



REGISTRATION ALERT

JANUARY 2008

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Revenue Integrity Specialists

Striving Together, Achieving Results

JANUARY 2008 S.T.A.R.

STEVEN GRAVES



The January 2008 STAR award recipient is Steven Graves of the Myeloma Infusion Center. He is a Point of Service Coordinator who joined the UAMS family in 2005. Steven's nomination came from the MIRT APNs, who shared these nice words, "There is no one way to document the value of Steve to ACRC; he is smart, efficient, organized, and most diplomatic in all regards." Alan Heath, Clinical Services Manager of MIRT, added that "Steven works with patients daily trying to accommodate them. He is also actively working on a project to reduce patient wait time and increase patient satisfaction." Please join us in saluting Steven Graves as the January STAR.

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 Changes

Mississippi State and School Employees BCBS


VOID

If a patient presents a card that looks like the plan code B...-BC...-O...-C... the address... PO Box... Doing... as the claim... be submitted... BCBS... are only applies to... Mississippi... and... groups. A... BC... should... default address listed in our registration system.

Code	Description	Use When
C98	Cigna Starbridge CC	Patient presents a card with the Starbridge logo. 
S36 S37	Advantra Freedom Part A Advantra Freedom Part B	Patient presents an Advantra Freedom card. Use both codes instead of Q99. This is a Medicare Advantage plan. Medicare should NOT be COB'd with this. 
S38 S39	Secure Horizons Part A Secure Horizons Part B	Patient presents a Secure Horizons card. Use both codes instead of Q99. This is a Medicare Advantage plan. Medicare should NOT be COB'd with this. 
S43 S44	Care Improvement Part A Care Improvement Part B	Patient presents a Care Improvement card. Use both codes instead of Q99. This is a Medicare Advantage plan. Medicare should NOT be COB'd with this. 

Front

Name:
I.D. #:
Benefit: **AHS STATE NETWORK**
STATE AND SCHOOL EMPLOYEES' HEALTH INSURANCE PLAN
Self-Insured by the State of Mississippi
For information concerning verification of coverage or filing of claims contact:
Blue Cross & Blue Shield of Mississippi
Claims Administrator
P.O. Box 23471
Jackson, MS 39225-3471
Participant Customer Service: 1-800-709-7881
AHS State Network: 1-800-294-6387
Printed Health: 1-908-789-5627
Provider Customer Service: 1-800-709-8973



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Notification/Certification Requirements
If hospitalization is recommended for you or your dependents, you must call the Plan's Utilization Review Program administrator, Intracorp, at least 5 calendar days before the date of admission. For emergency admission, call within 48 hours of admission.
For maternity, call within the first 4 months of pregnancy and within 48 hours of admission.
Certain outpatient diagnostic tests require certification. For these outpatient services, call 48 hours prior to the scheduled test. For emergency, call within 48 hours of the test.
Failure to comply with notification/certification requirements may result in a reduction of benefits. For details regarding these requirements, refer to your Summary Plan Description.
Intra corp
1- 800 - 523 - 8738 (TOLL FREE)

Repetitive Service Accounts: Outpatient Registration (OPR) vs. Visit Notification (VSNT)

When a patient presents for the very first visit of a new RSA cycle, complete an OPR for the patient in Registration Workstation or Medipac.

- All patient data must be verified and updated as necessary.
- Each subsequent visit for the same patient on the same RSA will require a VSNT *only*.
- After the OPR has been completed, if additional labels or paperwork are needed, use the Patient Profile Print (PPRF) function.
- OPR on top of OPR SHOULD NEVER OCCUR!

So, what's the big deal about creating OPR on OPR Accounts anyway???

- It creates ABEND errors in the IT Department (system failure).
- It erases previously answered MSPQ information.
- It prevents charge posting to the account.

If you need assistance, please contact the RIST at 686-5102 or www.revenueintegrityspecialists@uams.edu

Visit Notification

During December 2007, approximately 200 accounts were not visit notified. Any charges for the services we've provided cannot be billed until the visit notification is complete. To complete visit notification:

Scheduled Date : Time :
Visit Date : 012208 Time : 0806
VISIT TYPE : C-CHARGE
VISIT SOURCE : C-Clinic Referral
HOSPITAL SERVICE : MBD
Visitor Status :

In outpatient registration (OPR), you can add the visit on the next to last screen (right after the Physician Information screen). Make sure the Visit Date and Time fields are filled in correctly. If you leave information in the Scheduled Date and Time fields with nothing in the Visit Date and Time fields, the VSNT is **not** complete:

If the account you need:

- Has been pre-registered
- Is an RSA that has already been set up (see article above),
- Has been registered but you forgot to add the visit during the OPR

you can go to the visit notification function and add the visit there. Enter the visit date and time and press OK to add the visit.

PM - VISIT NOTIFICATION - VISIT NOTIFICATION YA276NZ (VSNT) A A AA 010008 16:26
Sched Date: 01/30/08 Time: Re-Reg Date: 02/02/08
Visit Date: / / Time: Type: C Source: C Service: ORO
Location: HMC Room: Bed: Acn: Exp. Dlvry. Dte: / /
Atn: 006693 STACE, BRENDAN Dx:
Pat Class: 0 ALL OTHER Disc: F/C: Registr Date: 01/26/08
VISIT DATE: TIME: TYPE: C-CHARGE SOURCE: C-Clinic Referral SERVICE: ORO
LOCATION: HMC Room: Bed: Acn: Mode of Arrival:
ATN: 006693 STACE, BRENDAN Dx:
Pat Class: 0 Discount: Charge Type:
Chief Complaint:
Procedure Text:
Onset Date: Time: Pz: Proc Date: Lrrp Date: Mod:
Surg:
Type: Date: Time:
Place: Nature:
Police Notified By: Brought In By:
Fam.Phys: 052336 Name: NO TCP ASOUTER, Phone:
Departure PCA OK

Remember: Visit Notification needs to be completed on each date of service when the patient shows up for an appointment!



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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 **FEBRUARY 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 92 Billing MPAC = Medipac PHS = Pathways Healthcare Scheduling POS = MPAC Point of Svc/Cash Posting Reg WS = Registration Workstation RCM = Revenue Cycle Management					1 RCM Refresher Day 1	2
3	4 RCM New Day 1	5 RCM New Day 2	6 RCM New Day 3	7 Reg WS Day 1	8 RCM Refresher Day 2 Reg WS Day 2	9
10	11	12	13 PHS	14 MPAC Inquiry MPAC Updates	15 RCM Refresher Day 3 POS	16
17	18 PRESIDENT'S DAY— UAMS Holiday	19 RCM New Day 1	20 RCM New Day 2	21 RCM New Day 3 Reg WS Day 1	22 Reg WS Day 2	23
24	25	26 RIST Inservice	27 PHS	28	29	