



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Practice Management Application Suite

(BPRM)

Patient Registration Module User Manual

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Office of Information Technology
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Preface

The Practice Management Application Suite (PMAS) v4.0 is a browser-accessible graphical user interface (GUI) for the Indian Health Service (IHS) Resource and Patient Management System (RPMS) applications.

The Patient Registration module provides for the entry of new patients and editing of records of those already registered at a medical facility. The patient data managed with PMAS is crucial to the third-party billing of patient care. Appropriate caution and checking should be employed to ensure that accurate data is entered into the patient registration system and, subsequently, transmitted to the National Patient Information Resource System (NPIRS).

IMPORTANT: This document includes redacted terms in accordance with Executive Order 14176. As a result, some content may not fully match the current software screens or functions. The information is provided for reference only and may not reflect the latest system update.

1.0 Introduction

The Practice Management Application Suite (BPRM) v4.0 represents a forward step in the streamlining of IHS record and patient management. Using the preferred web browsers, Microsoft Edge and Google Chrome, provides a consistent GUI and module-based architecture. This not only simplifies record and patient management but also allows for future expansion of the scope and capabilities of the system.

This user manual describes the use of the Practice Management Application Suite (PMAS) **Patient Registration** module, registration-related reports provided by the **Reports** module and options in the **Settings** module that affect patient registration. It also describes the **Benefits Cases** and **Prior Authorizations** modules. A separate manual, the *Practice Management Application Suite (BPRM) Application Overview User Manual*, gives a description of the BPRM application suite, and individual user manuals are available for the other modules in the suite.

1.1 Health Data, Technology, and Interoperability

ONC's HTI-1 final rule implements provisions of the 21st Century Cures Act and makes updates to the Certification Program with new and updated standards, implementation specifications, and certification criteria by December 31, 2025.

The Practice Management Application Suite will roll out the updated HTI-1 standards in a phased approach by December 31, 2025.

- Phase one (BPRM v4.0 p5) incorporated the US@ as the applicable vocabulary standard for Current Address in the Patient Demographics/Information data class. The new standard will advance the quality and safety of patient addresses and has the potential for use in other address-related data elements in the future.
- Phase two (BPRM v4.0 p6) allows the user to enter foreign addresses for Mexico or Canada. Additional functionality includes displaying a warning and an indicator to alert the user if an address in the patient's history (less than 1 year) has a non-standard format. The user is allowed to edit the historical address.

For more information on HTI-1, see the following:

United States Core Data for Interoperability (USCDI), v3, October 2022

<https://www.healthit.gov/isa/sites/isa/files/2022-10/USCDI-Version-3-October-2022-Errata-Final.pdf>

2.0 Patient Registration

This chapter discusses how to register a new patient, and it provides a brief overview of how to view an existing patient record. Subsequent chapters provide a more detailed description of the various patient registration functions within the **PMAS Patient Registration** module.

2.1 Register a New Patient

To register a new patient, click **Register Patient** (Figure 2-1) in the application toolbar.



Figure 2-1: Register Patient button in the application toolbar

This displays the **Register Patient** window (Figure 2-2, Figure 2-3, and Figure 2-4).

Register Patient

Name [required]		Date of Birth [required]	Birth Sex [required]
<input type="text"/>		<input type="text"/>	<input type="text" value="Please Select"/>
● Name is a required field.		● Date of Birth is a required field.	● Birth Sex is a required field.
Social Security Number [required]	Reason For No SSN	Health Record Number [required]	
<input type="text"/>	<input type="text" value="Please Select"/>	<input type="text"/>	
● SSN is required. If no SSN, complete reason for no SSN		● Health Record Number is a required field.	
Place of Birth [City]	Place of Birth [State]		
<input type="text"/>	<input type="text" value="Please Select"/>		
Primary Language [required]	Preferred Language [required]	English Proficiency	Interpreter Required
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
● Primary Language is a required field.	● Preferred Language is Required		
Other Language(s)			
Add			
Street Address [Line 1]			
<input type="text"/>			
Zip Code	City	State	
<input type="text" value="Search"/>	<input type="text"/>	<input type="text" value="Please Select"/>	
Date Lived From	Date Moved [Community] [required]	Current Community [required]	
<input type="text"/>	<input type="text"/>	<input type="text" value="Search"/>	
	● Date Moved is a required field.	● Current Community is a required field.	
Residence Phone	Cell Phone	Work Phone	Other Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Figure 2-2: Register Patient window, part 1 of 3

Location Of Home

Employment Status: Please Select [required] | Employer: Search | Marital Status: Please Select [required] | Spouse Employer: Search

Occupation/Occupation Industry Information

Occupation: Please Select [required] | Occupation Industry: Please Select [required] | Remove | Add

Eligibility Status: Please Select [required] | Classification/Beneficiary: Please Select [required]

Tribe of Membership: Search [required] | Indian Blood Quantum: [required] | Tribe Quantum: [required]

Tribal Enrollment Number: [required]

Figure 2-3: Register Patient window, part 2 of 3

Ethnicity Information

Ethnicity: Please Select [required] | Collection Method: SELF IDENTIFICATION | Remove | Add

Race Information

Race: Please Select [required] | Collection Method: SELF IDENTIFICATION | Remove | Add

Notice Of Privacy Practices

Date: [required] | Received By Patient: Yes No [required]

Veteran Status

Is Veteran: Yes No [required]

Buttons: Discard | Save

Figure 2-4: Register Patient window, part 3 of 3

Required Fields

Most fields containing required information are marked as such. If a required field is left incomplete or blank, it is highlighted with a red outline (Figure 2-5). Patient record information cannot be saved if not all required information has been added.

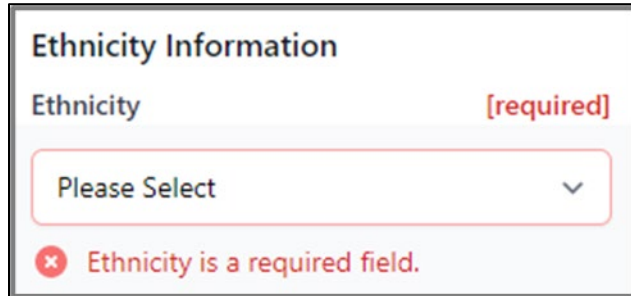


Figure 2-5: Required field example

The **Register Patient** window provides fields for the following patient information:

- **Name.** This is a required field. When entering a name, type the patient's last name, a comma (no space after comma), and the first and middle name (if known).

Note: If the patient's name is not typed in the correct format, the following message appears: "Enter the Patient's name in 'LAST,FIRST MIDDLE SUFFIX' format. This value must be 3–30 characters in length and may contain only uppercase alpha-characters, spaces, apostrophes, hyphens, and one comma."

- **Suffix.** To add a suffix to the name, click the down arrow on the right side of the field (Figure 2-6) to display a list of suffixes.

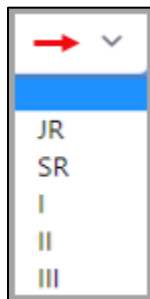


Figure 2-6: Legal name suffix list

- **Date of Birth.** This is a required field. Type the patient's date of birth (DOB) or select it from the calendar to the right of the field.

- **Social Security Number.** This is a required field unless a reason is provided for not having one (refer to **Reason for No SSN** below). Type the patient’s Social Security number (SSN) as follows: **555-555-5555**.

Note: If the SSN is not entered in the correct format, the following message displays: “SSN is not in the correct format. The correct format is a 9-digit numeric value (123-45-6789).”

- If necessary, users can enter a temporary Social Security number for the patient, called a Pseudo SSN. Type the letter **P** into the **Social Security Number** field. Once the form is saved, the system automatically generates a temporary SSN for the patient based on their initials and date of birth (for example, 102010180P).
- **Reason for No SSN.** Use this field (Figure 2-7) when the **Social Security Number** field is left empty. Click in the field, then select one of the options shown on the list to populate it. Select from the following:

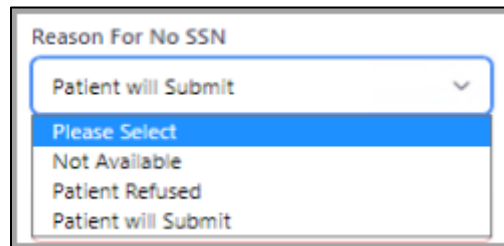


Figure 2-7: Reason for No SSN list

- **Health Record Number (HRN).** The **HRN** is a required field and must be between 1 and 6 characters in length. It is assigned to each patient by the Medical Records Department (this may vary from site to site).
 - **HRNs** can be used as identifiers to edit a patient’s file, as well as for billing and tracking of patient care.
 - If the **HRN** entered is a duplicate of an existing **HRN**, a warning message displays, and the registration cannot be saved until a non-duplicate **HRN** is entered.
- **Place of Birth [City].** Provide the city where the patient was born.
- **Place of Birth [State].** Provide the state where the patient was born. Type the first few letters of the state name and a list displays.
- **Primary Language.** This is a required field. To add a primary language, begin typing the first few letters of the language to display a list to select from.
- **Preferred Language.** This is a required field. Use this field to specify the patient’s preferred language. As with the **Primary Language** field, click in the field and type one or more of the letters contained in the language name to display a list of search results. Click the language name to add it to the field.

Note: Preferred Language auto-populates with the same language as selected in **Primary Language** at the first entry.

If **English** is selected for **Primary/Preferred/Other Language**, then **English Proficiency** is required, and the **Not at all** option is not a valid selection.

Also, if **Primary Language** is changed, then **Preferred Language** must be manually updated by the user.

- **English Proficiency:** Use this field to specify how well the patient is proficient in English.
- **Interpreter Required:** Use this field to specify if the patient needs an interpreter.
- **Street Address [Line 1].** Provide the patient's current street address. Street Address [Line 1] is a free-text field allowing alphanumeric characters and must be between 3 and 35 characters in length.

