



# REGISTRATION ALERT

SEPTEMBER 2007

**Inside this Issue:**

New CHAA Recipients	2
Revisiting the Retirement Date	2
Insurance Updates	3
ILE FYI	4
RIST Inservice: Revised Registration Criteria	4

**Questions/Comments?**

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

**Special Points of Interest:**

Cigna Online Precertification	3
UniCare Radiology Pre-Authorization Program	3
New Card for UAMS Individual Agreements	3



**Revenue Integrity Specialists**

*Striving Together, Achieving Results*

**SEPTEMBER 2007 S.T.A.R.**

**Keneishia Jefferson**



We would like to congratulate Keneishia Jefferson of the UWHC Clinic as our September STAR Award recipient. She was nominated for a consistent demonstration of reliability and dependability within her department. Lana Bollen, UWHC Clinic Manager, had this to share about her, "Keneishia always treats the patients in a warm, inviting and helpful manner." She often exceeds expectations and is willing to go the extra mile in her job performance; exhibiting the three C's: Care, Commitment, and Contribution to both internal and external customers. We thank you for being 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>

## New CHAA Recipients

Congratulations are in order! The people listed below have passed the national Certified Healthcare Access Associate (CHAA) exam. Be sure to give them a thumbs-up for their achievement. For more information about the CHAA exam, please visit [www.naham.org](http://www.naham.org)

EVON FORD  
 CHRISTINA HOUSTON  
 DEBORAH BLACK  
 RUTHIE LEWIS  
 GRETA TOLBERT  
 KIMBERLY WASHINGTON  
 LA'SHAUNDRA YANCY  
 KIESHA BELL  
 LINDA GLOVER  
 JENNIFER HUDSON-SMITH



SHEENA MCDOWELL  
 TIFFANY BEASLEY  
 ALICIA WATT  
 BRANDI GEE  
 ANGELA JOHNSON  
 KAHYAH ROBINSON  
 REBECCA SHAPLEY  
 LAQUEITA HODGE  
 CLAREN HURVEY  
 GINNY SHELTON

### Revisiting the Retirement Date

*Revenue Integrity Specialist Team*

The retirement date is a required field for Medicare beneficiaries that are not working. This includes retirees and the disabled. If the patient is retired or disabled, enter the date employment ended in the retirement date field on both Medicare A and B screens. The date should be the same for both Part A and Part B.

- If a patient is receiving Medicare benefits due to their spouse's or parent's work history, enter the patient's entitlement date as the retirement date.
- If the patient retired before they started receiving Medicare or has never worked, enter the Medicare effective date as the retirement date.
- If the patient has group health insurance through their spouse, make sure all employer information on the Nearest Relative screens is complete to include employer name, relationship and phone number.
- Get an accurate date if possible. When all means have been exhausted and the patient can not remember their retirement date, they can usually guess the year. Put the date in as 0101 of that year.

## New Procedure for Individual Agreements

Sara Marecki, Managed Care

In an effort to streamline the registration process and facilitate billing for patients with individual, case specific agreements, the Managed Care Office will be sending ID cards to these patients. The cards will have the UAMS Medical Center logo on the front and plan code and claims address information on the back (see below). The patient will receive a letter from our office instructing them to bring this card with them to every appointment. It is important to note that these agreements only cover services provided within specified time frame and may be limited to specific services approved by the patient's health plan. Please continue to verify information about the patient's individual agreement on the Managed Care Contract Information System (MCCIS). If you have any questions regarding this information, please contact Sara Marecki at 686-6242.

Front of card:



Back of card:

Patient Name: John Doe  
 Date of Birth: 01-02-1973  
 Agreement Effective: 01/01/2007 to 07/08/2007  
**Plan Code: 020**

The patient listed above has an individual agreement negotiated by the UAMS Managed Care Office.

Claims Address: 1234 S. Main Street  
 Little Rock, AR 72205

Please verify information on the Managed Care Contract Information System (MCCIS).

## New CIGNA Precertification Features

Effective mid-September 2007, CIGNA made online precertification available on its website ([www.cignaforhcp.com](http://www.cignaforhcp.com)). Look for the View and Submit Precertification Requests link to:

1. Submit medical precertification requests for: inpatient services, outpatient services as required, and injectable medications (when covered).
2. View the status of your precertification requests.

