



Patient Financial Services News

What's Happening?

National Friendship Day August 3, 2008



New PFS Staff

Stephanie Donbullian
HMODept

Quote of the month

A common practice of successful time managers, and one worth emulating, is to take 15 minutes to plan your day. Do it early in the morning before others arrive on the job or before you leave work the night before. Think of the things you want to accomplish.

Reflect on how they fit into your major plans and goals. Write these things down in order of priority. As you go through the day check them off. Even if you don't get them all done, you'll get the satisfaction of accomplishing quite a bit more than you would have otherwise.

Knowing where to lead people is not the same as convincing them to follow you.

D. H. Everett



Catch A Shining Star

Margo Garner
Ametrise Leaser
Christina Crawford

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

Ordering Medical Records

To assure payment of our claims it is sometimes necessary to submit Medical Records to the payer. The PFS representatives that provide assistance with ordering Medical Records are Norma Milchling and Pat Degenkolb. There are also other representatives within PFS who order their own Medical Records. **Remember, it is a PFS Policy to check EPR and WebX for any records prior to submitting a request.**

When the Medical Records are received, the PFS representatives distribute them and make an adjustment to the designated system reflecting that the request has been "completed." If the need for the Medical Records is no longer necessary, that an adjustment must also be made in the designated system to reflect the request has been "cancelled." This step is not being followed which is causing our Medical Record reports to be overwhelmed with unnecessary outstanding requests.

In the future, if the Medical Records request can be cancelled because the claim has been resolved through other means, please communicate to the representative who submitted the request to make the adjustment reflecting it to be "cancelled."

News To Know

J12 MAC Implementation Schedule

On October 24, 2007 CMS awarded Highmark Medicare Services the Jurisdiction 12 (J12) contract to provide Medicare Fee for Service Part A and B administrative services for Maryland, Pennsylvania, New Jersey, Delaware and the District of Columbia area.

On March 5, 2008 CMS instructed Highmark to begin the MAC (Medicare Administrative Contractor) transition.

Due to the scheduled Highmark J12 MAC Transition, FISS/HIQA will be inaccessible beginning Saturday 8/02/08 and is not expected to come back up until Tuesday 8/05/08 at approximately 6:00AM.

Beginning on August 5th you will have to select a new Session ID to access Medicare HIQA/FSS0 as the current Session ID 'FSSPDC' will no longer be active.

That new Session ID will be FSSPDCA for "J12 Mac DC/MD-A Prod".

Heart Walk



Help the American Heart Association fight the nation's leading cause of death by participating in the 2008 Baltimore Heart Walk. Join Patient Financial Services as our team "Heart to Heart" walks this year on October 25, 2008 at Federal Hill Park.

You can register to walk at

<http://heartwalk.kintera.org/faf/r.asp?t=12&i=258226&g=2849208>

If you cannot walk with us, please make a donation on line at

<http://heartwalk.kintera.org/faf/donorReg/donorPledge.asp?ievent=258226&supId=227379970>

or give a donation to any of your co-workers that are walking for the cause. We thank you for your continued support.



Birthdays

Maxine Jones	8/3
Wanda Tuck	8/3
Christine Bell	8/3
Jennifer Mitchem	8/4
Tonya Moore	8/6
Pat Woodham	8/7
Charlene Maurer	8/11
Marlene Borowski	8/12
Carrie Hubbard	8/12
Karen Quarles	8/14
Lisa Myers	8/18
Emma Pilleris	8/18
Elizabeth Davis	8/23
Sue Eilerman	8/24
Lori Daniels	8/28
Terry Armstrong	8/29
Nelson Haller	8/30
Stephanie Davis	8/30
Maryann Javier	8/31
Wendy Rivera	8/31

Condolences

Helen Myers's uncle
Dominic Tumminello passed
away 06/30/08

Janice Lyons's (MA Dept.)
father passed away on
07/13/08

Cleopatra Mobley's
stepmother passed away on
07/20/08.

PFS Website Information

The web address is:

<http://finance.jhmi.edu/FinancePFS/pfsMain.html>, you can find the following information.

- ~ Johns Hopkins Medicine Mission
- ~ Training and Development
- ~ Policies and Procedures
- ~ Department Phone Listing
- ~ Newsletters
- ~ Link to other JHHS sites
- ~ Finance Dept Vision Statement

Got News?

If you would like to contribute news or information send it to Pat Degenkold @

pdegenk1@jhmi.edu. The deadline is the 20th of the month proceeding the publication month. Submissions may be edited due to space limitations.

HR Corner

The Johns Hopkins Human Resources Link Has a New Look!

In response to your feedback, this web site has been developed to provide JHH and JHHS employees with quick and easy access to information about the organization and Human Resources. HR also encourages you to visit or contact them at any time.

Please give them any feedback or suggestions on even more ways to improve this web site, and their ongoing service to you.

Staff News



Denice Lentz is a first time grandmother to Landen Skyler Kingsley, born 5/22/08, weighing 6lbs. and 19 ½ inches long.

Charlotte Keene would like to announce the birth of her great grand son, Courtney Carter Barrett, born 07/22/08, weighing 8 lbs. 10 ozs.

Myra Turner, Blue Cross area would like to announce the birth of her grandson Tarin Anthony Cobbs, born 07/22/08, weighing 8 lbs. 3.8 ozs. And is 19 inches long.

Congratulations to Dianne Grafton who works in Cash App. She is celebrating 40 years of service with Johns Hopkins.

Doris Fabian has accepted a position with another organization. She has been with Johns Hopkins for 15 years. Her last day will be August 12th.

BlueCross Team Shining Star for:

June 2008

Chris Crawford

Chris handles billing for all three hospitals. If there are errors, missing procedure codes, missing diagnosis codes she will get to the bottom of it. Her bill hold has gone from about #30 to a MEAR #5. She is always friendly and nice when you ask questions. We thank Chris for all her hard work and dedication to her job in the Blue Cross department. She is an exemplary employee with high standards and a GREAT team spirit. I want to thank Chris for choosing the Blue Cross department to share her brownie's with.

Atlantic City Bus Trip

Come and Join the P.F.S. Recreation Committee on August 23, 2008 for a day of fun!

- Casinos
- Shopping at the outlets
- The Boardwalk
- A day of relaxation at one of the spas and so much more to do!



Date: Saturday Aug 23, 2008 7 am -4pm. Pickup from Alpha Commons parking lot. Cost: 30.00 per person which will include casino and food vouchers.

Please contact one of your P.F.S. committee members to get more info. or sign up at the front desk with Mr. James.

P.F.S members Charlotte Keene 3rd flr, Johanna Cundiff 1st flr, Tenille Johnson 2nd floor.



Our Annual PFS Picnic will take place on October 23rd. Please mark your calendars for this event, more info to follow at a later time.