To support Project US@ where patient address is being standardized across healthcare systems to improve patient matching, standards and rules are applied to this field.

If the entered address does not meet the US@ standards/rules, the **Address Verification** screen will display. The user has the option to select the address entered or the suggested address which has been formatted using the US@ standards/rules. The **Address Verification** screen defaults to the suggested address being selected.

Figure 2-8: Address Verification screen

- **Zip Code.** Provide the patient’s city zip code. This field accepts the five-digit numeric code, five-digit plus four-digit extension as well as alphanumeric characters for foreign addresses.
 - When entering a five-digit U.S. zip code, the system will perform a lookup to retrieve the city and state.
 - If the zip code is found in the file, then the city and state will automatically populate. Once populated, the user can edit the city but **not** the state.
 - If the zip code is **not** found in the file, then the user must enter the city and state manually.
 - The five-digit plus four-digit extension format can be used to enter the five-digit zip code followed by the four-digit delivery route code (e.g.75010-1245).
 - Alphanumeric characters are allowed for foreign addresses. Foreign zip codes do *not* automatically populate the city or state.

Note: The user can enter an address for Canada or Mexico by entering the City and Province/Territory in the City field then selecting Canada or Mexico as the State.

Zip Code <input type="text" value="K1A 0B1"/>	City <input type="text" value="OTTAWA ON"/>	State <input type="text" value="CANADA"/>
--	--	--

Figure 2-9: Example of entering an address in Canada

- **City.** Provide the patient’s current city. This free-text field allows alphanumeric characters. City may be auto populated when zip code is entered. If the city is auto populated, it may be edited by the user.
- **State.** Provide the patient’s current state. Click in the field then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state and the field auto fills. State may be auto populated when zip code is entered. If the state is auto populated, it will be greyed out (e.g. disabled) and not editable by the user.
- **Date Lived From.** Date that the patient began living at the current address.
 When **Street Address [Line 1]** is edited, the following warning message (Figure 2-10) displays under the field, if the Date Lived From field is *not* blank, before a new address on line 1 was applied.

The screenshot shows a form field titled "Date Lived From". The field contains the date "05-05-1999" and a calendar icon to its right. Below the field, there is a warning message: "[Warning] Date Lived From might need an update".

Figure 2-10: Date Lived From warning message

Note: Date Lived From should typically match Date Moved since it applies to the address change unless the city/community is the same.

- **Date Moved [Community]**. This is a required field. Provide the patient's move date if applicable. This will typically be the same as Date Lived From. If the patient has lived at a residence since birth, enter **B** (at Birth) to default the patient's DOB.

When **City** is changed, the following warning message (Figure 2-11) is displayed under the field.

The screenshot shows a form field titled "Date Moved [Community]" with a "[required]" label to its right. The field contains the date "05-05-1999" and a calendar icon to its right. Below the field, there is a warning message: "[Warning] Date Moved might need an update".

Figure 2-11: Date Moved [Community] warning message

- **Current Community**. This is a required field. The community is where the patient currently resides. To search for a community, click in the field and type one or more of the letters contained in the community's name to display a list of search results. Select a community name to add it to the field.

Note: The Community search is a city name. If the city is not found in the community file, the user can specify with the State Unknown instead. To keep an address in sync with the Community, when the **City** is changed, and it does not correspond to the community, the warning message in Figure 2-12 displays under the field to warn the user to verify the correct community is selected.

Current Community [required]

TABIONA

[Warning] Current Community might need an update

Figure 2-12: Current Community warning message

If a community has been inactivated, the **INACTIVATED** date will display as shown in Figure 2-13.

Current Community [required]

kak

- KAKA - 0407001
MARICOPA, ARIZONA
- KAKE - 0222042
INACTIVATED on 4/1/2018
PETERSBURG CENSUS AREA, ALASKA
- KAKE - 0216042
PRINCE OF WALES-HYDER, ALASKA
- KAKTOVIK - 0215714
NORTH SLOPE BOROUGH, ALASKA

← Displaying 1 - 4 →

Figure 2-13: Current Community listing with INACTIVATED Community

Note: An inactive community can be selected, if, the Date Moved [Community] is prior to the inactive date. If Date Moved [Community] is after the inactive community’s INACTIVATED date, the screen in Figure 2-14 displays.

Date Moved [Community] [required] 07-07-2023

Current Community [required] KAKE

Selected 'Current Community' is inactive for the 'Date Moved'

Figure 2-14: Community selected with Date Moved [Community] after Community INACTIVATED Date

- **Residence Phone.** Use this field to enter the patient's residence phone number in the +1 555-555-5555 format (be sure to include the area code). The field allows 20 numeric characters.
- **Cell Phone.** Use this field to enter the patient's cell phone number in the +1 555-555-5555 format (be sure to include the area code). The field allows 20 numeric characters.
- **Work Phone.** Use this field to enter the patient's work phone number (be sure to include the area code). Four additional characters have been added to include an extension, such as +1 555-555-5555 x555. The number entered should be verified as correct.
- **Other Phone.** Use this field to enter any other phone numbers associated with the patient (be sure to include the area code) along with a short description. For example, +1 555-555-5555 **Mother**. Be sure to include the area code.
- **Location of Home.** This is a free-text field where the user can enter a narrative with directions to the patient's home.
- **Employment Status.** Use this field (Figure 2-15) to specify the patient's employment status. Click in the field to select one of the options.

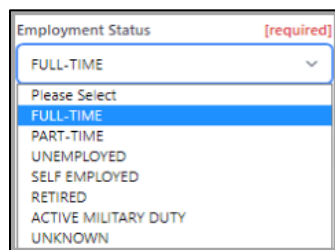


Figure 2-15: Employment Status field

Note: If an employer has been added, the **Employment Status** field is required.

- **Employer.** Use this field to specify the patient's employer (Figure 2-16). To search, click in the field and type one or more of the letters contained in the employer's name to display a list of search results. Select a name to populate the field.

Employer

W

W. FLAMINGO ANIMAL HOSP.

W.A.Z. COUNCIL OF GOV.
1317 JOSHUA AVE.
PARKER, AZ 85344

W.C. PARKINS TRUCKING
1852 COMBAT DR.
LAKE HAVSU, AZ 86403

W.S. GOVERNMENT/ DHHS
P.O BOX 1368
YUMA, AZ 85366

Figure 2-16: Employer list

- **Marital Status.** Select the patient's marital status (Figure 2-17) from the list.

Marital Status

SINGLE

Please Select

DIVORCED

MARRIED

NEVER MARRIED

SEPARATED

SINGLE

UNKNOWN

WIDOW/WIDOWER

Figure 2-17: Marital Status list

- **Spouse Employer.** Use this field to specify where the patient's spouse is employed (Figure 2-18). To search, click in the field and type one or more of the letters contained in the employer's name to display a list of search results. Select a name to populate the field.

Spouse Employer

m

M & J CONST

M AND I
BELPLAIN, MN 00001

M&M ASPHALT

M&M CARS
9412 E GARVIE AVE
EL MONTE, CA 91733

Figure 2-18: Spouse Employer list

- **Occupation/Industry Information.** This section is used to capture the type of work of a person and the type of business that compensates for work or assigns work to an unpaid worker or volunteer.
 - Occupation (type of work): Budget Analyst, Cashier, Social Worker, etc.
 - Occupation Industry (type of business): U.S. Army, Clothing Store, Child Day Care Services, etc.
- Click **Add** to open a new Occupation and Occupation Industry field. Select an Occupation and Occupation Industry from the list. Click **Add** to add additional occupations as needed. Click **Remove** to remove any of the existing entries. The Occupation/Industry fields display (Figure 2-19).

Figure 2-19: Occupation/Industry workspace in edit mode

Note: The same Occupation Industry cannot be selected more than once. If this happens, the following message displays: “Patient cannot have the same Occupation Industry listed more than once.”

- **Eligibility Status.** This is a required field. Select the patient’s eligibility status (Figure 2-20). Click in the field to display a list.

Figure 2-20: Eligibility Status list

- **Classification/Beneficiary.** This is a required field. Select the patient or beneficiary’s classification (Figure 2-21). Click in the field to display a list of options.

Figure 2-21: Classification/Beneficiary list

- **Tribe of Membership.** This field is required. Provide the patient's tribe membership (Figure 2-22).

Note: This field must be completed if the **Classification/Beneficiary** is **Indian/Alaska Native**.

Click in the field and type the first few letters of the tribe name or tribe code, and it displays in the field.

Figure 2-22: Tribe of Membership list

- **Indian Blood Quantum.** This field is required. Provide the patient's percentage of Indian blood. Users can enter both text (**F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED**) and fractions (**1/4, 5/128, 1/1**).

Note: If a whole number is typed in, the following message displays in red: “Indian Blood Quantum is not in the correct format. The correct format is a fraction (ex. 1/1).”

- **Tribe Quantum.** Provide the tribe’s percentage of Indian blood. Users can enter both text (**F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED**) and fractions (**1/2, 1/4, 1/16**).

Note: If a whole number is typed in, the following message displays in red: “Tribe Quantum is not in the correct format. The correct format is a fraction (e.g., 1/1).”

- **Tribal Enrollment Number.** This is a free-text field consisting of 1–16 characters.
- **Ethnicity.** This is a required field. If left blank, the following message displays under the field in red: “Ethnicity is a required field.”

To select the patient’s ethnicity, click in the field to view the extensive list (Figure 2-23). Use the scroll bar to see the full list.

