

**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	15 min
Introductions	
Review Agenda and Training Materials	
Objectives	
Pre-Test	15 min
Pharmacy Point of Sale Overview	30 min
RPMS manual	
Pharmacy Point of Sale addendums	
Basics of Pharmacy Point of Sale	30 min
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	15 min
Overview of the New Emdeon Website	30 min
Overview of the New Emdeon Website	
Requesting a new account	30 min
Structure- Hands-On	
Patient Registration Page 4	60 min
Add/Edit Insurance	
Lunch	60 min
Adding a New Insurance- Demo and Hands-On	45 min
Finding a Format- Demo and Hands-On	90 min
Insurance set up in Point of Sale – Demo Hands	30 min
Break	15 min
Adding Insurance to Patient Registration Page 4	60 min
Overview/Questions	30 min
Adjourn	15 min

DAY TWO

Day Two Overview	15 min
Review from Day One	
Questions	
Day two objectives	
Point of Sale User Screen and Overrides	60 min
Report Manus	45 min
Break	15 min
Overview Point of Sale - Handouts	60 min
Lunch	90 min
Common Point of Sale Rejections	45 min
Break	15 min
Site Specific Rejections/Issues – one on one time/class discussion	45 min
Questions/Review	15 min
Post Test, Evaluation, and Adjourn	15 min