

Meeting 2019/10/04

Friday, October 4, 2019

11:00 AM

Agenda

1. Site introductions
2. Premium eligibility
3. Inpatient Notification process
4. Medical Necessity Process to include modifiers
5. Patient Status Order process

Important Dates

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Meeting Details

- Location: Conference Call
- Attendees:
 - Tammy Anderson (CAMC)
 - Thomas Antinerella (Concord)
 - Dawn Artur (Lowell)
 - Cynthia Devroy (Northside)
 - Angela Gray (MAKE)
 - Marsha Keck (Covenant)
 - Brian Kottenstette (MAKE)
 - Christian Lavallee (Concord)
 - Patti Marshall (MAKE)
 - Jay Richmond (CAMC)

Discussion

- Site introductions were completed by each site
 - Covenant was unable to participate this month and can introduce themselves next meeting
 - Updates made to the spreadsheet that outlines the specifics of each site
- Premium Eligibility - Experian
 - Out of Process scripting
 - Experian accesses Millennium with a hidden Reg Conversation to update Group Number and ID Number (CAMC)
 - Use also for authorization to be posted back into Millennium (CAMC)
 - Estimated Patient Responsibility (Lowell)
 - Currently issues when more than one health plan is involved
 - Bad Plan Code Repair - future (Lowell)
 - Bad Plan Code alerts
- Inpatient Notification Process
 - CAMC
 - Registration is responsible for Notification, Case Mgmt is responsible for authorization
 - Worklist didn't work for CAMC
 - IP Notification team works out of a Rev Cycle worklist based on a work item and contact payors and then clear work item using an action item
 - Lowell
 - Using document routing, printing a facesheet to authorization group
 - Concord

- Using the PM Office worklist
- Northside
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- Medical Necessity Process to include Modifiers
 - CAMC
 - Issue with walk-ins, not integrated, doesn't attach to charge, price doesn't print
 - Using Experian from the walk-in side to get an acceptable ABN
 - Registration calling provider for more specific diagnosis, document on paper form, gets scanned in and queues to coding
 - Hitting more edits since go-live because PAT and Surgery are now on separate FINs
 - Lowell
 - Same process as CAMC, but built appointment types for Labs so that they could use the stand alone tool for walk-ins
 - Department enters the orders
 - Patient Accounting looks in Content360 for the scanned signed ABN
 - Northside
 - Single FIN for PAT and Surgery
- Meetings will be every 2 months, if there is a specific topic of interest that the group wants to discuss at a different frequency, a special meeting can be called
 - Patti to send email to group to come up with a date that works for all

Action Items

Who	What	When
Tammy Anderson	Send presentation from Experian User Group to Patti to post on Site	Done
Dawn Artur	Send information with regards to Estimated Patient Responsibility to CAMC	2019/10/28
Tammy Anderson	Send information with regards to Group Number and ID Number OOP Scripting to Lowell	2019/10/28
Dawn Artur	Follow up to see if getting more Medical Necessity edits with 2 FINs for PAT and Surgery	2019/10/28
Cynthia Devroy	Confirm process being used for single FIN for PAT and Surgery and if there are limitations	2019/10/28
Patti Marshall	Coordinate the date for the next meeting with the group	2019/10/28
Group	Notify Patti if there are others that you would like added to this group	2019/10/28

Next Meeting

- Date and Time: TBD
- Location: Conference Call

