



REGISTRATION ALERT

FEBRUARY 2008

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Revenue Integrity Specialists

Striving Together, Achieving Results

FEBRUARY 2008 S.T.A.R.

LA'SHAUNDRA YANCY



Please join us in recognizing La'Shaundra Yancy as the February 2008 S.T.A.R. Award recipient. La'Shaundra has been part of the UAMS family since 2006 and currently holds the position of Admissions Representative in Hospital Admissions. She was nominated by her manager, Tayae Marks, who had this to share about her, "La'Shaundra goes over and beyond when asked to cross train new employees in Pre-Op Evaluation. She works well unsupervised and is a wonderful asset to our department." Being a quality team player who clearly demonstrates the 3 C's: Care, Commitment, and Contribution have earned her this distinction. Please join us in congratulating La'Shaundra on this achievement!

Questions/Comments?

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

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
S52 S53	Pyramid Today's Opt Part A Pyramid Today's Opt Part B	Patient presents a Pyramid/ Today's Option card. Use both codes instead of Q99. This is a Medicare Advantage plan. Medicare should NOT be COB'd with this. 
S34	Mercy Health Plan CC	Patient presents a card with the Mercy Health Plans logo 

Changed Plan Codes

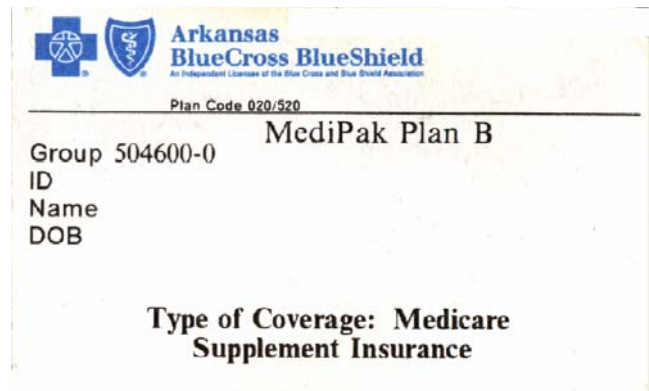
Code	Description	Use When
B20	Old Description: Medipak BCBS New Description: Medipak BCBS Supplement	Patient presents both a Medicare card and a Medipak card that indicates it is a Medicare supplement. This plan is always COB'd secondary to Medicare.
S13 S14	Old Description: Medipak Advantage New Description: BCBS Medicare Adv Part A and Part B	Patient presents any Medicare Advantage plan with a BCBS logo. This includes Medipak Advantage (not the same as B20), Anthem Senior Advantage, etc. Medicare should NOT be COB'd with these plan codes.

Medipak: the Supplement vs. the Medicare Advantage Plan

Most of us are familiar with Medipak, the Arkansas BCBS supplement. Arkansas BCBS also offers a Medicare Advantage plan known as Medipak Advantage. So if a patient presents a card that says Medipak on it, how should it be registered? Here are some clues:

Medipak—the Medicare supplement

- Card will show Medipak on the logo or the ID number starts with XCM
- Card may say “Medipak Plan A-J”
- Card may say “Medicare Supplement Insurance”
- This type of plan will be COB'd secondary to Medicare under plan code B20



Medipak Advantage—the Medicare Advantage Plan

- Card will have Advantage as part of the Medipak logo
- Card will show Medicare Advantage and PFFS (Private Fee-for-Service)
- Card may have Medicare Rx or other prescription information
- This type of plan will NOT be COB'd with Medicare. Use plan codes S13 and S14



MEDICARE ADVANTAGE | PFFS

Issuer: 80840
ID: XCX FXXXXXXX
Name: John Q Doe

RxBin: XXXXX
RxPCN: XXXX
RxGroup: XXXXX
RxID: XCX FXXXXXXX

PCP Copay: \$ 15
Specialist Copay: \$ 25
In-patient Hospital Copay: \$160
Plan Type: Private Fee-for-Service
Rx Benefits Included



H5849, Plan 001

Educational Opportunities

Revenue Cycle Management Refresher

When is it offered? Starting May 2008

Who may benefit? Any existing Patient Access personnel (registrars, POS Coordinators, financial counselors, etc.)

RCM Refresher is a course designed for Patient Access personnel who have registration experience but need to brush up on their skills. The course will be offered once a month on two consecutive Fridays.

Search America Medicaid Wizard

When is it offered? At your convenience

Who may benefit? Anyone needing to verify demographic information, research returned mail and/or complete self-pay questionnaires.

Search America Medicaid Wizard is an online course that may be taken at any time, from any computer with internet access. The course introduces users to Search America, a tool that allows us to verify patient addresses, phone numbers, DOBs and SSNs. It also automates the self pay questionnaire, reducing paper and allowing for better communication between UAMS departments and clinics. This course takes about 1 hour to complete.



Revenue Cycle Management Financial Aspects of Healthcare

When is it offered? Starting July 2008

Who may benefit? Patient reps, financial counselors, etc.

RCM Financial Aspects (or "RCM Day 4") is designed for Patient Access personnel whose duties include insurance verification, pre-certification/pre-authorization, and/or financial counseling. RCM Days 1-3 is a prerequisite. This course will be offered once a quarter on a Friday.

Eligibility Assistant

When is it offered? At your convenience

Who may benefit? Anyone checking insurance eligibility and/or benefits for certain payors.

Eligibility Assistant is an online course that may be taken at any time, from any computer with internet access. Eligibility Assistant allows users to check Medicaid, Medicare, TRICARE, and other insurance plans in the registration system in 10 seconds or less. This course takes about 45 minutes to complete.

