



# REGISTRATION ALERT

SEPTEMBER 2008

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**Questions/Comments?**

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



## Revenue Integrity Specialists

*Striving Together, Achieving Results*

### AUGUST 2008 S.T.A.R.

#### MINA VISCARDI-JOHNSON



Please join us in congratulating our August 2008 STAR Award recipient, Mina Viscardi-Johnson of Family and Preventive Medicine. She joined the UAMS family nearly 10 years ago and diligently serves as the Clinical Services Manager. Mina was nominated by several individuals for her outstanding work ethic and loyalty to our organization. Paula M. White, Family Medicine Administrator, had this to share about her, "Mina has held several key departmental roles. Concurrently, she was the departmental HR Manager, Grants Manager, Business Officer, Administrative Staff Supervisor, and SEHS/POEM Clinic Manager. Because she has proven herself time and again in such key roles, I promoted her to the FMC Clinic Manager in April. She has already improved medical records processes, issues in registration, pre-registration, POS collections, scheduling, and referrals." FGP Revenue Manager, Paula Welch, also works closely with Family Medicine and had these warm words to add, "I feel that Mina is very deserving of the STAR award... She has impressed me from day one. She is always receptive to new ideas and willing to change for the better of the department. Mina wears many hats here at Family Medicine and in her own unique way seems to make each one fit right." Congratulations Mina for being our shining star for the month!

### SEPTEMBER 2008 S.T.A.R.

#### CHERYL WALKER



The September 2008 STAR Award recipient is Cheryl Walker of the Myeloma Institute for Research and Therapy. She is a Point of Service Coordinator and joined the UAMS family in 2006. Her Office Manager, Cheryl Martens, had this to share about her, "This year the registration process in MIRT is being completely reorganized and Cheryl has been the driving force behind the change...Once she learns the process and excels she plans to orient the other registration personnel in the clinic. She has worked overtime, come in on weekends, and worked in other departments with their registration staff to improve her skills in order to improve the MIRT registration process." Please join us in congratulating our shining star for the month!

**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

### New Plan Code

| Code | Description            | When should I use this code?  |
|------|------------------------|---|
| C76  | Correctional Risk Svcs | This coverage is for Pulaski County inmates. The officer accompanying the prisoner will have a generic insurance card which should be presented and copied at registration. These will not be patient specific, but will have the CRS information listed. |



## Hurricane Evacuee Registrations

Due to the recent hurricane in the Gulf region, UAMS and other local hospitals are seeing an increased number of out-of-state patients. Most of these patients will be seen in the emergency room or hospital. However, some may need outpatient services, so all areas should be aware of the special registration procedures listed below. These steps are taken to make sure we are able to track and communicate with these patients even while they are displaced.



**Home address:** If the patient will be in Arkansas temporarily, and plans to return home, the address in CPI should be the patient’s permanent address. If the patient’s home was destroyed or the patient plans to establish residency here, use the local Arkansas address as the permanent address.

**VIP code:** The VIP code for evacuees, whether staying here temporarily or for an extended period of time, should be HO – Hurricane Other. The HK and HR VIP codes are to be used for evacuees of Hurricanes Katrina and Rita, respectively.

**Comments:** If the patient has other special or unusual circumstances, be sure to document your findings.

If you have any questions, please contact the RIST at 686-5102.

## RSA Accounts and Incomplete Record Delete (INCD)

Does this error message sound familiar?

***PATIENT CURRENTLY HAS A VALID RSA ACCOUNT; THEREFORE, FUNCTIONS OPR AND OPRR ARE INVALID.***

Want to know how to fix it? Go to the RIST Website—Online Resources. Under the ELVIS—Registration Workstation section, click the INCD training document to learn how to access and use the INCD function.

### Basefront: Tough Choices

Basefront is a useful tool in Registration Workstation and Medipac to help us avoid creating duplicate medical records. We have to be careful, however, that we make good choices when presented with the Basefront screen.

The top part of the screen shows the information you just typed. The sections below that show suspected duplicates. The key words: *suspected duplicates*. If you select one of the suspected duplicates, and it turns out not to be the same patient, you've just overwritten an account with the wrong patient's information. If your patient already exists in the registration system, and you continue the registration without selecting the correct suspected duplicate, you've just created a another medical record for your patient.

The screenshot shows a terminal window titled 'SUSPECTED DUPLICATES' for 'UAMS TESTHACS SYSTEM'. The current patient data is for ELVIRA PRESLEY. Below it, a suspected duplicate is listed for ELVIS UAMSTEST. The interface includes a 'SEL' field with a score of 068 and a 'Different sex' warning. At the bottom, there are function key instructions: PF3=PREV SCREEN, PF6=CONTINUE NEW REG, PF7=BACK, PF8=FRWD, and CLEAR=MENU. The page is labeled 'PAGE 1 OF 1'.

**Callout 1 (Top Left):** This section displays the info you've just typed. The sections below this display suspected duplicates in order of how likely they are to be the same as the patient you've just entered.

