

Great Expectations

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RIST

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Introduction

- Government expectations
- RIST Expectations
 - Base Front and Duplicate Accounts
 - Financial Class Z
- Personal and professional expectations
- Patient expectations

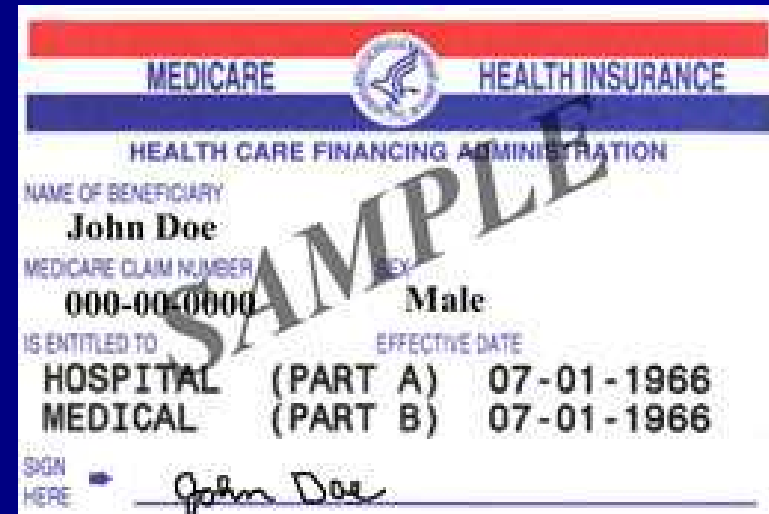
Government Expectations

“Compliance is not about regulation, it is about doing the right thing.”

– Bobette Gustafson

Medicare

- MSPQ Error Reports
- Pre-Bill Edit Report
- Entitlement Reason
- Data Entry
 - Name
 - Effective Date
 - ID Number
 - Retirement Date for Retired and Disabled
- Access to Omni Path



A sample Medicare Health Insurance card from the Health Care Financing Administration. The card features a red and blue header with the Medicare logo. The beneficiary's name is John Doe, and the Medicare claim number is 000-00-0000. The card indicates entitlement to Hospital (Part A) and Medical (Part B) coverage, both effective as of 07-01-1966. A signature line at the bottom shows the name John Doe.

MEDICARE HEALTH INSURANCE	
HEALTH CARE FINANCING ADMINISTRATION	
NAME OF BENEFICIARY	John Doe
MEDICARE CLAIM NUMBER	000-00-0000
SEX	Male
IS ENTITLED TO	EFFECTIVE DATE
HOSPITAL (PART A)	07-01-1966
MEDICAL (PART B)	07-01-1966
SIGN HERE	<i>John Doe</i>

Duplicate Accounts

- What software do we use to detect possible duplicate accounts?
- What causes duplicates?
 - Incorrect information from patient
 - Mis-keyed information
 - Common names
 - Pressure to rush registration
 - Lack of training
 - Outdated information on file
- *How will I know if I am creating a duplicate account?*

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1422

CURRENT DATA: NAME: BASEFRONT, TEST SSN: 4466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: (501) 686-8555

SEL

Score: 078 CPI: 010517885
NAME: BASEFRONT, TEST I SSN: 4666666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: (501) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: CPI:
NAME: SSN: DOB:
ADDR: SEX: RACE: AGE:
CITY: ST: PHONE: ()
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

Current Data

Name:	LARSEN, LEWIS	SSN:	408480800	DOB:	042252		
Address:	179 MARGO	Sex:	M	Race:	W	Age:	48
City:	FOCAHONTAS	St:	AR	Phone:	(870) 892-4607		

1 of 1

Select

Score: 089

Name:	LARSEN, LEWIS E	SSN:	408480800	DOB:	042232		
Address:	179 MARGO LANE	Sex:	M	Race:	W	Age:	68
City:	FOCAHONTAS	St:	AR	Phone:	(870) 892-4607		
CFI:	009019243	Spouse:	LARSEN, MARY J	Alias:			
Mother:		Father:		Last Visit:	09/27/2000		