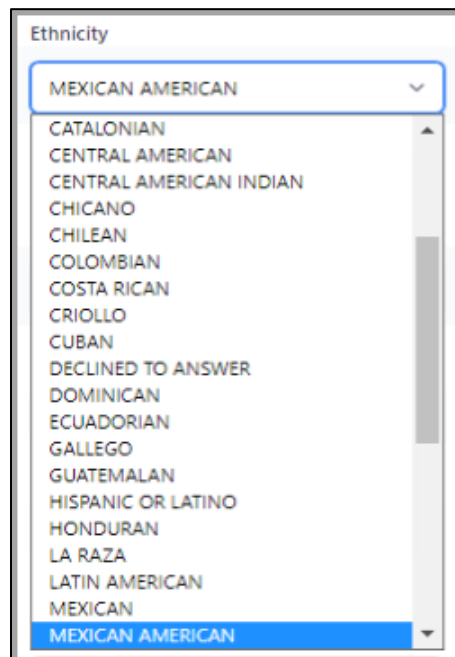


Figure 2-23: Ethnicity selection list

Note: If **Declined to Answer** (the patient has declined to provide ethnicity information) or **Unknown by Patient** (the patient does not know their ethnicity) are selected in any **Ethnicity** field, when attempting to add another ethnicity, the system displays the following message in red, and the new ethnicity is not added: “If Ethnicity is Unknown by Patient or Patient Declined to Answer, no other Ethnicity can be selected.”

- **Collection Method.** Use this field (Figure 2-24) to select the method used for determining the ethnicity selection. The default is **Self-Identification**. Select from the following:

Figure 2-24: Collection Method list

- **Multiple Ethnicities.** Multiple ethnicities (and their collection methods) can be added to a patient record (Figure 2-25). Click **Add** to open a new **Ethnicity** and **Collection Method** field. Select another ethnicity from the list.

Ethnicity	Collection Method	
MEXICAN AMERICAN	SELF IDENTIFICATION	Remove
MEXICAN AMERICAN INDIAN	SELF IDENTIFICATION	Remove
CUBAN	SELF IDENTIFICATION	Remove Add

Figure 2-25: Multiple Ethnicity and Collection Method selection fields

Note: The same ethnicity cannot be selected more than once. If this happens, the following message displays: “Patient cannot have the same ethnicity listed more than once.”

- **Remove.** Click **Remove** to remove any of the existing ethnicities.
- **Race.** This is a required field. If left blank, the following message displays under the field in red: “Race is a required field.”

To select the patient’s race, click in the field to view the extensive list (Figure 2-26). Use the scroll bar to see the full list.

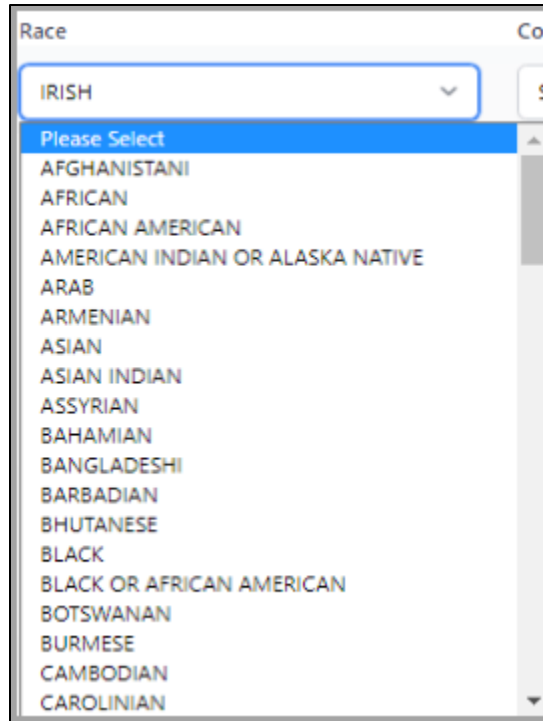


Figure 2-26: Race selection list

Note: If **Declined to Answer** (the patient has declined to provide race information) or **Unknown by Patient** (the patient does not know their race) are selected in any **Race** field, when attempting to add another race, the system displays the following message in red, and the new race is not added: “If Race is Unknown by Patient or Patient Declined to Answer, no other race can be selected.”

- **Collection Method.** Use this field (Figure 2-28) to select the method used for determining the race selection. The default is **Self-Identification**.
 - **Multiple Races.** Multiple races and their collection methods can be added to a patient record (Figure 2-27). Click **Add** to open a new **Race** and **Collection Method** field. Select another race from the list.



Figure 2-27: Multiple Race and Collection Method selection fields

Note: The same race cannot be selected more than once. If this happens, the following message displays: “Patient cannot have the same race listed more than once.”

- **Remove.** Click **Remove** to remove any of the existing races.

Notice of Privacy Practices

- **Date.** This is a required field. It is the date that the patient received a copy of the privacy practices.
- **Received by Patient.** Click **Yes** or **No** using this toggle button (Figure 2-28). Select **No** if the Notice of Privacy Practices was not received by the patient. When **Yes** is selected, the **Acknowledgement Signed** toggle button displays.



Figure 2-28: Received by Patient toggle button

Note: If **NPP Received By Patient** is not answered, the following warning displays: “NPP received by patient information is missing.”

- **Acknowledgement Signed.** Select **Yes** or **No** using this required toggle button (Figure 2-29). When **Yes** is selected on the **Received by Patient** toggle button, this field displays.

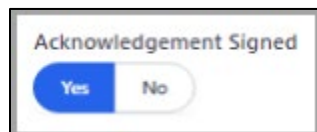


Figure 2-29: Acknowledgement Signed toggle button

- **Reason.** This field displays when **No** is selected on the **Acknowledgement Signed** toggle button. The following message displays in red: “Reason cannot be empty if Acknowledgement is not signed and must be between 3 and 80 characters in length.”

Fill in the reason the patient did not sign the **Notice of Privacy Practices Received by Patient** acknowledgement.

Veteran Status

- **Is Veteran.** This is a required field. Click **Yes** or **No** using this toggle button (Figure 2-30) to indicate if the patient is a veteran of the U.S. military. When **Yes** is selected, other veteran-related information fields display.

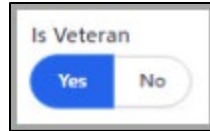


Figure 2-30: Is Veteran toggle button

- **Service Branch.** Use this field (Figure 2-31) to indicate the military branch in which the patient entered their last period of military service. Click in the field, then choose the appropriate option on the list displayed. As a shortcut, type the first few letters of the service branch, and it displays in the field.

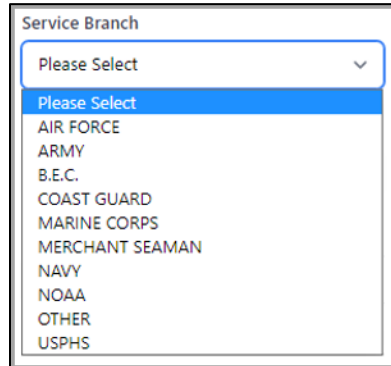


Figure 2-31: Service Branch list

- **Service Entry Date.** Use this field to show the date the patient entered their last period of military service. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Service Separation Date.** Use this field to show the date the patient ended their last period of military service. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Vietnam Service Indicated.** Use this field (Figure 2-32) to indicate whether the patient's disability is Vietnam service indicated. Select from the following:

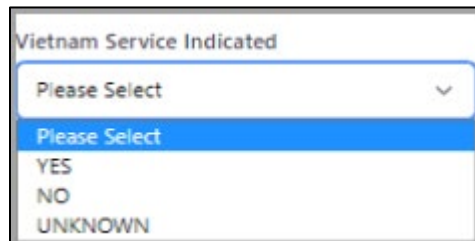


Figure 2-32: Vietnam Service Indicated list

- **Claim Number.** Use this field to enter the patient’s claim number. It is a free-text field consisting of seven or eight characters. If less characters are entered, the following message displays: “Claim Number must be between 7 and 8 characters in length if specified.”
- **Is Service Connected.** Click **Yes** or **No** on this toggle button (Figure 2-33) to indicate if the patient’s disability is service connected.

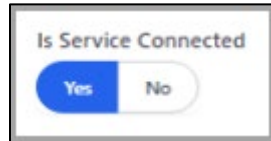


Figure 2-33: Is Service Connected toggle button

- **Description of VA Disability.** Use this field to type a description of service disability. It is a free-text field accepting 3–60 characters.
- **Valid VA Card.** Click **Yes** or **No** on this toggle button (Figure 2-34) to indicate whether the patient has a valid **Veterans Administration (VA)** card. When **Yes** is selected, the **Date VA Card Copy Obtained** field displays.

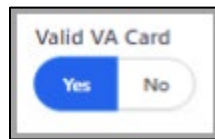


Figure 2-34: Valid VA Card toggle button

- **Date VA Card Copy Obtained.** Use this field to show the date the copy of the patient’s VA card was obtained. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.

2.1.1 Discard and Save

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

2.2 Duplicate Patient Check on Register Patient

A duplicate check is executed during register a patient. The application searches for possible duplicate patients by three criteria; Name, DOB and Sex match or an SSN match or a HRN match.

If a potential duplicate is found, the user has the option to select the patient listed and this will open to the registration workspace or choose to cancel which will return the user to the register patient page.

If the user determines this is not a duplicate they can continue to add a patient with the same Name, Date of Birth and Sex but they will not be able to proceed with the same SSN or HRN.

2.2.1 Duplicate check on Name, Date of Birth and Sex

Once the patient's name, date of birth, and sex have been entered a duplicate patient search is initiated. If a duplicate is found, the **Potential Duplicate Patients** window (Figure 2-35) displays listing any duplicate patients.

Potential Duplicate Patients				
NAME	DATE OF BIRTH	SEX	HRN	RESIDENCE PHONE
BPRM,TOAGGIE - AGGIE*	04-04-2001 (24 YRS)	FEMALE	404201 (TST)	5554123698
				Select
				<input type="button" value="Cancel"/>

Figure 2-35: Potential Duplicate Patients window

In this window, click **Select** to open the previously registered patient's record or click **Cancel** to return to the new patient record to continue.

