

PBC – Tips to Capture Alternate Resources and Reporting Mechanisms

Indian Health Service (IHS)
Partnership Meeting, Reno NV
April 19, 2006
Kris Kirk and Adam Archuleta

Patient Benefits Coordinator Role

- To enroll all service unit population with an alternate resource
- To serve as a patient advocate for those who need assistance when applying for an alternate resource program
- To provide education and training to staff about alternate resource programs and changes in the healthcare industry
- To facilitate positive camaraderie between IHS and tribal entities
- To act as a liaison between federal, state, local, and tribal agencies

IHS ACTIVE USERS, 2005

	Active Users	Percentage
Mcaid	402,093	28%
Mcaid/PI	139,776	9.7%
PI	348,656	24.3%
NO Ins	417,478	29.1%
Mcare	115,558	8.1%
Vet Only	12,452	.87%
Total Users	1,435,993	100%

Three-year database (Adjusted Annual 3-yr active users @85%, PI 50% not billable, data nonofficial, need Service Unit (SU) level comparison)

IHS MEDICARE BENEFICIARIES, 2005

- Total 115,558 3-year active users
- 65+ 95,293 (82.5%)
- Mcare/AB 36,074
- AB/Mcaid 30,184
- AB/PI 30,709
- Mcare/AB/PI/Mcaid 7,126
- Mcare A 4,089
- Other 7,376

HOW CAN I/T/U PROVIDERS IMPROVE ON ACCESSING PUBLIC BENEFITS FOR THEIR COMMUNITIES

- Implement an Action Plan
- Keep statistics on your communities
- Provide regular education and training to your communities
- Be proactive rather than reactive
- Hold regularly scheduled meetings with your service area
- Report your progress with the local Tribal leadership
- Assist the elders if they require assistance, e.g. home visits, application assistance, etc.
- Resources – have promotional items made
- Training – “your outreach effectiveness depends on your knowledge of programs and patience with elders!”

(upd:FEB 09, 2004) HRN: CHS & DIRECT

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BENEFITS COORDINATION

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CASE DATE ASSIGNED TO ASSIGNED BY REASON

PATIENT HAS NO CASE DATE ENTRIES!

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PRIOR AUTHORIZATION ENCOUNTER DATE ADMISSION DATE INSURER
TYPE

PATIENT HAS NO AUTHORIZATION ENCOUNTER DATES!

Last edited by: TACKETT,LORETTA J on Feb 09, 2004

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Enter item number to view:

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BENEFITS COORDINATION - CASE DATA

-CASE INFORMATION-----

- | | |
|-------------------|-----------------|
| 1. Case Date: by: | 3. Case Type: |
| 2. Case Number: | 4. Case Worker: |
| 5. Case Reason: | |
| 6. Completed By: | |
| 7. Assigned to: | 8. Notes: |

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-APPLICATION-----

DATE APPLICATION OBTAINED	TYPE	PERSON RECEIVING	STATUS
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SPENDOWN INFORMATION-----

DATE REF'ED-----	FACILITY REF TO-----	SPEND DOWN--	LAST-ACTION-----	DATE REQ'ED-----
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Last edited by: TACKETT,LORETTA J on Feb 09, 2004
You must first enter a BENEFIT CASE DATE
Select ASSIGNED TO BENEFIT COORD DATE ASSIGNED:

PATIENT REGISTRATION
INDIAN HEALTH CENTER

Patient Registration

ADD	ADD a new patient
EPT	EDIT a patient's file
FAC	Print a FACE SHEET
NON	Enter NON-MANDATORY new patient information
NAM	CORRECT the patient's NAME
CHR	EDIT the patient's CHART NUMBER.
INA	INACTIVATE/ACTIVATE a patient's file
RPT	REGISTRATION REPORTS ...
VIEW	View patient's registration data
DEL	DELETE a patient's Health Record Number
REV	Review and edit DECEASED or INACTIVE patient files
EMB	Print an EMBOSSED CARD
SCA	SCAN the patient files ...
THR	Third Party Billing Reports ...
IND	Print tub-file INDEX cards ...
LBL	LABELS menu ...
PAG	Edit one of the Patient's PAGEs ...
FIE	print Face sheet, Index card, Embossed card
MSP	Medicare Secondary Payer Menu ...

Select Patient Registration Option: **RPT REGISTRATION REPORTS**

PATIENT REGISTRATION
INDIAN HEALTH CENTER
REGISTRATION REPORTS

ALP	print REGISTERED PATIENTS ALPHABETICALLY
CHR	print REGISTERED PATIENTS by CHART NUMBER
ENT	print all patients in ENTIRE DATA BASE
COM	Print list of COMMISSIONED OFFICERS & DEPENDENTS
INV	print INVALID DATA ENTRIES - PATIENT FILES
DAI	REGISTRATION DAILY ACTIVITY REPORTS
LOC	print LOCATON OF PATIENT'S HOME
MCR	Print list of MEDICARE/RAILROAD RET. holders.
MCRA	Print List of Medicare Part A Enrollees
MCRB	Print List of Medicare Part B Enrollees
ADD	print ADDITIONAL REGISTRATION INFORMATION
MCD	Print lists of MEDICAID ACCOUNTS ...
TEM	Print patients with TEMPORARY CHART NUMBERS
BLO	BLOOD QUANTUM Statistical Reports ...
OVE	Print list of patients - 65 yrs and older
BEN	Print Benefits Coordinator Productivity Report
DOB	List patients in DATE-OF-BIRTH order
VET	VETERANS
PVT	PRIVATE INSURANCE
SSN	SSN Reports Menu ...
RHI1	HIPAA-Restricted Health Info by Dt entered,user
BCC	BLANK COMMUNITY/CITY REPORT
STD	Check format of Names
ERP	Print Field Audit Report
PDP	LISTING OF POTENTIAL DUPLICATE PATIENTS
FAUD	FULL PATIENT FILE AUDIT

