



# REGISTRATION ALERT

MARCH 2008

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## Revenue Integrity Specialists

*Striving Together, Achieving Results*

**MARCH 2008 S.T.A.R.**

**LONC POS STAFF**



We are pleased to announce our S.T.A.R. Award recipients for March 2008. Sunny Allen, Kellie Curtis, Shawn Joyner, and Terrie Manire of the LONC clinic have been chosen as the stars for the month. They were nominated by their supervisor, LONC Business Manager Sharon Thompson. Sharon had these nice things to say about the LONC access staff, "The POS staff in LONC are true team players. Not only do they demonstrate the 3 C's, care, commitment, and contribution, but they also demonstrate a 4<sup>th</sup> C - Calm, professional behaviors. All are willing to go the extra mile and demonstrate a willingness to learn. Recently they have been cross-trained to telephone triage, registration, rescheduling, collections, and pre-certification. They help each other without being asked. I feel very fortunate to be working with such an accomplished and flexible team." Please join us in congratulating Sunny, Kellie, Shawn, and Terrie as the March 2008 S.T.A.R.

**Questions/Comments?**

Contact Revenue Integrity Specialist Team at 686-5102 OR email at: [RevenueIntegritySpecialist-dmissions@uams.edu](mailto:RevenueIntegritySpecialist-dmissions@uams.edu)

### New CHAA Recipients

Please join us in congratulating the employees listed below. They have all taken and passed the Certified Healthcare Access Associate (CHAA) Exam!

Lauren Atkins  
 Madhura Chandak  
 Carla Childs  
 Jessica Clauson  
 Vera Crosslin  
 Veronica Guydon



Meredith James  
 Yolanda Longley  
 Lisa Marler  
 Rhonda Robertson  
 Lisa Sims  
 Amos Smith

Dietrich Humphrey

The CHAA and CHAM (Certified Healthcare Access Manager) are the first exams designed specifically for those involved in Patient Access— scheduling, registration, insurance verification, and other front-end functions. For more information about these exams, please visit [www.naham.org](http://www.naham.org).

### Access Week 2008



UAMS will join thousands of hospitals across the country in observing National Healthcare Access Personnel Week, March 31- April 4, 2008. Special activities will recognize the contributions of the Access Staff and their role as goodwill ambassadors for the hospital.

The UAMS Admissions Department, Outpatient Administration, CCTC, MCPG, Patient Business Services, and ACRC will co-sponsor an entire week


of activities and fun to say 'thank you' to our access staff who work tirelessly every day to ensure our patient's first impression of UAMS is professional and caring thus "Opening Doors" to world class healthcare. In essence, in many of our jobs, we are the first and last people the patient sees. In terms of obtaining correct information to ensure proper reimbursement to the hospital, compliance with state and federal regulation, etc., we ARE the front line.

National Healthcare Access Personnel Week has been around since 1982. The founding organization, the National Association of Healthcare Access Management (NAHAM), has set aside this week in April for hospitals across the country to honor their access staff and UAMS is proud to be a part of the celebration.

Please refer to the calendar on the last page of this issue of the Alert for activity dates. For more information, contact the RIST at 686-5102.

Plan Code Updates



New Plan Codes

Code	Description	Use When
P54	Prime Health Services	The patient presents a card that has the Prime Health logo on it. It may also display a PHS+ logo. Call the number on the card to determine if the patient has PPO benefits. 
P51 P52	Prime Health Medicare Advantage	The patient presents a card that has the Prime Health logo and Medicare logos on it. Use both plan codes. Medicare will NOT be COB'd with these codes.
P57	Prime Health Worker's Comp	Prime Health Worker's Comp patients will not have a card. The case manager will schedule the appointment and give authorization at that time. You must request the ID number, claims address, and other info from the case manager.
P58	Project Hero	The is a veterans only plan, also known as Humana Veteran Healthcare Services. The patient will not have a card. The patient's case worker will call to schedule the appointment and give authorization at that time. This is not the same as TRICARE, ChampVA, or VA coverage.

