
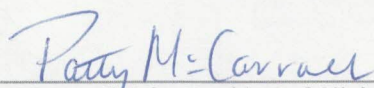


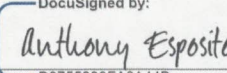
**TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO  
MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE**

Revised Date: 03/17/2021

Effective Date: 04/01/2021

  
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**Department: Central Registration**

**TITLE: Patient Registration Workflow in CBIZ**

**Policy: #2**

**Policy: Patient registration occurs daily based on a data feed from multiple sources.**

**Procedure:**

- 1). Registration
  - a. Initiate patient search in CBiz.
  - b. Search by first 3 letters of patient last/first name; followed by year of birth; MRN#, SS#, DOB
  - c. In Patient Services page under Demographics; please complete/enter required information for fields Highlighted in yellow. If patient is a new registration, Enter: Patient Name; Email; Pt Relation to Guarantor; Ethnicity; DOB, Sex; Race; Language; Address 1; City; Zip; Phone #; Primary

**Phone/Type;**

- And Registration Location. Click OK to Save.
- d. Additional registration Info Tab: Enter: Written Language.
- e. Guarantor Tab: Enter name and relation to guarantor. (If patient is a minor, guarantor information Needs to be entered). If the patient information is the same –click on Field: Bring in Patients Information.
- f. Contact AKA Tab: Enter Emergency contact Name and Phone information. (This is used when Patient is present) this information is not provided on UMC & Tenet reports. Additional patient AKAs need to be added in these fields.
- g. Comments Tab: Enter comments when CBIZ users request patient demographics updated/changed; Financial Assistance interview notes; Duplicate Accounts Merged.
- h. Other Numbers Tab: Enter Patient MR#s from daily Hospital reports.
- 2). Adding a FSC at patient registration or account update
  - a. in Main Menu under Patient Services
  - b. Select Insurance
  - c. Click on B (Determinator) to add
  - d. Enter Key Word Search field: (Plan name; Payer ID; Select match/OK; Click on Financial Class Drop Box and Select correct FSC.
  - e. Enter information in Fields hi listed in Yellow (Certificate #; Effective Date; Received Date field; Relationship to Subscriber & Eligibility Variance Name if applicable). Click OK/Save.
  - f. Assign or Update FSC Priority if necessary (Click on H/Change Order).  
Each time a staff member changes a FSC they must enter a note stating why the FSC was changed.

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

The screenshot shows a web browser window with the URL <https://www.ghealthcare.com/>. The page title is "Patient Service:". On the left is a navigation menu with items like "Patient Services", "Invoice Inquiry", "Comments", "TES", "Task Manager", "Fin Activities", "EDI", "Claim Forms", "Dictionaries", "View Fee Schedu", "DBMS", "Eligibility", "Enterprise Index", "Links", and "Select HMO/Org". The main content area is titled "Full Registration" and contains a form with various fields: Name, MRN, ARA, Sex, SSN, Add Ph #, Prim Ph #, Type, Address, City, St, ZIP, PI Mail, Email, Mailing Email, PI Rel to Guar, Guar Name, Deceased, Date of Death, Reg Loc, Reg, By, and Upd, By. At the bottom of the form are "Actions" buttons for "OK" and "Cancel". The status bar at the bottom reads "User: Acosta, Debbie System: ELP1".

The screenshot shows the same web browser window. The page title is "Patient Service:". The navigation menu is visible on the left. The main content area is titled "Manage Insurance Information". At the top, there is a header with patient information: "S [Redacted] A MRN: [Redacted] Prime Ph [Redacted] FSC(List): 101 SELF PAY BAL", "DOB: [Redacted] Age: [Redacted] PCMH: XXX-XX-9335 Spk Lang: [Redacted]", "Sex: F Spec Need: [Redacted] SSN: [Redacted] Case: [Redacted]". Below this is a table with columns: ID, EPC, ID, Company, Alt Rate, Exp. Date, and Mail Address. The table contains three rows of data:

ID	EPC	ID	Company	Alt Rate	Exp. Date	Mail Address
423	SPIN	101	HOSPITAL DISTRICT UHCHEALTHC...	11/01/2018	10/31/2019	
102	SPIN		SELF-PAY INDIVIDUAL	11/01/2018	11/01/2019	
101	SPIN					

At the bottom of the table are several action buttons: "Delete", "Edit", "Change Code...", "E-List", "E-List", "Show/Hide Deleted", "View Audit Trail", and "View". At the bottom of the form are "Actions" buttons for "OK" and "Cancel". The status bar at the bottom reads "User: Acosta, Debbie System: ELP1".