## UniCare Radiology Quality Initiative Program

UniCare has partnered with American Imaging Management, Inc. (AIM) to implement the Radiology Quality Initiative (RQI). Preauthorization is required for PPO patients having any of the procedures listed below on an elective, non-emergency outpatient basis:

- CT/CTA scans
- MRI/MRA scans
- Nuclear Cardiology studies
- PET scans

Before scheduling one of these procedures, you can obtain a pre-authorization/RQI number by one of the methods below:

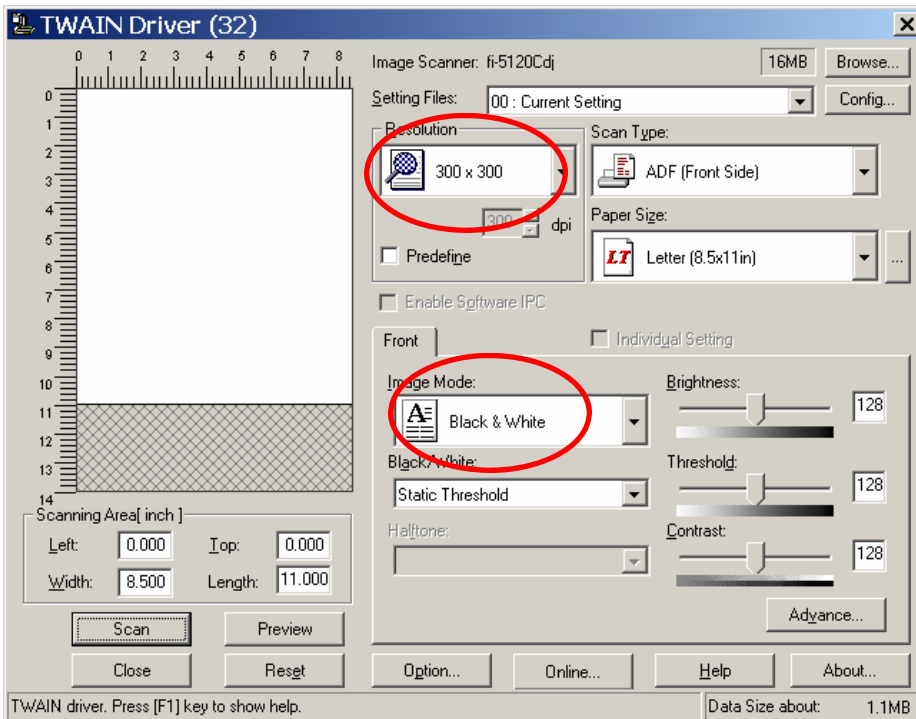
- Call the Customer Service phone number on the member's UniCare ID card and follow the prompts
- Call AIM directly: 1-866-714-1101
- Visit [www.unicare.com](http://www.unicare.com) and click Radiology Management
- Visit [www.americanimaging.net](http://www.americanimaging.net) (requires provider registration)



## Imaging Link Engine (ILE) - Image Overload

Due to image storing limitations, please make the following adjustments when scanning documents:

- Change the resolution to 200 X 200
- Scan **ALL** images in black and white ( If the image is not legible, scan in color)



Resolution: Best results are obtained at the default resolution of 200 x 200

Image Mode: This is used to select a black & white scan or a color scan.



## New Registration Criteria

Several changes have been made to the RIST Audit Registration Criteria.

An in-service will be offered **October 3<sup>rd</sup>** in the JTS 12th floor Auditorium to review the many changes. See the calendar for details!

## Log Off to Keep Up!

If you are shutting down your workstation at the end of each business day, you may not be running the most recent version of your programs, especially PHS and Registration Workstation. Leave your computer at the Log On screen in order to receive updates.

To Log Off:

Start → Shut Down → Log Off (your user name)

OR

Ctrl+Alt+Del → Log Off



**Holly Jones, Rev. Int. Mgr 526-7794**

Lakesha Burton  
 Salonica Gray  
 Kristy Jones  
 Karen Lamoreaux  
 Jessica Stainton

**RIST Hotline: 686-5102**

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**Revenue Integrity Specialist Team**

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Martha Hall - Sherry Nirenberg - Jane Hohn - Michelle Elliott		

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* **OCTOBER 2007**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3 PHS 8:30-3:30  RIST Inservice 10:00 or 2:00	4 Reg WS 8:30-4:30	5 Reg WS 8:30-4:30  POS 9:00-12:00	6
7	8 RCM 8:30-4:00	9 RCM 8:30-4:00	10 RCM 8:30-4:00	11	12	13
14	15	16	17 PHS 8:30-3:30	18 Reg WS 8:30-4:30	19 Reg WS 8:30-4:30	20
21	22 RCM 8:30-4:00	23 RCM 8:30-4:00	24 RCM 8:30-4:00	25	26	27
28	29 Reg WS 8:30-4:30	30 Reg WS 8:30-4:30	31 PHS 8:30-3:30	Visit <a href="https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx">https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx</a> to sign up!  PHS = Pathways Healthcare Scheduling POS = Medipac Point of Service/Cash Posting Reg WS = Registration Workstation		