



Patient Financial Services News

What's Happening?

Happy New Year

Annual Martin Luther King, Jr. Commemoration

Friday, January 7 at 12:00 noon in the Turner Auditorium

New PFS Staff

Crystal Terry Blue Cross
Daphne Driggriss Medicare

Quote of the month

Success is to be measured not so much by the position that one has reached in life as by the obstacles that one has overcome while trying to succeed.

Booker T. Washington



Catch A Shining Star

Sharon Tumminello
Laura McCauley
Charlotte Keane
Nicole Bussard
Beverly Barnes
Sharon Waugh
Brandy Inches
Stefanie Davis
Betty Monroe
Vickie Parker
Aletha Jones
Dorian Wise
Deana Rudy

Two Time Nominees:

Susan Rewers-Green
Wendy Rivera

The nomination form is located at:

<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

News to Know

Reorder / Reprorate has been removed from your Meditech Menu. The following scenarios apply to both inpatient and outpatient accounts.

Scenario 1

If the account is final billed 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 payer) 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) Let the system auto-prorate at midnight, allowing the new insurance to go through proration and hit the necessary bill holds.

Scenario 2

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 a Reorder insurance (to make it primary)
- 3) When the account becomes final billed (FB) the system will auto-prorate at midnight. This will allow the new insurance to go through proration and hit, the necessary bill holds.

HIPAA Transaction Review: It has been over a year since the original date for the implementation of the HIPAA Administrative Simplification provisions (10/16/03). This makes it a good time for us to review some of the transactions.

Standard Electronic Transactions

- 837:** Claims or equivalent encounter information. Health care service information provided to a health plan for reimbursement. (UB92, 1500)
835: Payment and remittance advice. An explanation of claim or encounter processing and/or payment sent by a health plan to a provider.
270/271: Eligibility inquiry and response. An inquiry from a provider (270) and the response from a health plan (271) regarding a patient's eligibility for coverage or the benefits for which a patient may be eligible.
276/277: Status inquiry and response. An inquiry from a provider (276) and the response from a health plan about the status of a submitted claim or encounter.
278: Referral certification and authorization inquiry by the provider and the response from the health plan.
820: Health plan premium payments
834: Enrollment and dis-enrollment in a health plan.

Remember to keep patient Protected Health Information confidential. PHI includes demographic information, the department where the patient was seen, diagnoses, procedures, the name of the patient's physician and billing information. Documents containing PHI should be kept secure. Dispose of in the confidential bins for shredding. Remove all bills, medical records, screen print outs from the printer or fax immediately.

Pop Quiz

Q: What is the Medicare Part A 2005 deductible?

A: \$912 per benefit period

Q: What is the Medicare Part B 2005 deductible?

A: \$110 per year

Q: What is the 2005 Medicare Part A coinsurance for days 61-90 of a hospital stay?

A: \$228 per day

Q: Days 91-150 of a hospital stay are known as?

A: Lifetime Reserve Days

Q: What is the 2005 Medicare Part B coinsurance?

A: 20% of Medicare approved Services

Q: What is the Medicare Part B premium for 2005?

A: \$78.20 per month

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

Birthdays



Tamara Harrington	01/01
Gail Delviscio	01/02
Shirley Means	01/06
Kathy Deckelman	01/07
Laverne English	01/08
Charlotte Blue	01/09
Roxanne Bartee-el	01/11
Patrick Applegate	01/11
Joann Sherrod-Stewart	01/13
Glenda Matthews	01/16
Beverly Barnes	01/16
Mary Bergin	01/20
Janice Lyons	01/23
Felecia Moore	01/23
Donna Steitz	01/24
Nicole Owens	01/24
Stephanie Germano	01/25
Marlesa Goldberg	01/26
Madelyn Seekford	01/27
Kelvin Paige	01/27
Donna Henson	01/30
Bernadette Keane	01/30

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. The deadline is the 20th of the month preceding the publication month. Submissions may be edited due to space limitations.

CQ101 and 102: Jamie Russe will hold CQ classes this month

Educational Opportunities

in the PFS training room. CQ101 will be held on January 7 from 2-4, and CQ102 will be held on January 28 from 2-4.

HR Corner

Savings Bonds effective January 1, 2005 the Johns Hopkins Federal Credit Union will be handling the processing of bonds for the entire JHHS system. If you want to participate, visit the credit union to sign up.

Customer Service

How to personalize your voice mail greeting:

- 1) Offer a salutation, your first and last name and department
- 2) Give the date
- 3) Tell them why you are unavailable
- 4) Offer alternatives for assistance (only if possible)
- 5) Close professionally

Example: Hello, this is Debbie Claus in Customer Service. Today is Monday, January 3. I will be out of the office today; you can leave a message or call Patty Kringle at 410-550-9999. Thank you for calling.

STAFF NEWS



Life would be torture, from beginning to end,
If not for that someone, we can call our friend.

They fill the emptiness, in our lonely days,
And affect our lives, in many different ways.

They share with us, in all of our plans,
And all of our mistakes, they really understand.

They are not a friend, just when things go fine,
But true they remain, when all's on the line.

As we grow older, and in time, we part,
Distance doesn't matter; they're still in your heart.

So, our dear friend, I hope you can see,
Though you are away, you are still here, with us.

We will never forget you John King, May you rest in peace!



Warren Barnes, Customer Service Representative for PFS was selected as a quarterly Catch A Shining Star winner in November. Congratulations Warren!



Monica Taylor, Patient Financial Coordinator, PFS was a 2004 recipient of the Martin Luther King, Jr. award for Community Service.

Since 1989, Ms. Taylor has been instrumental in the development of character, strong morals and values of her community's youth and church members of The Young Folks and Friends Union of The House of God Church in Baltimore. Primarily, Taylor coordinates multicultural enrichment programs and activities that motivate and build self-esteem for the youth to become contributing members and leaders of society.

Taylor was recently awarded for her dedication to "Build he Dream," in which she raised nearly \$2,000 to help build the National Memorial in Washington, DC honoring Dr. Martin Luther King, Jr. In 2001, Taylor was recognized as Youth Worker of the Year by Baltimore 's House of God Church. Taylor has also been recognized for her commitment to the Hopkins BOND to BOND Career Development Youth Mentoring Program, a project in which she mentors students in career development.