



Patient Financial Services News

What's Happening?

Mother's Day
May 8th

Memorial Day
May 30th.

New PFS Staff

Deborah Witczak Billing
CoOrd.
Melody Blackmon Comm. Dept.
Rachel Cash BX Dept.
Ashley Norris HMO Dept.
Zena Godfrey Comm. Dept.

Quote of the month

Watch your thoughts; they become words.

Watch your words; they become actions.

Watch your actions; they become habits.

Watch your habits; they become character.

Watch your character; it becomes your destiny.



Frank Outlaw

Catch A Shining Star

Joanne Sherrod-Stewart
Edwin Rosenberg
Ebony Patterson
Denise Gladden
Charlotte Keene
Annette Knight
Alcelia Taylor
Gail Delviscio
Margo Garner
Kelly Metzger
Floyd Howell
Helen Myers
Deana Ruby
Ava Wallace
Betty Oliver
Kim Shaw
Jen Bruni
Jo Line

Two Time Nominees

Felicia Lawrence
Yvette Astwood
Jeanne Steps

The nomination form is located at:
<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

News to Know

The Hopkins Medicine Managed Care Website

The Managed Care website, <http://orchid.hosts.jhmi.edu/managedcare/>, can help you access key information about managed care contracts and patient coverage. It provides you with another tool to view referral and authorization requirements. The Office of Managed Care continually updates the data on the site. The site contains a Payer Directory that consists of forty different payers and a link to their websites, if one is available.

There is also a Reference Grid, which includes a Carve-out Grid, Contract Summaries both current and archived and Admitting Requirements. The Carve-out grid lets you know which vendors can be used for labs, radiology, rehab, etc., for various payers. The Admitting Requirements include information regarding required notification for elective and urgent admissions, along with phone numbers, for forty-three payers. The Referral Grid provides information about referrals for twenty-eight different payers. It supplies you with referral guidelines and the length of time the referral is valid for each of the payers. The site also has pages referencing its newsletters, a calendar of events and a page called "What's New".

Take a look at the site, view the contract summaries, referral guidelines and admitting requirements of some of the payers you deal with on a daily basis!

MEDITECH

Note: The following scenarios apply to both inpatient and outpatient accounts.

Scenario 1

If the account is final billed (FB) and you need to add a new primary insurance (different insurance group i.e., CO to BX), or within the same insurance group CO to CO, regardless of the payor) you should first reverse the existing bill. Do not Demand a bill. The system will automatically do this at midnight.

- 1) Reverse the posted bill. (B Icon "Process a Bill", enter, R icon "Reverse a Posted Bill)
- 2) Add the insurance coverage. (E Icon "Edit Patient Data", Insurance Data)
- 3) Complete an Insurance Reorder (to make it primary)
- 4) The system will auto-prorate at midnight, allowing the new insurance to go through proration and hit the necessary bill holds.

*Scenario 2 - Revised

To add a secondary, tertiary or quaternary insurance to a final billed account, you should first reverse the existing bill(s).

- 1) Reverse the posted bill. (B Icon "Process a Bill", enter, R icon "Reverse a Posted Bill) select "Yes". If there is more than one bill on an account (late, interim, final), repeat until all bills are reversed.
- 2) Add the secondary insurance coverage. (E Icon "Edit Patient Data" Insurance Data. Make sure your insurance is in the correct COB order)
- 3) Demand a new bill (B Icon "Process a Bill". Place the letter "N" in the Bill Number field. Demand a Bill select "Yes").
- 4) Enter bill type (Interim, Final, Late) and "Post" the bill. Hit F12, Yes to Update. Forms to Queue "All"
- 5) Move money to secondary insurance using "Edit Ins Balances" under the "E".

Icon. Order a paper bill for secondary billing if required.

Scenario 3

If the account is unbilled (UB) and you need to add a new insurance.

- 1) Add the new insurance. (E Icon "Edit Patient Data", Insurance Data).
- 2) Complete an Insurance Reorder (to make it primary)
- 3) The system will auto-prorate at midnight, allowing the new insurance to go through proration and hit the necessary bill holds.

