

PFS Training and Development Programs



JOHNS HOPKINS
M E D I C I N E

Patient Financial Services

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PFS Training and Development Mission

The mission of the PFS Training and Development Department is to seek innovative ways to deliver high quality, timely, and cost effective training programs to enhance the competence, personal growth and success of participants.

We are committed to ongoing evaluation of training and development's impact, and seek continuous improvement in all our services to ensure our efforts integrate with, and support those of the Patient Financial Services and Human Resources.

Goals

1. To be a resource to staff and management
2. Provide high quality training so that staff are successful in completing the functions of their job
3. To remain current with new technologies used within the department
4. Provide ongoing opportunities of education and personal growth

Signing up for Courses

- The course signup book is located in Alpha Commons, suite 100 outside the Training Coordinator's cubicle
- Participants will receive an e-mail notification confirming their attendance within 24 hours of the class
- If a participant is unable attend on a scheduled day they should notify the Training coordinator before the start of the class

New Employee Orientation

- ½ day course offered on the first and third Wednesday of each month designed to get new staff familiar with PFS and HIPAA regulations
- **Course Content**
 - Parking and campus review
 - Career Ladder
 - The Revenue Cycle
 - HIPAA: General Privacy Reg.

3rd Party Billing Systems

- Keane JHH
- Meditech CS BMC
- Meditech Magic HCGH

Keane

- Keane is the JHH patient accounting system. This course will teach staff the billing and collections utilizing AFS and Patient Account Mgmt
- **Course Content**
 - Account Follow-up System
 - Patient Account Mgmt.
 - Financial Classes
 - Work Queues
 - Medical Records

Meditech Client Server

- Meditech Client Server is the BMC patient accounting system. This course will teach staff billing and collections utilizing the Client Server version.
- **Course Content**
 - Edit, View and Inquiry
 - Collections and Billing
 - Work Queues
 - Medical Records

Meditech Magic

- Meditech Magic is the HCGH patient accounting system. This course will teach staff billing and collections utilizing the Magic version.
- **Course Content**
Edit, View and Inquiry
Collections and Billing
Work Queues

Electronic Billing Systems

- PerSe 3rd party billing
- Care Medic Medicare billing

PerSe

- Electronic processing of patient accounts to 3rd party payors for JHH, BMC, HCGH, BCC and Special Programs
- **Course Content**
 - User Profiles
 - Claim Review and Correction
 - Claim Statusing
 - Reports

CareMedic

- Electronic processing of patient accounts to Medicare for JHH, BMC, HCGH, BCC and Special Programs.
- **Course Content**
 - Claims Submission
 - Claims Review and Status
 - Secondary Billing
 - Reports
 - Eligibility
 - Payment Reconciliation

Other PFS Applications

- **WebX:** Document Management
- **EPR:** Electronic Medical Records
- **View Direct:** Online Report Storage
- **GroupWise:** Internal email communication
- **Refund System**
- **Selection Reports**
- **VCQ**

WebX

- Online system that provides staff access documents traditionally stored in a file room.

<https://edms.jhmi.edu/wx/login.asp>

- **Course Content**
 - Review of online data including payments, adjustments, inpatient folder, refunds, attorney requests, referrals and ER notes
 - Printing, fax and e-mail capabilities

EPR

- Online access to patient medical records at JHH and BMC.
- **Course Content:**
Accessing lab results, clinic notes, radiology results, H&P and discharge summaries

View Direct

- On-line access to reports for JHH and BMC previously printed, also allows the user to request access to reports.