Inactive Plan Codes

Code	Description	What should I use now?
U16	Health Payors	Look for a logo on the patient's card that we have a contract for. Logos may vary from one patient's card to the next; call RIST if you need help.

Changed Plan Codes

Code	Description	Use When
H23	Old Description: Health Advantage ASE PSE  New Description: Health Advantage AR Health	A patient presents a card with the AR Health <b>and</b> Health Advantage logos. This is not the same as AR Health Net* or regular Health Advantage 
C02	Old Description: Novasys ASE PSE  New Description: Novasys AR Health	A patient presents a card with the AR Health <b>and</b> Novasys logos. This is not the same as AR Health Net* or regular Novasys (N52). 

\* AR HealthNet patients will have cards with the logo to the right. Use plan code U57 for these, not H23, I30, or C02.



Educational Opportunities

**CMS 1500/UB 04 Billing Forms Class**

**When is it offered?** Starting April 2008

**Who may benefit?** All Access Personnel

MCPG and PBS have joined together to do a Billing Forms Class for all Access Personnel. This class will discuss the production of claim forms and how registration can affect the ability to collect on accounts in a timely manner. The main objective will be to assist Access staff in understanding the impact of registration on the revenue cycle. See the last page of this Alert for the link to register.



### Too Much Information!

Quotation marks or any punctuation other than the comma after the last name are not allowed when entering names in PHS, Reg Workstation, or Medipac. If the patient has a nickname or alias, please use the alias field as appropriate. If the patient prefers to go by a middle name, including the entire first and middle names in the name field will suffice. For the driver's license field, the license or photo ID number is all that's needed. "ID ONLY" or other text in the field is unnecessary. Extra punctuation in the name field or extra text in the driver's license field causes problems in other systems downstream. For more information, please refer to your Reg Workstation or Medipac training manual.

The screenshot shows a patient information form for 'UAMSTEST, ABBIE'. Several fields are highlighted with callouts:

- Name Field:** The name is entered as 'UAMSTEST, ABBIE "ABBY"'. A callout states: "The comma after the last name is ok. No quotation marks or other punctuation should be entered here." Another callout points to the 'ABBY' in quotes, stating: "Suffixes (Jr, Sr, etc) can be selected here."
- Driver's License Field:** The license number is '852741963' and the state is 'ID'. A callout states: "The driver's license field should only include the license ID number. Use the state field to enter the state abbreviation. Do not add ID ONLY, AR, or other text here."
- Alias Field:** A callout at the bottom left says: "Use the Alias button (F9 in Medipac) for other names."

### PHS Inbox

The Inbox feature in PHS is a handy communication tool. Remember that it needs to be worked daily. The pending appointments in your inbox will need to be either scheduled or cancelled, depending on the circumstances. Also remember to enter comments telling why the appointment was placed there, especially if you're sending the appointment to another area's inbox. Include your initials, location and phone number in case follow-up is needed.

The screenshot shows the 'Edit Inbox Information' dialog box. It includes a search field for 'Send to Inbox for:' with the value 'CT'. Below is a text area for 'Inbox comments:' containing the text: 'NEED AM OVERBOOK FOR 3/31/08 - JRDOE/CLINIC/555-1212'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.



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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* **APRIL 2008**

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	31	1	2	3	4	5
<b><i>ACCESS WEEK—March 30-April 5!!!</i></b>						
	<b>Games and Puzzles</b>	<b>STAR Luncheon</b>	<b>Manager Appreciation</b>	<b>Thank You Thursday</b>	<b>Access Bingo</b>	
6	7	8	9 PHS	10 CMS/UB  Reg WS	11 MPAC POS  Reg WS	12
13	14 RCM Day 1	15 RCM Day 2	16 RCM Day 3  MPAC Inquiry  MPAC Update	17	18	19
20	21	22 RIST Inservice	23 PHS	24	25	26
27	28	29 RCM Day 1	30 RCM Day 2	1 RCM Day 3	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	