2.2.2 Duplicate check on SSN

Once an SSN is entered a duplicate patient search is initiated. If a duplicate SSN is found, the **Duplicate SSN** window displays, listing the potential duplicate patient.

Duplicate SSN				
NAME	DATE OF BIRTH	SEX	HRN	RESIDENCE PHONE
DEMO,ADDIE M	01-01-2000 (26 YRS)	MALE	314314 (TST) 314314 (DC) 314314 (2020 DEMO CLINIC-2 (INST))	1112223333
				Select
				<input type="button" value="Cancel"/>

Figure 2-36: Duplicate SSN window

In this window, click **Select** to open the previously registered patient's record or click **Cancel** to return to the new patient record to continue.

Note if the SSN is matched, you will not be able to save the new patient record until it is corrected on either the new patient or the existing patient. The user must verify if the SSN belongs to the patient or verify the existing patient is correct.

2.2.3 Duplicate check on HRN

When the user clicks the **Save** button a duplicate search is initiated. If a duplicate HRN is found, Submission Failed error message, “This health record number is already assigned to another patient” will display.

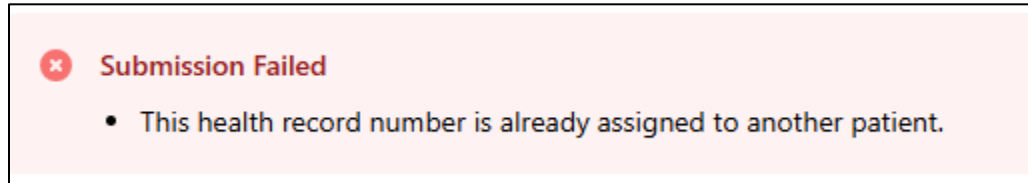


Figure 2-37: Submission Failed error message

The user must verify the HRN selected is available. The HRN must be corrected before the new patient record can be saved.

3.0 Register a Patient to a New Facility or Division

The **PMAS Patient Registration** does a search to determine if a patient is not registered in a facility the user is logged into. The task is simplified for registering a patient from one facility to another. To register a patient from another facility to the current facility the user is logged into, do the following:

1. Click in the **Search** field and enter the patient's name (Figure 3-1) to be registered to the current facility. The missing HRN indicates that the patient is not registered in the current facility.



Figure 3-1: Search Recent Patients field

2. Select the patient from the list. The **Register Patient** window (Figure 3-2) with a list of facilities at which the patient is registered displays asking the user if they want to register the patient at the current facility.



Figure 3-2: Register Patient window

3. Click **OK** to register the patient at the new facility.

The **Register Patient at New Facility or Division** window (Figure 3-3) displays showing all other facilities where the patient is currently registered and their HRN numbers.

Register Patient at 2013 DEMO CLINIC

Patient is registered at following facilities

20202 - 2013 DEMO TRIBE
20202 - 2013 DEMO HOSPITAL

Health Record Number [required]

Figure 3-3: Register Patient at New Facility or Division window

4. In the **Health Record Number** field, type the patient's existing HRN number or create a new one.

Note: Follow policy and procedure when assigning Health Record Numbers at each facility.

5. Click **Register** to continue (or click **Discard** to close the window). The patient is now registered at the new facility.

4.0 Search/Open a Patient Record

Users can view and edit a broad range of information within a patient record. To search for and open an existing patient record, use the search box (Figure 4-1) in the application toolbar.



Figure 4-1: Patient search box

Search for a patient based on the following:

- Name (LAST NAME, FIRST NAME, MIDDLE NAME)
- Last name only
- Last name, preferred name
- PCP
- Aliases
- Their exact HRN
- Date of birth (in the form MMDDYYYY, MM /DD/YYYY, or MM-DD-YYYY)
- Phone number (in the form (xxx)xxx-xxxx, xxx-xxx-xxxx, or xxxxxxxxxxxx)

Typing one of these search criteria into the search box displays a list of search results. Select a patient from the list to open that patient's record in the **Patient** workspace.

Note: If the patient's HRN displays in the search results, the patient is registered at the selected facility. If no HRN displays, this indicates the patient is not registered at the selected facility. Refer to Section 4.0 for additional information.

4.1 Recent Patients List

The **Recent Patients** list (Figure 4-2) includes patients that have been selected by the user during a BPRM session. It will display anytime the **Patient Search** box is clicked in and will have a maximum of five patients following the first-in/first-out methodology. The most recently accessed patient displays at the top of the list after searching for a patient. It shows the last five patients accessed.

Recent Patients	
DEMO,PATIENT NONFORM	HRN: 123123
PCP: DEMO,DOCTOR	
02-01-1978 (46 YRS) - MALE	Phone:
DEMO,PATIENT ABBY	HRN: 912345
PCP: DEMO,DOCTOR	
01-17-1958 (66 YRS) - FEMALE	Phone:
DEMO,AMENDMENT ONE	HRN: 124221
PCP: DEMO,DOCTOR	
04-19-1954 (70 YRS) - FEMALE	Phone: 555-555-4287
DEMO,PATIENTB	HRN: 999321
PCP:	
11-28-1998 (25 YRS) - MALE	Phone: 505-112-7877
TEST,FEMALETWO	HRN: 441
PCP:	
11-01-1988 (35 YRS) - FEMALE	Phone:

Figure 4-2: Recent Patients list

5.0 Patient Banner

The **Patient Banner** (Figure 5-1) displays at the top of the patient record, regardless of the other information shown lower on the screen.



Figure 5-1: Patient Header example

The **Patient Banner** provides basic demographic information for the currently selected patient. It includes the following information:

- **Patient Name.** The patient's legal name is displayed in this field.
 - **Preferred Name.** If a preferred name (Figure 5-2) has been indicated by the patient, it displays next to the patient's legal name separated with a dash followed by an asterisk.

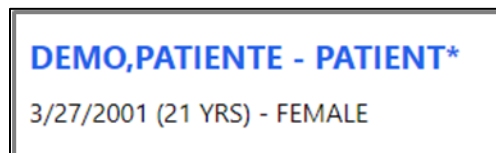


Figure 5-2: Preferred Name example

- **Health Record Number (HRN)**
- **Last Updated:** Timestamp and by whom
- **Date of Birth**
- **Age**
- **Eligibility Status**
- **PCP**
- Indicators for these criteria:
 - **Record Flags:** Displays as No Record Flags or Record Flags
 - **Sensitivity (Sensitive Patient Tracking):** Displays as Not Sensitive or Sensitive
 - **RHI (Restricted Health Information):** Displays as No RHI or RHI
 - **Active Insurance:** Displays as Active Insurance or No Insurance
 - **Veteran Status:** Displays as UNS Veteran, Non-Veteran, or Veteran

6.0 Print

The **Print** drop-down options (Figure 6-1) in the upper-right corner of the **Registration** workspace allows the user to print the **Face Sheet**, **Patient Index Card**, the patient's **Wrist Band**, Health Summary, **Wellness Handout**, and **Future Appointments**.

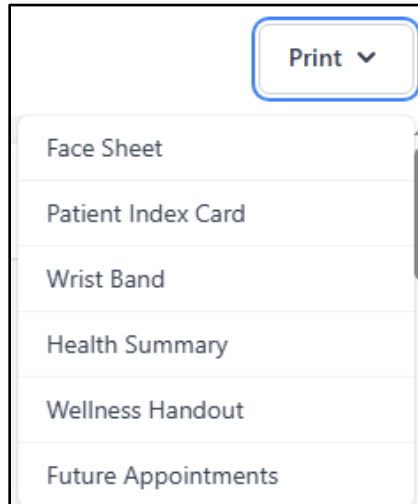


Figure 6-1: Print options

6.1 Print a Face Sheet

Standard practice mandates that a Face Sheet be printed for each patient at the time of registration or an edit. The Face Sheet should then be filed in the patient's chart so if the clinic staff needs to contact the patient, the most current information and alternate resource information is available.

To print the Face Sheet:

1. Select **Face Sheet** from the **Print** options.
2. Select **Browser** or **Device** as the appropriate **Printer Option** (see Section 6.6).
3. Click **Print**.

Figure 6-2 shows an example of a **Face Sheet Browser** print selection.

The image shows a browser printout of a patient face sheet. The printout is titled "2013 DEMO HOSPITAL AMBULATORY CARE RECORD BRIEF" and contains various patient details. A print dialog is overlaid on the right side of the page, showing settings for printing 3 sheets of paper to an HP ENVY Photo 6200 printer. The printout text is as follows:

*** CONFIDENTIAL PATIENT INFORMATION ***
 2013 DEMO HOSPITAL
 AMBULATORY CARE RECORD BRIEF

 JUN 16, 2022@15:30:52

 PATIENT: DEMO,ASHLEY CHART #: 114648

 COMPUTER FILE EST: JUL 10, 1990(MYE) LAST EDIT: MAY 11, 2022 (SR)

 CLASS: INDIAN/ALASKA NATIVE BIRTHDAY: [REDACTED]
 COMMUNITY: PARKER BIRTHDAY: [REDACTED]
 COUNTY: LA PAZ AGE: 92 YRS
 CURRENT ADDRESS: [REDACTED]
 PHONE NUMBERS ---
 HOME: [REDACTED] WORK: [REDACTED]
 OTHER PHONE: NONE
 ETHNICITY: NOT HISPANIC OR LATINO
 PREFERRED LANGUAGE: ENGLISH PREFERRED METHOD:
 NUMBER IN HOUSEHOLD: TOTAL HOUSEHOLD INCOME: /

 NOTICE OF PRIVACY PRACTICES REC'D BY PATIENT : YES DATE : OCT 06, 2010
 ACKNOWLEDGEMENT OF RECEIPT OF NPP SIGNED : YES

 TRIBE: COLORADO RIVER INDIANS, AZ AND CA
 INDIAN QUANTUM: 1/2
 BIRTHPLACE: PARKER, ARIZONA
 RELIGION: PENTACOSTAL TRIBE ENROLL #: TN - 5920

