



# Patient Financial Services News

## What's Happening?



December 22<sup>nd</sup>



December 25<sup>th</sup>



December 26<sup>th</sup>

## New PFS Staff

Katherine Burke– Medicare Dept.  
Shanaya Hilton – UHC Dept.  
Fred Ramilo – Comm. Dept.

## Quote of the month

No other technique for the conduct of life attaches the individual so firmly to reality as laying emphasis on work; for his work at least gives him a secure place in a portion of reality, in the human community.



Sigmund Freud

## November 2008 CPAT

Brandyn Cooper - Self Pay  
Courtney McNeil – Comm/ WC  
Brigette Shortt - Blue Cross  
Christina Willig - HMO  
Lorie Boyd - MA Pending / Charge Audits



A written document signed by the patient or policyholder to pay insurance benefits directly to the hospital.

## 2009 Medicare Deductibles and Co-insurance

### Part A

Days 1-60 \$1068.00 deductible  
Days 61-90 \$267 per day  
Days 91-150 \$534 per day

### Part B

Deductible \$135.00 per year  
SNF  
Days 21-100 \$133.50 per day

## Microsoft Office Tips – Keyboard Shortcuts

Keyboard shortcuts are combinations of keystrokes that let you perform different commands in Microsoft Office applications. They can be timesavers and are helpful for people who do not like to use a mouse.

CTRL + P: Opens the print dialog box  
CTRL + Z: Undo typing  
CTRL + N: Opens a new document  
CTRL + O: Opens the Open dialog box  
CTRL + S: Saves a document  
CTRL + B: Bold the selected text  
CTRL + I: Italicizes selected text  
CTRL + U: Underlines selected text  
CTRL + C: Copies selected text  
CTRL + V: Pastes copied text  
CTRL + Y: Repeats paste  
CTRL + A: Selects all  
CTRL + F: Opens the Find dialog box  
CTRL + G: Opens the Go to dialog box

## Guest Columnist

**“Life is not measured by the number of breaths we take, but by the moments that take our breath away”**

Looking at all the issues this country is facing right now, it is hard to think of positive things & really enjoy life. But we have to remember that each day is a gift and no matter what we are going through; we should learn to live each day to the fullest. On many occasions I hear people so angry about everything and nothing could please them, but did you know it takes a lot of energy to be angry and it ages you rapidly? However, if you smile & laugh a little it will drop calories and keep you healthy. Heart disease is the number one killer among women. It is important to take a step back and do the three R's: Relax, Relate, Release. So let's live life to the fullest and take that step towards healthy mind, body and spirit.

Author anonymous

Article presented by Lydia Tanksley



## Birthdays

Tracey Hill	12/01
Cynthia McCauley	12/04
Debbie West	12/04
Acquienne Davidson	12/10
Dorian Wise	12/11
Dianne Grafton	12/14
Susan Knight	12/14
Melody Blackmon	12/15
Wilma Dobbins	12/18
Roxanne Julius	12/22
Kathy Cole	12/23
Vivian Green	12/26
Dennis Pena	12/29
Natalie Gamble-Feggins	12/31

## Christmas Word Scramble



CTSFFRSEKNTUOGSI

IURCATKEF

INTTESIPAO

EOLSIEMTT

TOOTWEPESTA

SSELGBILEHL

MOTCE

HRWATE

RRNCPEA

EECETRBLA

SNENYCDACA

AEHRSD

NATSUCSAAL

CHMSRRITETASE

POHURLD



STOCKINGSTUFFERS

FRUITCAKE

POINSETTIA

MISTLETOE

SWEETPOTATO

SLEIGHBELLS

COMET

WREATH

PRANCER

CELEBRATE

CANDYCANES

DASHER

SANTACLUS

CHRISTMASTREE

RUDOLPH



## 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](mailto:pdegenk1@jhmi.edu). The deadline is the 20<sup>th</sup> of the month proceeding the publication month. Submissions may be edited due to space

limitations.

## HR Corner

### Shining Star

The Service Excellence Team has decided to restructure the Shining Star program in order to encourage more recognition and in a more timely manner.

Starting in December, employees will utilize a new Shining Star form to recognize employees for service excellence. The forms can be found on the 1st floor outside the training room, or attached to the new Shining Star boxes in the breakroom. If you would like to recognize someone for service excellence, please fill out the form completely and place both copies of the form in either one of the Suggestion boxes on the 1st or 2nd floors or in the new Shining Star box in the 1st floor breakroom.

The Training Department will collect the Shining Stars on a weekly basis, record the names of who received a Shining Star and forward the forms to the appropriate manager. The manager will present the original copy of the form to employee and keep a copy in the employee's file.

When an employee has received 5 Shining Star awards, they can bring the awards to their manager and ask them to fill out a validation form. The manager will review to make sure the Shining Stars were not given by family members or out of reciprocating favors (i.e., "if you write one for me, I'll write one for you"). After validation, the employee can visit the PFS Training Manager to "turn in" their 5 Shining Stars for a reward such as lunch at the cafeteria or movie passes.

## Staff News

### Congratulations!

Denise Elliott has accepted another position with Johns Hopkins Health Care. Her resignation will be effective 12/09/08. Good luck in your future endeavors!

Susan Knight has accepted a position as a Patient Service Coordinator in the Admissions Department at The Johns Hopkins Hospital East Baltimore Campus. Good luck to you!

Paula Darr has accepted a position with the Medicare team. She will start in the Medicare Department on December 5<sup>th</sup>.

Congratulations to Audrey Bell of Self Pay Support for making the honor roll at Strayer University with a GPA of 3.5.

Congratulations to Peggy Warner, first grandchild born Oct. 10, 2008 weighing 4lb 2oz. She stayed in NICU for 1 month, Harley Lynn Warner is home now and doing great.

### Self Pay Shining Stars

Peggy Royster, takes pride in her work and always goes out of the way to be kind and courteous to patients. Peggy works overtime and does special projects in order to get her team to their goals. She is a fine example to her team and of the great job that she does!

Dorian Wise, and Charles Neal who are always there for their supervisor, whether it be changing a flat tire, working overtime on special projects or just plain being a kind soul. Much thanks!

