



# Patient Financial Services News

## What's Happening?

Have a safe and happy holiday season!

### PFS Holiday Breakfast

Our annual Christmas breakfast will be held on Dec. 22<sup>nd</sup> from 8:30-10:30 am in the Asthma/Allergy Center, Atrium Café.

## New PFS Staff

Ametrise Leazer                      Data Entry

## Quote of the month

Opportunities are usually disguised as hard work, so most people don't recognize them.

Ann Landers



## Catch A Shining Star

- Brenda Jakubowski
- La'Shone Stamper
- Marlesa Goldberg
- Winston Dickson
- Mary Montague
- Marnice Cooper
- Denise Gladden
- Jill Hutchinson
- Warren Barnes
- Donna Henson
- Pat Degenkolb
- Wendy Rivera
- Nicole Owens
- Vijay Brijbasi
- Julius Brown
- Nicole Geier
- Donna Seitz
- Wayne Gair

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

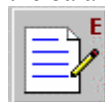
## News to Know

### Congratulations to the PFS staff who passed the CPAT exam in November.

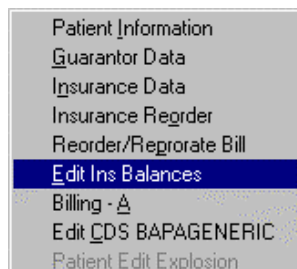
The following employees passed: Susan Rewers-Green, Narvis Addison Carter-Bey, Candace Bennett, Chris Samuels, Aslam Kazim. The examination consisted of three sections; Access, Billing and Credit and Collections. Examinees knew immediately if they had passed or failed the exam. A passing examinee had to correctly answer at least 28/40 on all three sections of the examination. Certificates will be mailed to your local Certification Chair and then will be forwarded to the examinees by the end of the month following the exam.

### Meditech "Flipping" Tips

A 'Flip' refers to transferring account responsibility from one insurance company to another, from insurance to self-pay or self-pay to insurance. This is done when payment/denial is received or additional insurance is added to the account. To change payer responsibility in Meditech when payment or denial is received, move the balance to the payer next in the COB order. Do not move the payer!



From the "Process An Account" screen, select the "E" Edit Patient Data icon. A drop-down menu will appear. From this menu select "Edit Ins Balances"



From the "Edit Insurance Balances" screen, make your bill selection in the "Bill #" field (use F9). The "Balance" fields show how the funds are currently allocated. Use the "New Balance" fields to move the balance to the responsible party.

Once the change is made, update the new information by using "F12" or the green check mark on the right hand tool bar. The "Difference" field must reflect 0 (zero) in order to update. In the below example, Medicare, the primary insurance, paid and AARP, the secondary insurance, receives the balance of the account.

Account Status	FB	Account Balance	159.05
Bill #	1	07231204	PRINTED
Total Charges	795.25	Difference	0
Insurances	SPSELF	MCNCT1	AAA70C
Prorated	0	795.25	0
- Receipts		600.00	
- Adjust		36.20	
+ Refunds			
- Transfers			
+ Edits	0	0	0
Balance	0	159.05	0
New Balance	0.00	0.00	159.05
Exp # Rcpts	0	0	1
Auto Xfer Date			

## Department Spot Light: Third Party Billing/Collection

ESI is currently one of the applications the credit team uses to search for refunds that have already been approved. We will be replacing ESI with Pathways which is a window based application that will allow us to research approved refunds, view and print reports, and will move at a much faster pace. The conversion to Pathways is scheduled to go live December 2004. While Pathways will be our new and improved system, we will still have to refer back to ESI for refunds prior to the go live date because we will not be converting the existing data to Pathways. Payer Notes: Sierra Health Care no longer processes Tricare Claims. The contract was awarded to Health Net effective September 1, 2004. MHP no longer processes psychiatric claims. APS was awarded that contract effective October 1, 2004.

