

**Indian Health Service
Office of Information Technology Presents:
Resource and Patient Management System
Billing Basics for Pharmacy Point of Sale**

Instructor

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Class Description

The RPMS Basic Point of Sale Application course is designed to teach the new Point of Sale users the fundamentals of the application including: add/edit insurers, working rejections, processing manual claims, and printing routine reports. The course additionally includes vital information for Point of Sale personnel such as the team approach to the revenue generation cycle and customer service proficiency.

Objectives

At the completion of this session the participant will be able to:
Add a new POS insurer in the Point of Sale application.
Edit an existing POS insurer in the Point of Sale application.
Process a manual POS claim in the Point of Sale application.
Edit rejected POS claim and resubmit through the Point of Sale application.
Explain how the Point of Sale application works with other RPMS applications.
Print necessary reports.

Intended Audience

This class will benefit personnel new to the Point of Sale application including the following: Pharmacists, Pharmacy Technicians, Patient Registration, Billing Staff, Business Office Managers, and Health Information Management Supervisors

DAY ONE

Welcome	8:30 am – 8:45 am
Introductions	
Review Agenda and Training Materials	
Objectives	
Pre-Test	8:45 am – 9:00 am
Pharmacy Point of Sale Overview	9:00 am – 9:30 am
RPMS manual	
Pharmacy Point of Sale addendums	
Basics of Pharmacy Point of Sale	9:30 am – 10:00 am
Overview of the Pharmacy Point of Sale Billing Business Workflow	
Overview of the Keys that are needed to access Pharmacy Point of Sale and Patient Registration	
Add/Edit insurance in Patient Registration Table Maintenance	
Add/Edit Group Numbers in Patient Registration Table Maintenance	
Set up of Insurance in Pharmacy Point of Sale	
Break	10:00 am – 10:15 am
Overview of the New Emdeon Website	10:15 am – 10:45 am
Overview of the New Emdeon Website	
Requesting a new account	
Structure- Hands-On	
Patient Registration Page 4	10:45 am – 11:45 am
Add/Edit Insurance	
Lunch	11:45 am – 12:45 pm
Adding a New Insurance- Demo and Hands-On	12:45 pm – 1:30 pm
Finding a Format- Demo and Hands-On	1:30 pm – 2:00 pm
Insurance set up in Point of Sale – Demo Hands	2:00 pm – 2:30 pm
Break	2:30 pm – 2:45 pm
Adding Insurance to Patient Registration Page 4	2:45 pm – 3:45 pm
Overview/Questions	3:45 pm – 4:15 pm
Adjourn	4:15 pm – 4:30 pm

DAY TWO

Day Two Overview

Review from Day One

Questions

Day two objectives

Point of Sale User Screen and Overrides

Report Manus

Break

Overview Point of Sale - Handouts

Lunch

Common Point of Sale Rejections

Break

Site Specific Rejections/Issues – one on one time/class discussion

Questions/Review

Post Test, Evaluation, and Adjourn

8:30 am – 8:45 am

8:45 am – 9:45 am

9:45 am – 10:30 am

10:30 am – 10:45 am

10:45 am -11:45 am

11:45 am – 1:15 pm

1:15 pm – 2:00 pm

2:00 pm – 2:15 pm

2:15 pm – 3:00 pm

3:00 pm – 3:15 pm

3:15 pm – 3:30 pm