PATIENT ACCOUNT MANAGEMENT SYSTEM

Information Systems Advisory Committee

April 2, 2008

Forest County Potawatomi Health & Wellness Center

Tammy A. Retzlaff MBS

Business Office Supervisor

The Forest County Potawatomi Community own and operate the Potawatomi Health & Wellness Center (The center named after two sisters (KE WED NOK and WA SE GISH GOK) who made medicine from bark, roots, leaves, snakes, purple flowers and herbs. Many of their descendants work for the Health & Wellness Center today.

From it’s early beginning in 1991 with a Public Health Nurse

The Forest County Potawatomi have developed an extensive ambulatory care center and community based program that provides a wide variety of services.

It has transitioned from one small exam room to a large multi-disciplinary clinic housed in a 42,000 square foot building, which opened in 2000 and employs over 85 people.

2001

Our facility invested in a commercial Third Party Billing/Accounts Receivable Software package called Medical Manager. This decision was based on:

- The growth of our facility
- Facility is open to the general public
- An Increase in 3rd Party billing
- Inability of the RPMS system to accommodate our complex financial needs

Medical Manager

- Essential to our facility financial accountability.
- Did not take into account clinical data collection.
- This meant a more defined and useable Third Party Billing and Accounts Receivable program, but also meant...

Duplication of data entry for our staff

Duplication of Data Entry:

- Increased data entry errors
- Increase in missing data
- Time consuming
- Increased labor costs
- Effected the overall integrity of the data

While much time and effort went into the development of Medical Manager the priority drifted away from the complete and timely entry of data and the system upkeep of RPMS.

Received
3 Year
Accreditation
10/14/05

2002…

With the significant growth of the Health & Wellness center, the next logical step, was accreditation. The Executive Council eventually elected to pursue accreditation through AAAHC (Accreditation Association of Ambulatory Health Care).

Accredited by the

ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

2003-2004…

As we prepared for our survey…

It became evident that our reporting capabilities and clinical data needed assessment.

Staff attended the Data Quality Assessment Training in Bemidji in June of 2004 instructed by Pat Ramsey and Associates.

- Data Quality Basics
- GPRA Overview
- PCC Assessment and Measurement
- Assessment Instructions
- Performance Improvement Basics
- Basic Q-Man Training

After attending the Data Quality Assessment Training, analyzing our GPRA Reports, and comparing RPMS Q-Man reports with Medical Manager information, we found some opportunities for improvement:

March 2005 Pat and her associates did a week long site visit assessing our data quality.

The site Visit gave us:

- **Tools to continue data assessment on our own**
- **Tips on making things easier by using the system**
- **Various professional contacts around the US**
- **Introduced the rest of the staff to GPRA/CRS**

EHR - 2007

- Attended Lessons Learned at Cass Lake February 20th – 22nd.
- Attended CAC school week of July 16th – 20th.
- Began working with Maggie Anderson, EHR Consultant August.
- Nurses training November 27th – 30th
- Nurses, Lab and Radiology went live November 28th.
- Provider training February 14th – 18th.
- National Team EHR on site set up March 10th – 13th

Problem

Running two major systems:

- Medical Manager (Business/Financial/Appointment Management Software)
- RPMS (Patient Visit Data, Patient Demographic Data Software)

Discovery Process

- What do we have?
- What essential pieces of the puzzle was RPMS missing?
- What are all the costs involved?
- How long will it take to assess and reform our current processes?
- Who needs to be involved?
- What are the easiest and fastest improvements we can make to get the ball rolling?

Services - Medical - Full Time

- Four MD's
- Nursing (Five RN's, Two LPN's, One CMA)
- Lab (Contracted with Cimarron's Dorothy Russell.)
- Radiology (X-Ray, Mammogram, Ultra Sound)
- Pharmacy (McKesson Pharma Serv. Researching Point of Sale)
- Dietitian

Services – Medical – Part Time

- Obstetrics
- Pediatrics
- Podiatry
- Internal Medicine
- Nephrology

Services – Dental

Full Time

- Three DDS
- Three Dental Assistants
- Two Dental Hygienists

Part Time

- One DDS
- One Dentist-Orthodontics

Services - Rehab

Full Time

- Two Physical Therapists
- One Speech Therapist

Part Time

- One Physiatrist
- One Massage Therapist

Services – Optometry - FT

- One Optometrist
- One Optometric Technician

Services – Behavioral Health - FT

- One Licensed Clinical Social Worker
- One Advanced Practice Social Worker
- One CADC III
- One Behavioral Therapist Child/Adolescent

Part Time

•One MD

•One Psychologist

Services – Community Health

- Three RN's, Four CHR's
- Diabetes Program
- Honoring Our Children
- WIC
- Immunizations (Immunization Data Exchange WIR)
- Community Health Representatives

Complexity

- We service our FCP Tribal Members and we are also provide services to the surrounding communities.
- Medicare and Medicaid Cost Reports
- Federally Qualified Health Center
  - •Our Pharmacy needs to track three inventories, so we use Pharma Serv
  - •Billed out 24,646 claims FY07 for a total of $7,628,237.18 in charges to over 147 different payers.

