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# ***Office of Information Technology***

## ***PAMS / Patient Registration Update***

**ISAC Meeting**

**Phoenix, AZ**

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# Speaker

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# Topics of Discussion

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- **Status of Patient Account Management System (PAMS) Project**
- **Patient Registration - AG**
  - **V7.0 Patch 5 – Error Report Utility**
  - **V7.1**



# PAMS – Patient Account Management System - *Vision*

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PAMS is a collaborative effort between IHS and the CCG Tribal Consortium to develop a unified Third Party Billing (3PB) and Accounts Receivable (AR) software package that will serve two primary purposes:

- To integrate with RPMS, including the Electronic Health Record (EHR), and
- To provide a solid foundation for optimal billing and collections.



# Brief Background

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- The CCG Tribal Consortium composed of

- the Choctaw Nation of Oklahoma,
- the Chickasaw Nation of Oklahoma, and
- the Gila River Healthcare Corporation

Met informally and discussed a concept to resolve common Third Party and A/R software issues

- IHS acknowledged the need for an unified 3PB/AR application and became an active partner early in the PAMS project.



# Goal

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All organizations agreed to develop an integrated software package that would:

- Combine 3PB and AR applications into one patient accounts billing software
- Define front end edits (Patient Registration Error Report Utility and Front End Errors)
  - To assist with reducing rejected claims
  - To enable more timely submission of claims
- Support business process improvement



# Defining PAMs

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*One Patient Account Management System that will enable:*

- A Graphical User Interface (GUI) system, as used with the EHR
- Outpatient Check-in to include Front End edits
- Account Generation based on Visit information
- Claim Review to include claim generation edits
- Electronic Claim Submission including HIPAA Compliant Formats
- On Demand Patient Statements and Billing
- Real Time Payment Receipt and Posting to include line item posting
- Collections / Denial Management to be ran concurrently
- Detailed and Efficient Management Reporting



# Preparing for PAMS....

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## Change Management Strategy (First Step)

- Educating Facility Staff and Management on steps to consider, plan for and implement...



## Three Major Pre-Requisites before PAMS can be installed:

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- 1) **Business Process Change Management**
- 2) **Patient Registration V7.0 Patch 5 and V7.1**
- 3) **Patient Account Management System (PAMS) software installation**



# 1) Business Process Change Management

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*It has been stated:*

**“80% of software implementation problems relate to people and processes.**

**20% account for technology issues.”**

- Gordon Moreshead, Director, ILC



# “Change Management” Strategy – Business Process

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- Sites should utilize checklist process
  - PAMS Business Process Checklist
- Sites need to allocate enough time for process changes
  - Business Process Grid
- Sites will be required to complete survey prior to PAMS scheduled installation
  - PAMS Business Assessment Survey



## 2) Patient Registration 7.1 - New Functionality

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- **PAMS Requires Front End Edits (>100 items based on PAMS requirements)**
  - Error Report Cleanup Report
  - Patient Registration 7.0 Patch 5
- **Pt Registration V7.1 Front End Edits – Errors by Required Fields.**
  - Implementing interview techniques for Front End edits and errors
- **Training on Sequencing/Order of Billing by Payer Coverage types**
- **Utilizing Benefits Coordinator page**
- **Utilizing on-line Medicare Secondary Payer questionnaire**



# Patient Registration Front End Edits

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- **Front End Edits defined based on Denied Claims**
- **Error/Report Functionality added to AG V7.1**
- **Examples include:**
  - **Assignment of Benefits Date Missing**
  - **Patient Date of Birth Incomplete**
  - **Patient Address Incomplete**
  - **Medicare Secondary Payer Not on File**
  - **Coverage Type Not Defined**
  - **Total of 31 errors identified**



# Patient Registration Error/Warning Functionality

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- **Errors: User will not be able to bypass screens without missing data**
- **Site can set up by Parameters to determine if data element is error or warning**

## Issues:

- **End Users will have to be trained on how to interview for missing data elements**
- **Ongoing monitoring of actual data entry must be monitored**
- **If sites do not clean up database prior to installing AG V7.1, process of interviewing patients will be hindered**



# Patient Registration V7.0 P 5

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- Ability to take a “snapshot” of database on Errors (missing data elements)
- Report can be generated by location, date range (not to exceed three years) and for third party patients only
- Sites will have to allocate resources to clean up database prior to installation  
AG V7.1



# Patient Registration V7.0 Patch 5 and V7.1 Timeline

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## Patient Registration V7.0 Patch 5

- Alpha Testing in progress
- Final Testing to be completed
- Deployment: February 2005

## Patient Registration V7.1

Alpha Testing:	Feb – April 2005
Beta Testing:	April – May 2005
Deployment:	June 2005



## 2) Patient Registration 7.1 - New Functionality – Other Major Items

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- **Training on Sequencing**
  - **Order of Billing by Payer Coverage types**
  - **Training with Check-In staff**
- **Utilizing Benefits Coordinator page**
- **Utilizing on-line Medicare Secondary Payer questionnaire**



## **3) PAMS Software Installation**

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- **Completing the PAMS Business Assessment Survey**
- **Scheduling training for End Users**
- **Defining PAMS system setup (Table Maintenance)**
- **Defining Data Conversion dates**
- **On site review, installation and support until “go live” date**



# PAMS Alpha/Beta Testing

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## ■ Alpha Sites:

- Chickasaw Nation
- Gila River Tribal Healthcare Corporation
- Choctaw Nation
- Gallup Indian Medical Center

## ■ Beta Sites:

- Maniilaq Tribal Facility
- Sacramento Urban Tribal Facility
- Wind River Service Unit
- SEARHC
- White River Indian Hospital



# PAMS Project Status - Timeline

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- Installation of software at Chickasaw Tribal Health Facility 1-10-05
  - Training for staff planned for week of Jan 31, 2005 to begin Alpha testing
- Install additional alpha sites Gila River, Choctaw and GIMC – February/March 2005
- Beta site testing in April 2005
- Projected release August 2005



# Deployment Schedule for PAMS Software

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- PAMS ready for release/distribution:  
August 2005
- Target Date for completing I/T/U  
deployment:  
October 2006
- Target Date for ITSC to not support  
existing 3P AR RPMS software  
October 2006



# IHS Support Role & Planning

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- **Coordinating Train the Trainer sessions**
- **Software support from Beta testing**
  - to Release
  - to Deployment nationally
- **Post PAMS National Release Planning**
  - **Continued Tribal Consortium/IHS collaboration**
  - **Defining an Infrastructure for Ongoing Support/Development**
  - **Training on Business Process**



# Strategic Planning for PAMS

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- Training of new application will require additional resources
  - Two Week Course and On Site hands on experience
- HIPAA transaction testing
- OIT role: Contracting of development and support infrastructure
- Scheduling by Area or Tribal sites



# Thank You for Your Continued Support

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