



Patient Financial Services News

What's Happening?

Valentine's Day 2/14/05

Line Staff Schedule

Bayview Campus
A & A Auditorium February 8th
Session 1 1:00-2:00
Session 2 2:15-3:15

JHH Campus February 9th
Phipps 140
Session 1 1:00-2:00
Session 2 2:15-3:15

Bayview Campus
A & A Auditorium
February 17th
Make Up Session 10:15-11:15

New PFS Staff

Andre Locke HMO Dept.

Quote of the month



Adventure isn't hanging on

a rope off the side of a

mountain. Adventure is an attitude that we must apply to the day to day obstacles of life. Facing new challenges, seizing new opportunities, testing our resources against the unknown and in the process, discovering our own unique potential.

Catch A Shining Star

Lyuda Nakhshunova
Roxanne Bartee-El
Ebony Patterson
Charlene Maurer
Connie Sorenson
Natalie Jackson
Jennifer Powell
Roxane Julius
Carol Couplin
Susan Knight
Helen Battle
Linda Vogel

Two Time Nominees


Marnice Cooper
Alcelia Taylor

The nomination form is located

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

News to Know

Creating a Vacation Rule in GroupWise. While you are spending time cruising the Caribbean or climbing Mount Everest, it is a good idea to let your co-workers know you are away, so that they are not expecting an e-mail reply while you are out of the office. This can be accomplished by setting up a "Vacation Rule" in GroupWise. To do this, follow these easy steps:


- 1) In GroupWise, click on "Tools" from the menu bar, choose "Rules" from the drop down menu and then select  from the "Rules" screen.
- 2) Type in a name in the "Rule Name" box, such as Vacation Rule.

- 3) Click the "When Event Is" pop up list and select "New Item". Click on the "Received" Field.

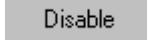
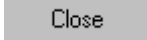
- 4) Under "Then Actions Are", click on the "Add Action" tab and choose "Reply" from the menu.

- 5) Click on the "Edit Action" tab. A "Reply" screen will appear. Select the "Reply to Sender" radio button, then click on the "OK" tab.

- 6) Type in your vacation message, then click on the "OK" tab.

- 7) Click on . Verify there is a check mark next to your rule to show it is enabled. Click on "Close".

When you return to the office, remember to "Disable" your Vacation Rule. To disable, select "Tools" from the menu bar, select "Rules" from the drop down menu. From the "Rules" screen, remove the check mark in the box next to the rule in the "Rule Name"


field or click on the  tab. Then click on the  tab.

You can enable this rule whenever you are away. Simply click on "Enable" and edit your reply message to reflect the dates you are away.

Department Spot Light:

Pop Quiz

WEBX

Q: When logging out of WebX, click on the  to exit?

A: False, you must use the logout button on the blue toolbar.

Q: Referrals can be found in which application?

A: JHHPTNT

Q: What tool bar allows you to navigate, zoom, print, configure display properties, refresh, or view image information?

A: The Image Toolbar

Q: Before writing an account off for no referral, a collector should check WebX.

A: True, to prevent any unnecessary losses WebX documents should be reviewed before submitting an account for adjustment.

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

Birthdays

Christine Crawford	2/5
Terenthia Jones	2/7
Monica Taylor	2/9
Carol Duvall	2/10
Nicole Hawkins	2/11
Tracy Varney	2/11
Lori Boyd	2/13
Ametrise Leazer	2/16
Tamara Kaptain	2/18
Aden Williams	2/20
Ellen Pecora	2/23
Janice Cedeno	2/25
Lashon Stamper	2/25
Mary Wallace	2/27
Joyce Redd	2/28

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 preceding the publication month. Submissions may be edited due to space limitations.

Educational Opportunities

MAMSI Website training will be held on Friday, February 11 from 10-12 in the training room.

Intermediate Word will be held on Wednesday, February 23 from 8:30-4 in the training room.

CPAT Exam: We will hold the exam during the 3rd week of May. Applications are due **before, February 7**. Send your completed application to Bernie Keane, A/C Suite 100. Training will be held during March, April and May. Dates and times will be appear on the monthly training calendar.

HR Corner

Retirement Plan Salary Deferral Limits Increased for 2005, the IRS has increased the maximum salary deferral limits for 401(k) and 403(b); plan to \$14,000. If you are currently over the age 50 or will have your 50th birthday in 2005, you may defer up to \$18,000 of your salary with catch-up contributions.

Customer Service

When transferring a call you may need to explain why you need to connect the caller to another party. Remember to do the following:

- 1) Give the caller the name and number of the connecting party.
- 2) Provide the connecting party the caller's name and information.
- 3) When possible, introduce the caller to the connecting party and thank the person for calling.

STAFF NEWS

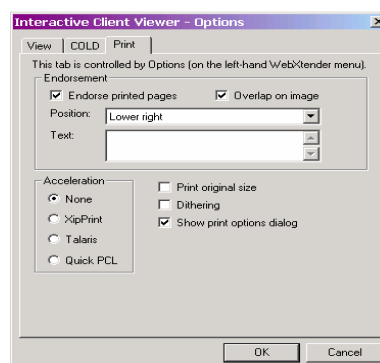
Susan Knight, Customer Service Department representative successfully completed Introduction to Medical Terminology, The Johns Hopkins Hospital Skills Enhancement Program gave the course. Susan also received recognition for being the most improved student and earned a 97.55 average.

Ebony Patterson, Central files representative got engaged 12/24; a May of 2006 wedding date has been set.

WebX Reminder

Setting Change for WEBX – This is a one-time fix that needs to be made in order to print UB92's and Patient Statements with the form overlay.

1. Pull up a document in WEBX and choose the hammer settings from the



Interactive toolbar. 

2. Go to the print tab and make sure that your boxes are checked and look the same as the following:
Select "OK" and the overlays will print whenever you print UB92's or Patient Statements.

Hot off the Press

With the implementation of WebX, the Data Entry department's goal was to reduce the cost for off site storage. Therefore, they will no longer be keeping copies of the lock-box cash receipts or adjustment off site. After the work is keyed and scanned, it will be kept approximately 3 months and then shredded.