Future Planning

- WE will always be a Native American Facility serving Native American people.
- IHS has developed the RPMS software specifically for the healthcare needs of Native Americans.
- RPMS is the reporting software we must use for exporting our clinical statistics.

Future Planning Continued

- Attended the ITU Business Office/HIM/CHS/Partnership Conference in Reno April 16th – 19th.
- Site Visit to Red Cliff May 9th. Facility similar to ours using Third Party Billing/AR. Was it working for them.
- Attended Third Party Billing/AR Training in Aberdeen May 15th – 17th.

Future Planning Continued

- Informatix 6/6/07
- PAMS Web-Ex 7/24/07

RPMS VS PAMS

	RPMS	PAMS
Use Specialty Codes	N	Y
User friendly A/R package	N	Y
Collection Package	N	Y
Family Unit Statements	N	Y
Real Time Visit creation when done in Coding Que	N	Y
Overnight billing creation process	Y	N

RPMS VS PAMS Continued

	RPMS	PAMS
Account Inquiry	N	Y
Work queue	N	Y
Responsible Party (Links Family Unit)	N	Y
Broader Aging Parameters	N	Y
Billing Reference Lab	N	Y
Location Codes	N	Y

RPMS VS PAMS Continued

	RPMS	PAMS
Diagnosis Ordering per CPT code	N	Y
Billing same code multiple prices	N	Y
Complex Report Capabilities	N	Y
Tracking Co-Pays	N	Y
Daily Close Process	N	Y
Line Item Posting	N	Y

RPMS VS PAMS Continued

	RPMS	PAMS
Charge Master Entry	N	Y
Sliding Fee Schedule	N	Y

Informatix

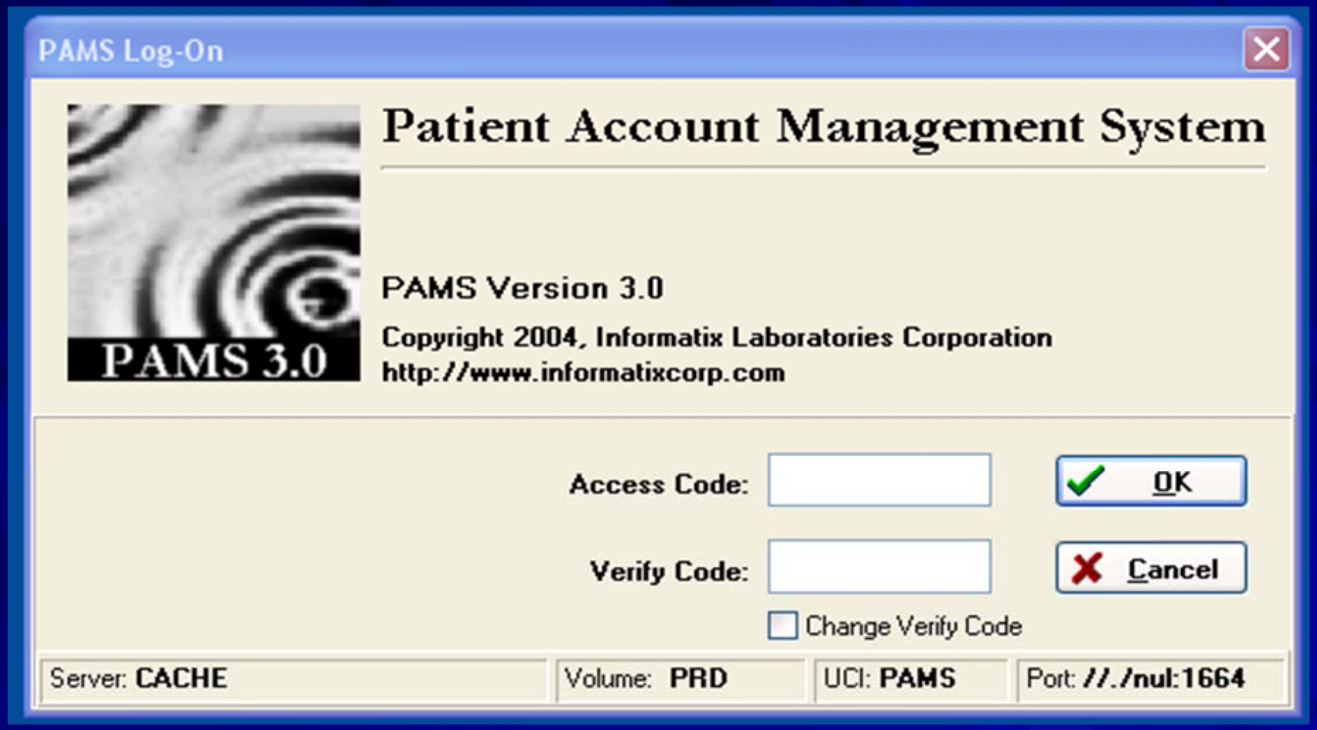
- Decision to go with PAMS 9/18/07
- Cost as is $52,000.
- Site visit October 3rd – 5th
- Enhancements necessary to meet our unique needs.
- Final cost $72,000
- On site training January 14th – 18th
- Test System Loaded February 25, 2008
- Production loaded March 28,2008

