinations on campus in September 2007. The CHAA Exam will be held on September 19th and the CHAM Exam will be held on September 20th. **Not sure what CHAA or CHAM is?** To find out more information or register for the exams, please visit www.naham.org and click on Certifications. These tests are offered online so you will need to reserve your seat. To do so please complete the following steps:

- Complete the application and payment process.
 - To qualify for the examination, applications must be received at least 21 business days prior to the exam.
 - Fees are payable at the time the application is submitted. CHAA exam fee is \$75, CHAM exam fee is \$300.
- Receive confirmation of payment from NAHAM
 - This email will include the ID and password to access the study guide and exam so safeguard it.
- Print study guide and start studying
 - You will want to allow yourself plenty of time for studying.
- Notify Kristy Jones or Kesha Burton
 - We will verify with NAHAM, and send information regarding study session date and times.
- Attend the study session
- Take the exam and pass!

Please take advantage of this wonderful opportunity! If you have any questions please contact the RIST team at 686-5102.



If you can't make the September exam dates at UAMS, the tests will also be offered in November at White River Medical Center in Batesville during the Fall ARKHAM meeting. Contact Jeff Brossard, ARKHAM Vice President, at 870-262-1981 or jbrossard@wrmc.com for more information.



Imaging Link Engine (ILE)

Sherry Nirenberg, IT Patient Systems

If you have an ILE scanner on your computer and you're using Reg Workstation, remember:

When signing into Reg Workstation on a PC with a scanner, your LINK ID is always **STATIC** and your password is always **ST1234**. If you use your own LINK ID and password on a PC with an ILE scanner, you won't be able to scan.

When signing into Reg Workstation on a PC without a scanner, it's your own LINK ID and password. If you use STATIC and ST1234 as your LINK ID and password on a PC without an ILE scanner, you won't be able to log on to Reg Workstation.

You will use your own Medipac ID whether you have an ILE scanner on your computer or not. If you use Medipac instead of Reg Workstation for scanning and registration, you will still sign like you always have.

User Sign-on

With an ILE scanner attached:
LINK ID = **STATIC**
LINK PASSWORD = **ST1234**

Registration Workstation
Vs. 3.0 / Rel. 12.1
05/18/07

LinkId :
Password :
MPAC Userid :
MPAC Password :
Region :

Enter User ID and Password.

User Sign-on

Without an ILE scanner attached:
LINK ID = **Your LINK ID**
LINK PASSWORD = **Your LINK**

Registration Workstation
Vs. 3.0 / Rel. 12.1
05/18/07

LinkId :
Password :
MPAC Userid :
MPAC Password :
Region :

Enter User ID and Password.

Eligibility Assistant (EA)

Revenue Integrity Specialist Team

Are you tired of trying to verify Arkansas Medicaid online and seeing that "Your Account Is Locked" message? Do you want to verify insurance in the middle of a registration, without having to pick up the phone, go to another computer program, or using a lot of paper?

Start using Eligibility Assistant today!

1. Training

You can either watch a presentation OR print and read the training materials – you don't have to do both. Visit the Online Resources section of the RIST web page (www.uams.edu/rist). NOTE: You'll need speakers or headphones to hear the narration on the PowerPoint. Use the arrow keys on your keyboard to go forward or backward.

2. Security

Print and complete the security form from the web page.

3. Access

Follow the instructions in the training in order to get your access!

PCP Entry on Person Information II screen

Revenue Integrity Specialist Team

The PCP field has been activated in the Person Information II screen in Medipac and Registration Workstation. Entering the PCP on this screen allows it to cross over to Logician, for clinical follow up. The PCP field is linked to the Professional Master list. The physician number can be entered directly if you already know it, or you can search by the physician's last name.

If the PCP is entered on the Person Information II screen during an admission (ADM), outpatient registration (OPR) or ER registration (ERQR), then the PCP will automatically populate the same field on the Physician/Clinical screen.

However, if the PCP in Person Information II is entered through CPI update (CPIU), the PCP on the Physician/Clinical screen **does not** automatically update. The same applies for the patient update function (PATU); entering the PCP on the Physician/Clinical screen **will not** automatically populate the PCP field on the Person Information II screen.

You must use the admission/registration functions in order to have the info auto-populate from Person Information II to the Physician/Clinical screen. If update functions are used instead, you must enter the PCP in both places manually.

NOTE: Medicaid rules for entering PCP and Referring Physicians still apply. See the December 2004 Registration Alert for more information.

```

File Edit Options Help
CPI UPDATE UNIVERSITY HOSP OF ARK A A AA 02/05/07 07:59
UAMSTEST, CALVIN R 020014008
----- PERSON INFORMATION-II -----
Temp. Adr1. Adr2...
Zip... State... City...
Country... Country...
Phone.. Ext.... Effect Dte Thru..

Email Adr.....
Pcp. 003285 Name. SMITH, CHARLES W Phone.. 501 6868153
PRIVACY NOTICE Date Note
Employer Information:
Id #1... Occupation.. Status...
Name... Effective Fron Thru
Adr1... Adr2....
Zip... State. City. Dept
Phone.. Ext. Country. Empl. Id.

Comments..
...
PF9-CPI III PF10-ADD EMP PF11-ADD COM PF13-ADR UPDT PF14-VER
YA120NZ User Id HRJONES Ternid A537 Function
    
```

PM - CPI UPDATE - PERSON INFORMATION-II YA120NZ (CPIU) A A AA 08/22/07 14:37
UAMSTEST, ABBIE 014130179

Temporary Information

Adr1:
 Adr2:
 Zip: State:
 City:
 Country: Country:
 Phone: Ext:
 Effect Date: Thru:

Employer Information

ID #1: 2002 NAME: NONE Dept:
 Occupation: STATUS: N-Not Employed
 EFFECTIVE: 010106 Thru: Empl. Id:
 Adr1:
 Adr2:
 Zip: State: City:
 Phone: Ext: Country:

Email Adr: NONE

Pcp: 003285 Name: SMITH, CHARLES W Phone: 501 6868153
 Release of Info Code: Date: 100406 Note:

Comments: 788

CPI III Add Emp Add Com Adr Updt 5 of 24 - Clipboard
Item collected.



Holly Jones, Rev. Int. Mgr 526-7794	
LaKesha Burton	Kristy Jones
Karen Lamoreaux	Salonica Gray
HOT LINE 686-5102	

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Thank you to everyone who contributed to this 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 **SEPTEMBER 2007**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Visit https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx to sign up! PHS = Pathways Healthcare Scheduling Reg WS = Registration Workstation RCM = Revenue Cycle Management						1
2	3	4	5 PHS 8:30-3:30	6 Reg WS Day 1 8:30-4:30	7 Reg WS Day 2 8:30-4:30	8
9	10	11	12	13	14	15
16	17	18	19 PHS 8:30-3:30	20 Reg WS Day 1 8:30-4:30	21 Reg WS Day 2 8:30-4:30	22
23	24 RCM Day 1 8:30-3:30	25 RCM Day 2 8:30-3:30	26 RCM Day 3 8:30-3:30	27	28	29
30						