



# Patient Financial Services News

## What's Happening?



**April Fools Day**  
April 1<sup>st</sup>

**Deadline**  
April 15th



**Passover**  
April 20th



**Administrative Professionals**  
Day  
April 23rd



## New PFS Staff

Jennifer Addicks – HMO Dept  
Sheila Thompson-Comm.Dept  
Angela Faidley – BX Dept.  
Kelli Hopkins – BX Dept.  
Brittany Chavez – Cent.Scan.

## Quote of the month

Hard work spotlights the character of people: some turn up their sleeves, some turn up their noses, and some don't turn up at all.



Sam Ewing

## Catch A Shining Star

Chris Samuels

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

## News to Know

### Attention Keane Users

If you see the below warning when ordering a rebill on an account, please answer "N" for no at the prompt. The warning is telling you that there are no charges on the account.

You cannot order a rebill for an account without any charges. Accounts purged prior to the install of the g1.3.03 release (2/10/08) will not contain charges when re-instated. Please order a Demand Bill through Medibase instead.

Warning - Pat Chrg Info has been purged Continue? (Y/N) N

## Central Scanning



### PFS/Out-Going Mail

Let's work together to qualify Out-Going Mail for Pre-sort metering. This program will make our mail look professional and lower our postage cost by \$.10 per envelope. All we have to do is type the mailing address in its proper order and make sure the street address, city, state, and zip are on the last two lines.

Here's an example:

**Johns Hopkins Bayview Medical Center**  
**Attention: John Doe, Room 4B**  
**4940 Eastern Avenue**  
**Baltimore, MD 21224**

Department's return address is listed at the top left side of the envelope. Our local Post Office has up-date technology that meter's mail faster. When we use large brown envelopes, tab the fold clip down to prevent machine jams. For the #10 (letter size) envelopes, fold each document properly to fit the envelope. A limit of seven pages for each envelope is recommended to prevent the need for manual metering and increased costs based on weight. By working together to qualify our Out-Going Mail for Pre-sort metering, we can improve service and reduce costs.



PFS/Central Scanning Unit

## Birthdays

|                  |      |
|------------------|------|
| Linda Guy        | 4/7  |
| Audrey Bell      | 4/8  |
| Joyce Yankovich  | 4/10 |
| Towanda Evans    | 4/15 |
| Amy Bednar       | 4/16 |
| Eva Hecner       | 4/18 |
| Barbara Matthews | 4/23 |
| Mary Ann Kalin   | 4/23 |
| Charles Neal     | 4/24 |
| Maleka Kaka      | 4/26 |

BEACH WEDDINGS



Rich and Teresa Fernandez were married on 03/27 at sunrise on the beach in Virginia Beach. The newlyweds stayed several days at an oceanfront hotel before returning to their home in Nottingham, Maryland.

## 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 Degenkold @ [pdstokes@jhmi.edu](mailto:pdstokes@jhmi.edu). The deadline is the 20<sup>th</sup> of the month preceding the publication month. Submissions may be edited due to space limitations.

## HR Corner

### Parents in a Pinch Sale

To promote the Parents in a Pinch benefits for JHHS/JHH and JHU employees, Hopkins is offering an additional \$2.00 per hour payment. Traditionally, the cost of utilization for this benefit is \$14.00 per hour. Based on the employee's annual salary amount, the hourly rate is divided between Hopkins paid portion and the employee's responsibility. Take a look at the traditional salary chart compared to the adjusted rates based on this sale. If you are interested in signing up for the Parents in a Pinch program, you can access the application form online. Once completed, you can fax the form to 410-502-5671. For any questions relating to the details of services provided, please contact Parents in a Pinch at 617-739-5437 or [www.parentsinapinch.com](http://www.parentsinapinch.com)

## Staff News

### BlueCross Team Shining Star for February 2008

Tess Spradlin

Special projects: When we need help and an extra hand, she is there. If we have a special project, Tess volunteers to pitch in and help. If someone is falling behind with their follow-up turn around, there is Tess. She is a no non-sense kind of person and has a lot of pride with her work and supports management in their efforts to improve the work environment. When we want bagels, Tess takes the orders and picks them up. I want to congratulate Tess for being the shining star for February!!!!

## Sad News

Gina Springstead's grandmother, Maria Monaldi passed away Tuesday 4/25.



I would like to thank everyone who sent cards and prayers during my time of bereavement. Also for all the support that has helped me through this difficult time. My family and myself thank everyone for your acts of kindness during our time of sorrow.

Thank You All So Much,  
Laverne English

## Guest Columnist

Remember when we were growing up our parents always said be a leader not a follower? What makes a good leader ?

Lead by example "walking the walk" - so everyone knows that what's heard at the bottom is first practiced at the top.

Express their appreciation - realizing people need to know they're an important part of the team.

Listen to suggestions, opinions, fears and ideas without prejudging or being dismissive. An author by the name of Betty Bender said " It's a mistake to surround yourself only with people just like you, replace your comfort with different and imaginative people.

Don't see people as statistics - Mary Kay Ash said "P & L doesn't mean profit and lost it means people and love. "

Explain why things are done a certain way - it lessens mistakes and the resentment that can stem from feeling ordered around...Clarence Francis said " You can't buy enthusiasm, loyalty, and devotion you have to earn these."

Kathy Pulliam