PCP on Person Info II Screen

The PCP field on the Person Information II screen (where you enter the patient's employment information) may become a required field in the near future. Currently the field is active, but not required. Please refer to the August 2007 issue of the Registration Alert for more information.



Medicare Advantage Reminders

Some Medicare Advantage plans have pre-authorization requirements we must follow in order to be reimbursed for the services we provide. According to PBS, for instance, we have received denials for Windsor Health (plan codes S28 and S29) for lack of pre-authorization. If you're not sure about what a plan requires, call the phone number on the patient's insurance card for details.

Also, the Medicare Advantage plan codes should be registered under financial class V, not R. Remember that if the plans are COB'd correctly, the system will automatically assign the financial class code when you press F9 or Accept on the insurance screen.

Printing Patient Labels

Please use extreme caution when printing patient labels for all requisitions and paperwork. By using the search methods, it will ensure that you have the correct patient and the correct account number.

What's the big deal? By selecting an incorrect patient label, there are multiple downstream effects:

- Lab or radiology results are for the wrong patient.
- Results go into the wrong patient's chart.
- Charges are posted to the wrong account, or
- Charges cannot be posted at all.*

**This causes the account to be on an error report. At that point the account has to be reviewed, researched, and reworked.*

The amount of rework to correct these issues is resource intensive and time consuming. By conducting a proper patient and account search on the front end will ensure that everything else flows as it should.



Selecting the Correct Patient

BEST PRACTICE SEARCH

LAST NAME + PARTIAL FIRST NAME + DOB

- **Best Practice: Ask patient to verbally provide full name and DOB. This follows The Joint Commission patient safety criteria.**
- Conduct the search by entering the full last name and only 2-3 alpha characters of the first name.
- Check the DOB column to ensure that you are selecting the correct patient.

NOTE: If you do not find your patient using the best practice method, try all other search options to ensure you are selecting the correct patient and correct account number.

OTHER SEARCHES

- NAME + SSN
- ALIAS NAME + DOB
- ALIAS NAME + SSN

DOB + SSN

LAST RESORT SEARCH

CORPORATE PERSON INDEX OR MEDICAL RECORD NUMBER

- This search is only used as a **last resort**.

IMPORTANT NOTE: Be sure to verify other demographic data before selecting the account, such as DOB or SSN.

Continued, next page...

Selecting the Correct Account

- Make sure you select the correct account.

The fields to help you select the correct account are listed below.

Fields to look at in Medipac/HBOC

PATIENT PROFILE PRINT UNIVERSITY HOSP OF ARK A A AA 02/15/08 14:59
 UAMSTEST, ABBIE J 007895399

----- VISIT HISTORY SELECTION -----
 Select Line Number _

Visit	Ppt	Fc	Adm/vis	Type	Dis/Dep	Dis	Pav	Loca	Reference	Film Date
Srv	Dmsg	Other	A/C#	Hb	Cls	From	Thru	Reg	Dte	Physician
01.	8017	OA	C	S02/02/08	C			MED	01/16/08	BURKE, BRYAN
02.	7268	OV	V	S12/25/07	C			A VASS	09/25/07	KEYROUZ, SALAH
03.	8016	OA	C	S12/20/07	C			A MED	01/16/08	HUTCHINS, LAURA
04.	7759	OCR	C	S12/13/07	C			A FCM	12/01/07	SMITH, CHARLES W
05.	7270	OAC	C	S10/03/07	C			A EYEB	09/27/07	CHEEK, ROBERT

PF8-FWD
 YAS10NZ User Id HRJONES Termid A010 Function PPRF
 4B :00.1 04/22

Fields to look at in Registration Workstation

PM - PATIENT PROFILE PRINT - VISIT HISTORY SELECTION YAS10NZ (PPRF) A A AA 02/15/08 15:24
 UAMSTEST, ABBIE J 007895399

Select Line Number :

Visit	Ppt	Fc	Adm/vis	Type	Dis/Dep	Dis	Pav	Loca	Reference	Film Date
Srv	Dmsg	Other	A/C#	Hb	Cls	From	Thru	Reg	Dte	Physician
01.	8017	OA	C	S02/02/08	C			A MED	01/16/08	BURKE, BRYAN
02.	7268	OV	V	S12/25/07	C			A VASS	09/25/07	KEYROUZ, SALAH
03.	8016	OA	C	S12/20/07	C			A MED	01/16/08	HUTCHINS, LAURA
04.	7759	OCR	C	S12/13/07	C			A FCM	12/01/07	SMITH, CHARLES W
05.	7270	OAC	C	S10/03/07	C			A EYEB	09/27/07	CHEEK, ROBERT

Ewd OK



Holly Jones, Rev. Int. Mgr 526-7794

Lakesha Burton
 Salonica Gray
 Veronica Guydon
 Kristy Jones
 Jessica Stainton

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 **MARCH 2008**

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
2	3 RCM New Day 1	4 RCM New Day 2	5 RCM New Day 3	6	7 MPAC POS	8
9	10	11	12 PHS	13 Reg WS Day 1 CMS/UB	14 Reg WS Day 2	15
16	17 RCM New Day 1	18 RCM New Day 2	19 RCM New Day 3 MPAC Inquiry Only MPAC Updates	20	21	22
23	24	25	26 PHS	27 Reg WS Day 1	28 Reg WS Day 2	29
30	31 RCM New Day 1	1 RCM New Day 2	2 RCM New Day 3	CMS/UB = CMS 1500 and UB 92 Billing MPAC = Medipac PHS = Pathways Healthcare Scheduling POS = MPAC Point of Svc/Cash Posting Reg WS = Registration Workstation RCM = Revenue Cycle Management		