



REGISTRATION ALERT

MAY 2008

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Revenue Integrity Specialists

Striving Together, Achieving Results

MAY 2008 S.T.A.R.

LASHAUNDA SMITH



Please join us in congratulating LaShaunda Smith of Hospital Admissions as the May 2008 STAR Award recipient. She has been part of the UAMS family for a year and a half and works on the Pre-Registration Support Team. LaShaunda was nominated by her manager, Mica Dunn, who had this to share about her, “LaShaunda has a wonderful attitude, excellent work ethic and is liked by all co-workers. She performs her job duties with a high level of accuracy.” Another co-worker, Angela Taylor, described her this way, “LaShaunda exemplifies what team work means: always willing to pitch in wherever she is needed.” We salute you as our shining star for the month.

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

Mississippi State and School Employees BCBS

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 23871
 Jackson, MS 39225-3871

Participant Customer Service: 1-800-709-7001
 AHS State Network: 1-800-294-5387
 Fraud Hotline: 1-800-709-5827
 Provider Customer Service: 1-800-709-8973



If a patient presents a card that looks like this, use plan code **B07—BCBS of Mississippi**. Change the address to the PO Box listed on the card if needed. Doing this allows the claims to be submitted to the correct BCBS plan more quickly. This only applies to the Mississippi State and School Employees group.

All other BCBS out of state plans should be registered with plan code B02 and should keep the default address listed on that code.

ILE: Use the Scanners or Lose Your Documents

The audit field “Source Documents/ILE Scanning” has been the top critical error on the registration audits so far in 2008. This means that documents such as insurance card copies, consents, and other information collected at the time of registration are not being scanned into EPF via the ILE scanners at the registration desks. Please make sure ALL documentation collected at the time of registration is scanned, and not sent to HIM to be scanned. HIM is no longer scanning insurance documents from any clinic. If you do not have a scanning process in place and have questions, please contact your manager.



Use me!

For more information about ILE, please refer to the following:

- Registration Alert—September 2007, August 2007 and December 2006 issues
- RIST Web page—ELVIS/Imaging Link Engine (ILE) section of the Online Resources

Educational Opportunities

CMS 1500/UB 04 Billing Forms Class

When is it offered? Every other month starting April 2008

Who may benefit? All Access Personnel

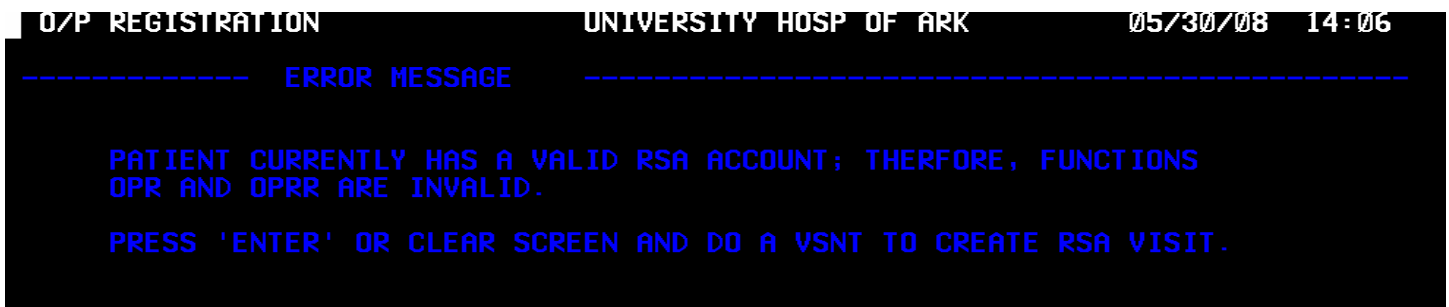
MCPG and PBS have joined together to do a Billing Forms Class for all Access Personnel. This class will discuss the production of claim forms and how registration can affect the ability to collect on accounts in a timely manner. The main objective will be to assist Access staff in understanding the impact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



RSA Registration and Visit Notification Messages

RSA users may have noticed some new messages during registration or visit notification. The messages were implemented to ensure that RSAs are set up and used properly.

Message #1:



What does it mean?

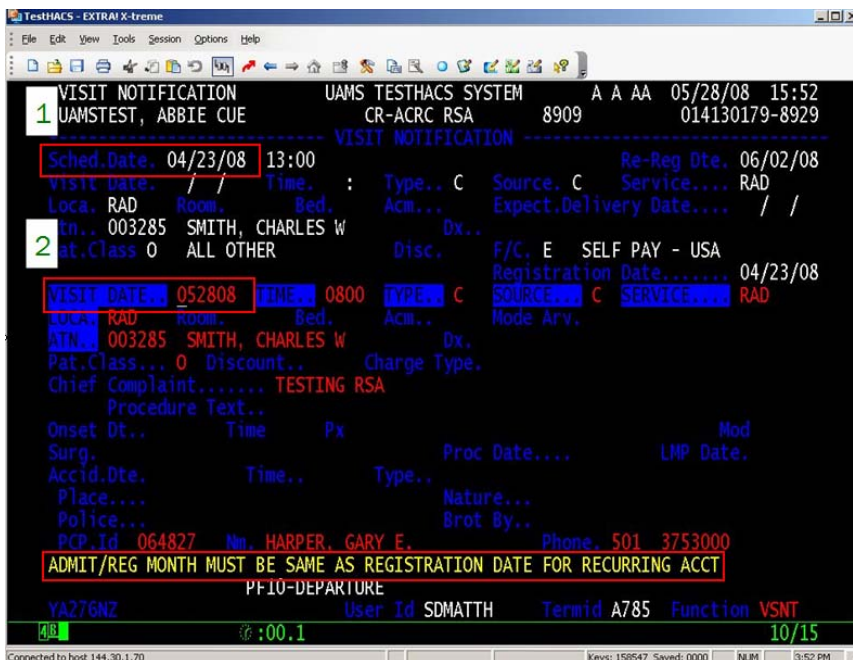
Scenario 1: You are attempting to do an Outpatient Registration (OPR) on an account that has already been registered.

Scenario 2: You started an OPR but did not complete it.

What should you do?

- Look in Patient Inquiry for your current suffix
- If your suffix is there, all that is needed is Visit Notification (VSNT)
- If your suffix is not there, call the RIST for assistance.

Message #2:



What does it mean?

You are attempting to add a VSNT to an old RSA. On the screen to the left, notice that the RSA is for April 2008 (1) but the user is trying to add a visit for May 2008 (2).

What should you do?

- Make sure that you are adding the VSNT for the correct month/6 month period.
- If your suffix is not there, complete an OPR.

Refer to the January 2008 Registration Alert for more information about RSAs.



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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 **JUNE 2008**

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4 PHS	5	6	7
8	9 RCM Day 1	10 RSM Day 2	11 RCM Day 3	12 Reg WS Day 1	13 Reg WS Day 2 POS	14
15	16	17 RIST Inservice	18 PHS MPAC	19	20	21
22	23 RCM Day 1	24 RCM Day 2	25 RCM Day 3	26	27	28
29	30					

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