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

The screenshot shows a web browser window with the URL <https://gsh.healthcare.com> and the Centricity Framework. The page title is "Patient Service: Full Registration". The left sidebar contains a menu with items: Patient Services, Invoice Inquiry, Comments, TES, Task Manager, Fin Activities, EDI, Claim Forms, Dictionaries, View Fee Schedu, DBMS, Eligibility, Enterprise Index, Links, and Select HMO/Org/. The main content area contains a form with the following fields:

- PT Needs: Three text input fields.
- Written Language: A dropdown menu.
- Spoken Language FT: A text input field.
- Written Language FT: A text input field.
- Credit Ver: A checkbox.
- Verification DT: A date input field.

At the bottom of the form, there are "Actions" buttons for "OK" and "Cancel". The status bar at the bottom indicates "User: Acosta, Debbie System: ELP1".

The screenshot shows the same web browser window as above. The form is now displaying patient information fields:

- Bring in Patient's Information: A checkbox.
- MRN: A text input field.
- SSN: A text input field.
- Guarantor: A dropdown menu.
- Ref to Guar: A dropdown menu with "NEED TO VALIDATE" selected.
- Guar Addr: A text input field.
- City, St: A text input field.
- ZIP: A text input field.
- Print Phn: A text input field.

The "Actions" buttons for "OK" and "Cancel" are still present at the bottom. The status bar at the bottom indicates "User: Acosta, Debbie System: ELP1".

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

The image displays two screenshots of a web application interface, likely a patient service portal, showing the 'Bill Denigration' process. The interface includes a navigation menu on the left, a main content area, and a status bar at the bottom.

**Top Screenshot: Bill Denigration Form**

The top screenshot shows the 'Bill Denigration' form. The left sidebar contains the following menu items: Patient Services, Invoice Inquiry, Comments, TES, Task Manager, Fin Activities, EDI, Claim Forms, Dictionaries, View Fee Schedule, DBMS, Eligibility, Enterprise Index, Links, and Select HMO/Org/. The main content area displays the 'Bill Denigration' form with the following fields:

- Emergency Contact:** Primary Emergency Contact. Fields for Name, Rel to Pt, and Print Phone.
- Message Contact:** Name, Rel to Pt, Print Phone, and Comment.
- Additional Patient AKA:** AKA, AKA, AKA.

At the bottom of the form, there are 'Actions' buttons for 'OK' and 'Cancel'. The status bar at the bottom indicates 'User: Acosta, Debbie System: ELP1'.

**Bottom Screenshot: Other Institutions List**

The bottom screenshot shows the 'Other Institutions' list. The left sidebar is identical to the top screenshot. The main content area displays a table with the following data:

Other Institutions	UIC
1	UIC
2	St Peto Children's
3	Providence Transpantain
4	Sierra Providence
5	Providence East
6	Providence Memorial/Children's
7	Dal Sol
8	Las Palmas
9	Beasmont Army Medical Center
10	
11	
12	
13	
14	

At the bottom of the form, there are 'Actions' buttons for 'OK' and 'Cancel'. The status bar at the bottom indicates 'User: Acosta, Debbie System: ELP1'.

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

The image displays two screenshots of a GE Centricity Framework web application. Both screenshots show the patient information for 'TEST, TEST A.' with MRN: E2151323, DOB: 05/02/1972, Age: 47 Years, Sex: M, and Prime Ph: 915-298-5444. The interface includes a left-hand navigation menu with options like 'Patient Services', 'Task Manager', and 'EDI'. The top right corner features utility icons for 'Tools', 'Print', 'Help', 'Lock', and 'Logoff'. The bottom status bar indicates 'User: Acosta, Debbie System: ELP1'.

The top screenshot shows the 'Manage Insurance Information' section, which is currently empty. Below this section are several action buttons: 'Determine', 'Delete', 'Edit', 'Change Order...', 'EList', 'Print', 'Show/Hide', and 'View Audit Trail'. At the bottom of this section are 'OK' and 'Cancel' buttons.

The bottom screenshot shows the 'The Co Determinator - TEST TEST A MRN: E2151323' section. It contains a 'Key Words' field and several input fields for insurance information, including 'Ins. Class', 'Plan Type', 'Ins # / Payer Id', 'Insured / Subscriber', 'Cert Number', 'Emp/Inf/Bus', 'Employer', 'Group', 'Insurance Company', 'Box # / Addr', 'Zip Code', and 'Telephone'. There are 'Exclude' and 'Matches' checkboxes for several of these fields. At the bottom of this section are 'OK' and 'Cancel' buttons.