http://www.ihs.gov/NonMedicalPrograms/BusinessOffice/ppt/PAMSBreakoutTucson01262005.ppt - Microsoft Internet Explorer

File Edit Browse Go To Favorites Help

Back Search Favorites

Address http://www.ihs.gov/NonMedicalPrograms/BusinessOffice/ppt/PAMSBreakoutTucson01262005.ppt#453,10,Slide 10 Go Links



- Patient Account Management System Sign on Screen

Unknown Zone

Start Sent Items - Microsoft O... Electronic Health Record ... http://www.ihs.gov/N...

Microsoft PowerPoint - [ISAC 408]

PAMS 3.0 Patient Check In (Version 3.0.019b - Release Date 2/21/2008) - [Appointment Schedule]

File Payment Authorization Reports Responsible Party Help Alerts (0)

Appointment Date: 1/18/2008 **Clinics:** BEHAVIORAL HEALTH PRINCIPAL; BEIMBORN,KAREN; BENTLEY,JODELLE; BEUTLE ... Log Visit

Find Patient: Include: Walk-ins Cancelled

Clinic	Facility Location	Appt. Time	Patient Name	HRN	Length	Provider	Status
INTERNAL MED...	BROOKS,STEV...	09:20	ADKINS,TRACE	99999	15 min	BROOKS,STEVEN	CHECKE...
GENERAL	BEIMBORN,KA...	09:20	FAVRE,BRETT	444444	15 min	BEIMBORN,KAREN	CHECKE...
FAMILY PRACTI...	MRAZ,FRANK	09:26	MAILHANDLERS,BEN	38294	15 min	MRAZ,FRANK A	CHECKE...

- Open - Cancelled - Walk-in - Checked In

Close

Tammy Retzlaff | Division: POTAWATOMI HEALTH CL | Volume: ECP | UCI: ECP | Server: CPN-PPMSTEST-01 (10.13 | 3/26/2008

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Checkin

Document1 - Microsoft Word

PAMS 3.0 Patient Check In (Version 3.0.019b - Release Date 2/21/2008) - [Appointment Schedule]

Patient Check-in

Check In | Patient Demographics - Active- Insurance Effectiv

Patient Information

Patient Name: ADKINS,TRACE

SSN: 325876900

Health Record Number: 99999

Date of Birth: 04/27/1960

Account Number: POA0801180003

Tribe: NON-INDIAN BENEFICIARY

Responsibility: (•) Patient Responsibility ( ) N/A ( ) Accept Assignment

Visit Information

Visit Date: 1/18/2008 **Appointment Time:** 9:20:00 AM

Location: POTAWATOMI HEALTH CENTER

Clinic:

Provider: BROOKS,STEVEN

Service Category: AMBULATORY **Reason:** ILL

Visit Type: ( ) Emergency ( ) Appointment (•) Walk-in

Accident Related? [ ] Employment [ ] Auto [ ] Other

Other Location? [ ]

Copay Information

Copay: 25.00 Prepay:

Sliding fee:

Referral Information

Referring Provider: BROOKS,STEVEN

Referral/Auth #: No. of Visits: Remaining Visits:

Order of Billing

Order	Insurer	Elig. Start	Elig. End	Policy Number	Poilcy Holder	Copay

Edit

Refresh Errors Save Cancel

Severity	Code	Error/Warning

Tammy Retzlaff | Division: POTAWATOMI HEALTH C | Volume: ECR | UCI: ECR | Server: CPN-PPMSTEST-01 (10.13 | 3/26/2008

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Checkin | Document1 - Microsoft ...