 FATHER: BIRTHPLACE:
 MOTHER: BIRTHPLACE:

 EM CONTACT: DEMO,BEVERLY (MOTHER) EM PHONE:
 EM ADDRESS:

 NEXT-OF-KIN: DEMO,BEVERLY (MOTHER) NOK PHONE:
 NOK ADDRESS:

 *** THIRD PARTY ELIGIBILITY ***
 MEDICARE:
 TYPE NUMBER ELIG. DATE ELIG. END DATE

The print dialog on the right includes the following settings:

- Print: 3 sheets of paper
- Destination: HP ENVY Photo 6200
- Pages: All
- Copies: 1
- Color: Color
- More settings: [dropdown arrow]

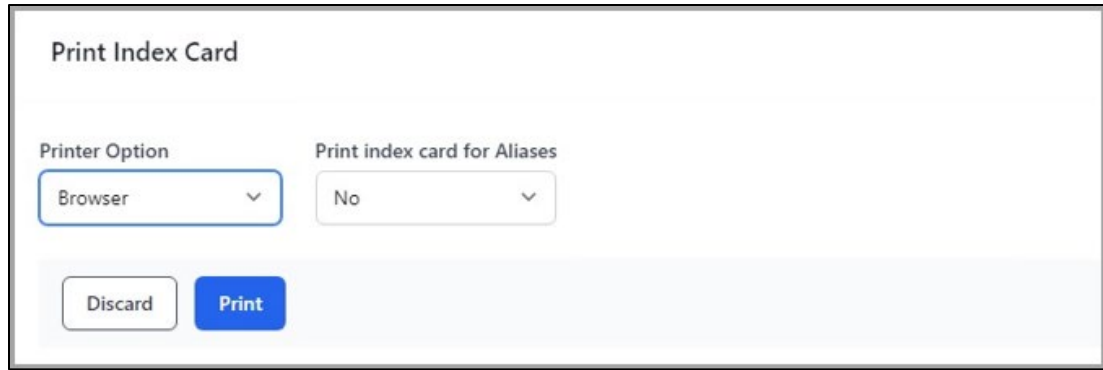
Buttons for "Print" and "Cancel" are visible at the bottom right of the print dialog.

Figure 6-2: Print Face Sheet browser print example

6.2 Print a Patient Index Card

To print the **Patient Index Card** for the selected patient, do the following:

1. Select **Patient Index Card** from the **Print** options. The **Print Index Card** dialog (Figure 6-3) displays.
2. Select **Browser** or **Device** as the appropriate **Printer Option** (see Section 6.7).
3. Select **Yes** or **No** to determine whether an index card should be printed for the patient's alias.
4. Click **Print**.



The screenshot shows a dialog box titled "Print Index Card". It contains two dropdown menus: "Printer Option" with "Browser" selected, and "Print index card for Aliases" with "No" selected. At the bottom, there are two buttons: "Discard" and "Print".

Figure 6-3: Print Index Card dialog

6.3 Print a Wrist Band

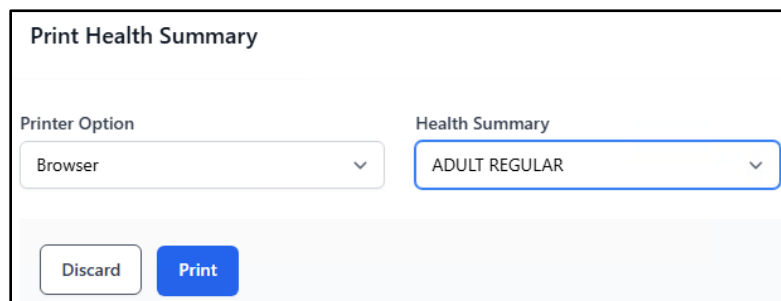
To print a patient **Wrist Band**, do the following:

1. Select **Wrist Band** from the **Print** options.
2. Select **Browser** or **Device** as the appropriate **Printer Option** (see Section 6.7).
3. Click **Print**.

6.4 Print a Health Summary

To print a **Health Summary** for the selected patient, use these steps:

1. Select **Health Summary** from the Print options. The **Print Health Summary** dialog displays.
2. Select Browser or Device as the appropriate **Printer Option** (see Section 6.7).
3. Select the appropriate option from the **Health Summary** drop-down list.
4. Click **Print**.



The screenshot shows a dialog box titled "Print Health Summary". It contains two dropdown menus: "Printer Option" with "Browser" selected, and "Health Summary" with "ADULT REGULAR" selected. At the bottom, there are two buttons: "Discard" and "Print".

Figure 6-4: Print Health Summary dialog

6.5 Print a Wellness Handout

To print a **Patient Wellness Handout (PWH)** for the selected patient, use these steps:

1. Select **Wellness Handout** from the **Print** options. The **Print Wellness Handout** dialog (Figure 6-4) displays.
2. Select **Browser** or **Device** as the appropriate **Printer Option** (see Section 6.7).
3. Select the appropriate option from the **Handout** drop-down list. Depending on the PWH setup at your site, the list of handouts may vary.
4. Click **Print**.

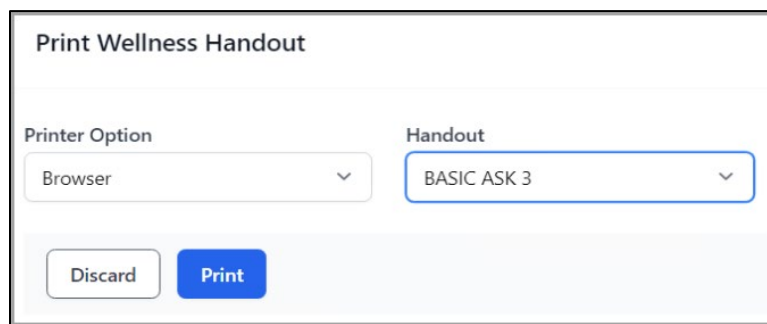


Figure 6-5: Print Wellness Handout dialog

6.6 Print Future Appointments

To print a list of the patient's upcoming appointment date and times, use these steps:

1. Select **Future Appointment List** from the **Print** options.
2. Select the appropriate **Printer Option** (see Section 6.6).
3. Click **Print**.

6.7 Printer Options

For each of the listed options, the user is prompted to select a **Printer Option**, either **Browser** or **Device** (Figure 6-5).

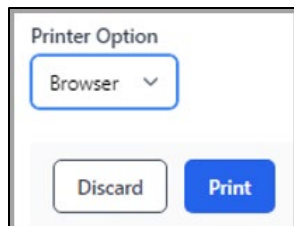


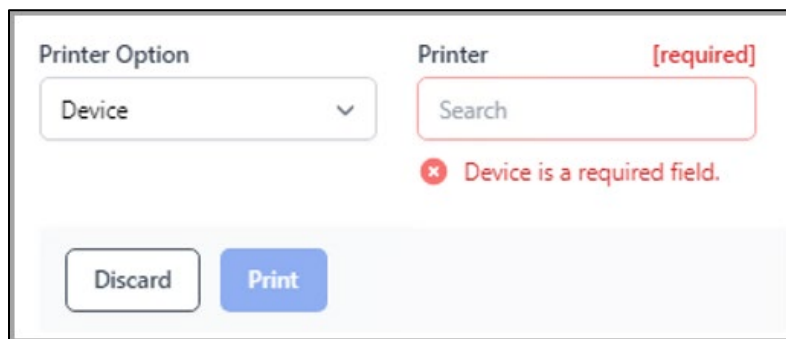
Figure 6-6: Printer Options window

6.7.1 Browser

Selecting the **Browser** option gives the user a preview of the option being printed. The user can select a printer available from their workstation.

6.7.2 Device

Selecting the **Device** option allows the user to print to an RPMS device. An additional dialog (Figure 6-6) is presented to search for an RPMS printer defined on the database. Use a partial name search to find the appropriate RPMS Device printer or type two question marks (??) to see all the available RPMS device printers. Printers can be searched by printer name or printer mnemonic or local synonym. Note: The mnemonic will display within the search results.



The screenshot shows a dialog box titled "Device Printer Prompt". It features a "Printer Option" dropdown menu set to "Device". To the right is a "Printer" search field with a red border and a red "[required]" label. Below the search field is a red error message: "x Device is a required field." At the bottom of the dialog are two buttons: "Discard" and "Print".

Figure 6-7: Device Printer Prompt dialog

Note: This section is also listed in the *BPRM Application Overview User Manual*.

7.0 Profile

The Profile tab (Figure 7-1) includes the patient's detailed information in the workspace.

The screenshot displays the 'Profile' tab for a patient named 'DEMO, PATIENT - PREFERRED NAME'. The patient's information includes: HRN: S20021, Eligibility Status: DIRECT ONLY, Last Updated: 05/27/2025 by (DEMO.SUPERVISOR), and INPATIENT - BLUE WARD. The profile is divided into several sections: Demographics, Employment, Industry/Occupation, Ethnicity, Race, Languages, Migrant, and Homeless. Each section contains specific details about the patient's background and current status.

Section	Field	Value
Demographics	Date of Birth	01-01-2020
	Sex	FEMALE
	Marital Status	MARRIED
	Religion	BAPTIST
Employment	Employer	USPS, FULL-TIME
	Spouse's Employer	USPS
Industry/Occupation	POSTAL SERVICE MAIL CARRIERS (POSTAL SERVICE)	
Ethnicity	SOUTH AMERICAN (SELF IDENTIFICATION)	
Race	DOMINICAN (SELF IDENTIFICATION)	
	HAITIAN (SELF IDENTIFICATION)	
Languages	Primary	ENGLISH
	Preferred	ENGLISH
Migrant	Migrant Worker	NO
	Migrant Worker Type	
Homeless	Homeless	YES
	Homeless Type	HOMELESS SHELTER

Figure 7-1: Profile Tab and Workspace

The user can use the scroll bar located on the right side of the workspace to view all sections of the profile or use the left-navigation pane (Figure 7-2), which displays a list allowing the user quick access to a section in the profile.

