



# REGISTRATION ALERT

APRIL 2008

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## Revenue Integrity Specialists

*Striving Together, Achieving Results*

## 2007-2008 S.T.A.R. OF THE YEAR TROY SUNKINS



Troy Sunkins of Radiology was selected as the 2007-2008 STAR of the Year at the 6<sup>th</sup> Annual STAR Luncheon held on April 1, 2008. Troy received an excellent recommendation from his supervisor, David Amerson. David had these nice things to share about Troy, "As a person that has worked with many employees over 26 years I have seen and experienced every type of personality. The goal of a manager is to always work with employees to complete all job duties and to teach the needed skills for the area where they work. But there is one thing you can't teach an employee and that is the ability to "care". Not to steal any thunder from the CARTI commercials about I will be there for you, that is Troy Sunkins, he will be there for you, he will hug you, he will get you a blanket, and when you leave he will send with you that feeling he truly cares for you. There are many people I have known, but Troy will always be a special person to me. He is dedicated, hard working, and always willing to help in any situation. Troy truly represents the type of person you would always want to see when you are afraid, in pain, and feel alone, ask anyone that knows him; they will always smile when you mention his name."

## Questions/Comments?

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

## Congratulations Troy, our shining STAR of the Year!

Don't forget to forward your nominations for the STAR Award to the RIS Team.

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


Mail to Slot 618 or fax to 686-6849

## IMG Updates

### Plan Code Updates

New Plan Codes

Code	Description	Use When
P59	Superior Vision	The patient presents to Jones Eye Institute with a card that has the Superior Vision logo. This plan is not major medical; it only covers certain ophthalmology services.



### Aetna Worker's Comp Access

Our contract with Aetna has been updated to include worker's comp coverage. Certain patients may have their worker's comp cases handled through Aetna. This doesn't necessarily mean that they have Aetna as their regular insurance, or that Aetna is now handling all worker's comp cases. If you have a worker's comp patient whose case is being handled by Aetna:

- Use the generic worker's comp plan code — W01.
- Call 1-888-632-3862 for claims and benefit inquiries.
- The claims address will be the regular Aetna address:  
PO Box 14079  
Lexington, KY 40512-4079

NOTE: Do not use the regular Aetna plan code for these worker's comp cases.

### Scanned to the Wrong Account?



If you find documents that have been scanned to the wrong patient's medical record, email HIM Medical Record Corrections. Please include the name and CPI number of both patient records, and indicate which documents need to be moved.

### PHS: Multiple Procedures

Q. I know I added multiple procedures to the appointment I'm scheduling, but how can I tell?

A. On the grid, check for the asterisk in front of the procedure name.











The asterisk in front of the procedure name indicates more than one procedure is included on this appointment.

To see all the procedures included on that appointment, right click on the appointment. Choose Appointment Detail, then the Proc. List tab:

Proc. Abbr.	Act Date	Act Start Time	Act Stop Time
1 CTABDW	04/08/08	07:30	...
2 BCAP	04/08/08	07:30	...
3 BCAP	04/08/08	07:30	...
4 CTBRAINW	04/08/08	07:30	...
▶ AP	04/08/08	07:30	...

Below is the current listing of all Medicare Advantage Plan Codes.

Be sure to visit [www.uams.edu/RIST](http://www.uams.edu/RIST) frequently for updates!

Medicare Advantage Plan Code Table			
Description	Plan Code	FC	Usage
 <p>Advantra Freedom From Coventry Health Care</p>	S36, S37	V	Use when you see the Advantra Freedom logo on the card.
 <p>ARKANSAS COMMUNITY CARE</p>	S08, S09	V	Use when you see the Arkansas Community Care logo on the card.
 <p>Medi-Pak advantage MEDI-CARE ADVANTAGE   PFFS</p>	S13, S14	V	The logo here is a sample. Any BCBS plan that includes wording about Medicare Advantage should use these plan codes. This is not the same as Medipak, the AR BCBS Medicare supplement (plan code B20) or any other BCBS plans.
 <p>CARE IMPROVEMENT PLUS Specialized care for Medicare beneficiaries</p>	S43, S44	V	Use when you see the Care Improvement Plus logo on the card.
 <p>HUMANA. Guidance when you need it most Humana Choice PPO A Medicare Health Plan with Prescription Drug Coverage</p>	S11, S12	V	Use when you see the Humana Choice PPO logo on the card. This is different from Humana ChoiceCare (plan code N82).
 <p>HUMANA. Guidance when you need it most Humana Gold Choice PFFS A Medicare Health Plan with Prescription Drug Coverage</p>	S18, S19	V	Use when you see the Humana Gold Choice logo and the letters PFFS on the card. This is different from Humana ChoiceCare (plan code N82).
<p>Medicare Advantage</p> <p><i>Logos vary</i></p>	Q99	C	Use for all other Medicare Advantage plans. Remember to print the MSP Questionnaire Form 2577, answer, and scan to ILE.
 <p>PRIME HEALTH SERVICES, INC</p>	P51, P52	V	Use when the card has both the Prime Health logo and the Medicare logo. This is different from Prime Health Services (plan code P54) or Prime Health Worker's Comp (code P57).
 <p>TODAY'S OPTIONS Pyramid Life Insurance Company Medicare Advantage Private Fee-for-Service</p>	S52, S53	V	Use when you see the Today's Options logo on the card. This is not the same as Pyramid Life Insurance (plan code P48).
 <p>SecureHorizons by UnitedHealthcare</p>	S38, S39	V	Use when you see the Secure Horizons logo on the card. This is not the same as United Healthcare (plan code C46 or C47) or the United Healthcare Medicare supplement plans (C89, C91, C92, C93 or C94).
 <p>STERLING Option I® A Medicare Advantage Private Fee For Service Plan</p>	S01, S02	V	Use when you see the Sterling Option I, II or III logos on the card. This is not the same as the Medicare supplements - Sterling Premier (plan code M07) or Sterling Select (plan code M08).
 <p>WINDSOR MedicareExtra</p>	S28, S29	V	Use whenever you see the Windsor logo on the card.

**Remember: If a patient has a Medicare Advantage plan, traditional Medicare will not be COB'd with it!**



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

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**RIST Hotline: 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 MAY 2008

Visit <https://secure.uams.edu/TrainingTracker/frmEnrollInClass.aspx> to sign up!

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
CMS/UB = CMS 1500 and UB 04 Billing MPAC = Medipac PHS = Pathways Healthcare Scheduling POS = MPAC Point of Svc/Cash Posting Reg WS = Registration Workstation RCM = Revenue Cycle Management				1	2	3
4	5	6	7 PHS MPAC Inquiry MPAC Updates	8	9 MPAC POS	10
11	12 RCM Day 1	13 RCM Day 2	14 RCM Day 3	15 Reg WS Day 1	16 Reg WS Day 2	17
18	19	20 RIST Inservice	21 PHS	22 CMS/UB	23	24
25	26 Memorial Day	27 RCM Day 1	28 RCM Day 2	29 RCM Day 3 Reg WS Day 1	30 Reg WS Day 2	31