Microsoft PowerPoint - [ISAC 408]

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Patient Check-in

Check In | Patient Demographics - Active- Insurance Effectiv

Patient Demographics

Patient: ADKINS,TRACE
Address: 4876 E RIVER ROAD
NASHVILLE, TN 39049
Phone: 876-987-5584
Gender: MALE
Physician: None

HRN: 99999
Balance: $ 554.00
Patient Due: $ -122.00
Unapplied: $ 180.00
DOL Payment: JAN 18, 2008
Paid by: SELF PAY
Rel. of Info. Date: JAN 15, 2008
Assign. of Ben. Date: JAN 15, 2008

Patient Coverage

Coverage Type: MEDICAL
Insurance Type: PRIVATE

#	Insurer	Elig. Start	Elig. End	Policy ID	Policy Holder
1	BC/BS OF LOUISIANA	NOV 17, 2005		SSN	ADKINS,TRACE

Responsible Party

Change | Edit | Add Dependent | Remove Dependent

R/D	Name	HRN	Relationship	Status	C/O	Balance	Patient Due	Unapplied	DOL Payment	Paid By
R	ADKINS,TRACE	99999	SELF	1		554.00	-122.00	180.00	JAN 18, 2008	SELF PAY

Responsible Party Details

Name: ADKINS,TRACE
DOB: APR 27, 1960
SSN: 325876900
Phone (h): 876-987-5584
Phone (w):
Status: Active- Insurance Effectiv

Mailing Address:
4876 E RIVER ROAD
NASHVILLE, TN 39049

Balance: $ 554.00
Patient Due: $ -122.00
Unapplied: $ 180.00
DOL Payment: JAN 18, 2008
Paid By: SELF PAY

Statement History

Print Date	Date From	Date To	Beg. Bal.	End Bal.

Refresh Errors | Save | Cancel

Severity	Code	Error/Warning

Tammy Retzlaff | Division: POTAWATOMI HEALTH CL | Volume: ECP | UCI: ECP | Server: CPN-PPMSTEST-01 (10.13 | 3/26/2008

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Checkin | Document1 - Microsoft ...

PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008)

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Welcome to PAMS 3.0

Good morning, Tammy. Where would you like to start:

- Create Claims
- Enter Payments
- View Alerts (you have 0 alerts)
- Exit Application

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Close

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PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008) - [Work Queue Manager]

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

File Work Queue List Visit List Help

Work Queue List

New Open Delete

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date

Work Queue Details

Print

Billing Site	
Start Date	
End Date	
Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Create Claim Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

Start Inbox - Microsoft Outlook Microsoft PowerPoint - [I... Document1 - Microsoft ... Pamsapplication

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Start Date	
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Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Create Claim Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

Work Queue Parameters

Queue Parameters

Start Date: 1/18/2008 **End Date:** 1/18/2008

Billing Site: POTAWATOMI HEALTH CENTER

Filters

Clinic:

Serv Cat:

Eligibility:

Insurer Type:

Location:

Start Cancel

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Document1 - Microsoft ... | Pamsapplication

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Work Queue List

New Open Delete

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Create Claim Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill
POA080116...	FAVRE,BRETT	JAN 16, 20...	OBSTETRICS	AMBULATORY	BEIMBORN,KAREN	ANTHE
POA080115...	MEDICALRELIEF,BLOCKAID	JAN 15, 20...	GENERAL	AMBULATORY	BROOKS,STEVEN	MEDICA
POA080115...	MEDICALRELIEF,BLOCKAID	JAN 15, 20...	BEHAVIORAL HEAL...	AMBULATORY	THUNDER,BETT...	MEDICA
POA080115...	MAILHANDLERS,BEN	JAN 15, 20...	GENERAL	AMBULATORY	BEIMBORN,KAREN	MAIL HA
POA080115...	SHOULDER,PONY	JAN 15, 20...	GENERAL	AMBULATORY	BEIMBORN,KAREN	NO INS
POA080115...	MAILHANDLERS,BEN	JAN 15, 20...	GENERAL	AMBULATORY	BROOKS,STEVEN	MAIL HA
POA080115...	WAUSAU,BEN	JAN 15, 20...	GENERAL	AMBULATORY	TAN,HONGJING ...	WAUSA

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Document1 - Microsoft ... | Pamsapplication

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Claim Editor

Account Inquiry | View RPMS Data | Visit Grouping | Table Maintenance | Attachments | Help

Account Number: POA0801160024
DOS: JAN 16, 2008@09:00
Claim Number: Not yet assigned

Patient: FAVRE,BRETT
HRN: 444444
Tribe: FOREST CNTY POTAWATOMI COMM., WI

Address: HOLMGREN WAY
GREEN BAY, WISCONSIN 55555

DOB: 10/01/1975
Gender: MALE
Eligibility: CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party

Miscellaneous

Billing Site: POTAWATOMI HEALTH CENTER

Sliding fee: ...

Copayments

Copay Amount:

Date Paid: 1/16/2008

Flat Rate

Flat Rate:

Interim Billing

☐ Interim Claim Start Date: 1/16/2008 End Date: 1/16/2008

Authorizations

Authorization: ...