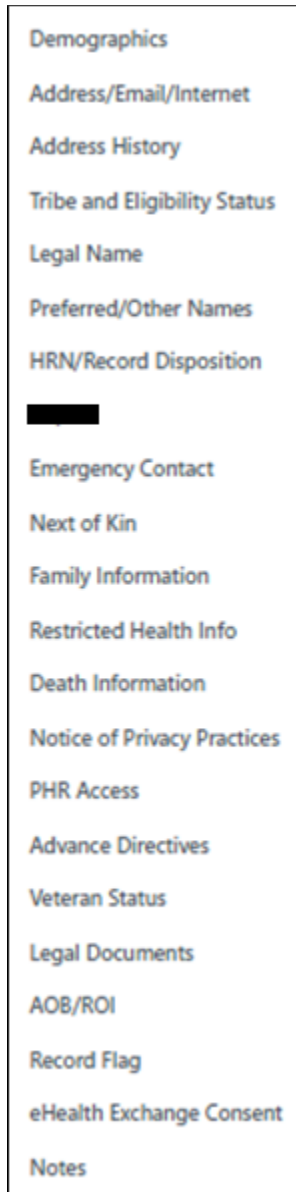


Figure 7-2: Profile left-navigation pane

These selections and the information on them are described in detail in the remainder of this section.

7.1 Demographics

The **Demographics** workspace (Figure 7-3) is separated into sections containing personal details, employment, occupation/occupation industry, ethnicity, race, languages, migrant worker, and homeless information about the current patient.

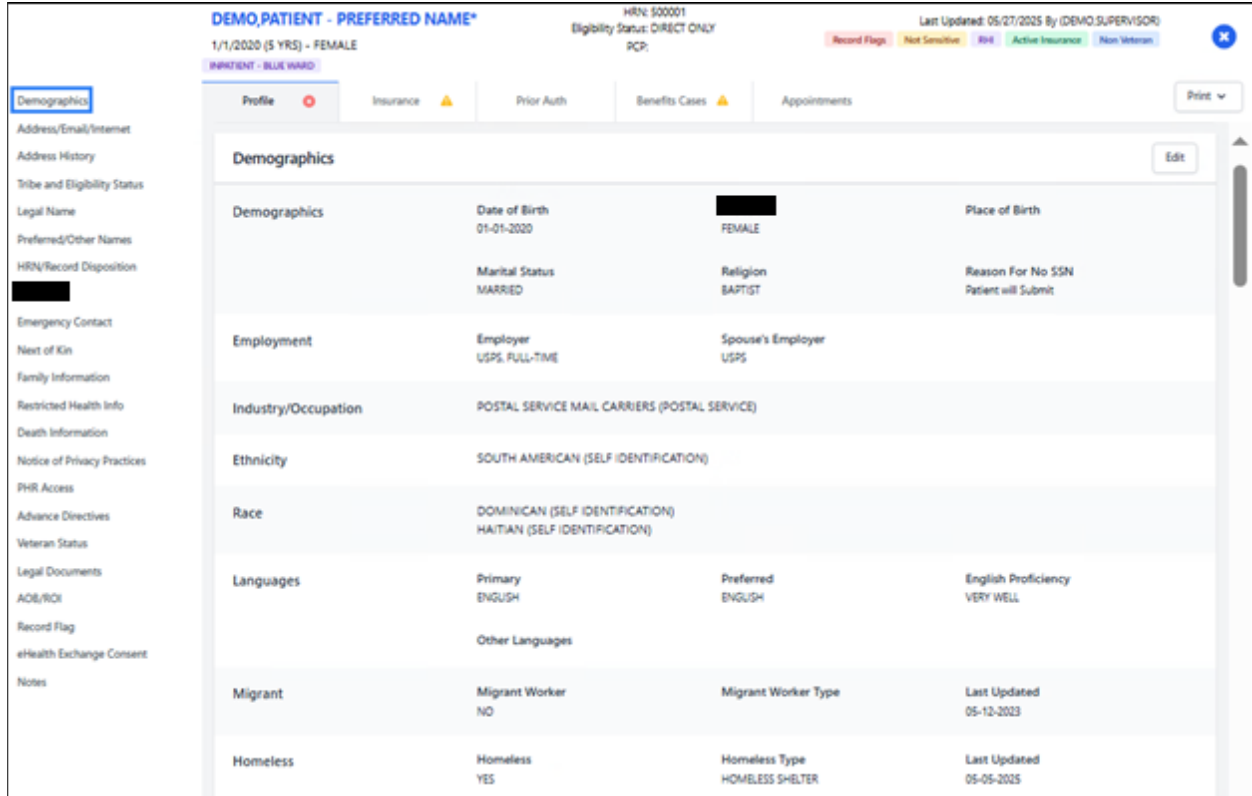


Figure 7-3: Demographics left-navigation pane example

Click **Edit** on the right side of the section, shown in Figure 7-3, to add/edit this information. The **Demographics** fields display (Figure 7-4). Required fields are labeled and will be highlighted with a red outline if incomplete.

Demographics

Social Security Number Reason For No SSN

Date of Birth [required] Sex [required] Place of Birth (City) Place of Birth (State)

Marital Status Religious Preference

Employment Status [required] Employer Spouse's Employer

Occupation/Occupation Industry Information

Occupation [required] Occupation Industry [required] [Remove](#) | [Add](#)

Ethnicity Information

Ethnicity [required] Collection Method [Remove](#) | [Add](#)

Race Information

Race [required] Collection Method [Remove](#)

[required] Collection Method [Remove](#) | [Add](#)

Primary Language [required] Preferred Language [required] English Proficiency [required] Interpreter Required

Other Language(s)
[Add](#)

Migrant Worker Yes No

Homeless Yes No Homeless Type

Figure 7-4: Demographics workspace in edit mode

7.1.1 Demographics

- **Social Security Number.** This is a required field. However, if the user does not have the appropriate security access key (AGZVIEWSSN), the **Social Security Number** field does not display. If left blank, the message, “SSN is required. If no SSN, complete reason for no SSN” displays.
- **Reason for No SSN.** If the **Social Security Number** field is empty, the **Reason for No SSN** field (Figure 7-5) displays and is required.

Click in the field to select one of the following options or type the reason in the field:

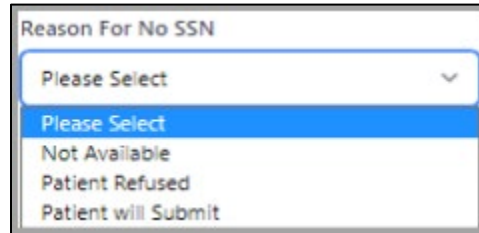


Figure 7-5: Reason for No SSN field

- **Date of Birth.** This is a required field. It is the patient's date of birth (DOB). Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Place of Birth (City).** Use this field to specify the city where the patient was born. This is a free-text field allowing 20 alphanumeric characters.
- **Place of Birth (State).** Use this field to specify the state where the patient was born. Click in the field and choose from the options on the list. The list includes the 50 United States, the U.S. territories, Canadian provinces, and several other countries outside the U.S. As a shortcut, type the first few letters of the state name and it displays in the field.
- **Marital Status.** Use this field (Figure 7-6) to specify the patient's marital status. Click in the field to select one of the following options:

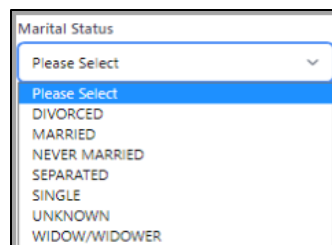


Figure 7-6: Marital Status

- **Religious Preference.** Use this field to specify the patient's religious preference. Click in the field (Figure 7-7) to select one of the options from the list. Use the scroll bar to view the full list.

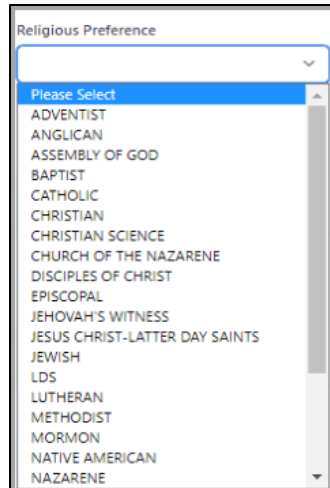


Figure 7-7: Religious Preference field

- **Employment Status.** Use this field (Figure 7-8) to specify the patient's employment status. Click in the field to select one of the following options:

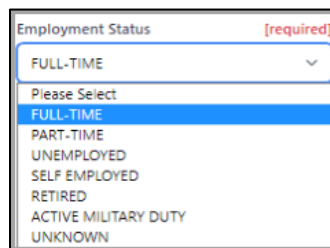


Figure 7-8: Employment Status field

If an employer has been added, the **Employment Status** field is required.

- **Employer.** Use this field to specify the patient's employer. To search, click in the field and type one or more of the letters contained in the employer's name to display a list of search results. Select a name to populate the field. If the employer's name is not found, it can be added via the **Settings** module, as described in Section 13.3.1.
- **Spouse Employer.** Use this field to specify where the patient's spouse is employed. To search, click in the field and type one or more of the letters contained in the employer's name to display a list of search results. Select a name to populate the field. If the employer's name is not found, it can be added via the **Settings** module, as described in Section 13.3.1.

7.1.2 Occupation/Industry Information

This section is used to capture the type of work of a person and the type of business that compensates for work or assigns work to an unpaid worker or volunteer.

- Occupation (type of work): Budget Analyst, Cashier, Social Worker, etc.

