



# Patient Financial Services News

## What's Happening?

St. Patrick's Day March 17<sup>th</sup>

Easter March 27<sup>th</sup>

**Meditech 5.4 Training:**  
See the March calendar for times and dates.

## New PFS Staff

Lamont Owens HMO Dept.  
Nicole Ollivierre S/P Support  
Sherawn Ruffin S/P Support

## Quote of the month

The six steps to becoming a better listener form a ladder:

- L: Look at the person speaking to you
- A: Ask questions
- D: Don't interrupt
- D: Don't change the subject
- E: Empathize
- R: Respond verbally and nonverbally



## Catch A Shining Star

Felicia Lawrence  
Charlotte Keane  
Kelly Metzger  
Jeanne Steps  
Ava Wallace  
Betty Oliver  
Jo Line

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



## NEWS TO KNOW

### Cubicle Aerobics': Three tips to feel good at your desk

Over the past million years, the human body has evolved. First, we were hunters with bodies that allowed us to catch our dinner. Slowly we became farmers and our bodies changed, needing to stretch and reach more.

Don't get me wrong--I'm not suggesting we abandon the technological revolution, but taking a few minutes to stretch out several times per day would go a long way toward relieving a lot of your work-related pain and discomfort. About 150 years ago, we became industrialized. Our bodies shifted again to be more suitable for factory work. But before that evolution was complete, we started leaving the factories to go to the wonderful world of cubicles and office chairs. Our minds evolved so quickly that our bodies couldn't keep up.

The bottom line is that we need movement to keep ourselves healthy. We need to be dynamic and in motion in order for every system in our bodies to function properly. Even the mind works better when the body is active and stimulated.

Unfortunately, many of us have jobs that require we work in confined areas. Try doing these simple exercises several times during the day. You're sure to notice a difference in your health and your attitude.

**1. Reach for the sky:** Begin by sitting up straight. Close your eyes and take a few conscious deep breaths. Reach your hands slowly over your head and clasp them together. Allow your hands to invert so that the palms press toward the sky. Keep the spine long and tall and take 10 deep breaths in this position. When you're done, let your arms float back down and open your eyes. Take a moment to enjoy the effects of this exercise.

**2. Reach and twist:** Begin by sitting up straight in your chair without using the backrest for support. Make your spine as tall as possible. Now reach your right hand to your left knee and begin pulling your spine into a twist. Once you have twisted your spine as far as you comfortably can, turn your head to look in the opposite direction of the twist. Try to hold the twist for five to 10 breaths and then repeat twisting to the other side.

**3. Leg stretch:** You will need a little bit of legroom to do this stretch, so you may want to push your chair away from your desk a bit. Straighten your legs and flex the feet by pulling the toes back toward your face. Now begin to lean forward so that the hands reach toward the feet. If you can easily grab the feet, begin pulling your chest toward the shins. Try to hold the stretch for five full breaths.

**Note:** If you have any injuries, check with your healthcare provider before doing any exercises, and be sure to engage in other forms of exercise away from your desk to really keep the body healthy and strong.

## MEDICARE

Medicare is an insurance program administered by CMS (Centers for Medicare and Medicaid Services). It is the largest health insurer in the United States, covering approximately 41 million Americans.

Medicare is a fairly new Federal program. It was created by Congress in 1965 and signed into law on July 30, 1965 by President Lyndon B. Johnson. As Harry Truman was the first president to propose a national health insurance in 1945, President Johnson requested his presence at the signing ceremony and presented former President Truman and his wife Bess with the nation's first two Medicare cards.

Prior to the creation of Medicare, Americans had to depend on their employers to provide retiree coverage or do without insurance. Many had to pay all health expenses out of their own pockets.

Recently, legislation has been produced which will bring about changes to Medicare. This is the Medicare Modernization Act, signed into law by President George W. Bush on December 8, 2003. Some of the MMA provisions are the temporary implementation of drug discount cards, enhanced health plan choices in Medicare Advantage programs (formerly known as Medicare+ Choice) and the 2006 Prescription Drug Benefit.

To learn more about the Medicare program and how it affects you, your job, and your future sign up for one of the "Medicare and You 2005" sessions.

## Pop Quiz

What is the HIPAA transaction for a claim encounter?