Authorization Number	Insurer

Remove

Other Facility

Claim Remarks

Provider Information

Provider Name	Provider Type	Operating	Attending
BEIMBORN,KAREN	PRIMARY		

Add | Edit | Remove

Authorizing/Referring Prv: BEIMBORN,KAREN ...

Date authorizing/referring prv. last seen: 1/16/2008

Supervising Provider: ...

Date supervising provider last seen: 1/16/2008

Refresh Errors | Split | Approve | Hold Claim | Cancel

Severity	Code	Error/Warning
WARNING	PAT1005	PAT EMPLOY NAME MISSING
WARNING	PAT1006	PAT EMPLOY STATUS UNSPEC
WARNING	CPT0013	CODE IS ZERO DOLLAR

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [I... | Document1 - Microsoft ... | Pamsapplication

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DOB: 10/01/1975
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Eligibility: CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party

Order of Billing

Order	Insurer	Elig Start	Elig End	Pollicy #	Policy Holder
1	ANTHEM BC BS	JAN 01, 2...		723654	FAVRE,BRETT

Edit

Insured Information

Insured's ID: 723654
Insured Name: FAVRE,BRETT
Insured Address: HOLMGREN WAY
City: GREEN BAY
Sex: MALE
ZIP: 55555
Insured DOB: 10/ 1/1975
State: WISCONSIN
Telephone: 5555551212

Group Information

Group Name:
Group No:

Card Holder Information (RX)

Cardholder Name:
Carrdholder ID No:

Patient Responsibility

- (•) Patient Responsibility
- ( ) Accept Assignment

Patient's Relationship to Insured

- (•) Self
- ( ) Spouse
- ( ) Child
- ( ) Other

Submission Format

Format: HCFA GENERIC

- [ ] Use system assigned format
- [ ] Print after claim is approved

Refresh Errors | Split | Approve | Hold Claim | Cancel

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Auto Adjustments

Code	DOS	Description	Units	Charge	Adjustment Reason
99214	JAN 16, 2008	OFFICE/OUTPATIENT VISIT/EST	3	441.00	
80432	JAN 16, 2008	INSULIN SUPPRESSION PANEL	1	0.00	

Auto Adjust | AA All | Clear | Clear All

Refresh Errors | Split | Approve | Hold Claim | Cancel

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Diagnosis

Restore | Remove | Order

Order	ICD9	Diagnosis
1	611.72	LUMP IN BREAST

Patient Status
- Single
- Married
- Other

Emp. Status
- Employed
- FT Student
- PT Student
- N/A

Condition Related To
- Employment
- Auto Accident
- Other Accident

Other Data

Date of same or similar illness: 3/26/2008

Dates patient unable to work in current occpation:
From: 1/16/2008 To: 1/16/2008

Hospitaliztion Date related to current services:
From: 1/16/2008 To: 1/16/2008

Outside lab? Yes No Charges:

From	To	POS	TOS	Code	Mod	ICD9	Charges	Units	EPSDT	EMG	COB	Local Use	RX Number	Cost Ctr
JAN 16, 2008	JAN 16, 2008	11		99214			441.00	3						
JAN 16, 2008	JAN 16, 2008	11		80432			0.00	1						

Add | Edit | Remove

Refresh Errors | Split | Approve | Hold Claim | Cancel

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DOB: 10/01/1975
Gender: MALE
Eligibility: CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party

Grouping Type:

Grouped Visits

Account #	Patient	Insurer	Clinic	Start DOS	End DOS	Diagnosis	Srv Cat	Status	Q

Include | Include All | Exclude | Exclude All | Update

Visit List

Account #	Patient	Insurer	Clinic	Start DOS	End DOS	Diagnosis	Srv Cat	Status

Reset | Find

Refresh Errors | Split | Approve | Hold Claim | Cancel

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Gender: MALE
Eligibility: CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party - Active- Insurance Effectiv

Responsible Party

Change | Edit | Add Dependent | Remove Dependent

R/D	Name	HRN	Relationship	Status	C/O	Balance	Patient Due	Unapplied	DOL Payment	Paid By
R	FAVRE,BRETT	444444	SELF	1		272.00	179.00	1020.00	JAN 18, 2008	SELF PAY
D	TESTINI,SHAKUR J	3561	BROTHER			0.00	0.00	15.00		

Responsible Party Details

Name: FAVRE,BRETT
DOB: OCT 01, 1975
SSN: 102100175P
Phone (h): 5555551212
Phone (w): 4444444444
Status: Active- Insurance Effectiv

Mailing Address:
HOLMGREN WAY
GREEN BAY, WI 55555

Balance: $ 272.00
Patient Due: $ 179.00
Unapplied: $ 1035.00
DOL Payment: JAN 18, 2008
Paid By: SELF PAY

Statement History

Print Date	Date From	Date To	Beg. Bal.	End Bal.