Select REGISTRATION REPORTS Option: **BEN Print Benefits Coordinator Productivity Report**

PATIENT REGISTRATION
INDIAN HEALTH CENTER

Print Benefits Coordinator Productivity Report

DO YOU WANT TO SORT BY DATE RANGE? YES//

SELECT BEGINNING DATE RANGE: MARCH 1 2005 [Type in beginning date range]

SELECT ENDING DATE RANGE: MARCH 31, 2005 [Type in ending date range]

DO YOU WANT TO SORT BY BENEFITS COORDNATOR? YES//

SELECT BENEFITS COORDINATOR: JONES,DAVEY [Type in name of employee]

DO YOU WANT TO SORT BY APPLICATION TYPE? YES//

SELECT APPLICATION TYPE: [Type in application type]

DEVICE: HOME// [Type in the printer that you want to print the report.]

**Benefit Coordinator Productivity Report
 [Business Office/Benefits Coordinator]
 Patient Registration RPMS Application**

As of the signature of the policy, this report is not available in a nationally released version of Patient Registration RPMS. The screens may change based on the development activity. The report will be released in the RPMS Patient Registration application V7.1 Patch 1.

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BENEFITS COORDINATOR PRODUCTIVITY REPORT FOR ALL APPLICATION      APR 1,2005
TYPES with DATES from 03/01/2005 to 03/31/2005 provided by JONES,DAVEY      Page 1
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DATE OBTAINED	CHART	APPLICATION TYPE	STATUS
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03-01-2005	000112	MEDICARE APPLICATION	PENDING
03-01-2005	012121	NM MEDICAID APPLICATION	APPROVED
03-21-2005	234123	SSA APPLICATION	RESUBMITTED
03-30-2005	121211	NM MEDICAID APPLICATION	Follow-up Needed

Total applications: 4

- Exception Report of Patients under 18 without third-party coverage is reviewed and researched at least monthly
 - Identifies patients who may be eligible for the Medicaid CHIP Program

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INDIAN HEALTH CENTER
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TEM Print patients with TEMPORARY CHART NUMBERS
BLO BLOOD QUANTUM Statistical Reports ...
OVE Print list of patients - 65 yrs and older
UND Print list of patients – 18 yrs and under with no third party coverage
DOB List patients in DATE-OF-BIRTH order
VET VETERANS
PVT PRIVATE INSURANCE
SSN SSN Reports Menu ...
RHI1 HIPAA-Restricted Health Info by Dt entered,user
BCC BLANK COMMUNITY/CITY REPORT
STD Check format of Names
ERP Print Field Audit Report
PDP LISTING OF POTENTIAL DUPLICATE PATIENTS
FAUD FULL PATIENT FILE AUDIT

Select REGISTRATION REPORTS Option: **UND Print list of patients - 18 yrs and under with no third party coverage**

**Exception Report – Patients Under 18 with no Third Party Coverage [Business Office/Benefits Coordinator]
Patient Registration RPMS Application**

As of the signature date of the policy, this report is not available in a nationally released version of Patient Registration RPMS. The report will be released in the RPMS Patient Registration application V7.1 Patch 1.

SMITH,SANDRA
PATIENTS 18 YRS OLD AND UNDER
WITH NO THIRD PARTY CONVERAGE
Report date: APR 11, 2005@08:21:36

INDIAN HEALTH CENTER

Page 1

NAME (CHART #)	HOME PHONE	GENDER	LAST UPDATE
SMITH,JONES (100345)	505 999 9855	M	FEB 2, 2005
SMITH,MADGE PO BOX 1 GALLUP NM 87364			

Total patients 18 yrs or under: 1

- Exception Report of Patients over 65 without third-party coverage is reviewed and research at least monthly.
 - Identifies patients who may be eligible for Medicare A, B, and Part D

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PDP LISTING OF POTENTIAL DUPLICATE PATIENTS
FAUD FULL PATIENT FILE AUDIT

Select REGISTRATION REPORTS Option: **OVE Print list of patients - 65 yrs and older**

**Exception Report – Patients Over 65 Years of Age
[Business Office/Benefits Coordinator]
Patient Registration RPMS Application**

SMITH,SANDRA

INDIAN HEALTH CENTER

Page 1

PATIENTS 65 YRS OLD AND OLDER

Report date: APR 11, 2005@08:21:36

NAME (CHART #)	HOME PHONE	MEDICARE(M) RAILROAD(R)	SOCIAL SECURITY NO.
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SMITH,JONES (1072) PO BOX 1 GALLUP NM 87364 (MCR) SMITH,JONES	505 999 9855	M=555-55-5555-A	555-55-5555
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Total patients 65 yrs or older: 1
Total patients 65 or older with Medicare: 1
Total patients 65 or older with Railroad Ret: 0

Summary

- These tools will help increase revenue by identifying eligible populations.
- Provides a tool for managers and CEOs to monitor Benefit Coordination productivity.
- If we do not have our population on third-party resources, we can not collect additional revenue.