

# Patient Financial Services News

## What's Happening?

Flag Day  
June 14th



Fathers Day  
June 21<sup>st</sup>



June 21st

## New PFS Staff

Patricia Berends - Blue Cross  
Tiffany Whyte - MCO  
Alesia Sneed – Self Pay  
Tiffany Nesbitt – Self Pay  
Shanel Felder – HMO Dept  
Peter Heller – Op. Analyst

## 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 work at least gives him a secure place in a portion of reality, in the human community.

Sigmund Freud



## Catch A Shining Star

Laura McCauley  
Brittany Chavez  
Mary Montague  
Brandy Inches  
Sharon Lynch  
Anna Cheng

Two Time Nominee  
Stefanie Davis

## News to Know

# Coordination of Benefits

**Definition:** The distribution of compensation or coverage from more than one insurance policy.

The term, Coordination Of Benefits (COB) refers to group health insurance policies. Group insurance is designed to provide coverage for all major medical bills, but not exceeding 100% of the total expenses. What happens when two or more insurance companies have to split the costs of these expenses? COB was established to regulate this and to make it easy for policyholders.

## What can we do?

Let our patients know how they can help keep their Medicare record up to date. Educate them of the importance of making **all of their insurance carriers** aware of changes so that they can pass them along to Medicare. Medicare will use this information to determine who should pay claims first. This will speed up and improve the payment process.

**References;** dictionary.com; [http://www.ehow.com/how\\_2000373\\_coordination-benefits-rule.html](http://www.ehow.com/how_2000373_coordination-benefits-rule.html); <http://www.cms.hhs.gov/COBGeneralInformation/>

## Microsoft 2007

### Microsoft 2007 Quick Access Toolbar



The Quick Access Toolbar located next to the Office Button on the upper left of the application is a collection of buttons which provide fast access to commonly used commands. The default commands are Save, Undo and Repeat. This toolbar can be easily customized to contain the commands you use most frequently.

Add commands by either of the following methods:

- Click on the arrow to the right of the toolbar. A drop down menu will be displayed. Select any of the most common commands on the menu or select the More Commands option to view all the commands.
- Right click on any of the commands on the Ribbon. Select the Add to Quick Access Toolbar option.
- To remove commands from the toolbar, simply right click on the command and select Remove.

## Birthdays

Myra Turner	6/4
Pat Kowalczyk	6/8
Barbara Peterson	6/16
Katina Heinlein	6/20
Sherri Basl	6/21
Kim Krause-Robinson	6/21
Connie Sorensen	6/23
Katherine Burke	6/27
Peggy Warner	6/28
Carrie Jennings	6/30

## CPATS



Teresa Spradlin  
Blue Cross Dept.

Sharon Bleecker  
Commercial Dept.

## Father's Day Word Search

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

Father	dad
grandfather	pop
daughter	son
holiday	kids
family	June
bowties	love
kisses	hugs

## 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 @ [pstokes@jhmi.edu](mailto:pstokes@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

### Take the Employee Engagement Survey

How are we doing? What can we do better? Johns Hopkins Hospital and Health System employees are invited to participate in this biennial survey that's being conducted by the Gallup Organization. Through the survey, you'll be able to tell us what you like about your job and the organization as a whole, and to tell us what you'd like to see improved.

There are only 24 questions and it will take just 10 minutes of your time. To participate, you'll need to enter your unique access code, which comprises your eight-digit birth date and the last five digits of your Social Security number. You may take the survey at work or home by logging on to <https://gx.gallup.com/jhmq12.gx>. The site will be accessible 24 hours a day, seven days a week. Please help us make Hopkins a better workplace.

For your convenience, a help sheet, FAQs and other information are available at [hopkinsmedicine.org/jhhr/engagement2009](http://hopkinsmedicine.org/jhhr/engagement2009). For more information, contact your HR representative.

## Staff News

# THANK YOU!

I would like to say a special thank you to those who contributed to the House of Ruth. The Mother's Day event was a huge success and would not have been possible without all of your contributions. With your help we were able to create beautiful gift baskets for each young woman at the shelter. Thank you so much for showing your support.

Angelique Jones  
House of Ruth Volunteer

# Congratulations!

JoAnn Pelham Training Manager of System Support received her MBA (Masters of Business Administration) on Saturday 05/16/09 from (UMUC) University of Maryland University College.

# Brand new baby

Congratulations to Mary Beth & Greg Kondilas. Mary Beth (works for the Medicaid dept.) gave birth to Claire Elizabeth Kondilas who was born on 05/23/09. She weighed 8lbs 7ozs.



# PICNIC

This years annual PFS picnic will be held on 09/17/09. It will be a Hawaiian style theme. There will be a contest for the best dressed male and female (no swim suits allowed).

There will also be a karaoke contest. Sing your best and win a prize, (groups included).



To sign up, contact one of the committee members:

Charlotte Keene 0-9738  
Tenille Johnson 0-4020  
Sandra Stevens 0-7344  
Crystal Wooten 0-7349