Refresh Errors | Split | Approve | Hold Claim | Cancel

Severity	Code	Error/Warning
WARNING	PAT1005	PAT EMPLOY NAME MISSING
WARNING	PAT1006	PAT EMPLOY STATUS UNSPEC
WARNING	CPT0013	CODE IS ZERO DOLLAR

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Account Inquiry

Name: FAVRE,BRETT
DOB: 10/01/1975
HRN: 444444

Eligibility: CHS _DIRECT
Tribe: FOREST CNTY POTAWATOMI COMM., WISCONSIN

# of Accounts: 2
272.00

Insurance Balance: 93.00
Patient Balance: 179.00
Filter Balance: 272.00

Account Listing

Patient Accounts

Patient: FAVRE,BRETT

Filter Clear Filters

Clinic	FC	Account Number	Claim #	Bill Holder	Balance	DOS	Sta
GENERAL	PI	POA0801180002	PO080100071	SELF PAY	179.00	JAN 18, 2...	AC
GENERAL	PI	POA0803140001	PO080300010	ANTHEM BC BS	93.00	MAR 14, ...	AC

Filter	Value
Clinic	
DOS Start	
DOS End	
Balance	
Provider	
Insurer	
Status	
Location	

Claim Summary

Date Billed:
Cur. Bill Holder:
Current Balance:

Type	Trans Date	Amount	Insurer

Account Messages

Add Edit Delete Msg. List

Date Entered	Entered By	Message

Close

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File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Claim Editor

Account Inquiry | View RPMS Data | Visit Grouping | Table Maintenance | Attachments | Help

Table Maintenance: Referring Provider, Authorization Data

Account Number: POA0801160024
DOS: JAN 16, 2008@09:00
Claim Number: Not yet assigned

RETT
Tribe: FOREST CNTY POTAWATOMI COMM., WI

Address: HOLMGREN WAY
GREEN BAY, WISCONSIN 55555

DOB: 10/01/1975
Gender: MALE
Eligibility: CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party - Active- Insurance Effectiv

Responsible Party

Change | Edit | Add Dependent | Remove Dependent

R/D	Name	HRN	Relationship	Status	C/O	Balance	Patient Due	Unapplied	DOL Payment	Paid By
R	FAVRE,BRETT	444444	SELF	1		272.00	179.00	1020.00	JAN 18, 2008	SELF PAY
D	TESTINI,SHAKUR J	3561	BROTHER			0.00	0.00	15.00		

Responsible Party Details

Name: FAVRE,BRETT
DOB: OCT 01, 1975
SSN: 102100175P
Phone (h): 5555551212
Phone (w): 4444444444
Status: Active- Insurance Effectiv

Mailing Address:
HOLMGREN WAY
GREEN BAY, WI 55555

Balance: $ 272.00
Patient Due: $ 179.00
Unapplied: $ 1035.00
DOL Payment: JAN 18, 2008
Paid By: SELF PAY

Statement History

Print Date	Date From	Date To	Beg. Bal.	End Bal.

Refresh Errors | Split | Approve | Hold Claim | Cancel

Severity	Code	Error/Warning
WARNING	PAT1005	PAT EMPLOY NAME MISSING
WARNING	PAT1006	PAT EMPLOY STATUS UNSPEC
WARNING	CPT0013	CODE IS ZERO DOLLAR

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File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Claim Editor

Account Inquiry View RPMS Data Visit Grouping Table Maintenance Attachments Help

Account Number: POA0801160024 **Patient:** FAVRE,BRETT **Address:** HOLMGREN WAY **DOB:** 10/01/1975
DOS: JAN 16, 2008@09:00 **HRN:** 444444 **Gender:** MALE
Claim Number: Not yet assigned **Tribe:** FOREST CNTY POTAWATOMI COMM., WI: GREEN BAY, WISCONSIN 55555 **Eligibility:** CHS DIRECT

General | Insurance | Payments and Adjustments | CMS 1500 | Visit Grouping | Responsible Party - Active- Insurance Effectiv

Change Edit

R/D	Name
R	FAVRE,BRETT
D	TESTINI,SHAKUR J

Payment	Paid By
18, 2008	SELF PAY

Responsible Party Details

Name: FAVRE,BRET
DOB: OCT 01, 1975
SSN: 102100175P
Phone (h): 5555551212
Phone (w): 4444444444
Status: Active- Insurai

Beg. Bal.	End Bal.

Refresh Errors Split Approve Hold Claim Cancel

Severity	Code	Error/Warning
WARNING	PAT1005	PAT EMPLOY NAME MISSING
WARNING	PAT1006	PAT EMPLOY STATUS UNSPEC
WARNING	CPT0013	CODE IS ZERO DOLLAR

Claim Attachment Management

Claim Information

Patient Name: FAVRE,BRETT **Visit Date:** JAN 16, 2008@09:00
Account Number: POA0801160024 **Current Bill Holder:** ANTHEM BC BS
Claim Number: Not defined.

