



REGISTRATION ALERT

JULY 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:

Insurance Plan Code Changes

NEW Humana Medicare Advantage Card

The Medicare Common Working File (CWF)

ELVIS Training Resources



Revenue Integrity Specialists

Striving Together, Achieving Results

JULY 2007 S.T.A.R

Michelle Downey



Please join us in recognizing Michelle Downey, Point of Service Coordinator in Orthopedics/Rheumatology as our S.T.A.R. Award recipient for July 2007. She was nominated for her extraordinary behavior by her clinic manager, Michael Ross, who had this to share about her, "Michelle is a champion in her field. She took the initiative and volunteered to be trained as our PHS Super User. Michelle's outstanding qualities don't stop at PHS implementation. She possesses a wealth of information and is always proactive in POS registration and collections, patient rescheduling, procedural pre-certification and telephone etiquette. Michelle is the epitome of customer service. Her outstanding performance and "can do" attitude has not only been an inspiration to her new Clinic manager, but also to all who have the privilege to work with Michelle everyday." Congratulations Michelle!

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!

IMG Updates

Plan Code Changes

Termed Plan Codes

Plan Code	Description	What do I use now?
P12	Health Point PHO	Z99
U21	CCO Inc	Z99

New Plan Codes

Plan Code	Description	When do I use this?
S77	Spectera	The only service that is covered at UAMS is the Comprehensive Eye Exam, including Tonometry
M77	Muscular Dystrophy	For muscular dystrophy related visits that are NOT part of a study

HealthLink Provider Website

HealthLink has a new Provider Website located at the following address:

<http://ProviderInfoSource.healthlink.com>

The UAMS username and password may be found on MCCIS.

HealthLink will no longer accept fax claim inquiries. Please use the website for this function.

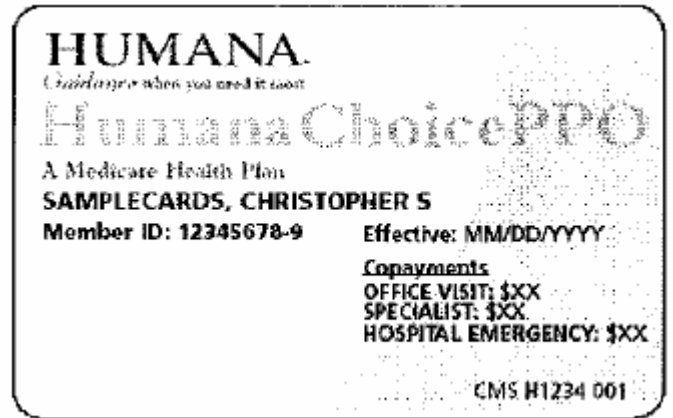
In addition to claim status inquiry, this site will allow you to:

- Resubmit repriced claims
- Check patient eligibility
- Send questions/requests to HealthLink via secure mailbox
- Access payor contact information

If you have any questions, please do not hesitate to call Sarah Marecki, Business Development and Managed Care, at 686-6242.

Change to Humana Medicare Advantage Cards

Humana Medicare Advantage PPO member identification cards will no longer bear the Choice Care Network logo per CMS request. Below is a sample of the new card:



Arkansas Department of Health— Change of Address

As of July 1, 2007, the Arkansas Department of Health and the Arkansas Department of Human Services de-merged. The new mailing address for the Department of Health is:

Health Facility Services
Arkansas Department of Health
5800 West 10th, Suite 400
Little Rock, AR 72204-1704

Phone numbers remain the same:

501-661-2201 Main

501-661-2165 Fax



Reports Reveal Registration-Related Referral Rejections!

By Lisa Schwaesdall, FGP Revenue Manager

EERs (Electronic Error Reports) list claims that will not transfer electronically to an insurance carrier due to submission errors. Some of the most frequently occurring errors on EERs are related to the referral process. Please be aware of the following policies regarding referring providers when registering patients:

1. ALL consultations require signed referrals and the provider must be listed as the referring provider on the claim.
2. The only time a clinic can be listed as a referring provider is when the patient’s primary insurance is Medicaid; even then, the clinic must be designated as the patient’s PCP.
3. Medicaid requires all referrals to be made by the patient’s PCP.
4. ALL Medicare claims require the referring physician field to be populated. Medicare will allow the treating physician and the referring physician to be the same for return visits.
5. Please verify and correct referring physician errors during all return visits to avoid repeated claim rejections.

Remember, these errors prevent claims from being submitted, thereby preventing payment for all services related to the patient’s visit.

For more information on the right way to enter PCPs and Referring Physicians, please refer to these articles in past issues of the Registration Alert:

“How to Register a Medicaid Patient” - December 2004, pp 4-6.

“PCPs for Medicaid” - September 2003, p 1

ELVIS Training Schedule— JULY 2007

SUNDAY	MONDAY	TUESDAY	WEDNES- DAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10 PHS 8:30-3:30	11	12	13 POS 9:00-12:00	14
15	16	17 PHS 8:30-3:30	18	19 Reg Work Day 1 8:30-4:30	20 Reg Work Day 2 8:30-4:30	21
22	23	24 PHS 8:30-3:30	25	26	27 POS 9:00-12:00	28
29	30	31	Visit https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx to sign up! PHS = Pathways Healthcare Scheduling POS = Medipac Point of Service (Cash posting) Reg Work = Registration Workstation			



ELVIS Help is here!

Training manuals, cheat sheets, and other learning materials for PHS, Reg Workstation, Cash Posting, and ILE have been posted to the RIST website. Be sure to check the site often for updates and additions!

<http://www.uams.edu/rist/education/>



Holly Jones, Rev. Int. Mgr 526-7794

LaKesha Burton Kristy Jones
 Karen Lamoreaux Salonica Gray

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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 AUGUST 2007

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Visit https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx to sign up! <div style="background-color: black; color: white; padding: 5px; text-align: center;"> www.uams.edu/rist www.uams.edu/cctc </div>			1	2 Reg Work Day 1 8:30-4:30	3 Reg Work Day 2 8:30-4:30	4
5	6	7 PHS 8:30-3:30	8	9	10 POS 9:00-12:00	11
12	13	14	15	16 Reg Work Day 1 8:30-4:30	17 Reg Work Day 2 8:30-4:30	18
19	20	21 PHS 8:30-3:30	22	23	24 POS 9:00-12:00	25
26	27	28	29	30	31	