<< >>

Back

Next

Cancel

BASE front Colors

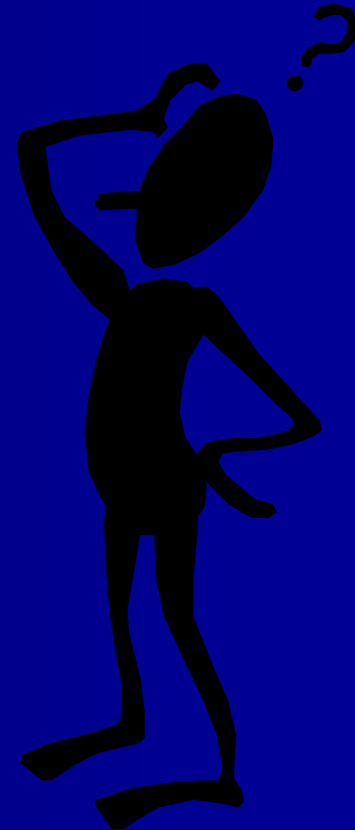
- **Green -data is an exact match**
- **Yellow -Similar data with partial match = requires caution**
- **Red -data significantly different or critical = review carefully -may signify that this is not the same individual**

Sample BF Report

- How do we resolve?
- What questions do we ask?
- Who combines?

Choices on Base Front screen

- Continue **new** registration *or*
- Attach new visit to existing patient record



Current Data: Name: LARSEN, LEWIS SSN: 408480800 DOB: 042252
Address: 179 MARGO Sex: M Race: W Age: 48
City: FOCAHONTAS St: AR Phone: (870) 892-4607

1 of 1

Select

Score: 089

Name: LARSEN, LEWIS E SSN: 408480800 DOB: 042232
Address: 179 MARGO LANE Sex: M Race: W Age: 68
City: FOCAHONTAS St: AR Phone: (870) 892-4607
CPI: 009019243 Spouse: LARSEN, MARY J Alias:
Mother: Father: Last Visit: 09/27/2000

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Back

Next

Cancel

CURRENT DATA: NAME: BASEFRONT, TESTY SSN: 466666666 DOB: 022454
 ADDR: 301 ELM ST SEX: F RACE: W AGE: 46
 CITY: LITTLE ROCK ST: AR PHONE: (501) 666-5555

SEL
 x Score: 058
 1 OF 2

 CPI: 010517885
 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
 ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
 CITY: LITTLE ROCK ST: AR PHONE: (501) 686-8455
 SPOUSE: ALIAS:
 MOTHER: FATHER:
 HOSP: UHA LVISIT: 01/22/2001

Score: 048
 2 OF 2

 CPI: 010517893 Family member
 NAME: BASEFRONT, TEST SSN: 466666666 DOB: 022445
 ADDR: 301 S. ELM ST SEX: F RACE: W AGE: 55
 CITY: LITTLE ROCK ST: AR PHONE: (501) 686-5555
 SPOUSE: ALIAS:
 MOTHER: FATHER: BASEFRONT, DAD
 HOSP: UHA LVISIT: 01/22/2001

Initials: KAK

So What?

What are the consequences of a duplicate record?

- Billing
- Breach of confidentiality
- Pull wrong medical records
- Patient death
- Malpractice

Prevention & Cure

- Search Procedures
 - Search by SSN
 - Search by CPI
 - Search by name and DOB
- JCAHO Regulations for patient safety
- Email the HIM Duplicate Medical Group to combine

Financial Class Z

- When to use it
 - Upon Scheduling only
 - When pt has insurance but info is not available
- When NOT to use it
 - Visit notification or arrival
 - Medicaid pending

Personal Expectations

Why YOU are so important

“People are the only element with the inherent power to generate value. All other variables: cash, materials, plant and equipment, offer nothing but inert potentials. By their nature, they add nothing and they cannot add anything until some human being, be it the lowest level laborer, the most ingenious professional or the loftiest executive, leverages that potential by putting it into play.”

Why am I Here?

- Write a job description
- List characteristics
- What is missing?

The New Revenue Cycle Professional

- Mature, collaborative team member abilities
- Proven, interpersonal relationship qualities, emphasis on compassion and sensitivity
- Exquisite customer service skills
- Sophisticated communication and negotiation skills
- Ability to use independent judgment and reach appropriate decisions
- Adaptive to, and suggestor of change
- Able to prioritize and multi task
- Advanced third party and managed care knowledge
- Sophisticated understanding of clinical and financial process relationships and documentation requirements

- Tim Birkenstock, CFO Treasurer Children's Hospital WI

Patient Expectations



How may I help you?



"You must accept that the customer is in charge and sacrifice everything for him."

– Percy Barnevik, CEO Asea Brown Boveri

What do patients want?

- Don't keep asking me!
- Record my info correctly and completely
- Help me with managed care
- Tell me what's next
- Make me feel that I am a VIP
- Labels for your phone and computer