Attachment List

Add Edit Remove Move Up Move Down Include Inactive

#	Control Number	Attachment Type	Transmittal Method	Status	Sent On	EC Trans #

Close

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File | Claim Edit | Claim Followup | Payments/Adjustments | Claim Output | Visit Management | Table Maintenance | End of Period | Reports | Help | Alerts (0)

- Auto Processing
- Create Claims
- Bill Single Visit
- Rebill Claim
- Visit Management

New

Wo F,TAMMY

Billing Si		End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligbility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Create Claim | Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

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File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Account Inquiry
Claim Review List

File Work Queue Lis

Wo

New Open Delete

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligbility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Create Claim Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

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File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

File Work Queue List Visit List Help

- Create Check Batch
- Post Payments
- Create Refund Batch
- Approve Refund Batch
- Import Electronic Payments File
- Refund Unallocated Cash
- Record Prepayment
- Print Receipt
- Prepayment Manager
- Change Payment Batch Owner
- Payment Batch Print

Work Queue List

New Open Delete

Work Queues for RETZLAF

Billing Site	Start Date
POTAWATOMI ...	JAN 14, 2008

Visit List

Remove Visit

tient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

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File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

File Work Queue List Visit List Help

Output Claims
Print Individual Claims
Print Statements
Print Collection Letters
Output Electronic Claims
Restart/Resend EC Transmission
Reprint Paper Claims
Manage Print Queue

Work Queue List

New Open Delete

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligbility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Visit List

Acc	Visit Date	Clinic	Service Category	Provider	Cur. Bill

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PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008) - [Work Queue Manager]

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

- Referring Provider
- Authorizations
- Charge Master Maintenance
- Responsible Party Management

File Work Queue List Visit List Help

Work Queue List

New Open Delete

Create Claim Remove Visit

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

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PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008) - [Work Queue Manager]

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

- Close Period
- Closed Period Summary

File Work Queue List Visit List Help

Work Queue List

New Open Delete

Work Queues for RETZLAFF,TAMMY

Billing Site	Start Date	End Date
POTAWATOMI ...	JAN 14, 2008	JAN 18, 2008

Work Queue Details

Print

Billing Site	POTAWATOMI HEALTH CEN
Start Date	JAN 14, 2008
End Date	JAN 18, 2008
Eligibility	
Service Cat.	
Clinic	
Insurer Type	
Hosp. Loc.	

Create Claim Remove Visit

Account Num	Patient	Visit Date	Clinic	Service Category	Provider	Cur. Bill

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PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008) - [Report Menu]

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Current Category:

Current Report:

Report Categories

- CHARGE REPORTS
- DIAGNOSTIC REPORTS
- END OF MONTH REPORTS
- FINANCIAL REPORTS
- PATIENT DEMOGRAPHIC REPORTS
- VISIT REPORTS

Select Close

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PAMS Version 3.0 (Version 3.0.030b - Release Date 2/21/2008) - [Report Menu]

File Claim Edit Claim Followup Payments/Adjustments Claim Output Visit Management Table Maintenance End of Period Reports Help Alerts (0)

Current Category:

Current Report:

