



REGISTRATION ALERT

JANUARY 2009

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Revenue Integrity Specialist Team
Striving Together, Achieving Results

January 2009 STAR

Diana Robinson



Diana Robinson has been nominated as the STAR Award winner for January 2009. Diana has been with the Pre-Registration Department for a little over two years now, and has been with the UAMS family for over eight years. Mica Dunn, senior manager of the Ambulatory Business Center (ABC), applauds her teamwork: "She is a wonderful employee and a true example of what it means to be a team player. I always know that when I ask Diana to do something that is not in her typical daily duties that I can count on her. She always does what is needed and with a positive attitude. Recently, she volunteered to go to a clinic that was short staffed and work the front desk so that all registration staff could attend the ABC Town Hall Meetings. She has also gone to OP Radiology in the last couple of weeks to help that area. If she is sent somewhere and is unsure of how to do something, she figures it out and does what is necessary to ensure that patients are taken care of. We are lucky to have her as a part of the ABC." Please join us in congratulating Diana on her accomplishments!

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



New Plan Code(s)

Code	Description	When should I use this code?
N84	Mail Handlers CC	Use this code when a patient presents a card with the logo below. The text below the logo reads "Mail Handlers Benefit Plan"



Updated Plan Code(s)

Code	Old Description	New Description	When should I use this code?
N87	Corphealth	LifeSynch	To be used on psychiatry accounts only, when a patient presents a card with the logo below:
U28	Cigna COE	Cigna Lifesource Liver	To be used on liver transplant accounts only, when a patient presents a card with the logo below:



BCBS Medipak Advantage

You may start seeing patients with insurance cards that feature logos similar to that on the right. Remember, use plan codes S13 and S14 for these Medicare Advantage plans. These are not the same as Medipak, the Medicare supplement, or regular BCBS. See the Medicare Advantage and BCBS quick reference tables on the RIST website for more information.



Incomplete Record Delete (INCD) Training



As of January 2009, RIST will no longer complete requests to delete incomplete records when repetitive service accounts (RSAs) are locked. A quick training document for Medipac and Registration Workstation users is posted online at www.uams.edu/rist/online_resources, under the ELVIS section. Complete the INCD security form and fax it to 603.1369 to have the function added to your profile.

See the Registration Alert articles below for more information about this topic:

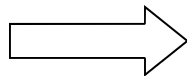
September 2008—"RSA Accounts and Incomplete Record Delete (INCD)"

January 2008—"Repetitive Service Accounts—OPR vs. VSNT"

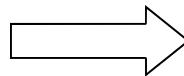
AARP and BCBS Federal —Now Available through Eligibility Assistant (EA)

Eligibility for patients with AARP (plan code P50) and BCBS Federal (plan code B17) can now be checked using Eligibility Assistant (EA).

It's not too late to learn how to use EA! Use it to check eligibility for Medicare, Medicaid, United Healthcare, and certain other payors. Visit the online resources of the RIST webpage for a quick training module.



EA



Cash Posting Corrections

To correct a batch after it has been closed, use the Cash Handling Correction Form (ID#1319). You may print this from the On-Demand Forms section of the UAMS intranet. An example of the form is shown below. Use it to report incorrect amounts, misplaced payments, or other cash handling issues. After completing the form, put it in the bag along with the day's payments so that it reaches the treasurer.

For more information about printing on-demand forms, please visit the online resources section of the RIST webpage.



MSPQ and the Pre-Registration Interviewer Code

Remember, the R-pre-registration interviewer code should only be used by the Pre-Registration Department. When the patient arrives, whoever checks the patient in should change the code from R to P-Patient (or whatever is most appropriate) and **answer the MSPQ**. The R interviewer code should not remain on an account that has been arrived! Use of the interviewer codes is monitored closely by Hospital Compliance, and answering the MSPQ is a federal mandate.

For more information about the MSPQ and using the interviewer codes, please see the resources below:

October 2008 RIST Inservice: <http://www.uams.edu/rist/education/Inservices.asp>

November 2008 Registration Alert: "MSPQ Interviewer Code Updates" and "Medicare Advantage Plans and the MSPQ"



Pharmacy Accounts

Please note: Repetitive service accounts used by the pharmacy (patient type OP) should only be updated by pharmacy employees. No insurance should be attached to these accounts.

Are You Ready to be Certified?



There will be an opportunity to sit for the CHAA & CHAM examinations on campus in April. Both examinations will be proctored on **April 15, 2009**. **Not sure what CHAA or CHAM is?** To find out more information or register for the exams, please visit www.naham.org and click on certifications and review the *Candidate Guide to Certification*. These tests are offered online so you will need to reserve your seat, to do so please complete the following steps:

1. Complete the application and payment process
 - a. **To qualify for the examination, you must be registered and have exam fees paid to NAHAM by February 28, 2009. (NO EXCEPTIONS)**
 - b. Fees are payable at the time the application is submitted. CHAA exam fee is \$100, CHAM exam fee is \$150 for NAHAM members, \$300 for non-members.
 - c. Proctor for the CHAA and CHAM: LaKesha Burton
2. Receive confirmation of payment from NAHAM
 - a. This email will include the ID and password to access the study guide and exam so safeguard it.
3. Print study guide and start studying
 - a. You will want to allow yourself plenty of time for studying.
4. Notify LaKesha Burton
 - a. We will verify with NAHAM, and send information regarding study session date and times.
5. Attend study session
6. Take exam and pass!

Please take advantage of this wonderful opportunity! If you have any questions please contact the RIST team at 686-5102.



Holly Jones, Manager 526-7794
<p>Lakesha Burton Chris Dunn Salonica Gray Veronica Guydon Greg Smith Topeka Stacey RIST Hotline: 686-5102</p>

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Thank you to everyone who contributed to this issue of the Registration Alert.		
To submit articles, please email: "Revenue Integrity Specialist Team"		

Access Personnel Education Calendar

FEBRUARY 2009

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

SUN	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT
1 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	2	3	4	5 Reg WS Day 1	6 Reg WS Day 2	7
8	9 PHS	10 RCM Day 1	11 RCM Day 2	12 RCM Day 3 CMS/UB MPAC Inquiry MPAC Updates Day 1	13 MPAC Updates Day 2	14
15	16	17	18	19 Reg WS Day 1	20 Reg WS Day 2 MPAC POS	21
22	23 PHS	24 RCM Day 1	25 RCM Day 2	26 RCM Day 3	27	28