



Patient Financial Services News

What's Happening?

There was a mistake made in last month's newsletter (October) in reference to daylight savings time. Please note that this is the correct date.

Daylight Savings Time Ends
November 4th



November 22nd



Quote of the month

Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it.

Michael
Jordan



Catch A Shining Star

Charlene Maurer
Megan Peyton
Kathleen Cole
Don Mendell

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

News to Know

Comments ...Comments ...Comments

Proper account follow-up begins with reading the comments in a claim. Comments bring the collector up to date on what has happened with the claim and helps with the next step to take in "getting the claim paid." Here are a few examples "of good commenting."

Changing Insurance Groups ...

A claim is originally set up to bill to Medicare primary and another insurance secondary. When the claim is final billed, a rejection is received by the Medicare team regarding the eligibility of the patient. The Medicare team verifies the eligibility of Medicare via the CWF (Common Working File) and discovers the other insurance is primary. The Medicare team, **depending on the hospital**, re-assigns the insurance and re-bills the claim to that other insurance. After this re-assignment and re-billing is complete, the collector adds **all** comments about what has been done. The collector of the "revised" primary insurance retrieves the claim. They see the comments made by the Medicare team and can determine the next step for collection.

Example of comment: MC rejection; per HIQA patient has other insurance primary; chgd ins order and re-billed

Insurance Retraction ...

The insurance for a previously paid "high dollar" claim has retracted their payment. The collector receives notification of the retraction via their ATB, Manager/Supervisor or by a letter from the insurance company. After some research, it is determined the retraction is due to an audit performed by the insurance company which concluded the patient was not covered on the date of service. The collector adds all comments about this research in the claim. If the claim is not reconciled immediately, the comments enable the collector to "pick up where they left off" in 3-7 business days. When the collector resumes status on the claim, they will see previous comments and be able to take the next step in "getting the claim re-paid".

Example of comment: rcvd ltr from ins company retracting full payment of monies pd; per ltr patient termed prior to date of service; submtd adjsmts per \$0.00 EOB to pay other clms and debit this clm

Keep in mind while performing status on the next claim ...

"comments ...comments ...comments will assist me in "getting the claim paid".

Thanks for reading!!

Birthdays

Joan Sutton	11/3
Jo Line	11/4
Norma Green	11/4
Michael Allen	11/5
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 Witczak	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

Thanksgiving Word Search

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

CORN
FREEDOM
GOBBLE
INDIANS



MAIZE
PATUXET
PILGRIM
SAIL

PFS 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 Degenkolb @ 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

HEALTH HABITS PAY

JHHSC/JHH OPEN ENROLLMENT (October 29 – November 12, 2007)

Get Started on a Healthier You! Complete a Health Risk Assessment (HRA)

**Non-Union Employees & Weekend Option Nurses*
Working 30 – 40 Hours Per Week*

Complete the HRA during Open Enrollment and receive a \$20 bi-weekly flexible benefit credit throughout 2008, just as you are receiving today. If you do not complete the HRA, your bi-weekly flexible credit will be reduced to \$10 throughout 2007 (a \$260 per year reduction)

Working 20 – 29 Hours Per Week

Complete the HRA during Open Enrollment and receive \$50!

Union Employees

Union Employees Working 20 – 40 Hours Per Week

Complete the HRA during Open Enrollment and receive \$50!

**The HRA is administered by Wellnet, so rest assured, that JHHSC/JHH will not have access to any personal data gathered on the HRA. EHP will be analyzing the data in aggregate and providing JHHSC/HGG with consolidated reports to use in planning wellness programs and offerings. Look for information in your open enrollment packet for instructions on how to complete the HRA on-line. **

Paper copies of the form are also available in the HR Service Center/Benefits on Phipps 455

Staff News



Brand-new baby



Mary Montague in Cash Application Department would like to announce the birth of her granddaughter, Cydney Carol Eid, born October 6th at 12:08pm. She was 6lbs 12ozs. and 19" in length.

Congratulations!

Congratulations to Carol Duvall who has been named team leader of the Blue Cross Department. Carol has 13 years experience and we wish her the best in her new position.

Congratulations!

Congratulations to Natalie Gamble Feggins who works for the Self Pay Department. She earned her Associate of Arts Degree in Business from the Community College of Baltimore County.