- 835
- 997
- 837

What is the HIPAA transaction for a Status Response?

- 934
- 277
- 835

What is the HIPAA transaction for an Authorization Request?

- 270
- 278
- 820

What is the HIPAA transaction for a Premium Payment?

- 820
- 835
- 837

Which of the following is not a standard HIPAA code set?

- ICD9
- HCPSC
- CPP

An 837 is sent from a \_\_\_\_\_ to a \_\_\_\_\_.

- provider – health plan
- employer group – subscriber
- subscriber – provider

Answers: 1 – c, 2 – b, 3 – b, 4 – a 5 – c, and 6 - a

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

## Birthdays



Helen Myers	3/1
Natalie Jackson	3/1
Krystal Beard	3/2
Lorraine Gorham	3/3
Betty Oliver	3/4
Vickie Parker	3/10
Michael Brijbasi	3/10
Karen Conner-Quamina	3/10
Kristen Burke	3/12
Susan Davis	3/19
Debbie Ross	3/20
Lisa Silwonuk	3/26
Bernice Davis	3/28
Teresa Jones	3/28
Sharon Waugh	3/29
Stefanie Kelley	3/31
Audrey Davis	3/31

## 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 Degenkold @ [pstokes@jhmi.edu](mailto:pstokes@jhmi.edu). The deadline is the 20<sup>th</sup> of the month preceding the publication month. Submissions may be edited due to space limitations.

## Educational Opportunities

**Meditech 5.4 Update:** Meditech Client Server will convert to version 5.4 on April 2. Classes are scheduled this month to train staff on the new enhancements. See the training schedule for dates/times.

## HR Corner



**Get ready to make your mark!** The employee satisfaction survey will be administered April 4<sup>th</sup> through the 15<sup>th</sup>. This years survey will be available on-line in addition to using paper/pencil method. All PFS staff that participates will be given a prize. More information to follow later in March.

## Recent Employee Satisfaction Survey Updates:

The PFS Newsletter has been redesign

A new sandwich machine has been installed in the PFS lunchroom.

Self-enrichment classes have been added to the training schedule

Additional cubicles have been added, damaged cubicles have been repaired

Additional Health Insurance choices

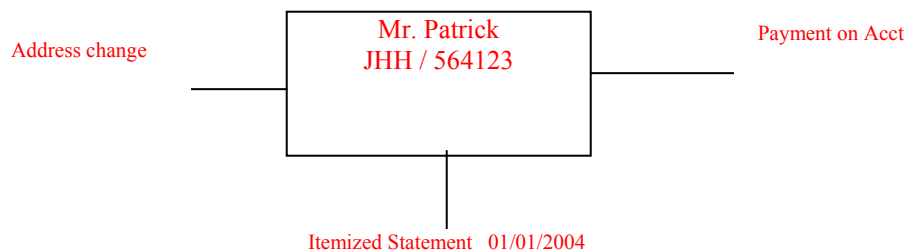


JHHS/JHH will be implementing a new payroll system called KRONOS; PFS will be testing the system beginning March 20, 2005. Non-exempt employees will be responsible for swiping their badge through one of the clocks in their work area when they arrive at work (no more than 5 minutes before your shift), when you leave for lunch, when you return from lunch and when you leave for the day. This will eliminate our “green sheet” process for payroll. If you do not have a badge see your Supervisor/Manager.

## Customer Service

**People who accomplish things do more listening than talking.** – *Irving Shapiro, former Chairman of DuPont* The use of Neuro-Note System will allow you to retain the details and organize your thoughts. It is faster and than writing line by line, and allows you to organize the issues into key themes and helps you control the interaction professionally. Here is a sample customer service call and how a neuro-note would be utilized.

Mr. Patrick calls, JHH account # 564123 and wants to update his address, make a payment on his account and requests an itemized statement of the charges for DOS 01/01/2004. The note would look like this:



By using this note taking system, you save time and satisfy the customer by getting to the point of the call quickly.

## STAFF NEWS



Warren Barnes was the recipient of the Quarterly Catch a Shining Star for JHHS/JHH.

**Congratulations Warren!**

Chris Samuels transferred from the HMO department to the BMC Customer Service Team in February.

Congratulations to Denise Gladden, she passed the CPAT exam in February.