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

**Patient Service:**

**Patient Services**  
Invoice Inquiry  
Comments  
TES  
Task Manager  
Fin Activities  
EDI  
Claim Forms  
Dictionaries  
View Fee Schedule  
DBMS  
Eligibility  
Enterprise Index  
Links  
Select HMO/Org/

**TEST, TEST A.** MRN: E2151323 Prime Ph: 915-298-5444 FSC(List): SELF PAY BAL: C/A:  
DOB: 05/02/1972 Age: 47 Years PCMH: NEED TO VALIDATE  
Sex: M Spec Need: SSN: Case: N

**Insurance Co Determiner**

Key Words:  Exclude:  Matched: 1 Exclude?:

Ins. Class:  Plan Type:  Insurance Company:  Exclude:

Ins #/Payer Id:  Box #/Addr:

Patient/Subscriber:  Zip Code:  Telephone:

Cert Number:

Emp/Staff:

Employer:

Group:

Name	Telephone	Payer ID	Street Address
ENTERGATE TX MEDICAL GROUP	806-252-5111	60216	500 BLDG 200033

Exclude Criteria:  Include Criteria:

Actions:

User: Acosta, Debbie System: ELP1

Centricity Business

Name	Mno	Num	PAVPTD
MEDICAID AFTER MEDICARE ADVANTAGE	MAMA	314	
MEDICAID TX TRADITIONAL	MATR	300	

MEDICAID AFTER MEDICARE ADVANTAGE MAMA 314

MEDICAID TX TRADITIONAL MATR 300

TMHP CSHCN MACS 303

# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO MEDICAL INCOME PRACTICE PLAN-POLICY AND PROCEDURE

The screenshot displays a web-based medical information system interface. At the top, there is a navigation bar with 'MPIP' and 'Centricity™ Framework' tabs. Below this is a 'Patient Service' header. The main content area is divided into two sections. The top section, titled 'TEST, TEST A.', shows patient information: MRN: E2151323, DOB: 05/02/1972, Sex: M, Prime Ph: 915-298-5444, Age: 47 Years, Spec Need: FSC(List): PCMH: SSN: SELF PAY BAL: Spk Lang: NEED TO VAUDATE Case: N. The bottom section, titled 'Insurance: MEDICAID AFTER MEDICARE ADVANTAGE Field', shows a table of insurance details for patient TEST, TEST A. (DOB: 05/02/1972). The table includes fields for Certificate #, Add Date, Effective Date, Expiration Date, Received Date, PCP, Eligibility Last Received, Eligibility Status, Eligibility Reviewed By, Eligibility Reviewed Date, Eligibility Outcome, Eligibility Variance Name, and Eligibility Variance Date of Birth. The bottom of the interface shows 'User: Acosta, Debbie System: ELP1' and 'Actions: OK Cancel'.

**Patient Service:**

**Patient Services**  
Invoice Inquiry  
Comments  
TES  
Task Manager  
Fin Activities  
EDI  
Claim Forms  
Dictionaries  
View Fee Schedu  
DBMS  
Eligibility  
Enterprise Index  
Links  
Select HMO/Org/

**TEST, TEST A.** MRN: E2151323 Prime Ph: 915-298-5444 FSC(List): SELF PAY BAL: C/A:  
DOB: 05/02/1972 Age: 47 Years PCMH: Spk Lang: NEED TO VAUDATE  
Sex: M Spec Need: SSN: Case: N

**Insurance: MEDICAID AFTER MEDICARE ADVANTAGE Field**

Field	Value
Patient:	TEST, TEST A.
MRN:	E2151323
DOB:	05/02/1972
Sex:	M
Prime Ph:	915-298-5444
Age:	47 Years
Spec Need:	FSC(List): PCMH: SSN: SELF PAY BAL: Spk Lang: NEED TO VAUDATE Case: N
Address:	4045 ALAMIDA AVE EL PASO, TX 79905-2705
Certificate #:	
Add Date:	
Effective Date:	
Expiration Date:	
Received Date:	
PCP:	
Eligibility Last Received:	
Eligibility Status:	
Eligibility Reviewed By:	
Eligibility Reviewed Date:	
Eligibility Outcome:	
Eligibility Variance Name:	
Eligibility Variance Date of Birth:	

Actions: OK Cancel

User: Acosta, Debbie System: ELP1