- Occupation Industry (type of business): U.S. Army, Clothing Store, Child Day Care Services, etc.

Click **Add** to open a new Occupation and Occupation Industry field. Select an Occupation and Occupation Industry from the list. Click **Add** to add additional occupations as needed. Click **Remove** to remove any of the existing entries. The Occupation/Industry fields display (Figure 7-9).

Figure 7-9: Occupation/Industry workspace in edit mode

Note: The same Occupation Industry cannot be selected more than once. If this happens, the following message displays: “Patient cannot have the same Occupation Industry listed more than once.”

7.1.3 Ethnicity Information

When initially entering ethnicity information, click **Add** (Figure 7-10) to display the fields.

Figure 7-10: Add Ethnicity Information

- **Ethnicity.** This is a required field. Use this field to select the patient’s ethnicity. Click in the field to select one of the extensive options from the menu. Use the scroll bar to view the full list.

Two of the options for this field are as follows:

- **Declined to Answer.** The patient has the option to decline to provide ethnicity information.
- **Unknown by Patient.** The patient does not know their ethnicity.

Note: If **Declined to Answer** or **Unknown by Patient** are selected in the **Ethnicity** field, when attempting to add another ethnicity and the user clicks in the second **Ethnicity** field, the system displays the following message in red and the new ethnicity is not added: “If ethnicity is Unknown by patient or patient Declined to Answer, no other ethnicity can be selected.”

- **Collection Method.** Use this field (Figure 7-11) to select the method used for determining the ethnicity selection. Click in the field to select one of the following options. The default is **Self-Identification**.

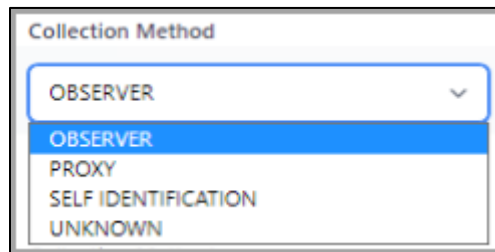


Figure 7-11: Ethnicity Collection Method field

- **Add.** Multiple ethnicities can be added to a patient record. Click **Add** to open new **Ethnicity** and **Collection Method** fields.
- **Remove.** Click **Remove** to remove any of the existing ethnicities and collection methods.

7.1.4 Race Information

To enter race information, click **Add** (Figure 7-12) to display the fields.

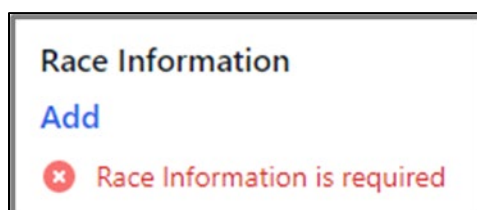


Figure 7-12: Add Race Information

- **Race.** This is a required field. Use this field to select the patient’s race. Click in the field to view the list and select one of the options. Use the scroll bar to view the full list.

Two of the options for this field are as follows:

- **Declined to Answer.** The patient has the option to decline to provide race information.

- **Unknown by Patient.** The patient does not know their race.

Note: If **Declined to Answer** or **Unknown by Patient** are selected in the **Race** field, when attempting to add another race and the user clicks in the second **Race** field, the system displays the following message in red and the new race is not added: “If race is Unknown by patient or patient Declined to Answer, no other race can be selected.”

- **Collection Method.** Use this field (Figure 7-13) to select the method used for determining the race selection. Click in the field to select one of the following options. The default is **Self-Identification**.

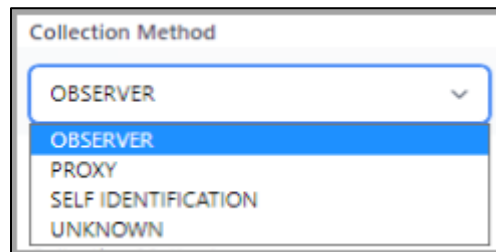


Figure 7-13: Race Collection Method field

- **Add.** Multiple races can be added to a patient record. Click **Add** to open new **Race** and **Collection Method** fields.
- **Remove.** Click **Remove** to delete any of the existing races and collection methods.

Note: If **Unknown** or **Declined to Answer** is selected in the **Collection Method** field, when attempting to add another race, the system displays the following message in red and the new race is not added: “If race is unknown by patient or patient declined to answer, no other race can be selected.”

7.1.5 Languages

- **Primary Language.** Use this field to specify the patient’s primary language. To search for a language, click in the field and type one or more of the letters contained in the language name to display a list of search results. Select the language name to add it to the field.
 - If a primary language other than English is selected, the **Interpreter Required** field becomes active. Select **Yes** or **No**.
 - If a primary language other than English is selected, then the **English Proficiency** field defaults to **NOT AT ALL**, and the **Interpreter Required** field becomes required.

- **Preferred Language.** Use this field to specify the patient’s preferred language. As with the **Primary Language** field, click in the field and type one or more of the letters contained in the language name to display a list of search results. Click the language name to add it to the field.

Note: **Preferred Language** should auto-populate with the same language as selected in **Primary Language** at the first entry.

Also, if **Primary Language** is changed, then **Preferred Language** must be manually updated by the user.

- **English Proficiency.** Click in the field then choose from the options on the list to describe the English proficiency of the patient. If English is defined in **Primary Language**, **Preferred Language**, or **Other Language**, then the field is required.
- **Interpreter Required.** If any language other than English is selected as the **Primary Language**, then the field is required. Click in the field then choose from the options shown on the list to indicate whether the patient needs an interpreter.
- **Other Language(s).** The **Other Language(s)** field (Figure 7-14) contains a list of alternate languages the patient may speak or use. When initially entering language information, click **Add** to display the field.

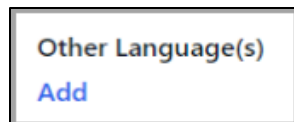


Figure 7-14: Other Language(s) section

To search for a language, click in the field and type one or more of the letters contained in the language name to display a list of search results. Select the name to add it to the field.

- **Add.** Patients may speak or use multiple languages, so more than one can be added. Click **Add** to open new **Other Language(s)** fields.
- **Remove.** Click **Remove** to delete any of the existing languages.

7.1.6 Migrant Worker and Homeless

Note: The **Migrant/Homeless** tab is only visible when it has been specifically enabled by the Site Administrator through the Patient Registration site parameters. Additionally, some sites may only have access to the **Migrant** or the **Homeless** sections; other sites may have access to both.

- **Migrant Worker.** This requires a **Yes** or **No** response.

- When **Yes** is selected, the **Migrant Worker Type** field (Figure 7-15) displays, and the message “Migrant Worker Type is required if Migrant Worker Status is specified” appears in red. Click in the field to select one of the following options:

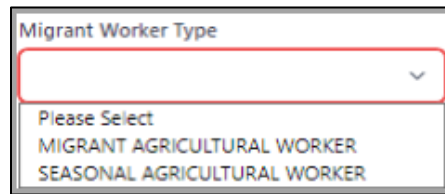


Figure 7-15: Migrant Worker Type field

- **Homeless.** This requires a **Yes** or **No** response.
 - When **Yes** is selected, the **Homeless Type** field (Figure 7-16) displays the message “Homeless Type is required if Homeless Status is specified” in red. Click in the field to select one of the following options:

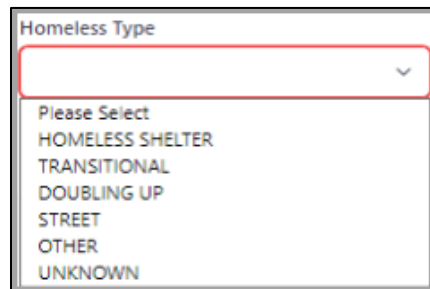


Figure 7-16: Homeless Type field

7.1.7 Save or Discard

The **Save** option displays when all required fields have been completed. If the user is only viewing the **Demographic** workspace, the **Save** option only displays if a change has been made. To close a section without saving, click **Discard**.

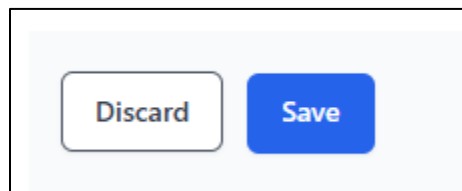


Figure 7-17: Save or Discard options

7.1.8 Confirm unsaved changes

The following message (Figure 7-18) displays to confirm the user does not want to save. Select **OK** to continue with the action or click **Cancel** to return to the **Demographic** workspace.

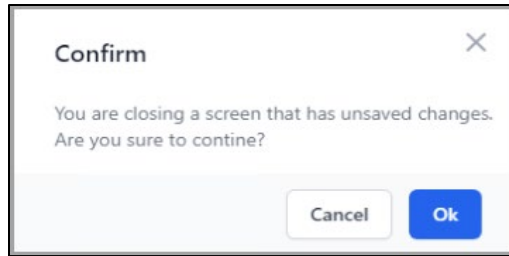


Figure 7-18: Confirm close without saving warning message

7.2 Address/Email/Internet

The **Address/Email/Internet** workspace (Figure 7-19) displays patient contact information, including address, home location, phone, internet/email, and preferred method of communication.

