



Patient Financial Services News

What's Happening?



November 23rd

New PFS Staff

Carlos Torres – Cust. Service
Christina Willig – HMO Dept.
Laura Moraniec – UHC Dept.

Quote of the month

When things go wrong as they sometimes will. When the road you're trudging seems all uphill. When the funds are low, and the debts are high. And you want to smile, but you have to sigh. When care is pressing you down a bit, rest if you must, but don't you quit. Success is failure turned inside out, the silver tint of the clouds of doubt. And you can never tell how close you are it may be near when it seems afar. So stick to the fight when you're hardest hit, Its when things go wrong that you mustn't quit.

Author Unknown



Catch A Shining Star

Sabrina Henderson
Pat Degenkolb
Margo Garner
Christine Bell
Larry Lasker
Deana Ruby
Cheryl Dorr
Kim Carter

Two Time Nominee

Nicole Owens

The nomination form is located at:

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

"I Contact" – It's all about YOU!

PFS will have guest speaker, Michael Meines, Trainer/Motivator on campus to talk about Customer Relations. There are 2 sessions scheduled for Tuesday **November 14th** in the Asthma & Allergy Auditorium, **10:00-11:30** and **1:00-2:30**. He uses humorous stories and personal experiences that he has had over the years to punctuate his points. The audience has an opportunity to enjoy an hour of laughter mixed with a strong message of customer service." He gives a definition of the term "customer relations." He tops it off with a shocking story that demonstrates how poor customer service from just one employee can have drastic effects. The lesson is a personal one with the bottom line being, "It's all about you!"

Mike Meines has spent seven years in the U.S. Army and has assignments in Kassel and Pirmasens, Republic of Germany; Fort Hood, Texas; Fort Devens, Massachusetts and the Republic of Vietnam. In 1998, Mr. Meines was appointed the Director of the Army Medical Department's Center of Excellence for Customer Relations by the then Surgeon General of the Army, LTG Ronald Blanck. He has created and developed a Customer Relations Train-the-Trainer program for the entire Army Medical Department. Mr. Meines has taught Customer Relations for 12 years. He has conducted classes at Madigan AMC, Letterman AMC, William Beaumont, AMC, Weed Community Hospital, Fort Irwin, California, etc. Please join us for one of these worthwhile sessions.

Keane Rebilling

Rebilling "ALL" Charges for Blue Cross or Medicare in Keane

If you request a rebill of all charges for a Medicare claim or Blue Cross, the claim for the 837 file will drop with a TOB 1X1 instead of 1X7 (for Medicare) and a 1X5 (for Blue Cross) Important: Anyone requesting a rebill of all charges will need to add either a "7" or "5" in the "OVERRIDE UB FREQUENCY".

ID: PA0330-04 JOHNS HOPKINS HOSPITAL DATE: 07/21/06
USER: vlenew Force Dayend Bill Menu TIME: 11:11:38

- 1. Patient number: 999999999-000-004 PATIENT, NEW
- 2. Type of request: R
(R=Rebill)
- 3. Rebill Chrgs: A
(A=All Chg,L=All Late,U=Unbld Late,E=All Chg except Late)
- 4. Rebill Insurance #: 1
Ins Code Transaction Control Nbr
1. MC13
2. I11C
- 5. Rebill Cycle Number: 99
- 6. Rebill Form Code Prefix:
- 7. Override UB Frequency: 7**
- 8. Exclude From ECS/Download: N

Enter Choice: _____
(ESC-Exit,F2-Post,F14-Cncl,Itm#)

TEST: Revision 900.01.07

Msgs

Other Billing Scenarios for Keane:

Zero Purge: Claims brought back from purge, i.e. payment retraction accounts, if there are no charges listed, no claim can be produced. You will need to print a Medibase demand bill.

Pop Quiz : AVAYA

1) T/F When transferring a call you must hit the transfer button after dialing the number?

2) T/F Headsets are not compatible with the AVAYA 2410?

3) T/F Everyone's voicemail access code is 0000?

4) T/F To delete a message, press the 7 key?

5) T/F Voice mail cannot be accessed outside of Alpha Commons?

1) T,2) F, 3) F, 4) T, 5) F



Birthdays

Joan Sutton	11/3
Jo Line	11/4
Norma Green	11/4
Michael Allen	11/5
Wayne Gair	11/6
Brandy Inches	11/7
Sharon Guthrie	11/8
Linda Vogel	11/9
Paula Skyrzczuk	11/10
Lori Holland	11/10
Paula Darr	11/14
Warren Barnes	11/14
Tess Heller	11/17
Deborah Witzczak	11/18
Carolyn Williams	11/18
Rodney Davis	11/21
Twan Towah	11/21
Claudia Lindsey	11/25
Laura McCauley	11/26
Doris Fabian	11/26
Jeanne Radke	11/30

FS Website Information

The web address is:

<http://finance.jhmi.edu/FinancePFS/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.

HR Corner

Open Enrollment 2007 is October 30-November 13

What's New in 2007?

EHP Medical Plan Changes

- Waiver of one (1) annual preventive Primary Care Physician or OB/GYN visit co-pay
- Waiver of co-pays for Over-the-Counter (OTC) Prescriptions
- No co-pay/cost for OTC medications for PRILOSEC.OTC, CLARITIN OTC and CLARITIN-D-OTC
- \$5 discount on RXs filled at Monument St. pharmacy (available now!)
- Acupuncture & Chiropractic: the allowable annual maximum for both has increased from \$1,000 to \$1,500
- Vision: the allowable annual maximum for vision materials has increased

Tuition Assistance Program

Service Payback will be based on dollars reimbursed rather than semesters completed as follows:

1 year of service: \$0-\$4,999

2 years of service: \$5,000-more

Employees hired 1/1/07 or later are eligible for a maximum of \$10,000 per academic year. Those hired before 1/1/07 are still eligible for the 18/24 credit maximum per academic year.

Healthy@Hopkins

An organization-wide initiative which will be launched during Open Enrollment 2007 to provide employees with additional wellness benefits. The emphasis is the Personal Wellness Profile, a voluntary assessment that uses data through Wellnet to identify areas where you can improve your health... and be Healthy Hopkins.

Flu Shots

Bayview Campus:

Flu shots are available to all JHH/JHHS employees from Oct. 30th to Nov. 3rd 7:15AM to 4PM in the Pavilion Conference Room, A Building.

Hopkins Campus:

Flu shots available from Oct. 16 through Nov. 10, 2006. Until Nov. 10, 2006, Phipps 351 will be devoted exclusively to influenza vaccine administration. All other services provided by the Occupational Health Clinic will be offered at 98 N. Broadway, Suite 421.

Staff News

Janet King, Self Pay Dept is the proud grandmother of a 7lbs. 6oz bouncing baby girl Akayla Jazzell, born September 19th

United Way Campaign



Thank you to all the staff who participated in the 2006 United Way campaign. Your support will help the many programs and services that our family, friends and neighbors depend upon.