<https://jhreports.jhmi.edu/myreports/>

- **Course Content**

Security

Report access

Searching ability

Add/Delete reports by user

GroupWise

- Online internal email system used by Johns Hopkins Medicine.
- **Course Content**
 - Sending and Receiving email
 - Calendar and appointments
 - Folder Setup
 - Security and HIPAA
 - Archiving

Refunds

- Refunds are issued to payors and patients when an account is overpaid or if the original bill is reduced due to a revenue deduction.
- **Course Content**
 - Accessing the Refund Module
 - Processing a Refund
 - Department Documentation
 - Check Processing Cycle

Selection Reports

- A basic report writer utilized in Meditech Client Server and Magic by staff.
- **Course Content**
 - Overview of Selection variables and Patient Reports
 - Writing new and copying previously run reports
 - Hands-on practice reports

VCQ

- An overview of the Keane fields and file relationships to generate lists, sum and plot reports.
- **Course Content**
 - Overview of the dictionaries
 - Commands
 - Creating a query
 - Saving and exporting reports

CPAT

- Certification program sponsored by the American Association of Healthcare Administrative Management for billing/collection staff
- The exam is held twice a year; May and November
- The first exam and recertification will be paid for by the department
- Retakes are paid for by the employee, upon passing the exam the department will reimburse you for the fees associated with the test you have passed.

CPAT

- **Exam Content**

Federal Regulations

Access

Billing

Credit and Collections

- PFS will offer lectures and computer based training starting eight weeks prior to the exam. All examinees will be given a CPAT study guide.

Assessments

- On a yearly basis billing/collection staff are assessed based on the department payor requirements, uniform billing, HIPAA and department policy.
- Staff attend a review class to prepare them for the assessment and are given handouts that pertain to the topics that will be covered

Assessments

- The assessment is computer based and consists of examples of actual department work samples.
- **Assessment Results**
 - 1) The employee does not require any additional training.
 - 2) The employee does not need to be reassessed, but additional training is needed.
 - 3) The employee needs additional training, and needs to be reassessed in 90 days.

Additional Development Opportunities

- UB92
- Insurance Terminology
- Medicare and YOU
- Managed Care 101
- Health Insurance 101

UB92

- This course reviews all the Fields Locators found on the UB92.
- **Course Content**
 - The use of the UB92
 - Understanding FL placement and data requirements

Insurance Terminology

- The course helps new staff understand terminology used by the billing/collection office and payors.
- **Course Content**
 - Review of commonly used health insurance terms.
 - Definitions
 - Real life scenarios

Medicare and You

- Overview of the Medicare program
- **Course Contents**
 - Medicare Part A
 - Medicare Part B
 - Medicare Part D
 - Medicare Advantage
 - Current year deductibles and coinsurance rates

Managed Care 101

- This course provides an update on the ever changing world of manager care.
- **Course Content**
 - History of Managed Care
 - Managed Care models
 - HMO, PPO, POS
 - Hold Harmless Clause
 - Reimbursement
 - Coordination of Benefits
 - Claims and the appeal process

Health Insurance 101

- Overview of the history of health insurance and the most common types of insurance available today.
- **Course Content**
 - History
 - Indemnity Plans
 - Managed Care
 - Medicare
 - Medicaid
 - Plus more...

Microsoft Courses

- Excel
- Word
- Access
- Power Point

Microsoft Excel

- Basic worksheets skills and how to work with data in worksheets.
- **Course Content**
 - Entering and correcting data
 - Using formulas
 - Working with ranges
 - Inserting rows and ranges
 - Moving and copying data
 - Saving a file

Microsoft Word

- Basic word processing used to sent up a letter or mailing.
- **Course Content**
 - Keyboard Shortcuts
 - Work with Tables
 - Work with Columns
 - Headers & Footers
 - Templates & Styles
 - Mail Merge

Microsoft Access

- Basic database skills and how to work with data in worksheets.
- **Course Content**
 - Creating a database
 - Adding records
 - Modifying the table design
 - Finding and editing records
 - Deleting, adding, and copying records and values
 - Filtering and sorting

Microsoft Power Point

- Basic use of Power Point to create professional looking presentations.
- **Course Content**
 - Create a Presentation
 - Edit text
 - Cut/Copy/Paste text
 - Save the presentation
 - Open an existing presentation