CPAT Pop Quiz

1. What is the principal federal agency for protecting the health of all Americans?
 - a) FDA
 - b) DHHS
 - c) NIH
 - d) CDC
2. 70% of Bankruptcy claims are filed under which chapter?
 - a) Eleven
 - b) Twelve
 - c) Six
 - d) Seven
3. How often is the ICD-9-CM updated?
 - a) Quarterly
 - b) Annually
 - c) Semi-Annually
 - d) Bi-Annually
4. CPU refers to:
 - a) Common Processing Unit
 - b) Charge Pricing Unit
 - c) Central Processing Unit
 - d) Calculated Payment Unit
5. FDCPA refers to:
 - a) Federal Debt Collection Practices Act
 - b) Fair Debtor and Consumer Protection Act
 - c) Federal Debt Collectors Protection Act
 - d) Fair Debt Collection Practices Act
6. Actual or expressed consent is:
 - a) Consent by silence
 - b) Written or oral
 - c) When the patient is unconscious
 - d) When the patient is a minor

Answers: 1=b 2=d 3=b 4=c 5=d 6=b

If you had any difficulty in answering these questions, please call the training department.

Birthdays



Sally Collins	05/01
Ashley Norris	05/04
Joyce Chandler	05/05
Tammy Gantt	05/05
Melissa Lee	05/11
Samantha Thames	05/11
Tabby Harris	05/12
Denise Gladden	05/15
Nicky Bussard	05/15
Angela Lewis	05/16
Coraetta Berry	05/21
Demetria Davis	05/21
Lashawn hall	05/23
Crystal Diggs	05/23
Kim Carter	05/23
Felecia Lawrence	05/29
Robin Clark	05/31

PFS Website Information

The web address is:

<http://finance.jhmi.edu/finance.pfs/main.html>, you can find the following information.

- ~ Mission
- ~ Training and Development
- ~ Policies and Procedures
- ~ Department Phone Listing
- ~ Newsletters
- ~ Link to other JHHS sites

Got News?

If you would like to contribute news or information, send it to Pat Degenkold @ pstokes@jhmi.edu. The deadline is the 20th of the month preceding the publication month. Submissions may be edited due to space limitations.

Educational Opportunities



The CPAT exam will be held during the week of May 16–20. Study classes and online exams will be available through the exam date.

HR Corner



Thank you for Making Your Mark during Employee Satisfaction Survey 2005. We take great pleasure in thanking employees who take the time to participate in the survey with a small token of our appreciation. This year, compact umbrellas were made available to JHHS employees who presented a rain check or online certificate of survey completion, and a stadium cup from PFS.

Parents in a Pinch!

Do you need some back-up help in watching your children or elder parents while you go to work? Don't forget about our "Parents in a Pinch" program. Parents in a Pinch will refer qualified individuals for child and elder care companion services during the day or evening, seven days a week. For more information, call the HR Service Center: 410-955-6208.



KRONOS®

Don't forget to swipe your badge !

Customer Service



Seven seconds! That's how long it takes for a person to form a first impression. It's all about communication - the words we use and the way in which we deliver the message, including our tone of voice, body language and physical appearance. The following three tips will help you create a great first impression:

- **Tip #1:** It's what you say. The words we use make a difference in creating first impressions. Choose courteous, welcoming words like "please" and "thank-you".
- **Tip #2:** It's the way you say it. It's not just what you say, it's the way you say it. Use a friendly tone of voice and a relaxed pace when communicating with others.
- **Tip #3:** It's what they see. Actions often speak louder than words. Our body language, personal appearance, and the physical environment impact the messages we send and the impressions we make.

STAFF NEWS

Recreation Committee Notice: In an ongoing effort to support our troops stationed in Iraq, the Recreation Committee is setting up a collection box in the lobby for the month of May. The troop we are sponsoring is Maryland 818th Maintenance Company. A list of some of the daily necessities requested by the troop will be available at the Security Desk on April 29th.

Happy belated birthday to Lisa Mann, April 3.

Hot Off The Press

2005 Children's Miracle Network Telethon

Tune in for Telethon! The 22nd annual Children's Miracle Network (CMN) Telethon to benefit the Johns Hopkins Children's Center will air live on Sunday, June 5, from 9 a.m. - 7 p.m. on WMAR-TV.