



REGISTRATION ALERT

JULY 2008

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Revenue Integrity Specialists

Striving Together, Achieving Results

JULY 2008 S.T.A.R.

WILMA “JEAN” LAMPKIN



We are pleased to announce that Wilma “Jean” Lampkin of Patient Business Services is our July 2008 STAR Award winner. Jean has been a member of the UAMS family for 51 years, WOW! She was nominated by a co-worker, Candy Thomas, who shared this about her, “Jean is always willing to help explain the processes we use over here at PBS. She has worked *with* patients well before she started working *on* patient accounts. She is always at work early and starts to work as soon as she arrives. She is very valuable to the employees at PBS-when she leaves us she will be missed both professionally and personally. I think she deserves to be a STAR!” PBS Manager, Martha Hall, added these warm words, “Jean has helped train or assist almost every employee working for Patient Business Services. Her knowledge is used to help everyone.” Congratulations Jean! We salute you as our shining star for the month.

Questions/Comments?

Contact the 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

Inactive Plan Codes

Code	Description	What should I use now?
Z01	Trailblazer	Use Z99
C74	Corvel	Use Z99



New Plan Code

Code	Description	When should I use this code?
E26	Employers Health Coalition	<p>You may see other familiar logos on the card because the Employers Health Coalition reprises claims then sends them to different third party administrators (TPAs). However, use E26 whenever the patient presents a card with this logo:</p> <div style="text-align: center;">  </div> <p>Change the claims address to match the card; it will vary based on the policyholder's employer.</p>

QualChoice Prior Authorization for High Tech Imaging Services

On September 2, 2008 QualChoice will require prior authorization for high tech imaging services through CareCore National (CCN). Prior authorization will be required for PET Scans, CT Scans, MRI/MRA, Nuclear Cardiology and Nuclear Medicine. A complete listing of the services and CPT Codes is available at www.qcark.com. **Retroactive prior authorizations will not be granted under this program.** CCN will begin accepting prior authorization requests for the dates of service on or after Sept 2, 2008 beginning August 18th, 2008.

Prior authorization requests can be submitted via:

Web: Log in to the QualChoice Web Site at www.qcark.com and click on Pre-Authorization for Radiology Services Button, which will take you to the CareCore website

Phone: a toll-free number at 1 (800) 533-1206 between 7 a.m. and 7 p.m. CST Monday through Friday

Fax: CareCore's 24-hour fax number is 1 (888) 785-2486



Medicare Advantage vs. Regular Insurance: How Do I Code This?



Take a look at this card. If you had to choose between plan code U78 for Unicare and Q99 for Medicare Advantage, which would you select?

You may be familiar with Unicare as a contract care insurance. However, this is a Medicare Advantage plan offered through Unicare, and should be coded as Q99.

Unicare is not the only company with multiple insurance products. This situation will happen more frequently as more insurance companies begin offering Medicare Advantage plans.

How do I know when to use the Medicare Advantage plan codes?

- Look for messages on the card such as:
 - PROVIDERS: DO NOT BILL MEDICARE. Submit claims directly to (insurance company name)
 - A Medicare Advantage Private Fee for Service Plan
- Check the Medicare Advantage Plan Code Desk Reference on the RIST Online Resources page. If we have a set of designated codes for that company on the table, please use them.
- Otherwise, use Q99 and print a paper MSPQ for the patient to complete.
- Do not use Z99 for Medicare Advantage plans.
- Do not use the regular commercial or contract care plan codes for Medicare Advantage plans.

If you're still not sure which plan code to use, contact the RIST for assistance at 686-5102. Before you call please scan the card to the patient's account or fax a copy of the card to 686-6849. That will give the team a chance to provide the best answer based on viewing an image of the card.

Arkansas State and Public School Account Services/Codes that Require Pre-Certification

Excerpt from June 2008 Arkansas Blue Cross Blue Shield Provider News

Several services for Arkansas state and public school employees with Blue Cross Blue Shield, including but not limited to high-tech radiology, physical and occupational therapy, speech therapy, and some outpatient surgeries require pre-certification. The latest issue of the Arkansas Blue Cross Blue Shield Provider News lists specific CPT codes for this requirement. Visit www.arbcbs.com for the entire list.

If you have questions about pre-certification for these employer groups, please call American Health Holding at 1-800-592-0358.



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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 AUGUST 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 Reg WS	8 Reg WS RCM Day 1— Existing Employees	9
10	11 PHS	12 RCM Day 1— New Employees	13 RCM Day 2— New Employees	14 RCM Day 3— New Employees MPAC Inquiry MPAC Updates	15 MPAC POS RCM Day 2— Existing Employees	16
17	18 RIST Inservice	19 RIST Inservice	20 RIST Inservice	21 Reg WS	22 Reg WS RCM Day 3— Existing Employees	23
24	25 PHS	26 RCM Day 1— New Employees	27 RCM Day 2— New Employees	28 RCM Day 3— New Employees	29	30
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