



Patient Financial Services News

What's Happening?

Mother's Day

May 14th



Memorial Day

May 29th



Line Staff Schedule

May 23rd 8:30-9:30
9:45-10:45

Bayview Campus
Asthma & Allergy Aud.

May 31st 8:30-9:30
9:30-10:30

JHH Campus–Phipps 401

New PFS Staff

Malinda Siegel - Revenue Audit
And Appeals

Claudia Ramcharan - Self Pay
Camille Whiting – HMO

Quote of the month

“The capacity to learn is a gift;
The ability to learn is a skill;
The willingness to learn is a
choice.”



Brian Herbert

Catch A Shining Star

Sabrina Gall Henderson

Felicia Lawrence

Warren Barnes

Marcus Allen

Maleka Kaka

Noah Young

Jeanne Steps

Lisa Clark

The nomination form is located
at:

[http://www.hopkinsmedicine.org/
service/recognition/nominationfo
rm.html](http://www.hopkinsmedicine.org/service/recognition/nominationform.html)

Employee Satisfaction

Employee Satisfaction Survey: Environment

Our physical working conditions play an important role in getting our jobs done but we must also be vigilant to maintain a safe environment for all staff. Our overall Employee Satisfaction Score remained unchanged in 2005 from the 2003 survey. Below is a list of improvements we have made, and ones that will be accomplished this year.

Alpha Commons

All Floors: Wireless Network installed
Removal of un-needed furniture and file cabinets
Updated and reconfigured staff cubicles as needed

CR 1: Expanded area, newly carpeted and painted
New furniture scheduled for delivery in May '06

Suite 105: Improved management offices
Updated and reconfigured staff cubicles
Carpets cleaned

JHH Offices

Cashiers Office: New carpet, paint and countertops, May 06

Billing Coord: Repaint and new carpet, May 06

Safety

We have experienced an increase in the number of service calls for electrical problems in the Alpha Commons building. Most of the problems were caused by overloading the circuits. In 2 cases recently, power strips overheated and burned out fortunately shutting off before any damage occurred. We are asking that all staff disconnect any heaters, or other electrical devices that use high levels of power. Heaters, for example, draw as much as 15 amps of electric on circuits that are rated for a total of 20 amps. This could be damaging not only to computers and lighting, but is also a potential fire hazard. While we realize most of these devices are for comfort, we must also use caution when connecting them.

As a general rule please:

1. Disconnect any device that is not directly work related, such as heaters, air purifiers, or non approved fans.
2. Notify us if you believe you must have one of these devices connected to perform your daily work. We will have the device inspected, and certified for use and make a recommendation on where to connect the device.

Martin Swank

UB92 Pop Quiz

1. Occurrence Codes are associated with a date to define a specific event relating to the bill.
2. FL 22 contains a status code relating to the patient's admission type.
3. If the number "1" appears in FL 64 it means the insured is self-employed.
4. A number "9" in FL 79 means the coding system used to report procedures is the ICD-9-CM system.
5. Revenue Code 001 should appear as the first entry on FL 42.

Answers: 1 True, 2 False, 3 False, 4 True, 5 False

Birthdays



Sally Collins	5/1
Ashley Norris	5/4
Joyce Chandler	5/5
Tammy Gantt	5/5
Melissa Lee	5/11
Samantha Thames	5/11
Tabatha Harris	5/12
Denise Gladden	5/15
Nicky Bussard	5/15
Angela Lewis	5/16
Toni Jackson	5/19
Coraetta Berry	5/21
Demetria Davis	5/21
Lashawn Hall	5/23
Crystal Diggs	5/23
Kim Carter	5/23
Felicia Lawrence	5/29
Robin Clark	5/31

PFS Website Information

The web address is:

<http://finance.jhmi.edu/finance.pfsMain.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 Degenkolb @ pstokes@jhmi.edu. The deadline is the 20th of the month proceeding the publication month. Submissions may be edited due to space limitations.

—

Becoming a Patient Service Coordinator III for Billing/Collection

Obtaining CPAT certification is a very important credential in hospital billing and collections, but CPAT alone is not enough to fill our most senior position. Listed below are credentials needed to qualify for a PSC III billing/collection position:

- 1) CPAT certification
- 2) A minimum of three years of relevant work experience required
- 3) Demonstrated proficiency in billing and/or collection of at least one payer's billing practices, with basic understanding of additional insurance payer's billing and collection practices
- 4) Requires leadership ability to be able to assist in providing "hands-on" training to new employees and retraining to those employees who require it

Getting CPAT Certification:

The exam is offered four times a year, February, May, August and November at Alpha Commons. Study sessions consist of lectures and on-line practice tests beginning seven weeks before the exam. The department will pay for the first CPAT exam or recertification exam, but if a staff member fails the exam or fails one section, the staff member must pay for the retest. Upon passing the exam, the department will reimburse you the fees associated with the test that you have passed. Although, CPAT recertification is not required for PSC III billing/collection positions, management strongly encourages the maintenance of the CPAT credential.

Office of Managed Care: Contract Summary

An updated contract summary has been entered onto the Managed Care Website. If you need to print a copy, please go to <http://orchid.hosts.jhmi.edu/managedcare/referencegrids/index.html> and click on Contract Summary.

Employee Satisfaction: Communication

Since the Employee Satisfaction Survey results were published, management with the help of the Communications Focus Groups has found ways to improve the flow of communication to all members of the PFS department, below are some of the improvements we have made and will make in the coming months.

- **Communication Focus Groups:** two groups representing all the departments met in March to discuss the various means of communication PFS uses. Their feedback has given management insight into where improvements can be made.
- **Newsletter** – the directors have written articles on Employee Satisfaction to keep staff aware of the many changes in the department and the HR Corner will continue to report updates on employee benefits.
- **Parking-** the parking office will continue to be notified of parking violations and gate problems
- **PSC III Billing / Collection Qualifications-** the requirements have been published in this newsletter
- **JHMI Publications** – A news stand will be placed at the elevator on the 1st floor at Alpha Commons (before June 30), these publications are also available on line at:

Hopkins Ink:

http://www.insidehopkinsmedicine.org/hopkins_ink/index.cfm

Dome: <http://www.hopkinsmedicine.org/dome/0604/>

- **Departmental Focus Groups** – beginning Spring '06 with the PFS Directors

Employee Satisfaction is a continual process. This list does not reflect all the actions being taken. As changes come about, you will hear about them in your quarterly department director meeting and read about them in the newsletter. If you have a request you would like considered, please write it down and put it in the comment box located on your floor or send it to Marty Swank, 5300 Alpha Commons, and Suite100.

Staff News

Congratulations to Guy Bell Jr., son of Audrey Bell of Patient Accounts, Credit & Collections Dept. graduating May 21, 2006 from Morgan State University with a Bachelor's Degree in Finance with a grade point average of 3.0.