



Patient Financial Services News

What's Happening?



PFS 4th ANNUAL ICE CREAM SOCIAL

Will be held on Tuesday,
July 19th in the Alpha
Commons lunchroom at
2:00pm



Quote of the month

My grandfather once told me that there were two kinds of people: those who do the work and those who take the credit. He told me to try to be in the first group; there was much less competition.

Indira Gandhi



Catch A Shining Star

Jennifer Powell
Stefanie Davis
Lisa Silwonuk
Deborah Ross
Brandy Inches
Bonnie Hadel

The nomination form is located at:

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

News to Know

PivotTable/PivotChart "Need to Know" Facts

Do you have more data than you know what to do with? PivotTable reports offer comparisons, reveal patterns, relationships, and analyze trends. They enable you to create views of worksheet data in seconds. Hundreds or thousands of pieces of information arranged into place, revealing the meanings behind the data.

PivotTable reports are beneficial, and they are easily manipulated, giving you the options to use graphical "AutoFormat" effects to enhance your presentation through Pivot Charting. First, the wizard assists you in selecting the data needed and how you want the data displayed. Next, you drag and drop the data from your worksheet into a new report view.

Tips to Remember

1. Note that worksheets in Microsoft Excel are limited to **256 Columns/65,536 Rows**. Because of this, even if you are successful in creating a PivotTable that contains a large number of column fields, you may not be able to display the entire expanded PivotTable.
2. In practice, creating a PivotTable from an external database that contains a very large number of records can strain the performance of the workstation on which Excel is running, and can take a very long time to complete. There is a limit of 8,000 unique items per row field, column field, or page field. If you try to drop a field into your PivotTable that exceeds this limit, the field will not be added to the PivotTable, and you may receive the following warning:

A field in your source data has more unique items than can be used in a PivotTable. Microsoft Excel may not be able to create the PivotTable or may create the PivotTable without the data from this field

The benefits of Server Page fields – reduce the amount of data returned from an external data source to a PivotTable. This is useful when creating PivotTables from very large databases. After your PivotTable has been created, you can click the drop-down list in the page field to retrieve data. **Each time you do this, Microsoft Excel performs the following steps:** Because of the way in which server page fields work, the (All) item is removed from the drop-down list. This is because only a subset of the data in the external data source is being returned for the selected item

If you want to show All records, follow these steps:

1. Double-click the field name in the page field.
1. Microsoft Excel queries the external data source again and retrieves the appropriate data for the selected page field.
2. The Pivot Table memory cache is cleared and filled with new records.
3. The Pivot Table is refreshed and redisplayed using the newly retrieved records.
2. In the **Pivot Table Field** dialog box, click **Advanced**.
3. In **Page field options**, click **Retrieve external data for all page field items (faster performance)**. Click **OK** twice.

Account Documentation

Commenting in Receivables Systems

Key points to be utilized when entering comments into Keane or Meditech:

- Make use of the Account Abbreviation Procedure COL002. The policy contains two charts of abbreviations, one by alpha and one by meaning.
- The comment should be brief and to the point. The status of the account follow up should be clear to anyone reading the comments.
- Give the rationale for adding/changing/deleting an insurance.
- Include the name(s) and phone number of persons spoken to in regard to the account. (i.e. insurance company staff, patient/relative, attorney)
- When submitting adjustments/refunds, be concise. Mention the write off code and the reasoning, which justifies the write off.
- Use the appropriate Activity Code/Canned Text for your comment.
- Be objective and professional in your comments. Do not use them to "let off steam".
- Be aware of HIPAA regulations. Do not unnecessarily refer to a patient's medical condition, diagnoses/procedures.

O Pop Quiz

- MCO stands for:
 - Maryland Care Organization
 - Managed Cost Operation
 - Managed Care Organization
- How many MCO's are there in Maryland?
 - 5
 - 7
 - 12
- Which of the following is not an MCO?
 - Priority Partners
 - JAO
 - Amerigroup Maryland, Inc.
- True or False: Individuals who receive Medicare are not eligible for MCO's.
- What is the name of Maryland's statewide mandatory managed care program, which began in 1997?
 - HealthChoice
 - Maryland Physicians Care
 - APS

Answers: 1) C 2) B 3)B 4) True 5) A

Birthdays

Emmitt Peyton, Jr.	7/01
Chris Samuels	7/04
Vanessa Lineweber	7/04
Mag Elliott	7/07
Janet King	7/11
Pat Reinhardt	7/16
Pat Schech	7/16
Louise Shaw	7/21
Mamie Green	7/22
Julie Hughes	7/24
Norma Milchling	7/26
Talisha Sedgewick	7/31
Randy Zimmerman	7/31

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

Training

Credit and Collections: Starting in July the training department will begin offering a new course dedicated to collection laws, bankruptcy, and collection processes used in the business office. If you are planning on taking the CPAT, this course will cover all the topics on the exam.

HR Corner



On Friday, July 8, *U.S. News & World Report* is expected to release its 16th annual rankings of "America's Best Hospitals." Johns Hopkins has topped the list for 14 years running, an impressive achievement unmatched by any other medical institution in the country. Whether or not we are ranked #1 again, it is highly likely that we will appear on the magazine's "Honor Roll" of the nation's Top 10 hospitals. While we recognize that such rankings are understandably controversial, this continuing media recognition of Johns Hopkins' excellence is a welcome testament to our employees' talent, dedication and professionalism.

We are saying a special "thank you" to our employees for a job well done. Your manager will be responsible for presenting the gift to you and congratulating you for another great year.



Help the American Heart Association fight the nation's leading cause of death by participating in the 2005 Baltimore Heart Walk on behalf of Johns Hopkins Health Systems. The Heart Walk is on Saturday October 29 at Rash Field and you can participate by walking, sponsoring a walker or by becoming a Team Leader. Those interested in walking should register by July 15.

You can register and get more information about the walk by going to { [HYPERLINK "http://heartwalk.kintera.org/baltimore"](http://heartwalk.kintera.org/baltimore) }. If you are interested in becoming a Team Leader or have any questions please contact Nima Amin at namin2@jhmi.edu or Amina Barnes at abarnes5@jhmi.edu. We thank you for your continued support.

Staff News

Congratulations to Lisa Mann, she graduated from the Project Reach Program on May 20th. Lisa works for the MCO Dept.

Happy New Year '06

A Y F M W U U S T X C P E W D
 J V G H X C T Q Y E Y L C F K
 S M T O B X S J L B T J M N C
 E Y F N A Y I E M K B K C V I
 V A A E X L B S I P Z G E O P
 I Z R D M R S D O Z B G S F F
 T V A C A T I O N R D R S X X
 N R Q T S N O I T C E L L O C
 E V I J B X J Q E M A Z Y C B
 C O G I S T O F O I G D Y Z U
 N J L X F F M T L R I H M F W
 I L G C P O S M A F N C G Y J
 S M Z D O U U R S C G H S A C
 O N U G C D S Q X E I W Z P K
 P B Y A E P W Z M F O M J T Y

AGING CELEBRATION
 DAYS INCENTIVE
 BILLS COLLECTIONS
 FYZEROSIX PFS
 CASH CUSTOMERS
 GOALS VACATION