Report Categories

CHARGE REPORTS

DIAGNOSTIC REPORTS

END

FINA

PAT

VISI

Alert Management

File Help

New Refresh Process Forward

Select All

Prc.	S	T	Message	Created By	Create On

Select Close

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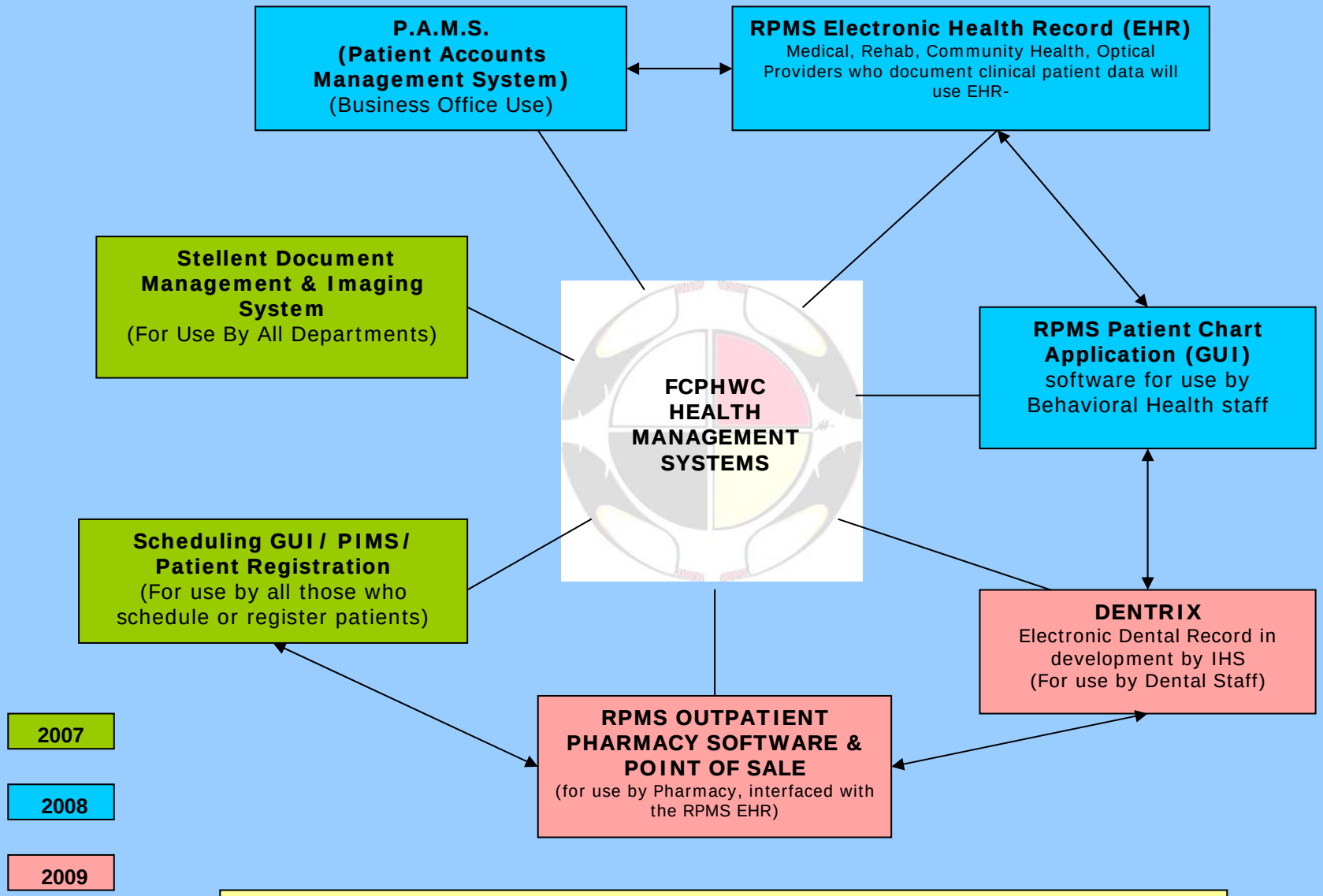
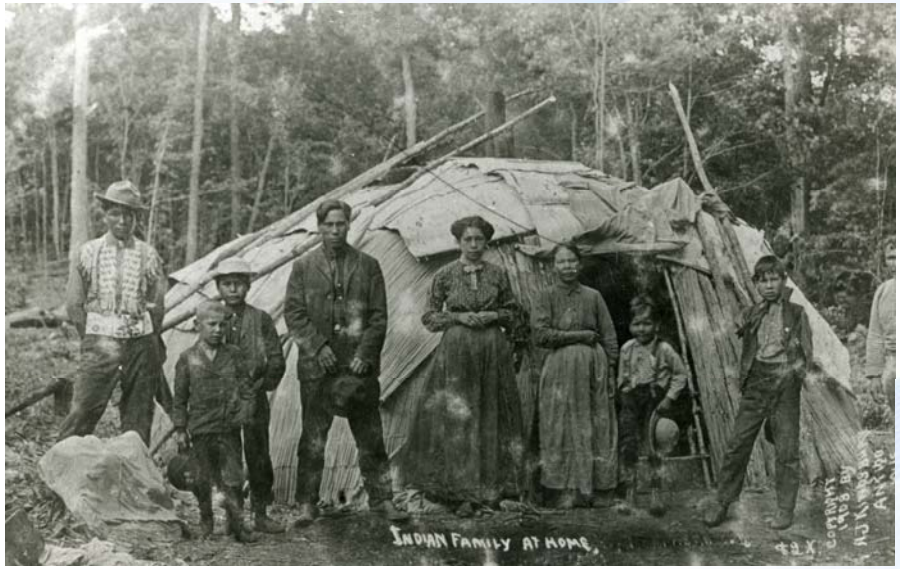


FCPHWC Proposed Health Management Structure by end 2009

Our Mission

To promote quality health care in a professional and traditional way for Native Americans, their families, and the surrounding community in a trusting, respectful and confidential manner, for the wellness and future of the community.



Patient Account Management System

Thank you

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tammyr@fcpotawatomi.com