**Callout 2 (Middle Left):** If your patient is listed as a suspected duplicate, enter the number here and press Enter. That will take you to the original record - OK if the patient truly is the same as what you were entering, BAD if the patients are two different people!

**Callout 3 (Bottom Left):** Press F3 if you need to go back and make changes to the patient you were just entering.

**Callout 4 (Bottom Middle):** Press F6 if none of the suspected duplicates listed are your patient. This creates a new CPI number - OK if your patient is truly new to UAMS, BAD if the patient has been here before!

**Callout 5 (Bottom Right):** Press F7 and F8 to go back and forth between the screens of suspected duplicates, if there are more than two.

Both actions create clinical care issues, and should be taken seriously. Our patients' safety is at stake! For more information about Basefront and duplicates, please refer to the sources below. All are posted to the RIST website:

- February 2001 Registration Alert— "Basefront Activated"
- October 2007 Registration Alert— "Preventing Duplicate Records" and "Reporting Duplicate Records"
- December 2007 Registration Alert— "Basefront" and "Preventing Duplicate Records Part 2"
- January 2008 RIST Inservice- "Basefront and Preventing Duplicate Registrations"
- February 2008 RIST Inservice— "Preventing Duplicate Accounts in Scheduling and Registration"

## UAMS Resident/Fellow Health Benefit Plan

The UAMS College of Medicine has established a health benefit plan for its residents/fellows and their dependents. Keep the following in mind when registering these patients:



- The health plan covers copays, deductibles, and coinsurance for physician services at UAMS clinics, the ER and the hospital. This means the resident/fellow and dependents should not be billed or asked to pay for physician services.
- UAMS emergency room, hospital charges and facility charges remain the resident's/fellow's responsibility if the charges are not covered by insurance. The resident/fellow should be billed and asked to pay non-physician costs include hospital copays, deductibles and co-insurance costs.
- Residents and fellows should present an identification card at the time of service. The card will have the UAMS logo, and list the names of the resident/fellow, his/her spouse, and dependents. This card should be scanned into the patient's medical record.
- Billing inquiries may be routed to the following:
  - Physician billing: 614-2160
  - Hospital/Facility billing: 614-2810

## Medicare Updates Coming Soon!

The Medicare Secondary Payer Questionnaire (MSPQ) is undergoing some big changes, including:

- Wording revisions
- Additional answer options
- Logic to move the user to the next valid question
- And more!

Inservices will be held during the month of October, so stay tuned to your email for details about the dates and locations. All Medipac and Registration Workstation users are highly encouraged to attend!

## Eligibility Assistant and Medicare

The changes below will appear in Eligibility Assistant during the fourth quarter of 2008 for Medicare responses:

- Insurance Plan Phone Numbers: When available, EA will return phone numbers for insurance plans that are primary over Medicare, and Medicare Part D (prescription) plans. EA currently displays phone numbers for Medicare Advantage plans through the Medicare response.
- Hospice Periods: Separate hospice periods will be returned if a Medicare beneficiary had two or more periods with different hospice providers on contiguous days. Each hospice period will be returned separately, including the unique hospice provider number.



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|---|----------------|----------------|
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| Thank you to everyone who contributed to this issue of the<br>Registration Alert. |                |                |
| Ideas, suggestions, and articles are always welcomed!                             |                |                |
| To submit articles, please email:<br>"Revenue Integrity Specialist Team"          |                |                |

## Access Personnel Education Calendar OCTOBER 2008

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

| SUN  | MONDAY    | TUESDAY                       | WEDNESDAY                      | THURSDAY   | FRIDAY   | SAT |
|--|-----------|-------------------------------|--------------------------------|--|--|-----|
| CMS/UB = CMS 1500 and UB 04 Billing<br>MPAC = Medipac<br>PHS = Pathways Healthcare Scheduling<br>POS = MPAC Point of Svc/Cash Posting<br>Reg WS = Registration Workstation<br>RCM = Revenue Cycle Management |           |                               | 1                              | 2<br>Reg WS  | 3<br>Reg WS  | 4   |
| 5  | 6<br>PHS  | 7<br>RCM Day 1—New Employees  | 8<br>RCM Day 2— New Employees  | 9<br>RCM Day 3— New Employees<br><br>MPAC Inquiry                  | 10<br>RCM Existing Day 1                               | 11  |
| 12   | 13        | 14                            | 15                             | 16<br>Reg WS   | 17<br>Reg WS<br><br>MPAC POS<br><br>RCM Existing Day 2 | 18  |
| 19   | 20<br>PHS | 21<br>RCM Day 1—New Employees | 22<br>RCM Day 2— New Employees | 23<br>RCM Day 3— New Employees<br><br>MPAC Inquiry<br>MPAC Updates | 24<br>MPAC POS<br><br>RCM Existing Day 3               | 25  |
| 26   | 27        | 28                            | 29                             | 30   | 31   |     |