



May RIST Inservice:
Top Ten Errors



Revenue Integrity Specialist
Team

Top Ten Errors

- From January 1, 2004 to April 1, 2004
- 4,735 accounts total for this period of time
- All area's of the hospital





1. Source Documents (220)

- No copies of cards (both sides) in EPF and no documentation in CPI Comments stating that the patient did not have them
- No copies of Medicaid eligibility print out (AHIN, Medicaid online verification)

2. Plan Code

(202)

- Look for logos
- Z99 and Z98
- X30 vs. A30
- Cigna, UHC, BCBS, QC—see Plan Code Table
- ChampVa vs. ChampVa For Life
- TRICARE vs. TRICARE For Life
- Contract care vs. Commercial



3. Patient Name (173)

- No hyphens, suffixes, or other punctuation
- Middle initial





4. Coverage Contact Telephone

(156)

- What is it used for?
- Must match the card
- a.k.a. Customer Service, Provider Assistance, Benefits, Eligibility
- Don't forget to change the I to O

5. Effective Dates

(150)

- General rule of thumb: use the earliest effective date
- For Medicare the dates must match the Medicare card
- ◆ Issue dates indicate when a *card* has been re-issued. This date may **only** be used if an effective date is not given
- ◆ For AR Medicaid, the effective date **must** match the “Eligible From” date on the eligibility Printout. **DO NOT use the issue date on the AR Medicaid card!**



6. Identification Number

(147)

- Why is it important?
- a.k.a. member number, certificate number, policy number
- Key ID number as it appears on card
- Leave out spaces or punctuation
- Include suffixes and prefixes
- Watch for typos



7. MSPQ Completion Error

(139)

- Age vs. Disability
- ESRD
- Employment information
- GHP



8. Insured

(127)

- Also known as the Policyholder or Subscriber
- Includes Name, DOB and SSN of the *Insured*
- If the insured's name is on the card, key it as it appears on the card
- Not always the name on the card!



9. Claims Address

(119)

- Incomplete or incorrect address
- Must match the Insurance card
- Don't change the default name field
- Watch your zip codes!



10. Pre-certification telephone number (106)

- Incorrect or invalid phone number
- Leaving the field blank when there is a number on the card
- a.k.a. prior authorization, pre-determination, prior or pre-notification, utilization review or management, medical review or management.



Runners up!

- PCP (103)
- Group number (100)
- COB (94)
- Group name (75)