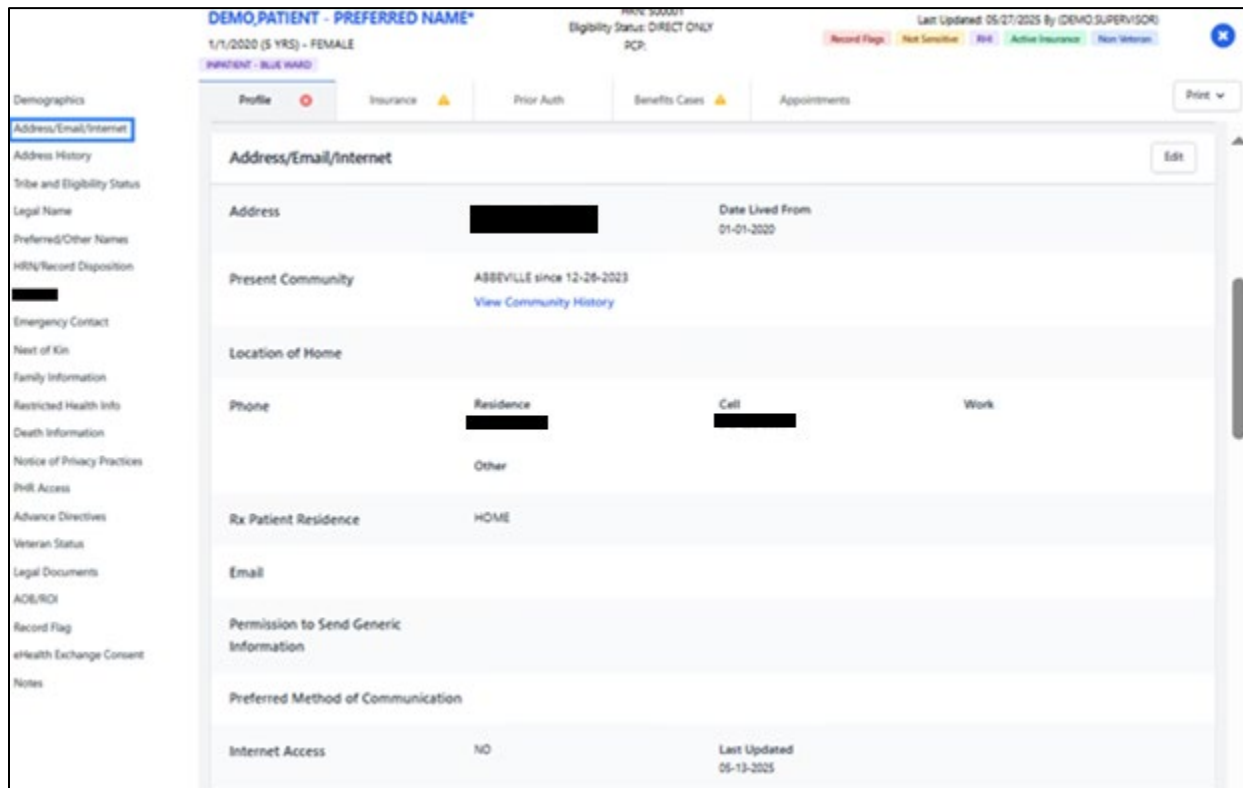


Figure 7-19: Address/Email/Internet left-navigation pane example

- **View Community History:** A list of previous communities displays. Only the last five entries are displayed in the window. The **Patient Community History** window (Figure 7-20) displays.

Patient Community History	
DATE MOVED	COMMUNITY
05-05-1995	SPOKANE - 5332742 SPOKANE, WASHINGTON

Cancel

Figure 7-20: Patient Community History window

Click **Edit** on the right side of the section, as shown in Figure 7-19, to add/edit this information. The **Address/Email/Internet** fields display (Figure 7-21). Required fields are labeled and are highlighted with a red outline if incomplete.

Address/Email/Internet

Street Address [Line 1]

Street Address [Line 2]

Street Address [Line 3]

Zip Code City State

Rx Patient Residence

Date Lived From Date Moved [Community] Current Community

Residence Phone Cell Phone Work Phone Other Phone

Email Address Permission to Send Generic Information Yes No Preferred Method of Communication

Internet Access - Last Updated 05-13-2025

Can You Access The Internet Yes No

Location Of Home

Figure 7-21: Address/Email/Internet workspace in edit mode

- **Street Address [Line 1].** This field displays the patient’s current street address. It is a free-text field allowing alphanumeric characters and must be between 3 and 35 characters in length.

To support Project US@ where patient address is being standardized across healthcare systems to improve patient matching, standards and rules are applied to this field.

If the entered address does not meet the US@ standards/rules, the **Address Verification** screen will display. The user has the option to select the address entered or the suggested address which has been formatted using the US@ standards/rules. The **Address Verification** screen defaults the selection of the suggested address.

Figure 7-22: Address Verification screen

- **Zip Code.** Use this field to specify the zip code of the patient’s address. This field accepts the five-digit numeric code, five-digit plus four-digit extension as well as alphanumeric characters for foreign addresses.
 - When entering a 5-digit U.S. zip code, the system will perform a lookup to retrieve the city and state.
 - If the zip code is found in the file, then the city and state will automatically populate. Once populated, the user can edit the city but **not** the state.
 - If the zip code is **not** found in the file, then the user must enter the city and state manually.

- The five-digit plus four-digit extension format can be used to enter the five-digit zip code followed by the four-digit delivery route code (e.g. 75010-1245).
- Alphanumeric characters are allowed for foreign addresses. Foreign zip codes do **not** automatically populate the city or state.

Note: The user can enter an address for Canada or Mexico by entering the City and Province/Territory in the City field then selecting Canada or Mexico as the State.

Zip Code	City	State
K1A 0B1	OTTAWA ON	CANADA

Figure 7-23: Example of entering an address in Canada

- **City.** Use this field to specify the city where the patient's street address is located. This free-text field allows alphanumeric characters. City may be auto populated when zip code is entered. If the city is auto populated, it may be edited by the user.
- **State.** Use this field to specify the state or province where the patient's street address is located. Click in the field, then either select from the list displayed or type the option name and it displays in the field. The list includes the 50 United States and other countries. State may be auto populated when zip code is entered. If the state is auto populated, it will be greyed out (e.g. disabled) and not editable by the user.
- **Rx Patient Residence.** This is a required field (Figure 7-24). It is used to enter a valid pharmacy patient-residence type, to comply with CMS 2014 requirements for coding patient residence on pharmacy claim transactions.

Note: Home is the recommended default for Pharmacy Point of Sale unless otherwise indicated by the patient.

Click in the field to select one of the following options:

Rx Patient Residence [required]

NOT SPECIFIED

Please Select

NOT SPECIFIED

HOME

SKILLED NURSING FACILITY

NURSING FACILITY

ASSISTED LIVING FACILITY

CUSTODIAL CARE FACILITY

GROUP HOME

INTERMEDIATE CARE FACILITY

HOSPICE

CORRECTIONAL INSTITUTION

Figure 7-24: RX Patient Residence window

- Date Lived From.** Date that the patient began living at the current address. When **Street Address [Line 1]** is edited, the following warning message (Figure 7-25) displays under the field if the Date Lived From field is not blank, before a new address on line 1 was applied.

The screenshot shows a form field titled "Date Lived From" with the date "05-05-1999" entered. To the right of the date is a calendar icon. Below the field, a warning message is displayed: "[Warning] Date Lived From might need an update".

Figure 7-25: Date Lived From warning message

Note: Date Lived From should typically match Date Moved since it applies to the address change unless the city/community is the same.

- Date Moved [Community].** This is a required field. Provide the patient's move date if applicable. This will typically be the same as Date Lived From. If the patient has lived at a residence since birth, enter **B** (at birth) to default the patient's DOB.

When **City** is changed, the following warning message (Figure 7-26) is displayed under the field.

The screenshot shows a form field titled "Date Moved [Community]" with the date "05-05-1999" entered. To the right of the date is a calendar icon. The word "[required]" is displayed in red to the right of the field title. Below the field, a warning message is displayed: "[Warning] Date Moved might need an update".

Figure 7-26: Date Moved [Community] warning message

- Current Community.** This is a required field. The community is where the patient currently resides. To search for a community, click in the field and type one or more of the letters contained in the community name to display a list of search results. Select a community name to add it to the field.

Note: The community search is a city name. If the city is not found in the community file, the user can select a State unknown instead. To keep an address in sync with the community, when **City** is changed, and it does not correspond to the community, the following warning message (Figure 7-27) displays under the field to warn the user to verify the correct community is selected.

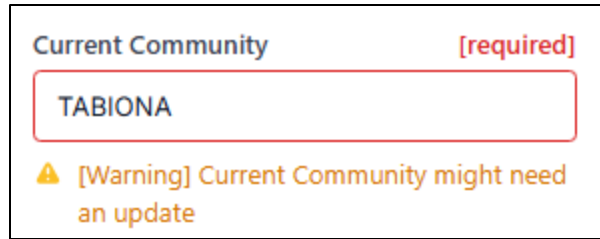


Figure 7-27: Current Community warning message

If a community has been inactivated, the INACTIVATED date will display as shown in Figure 7-28.

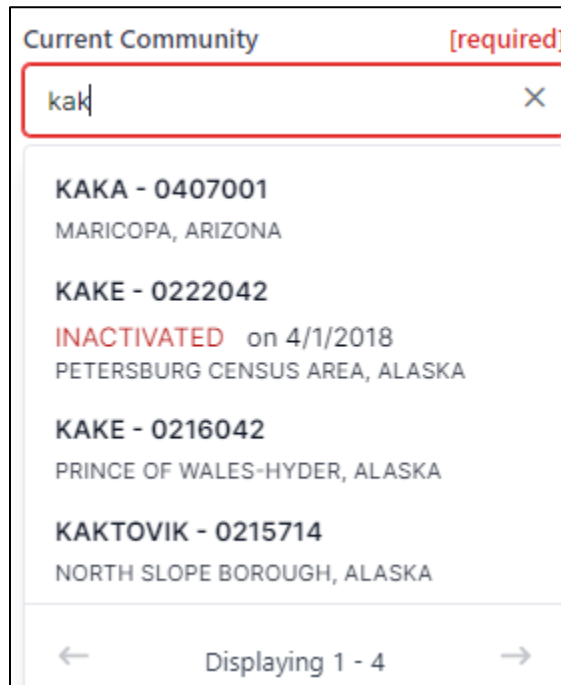


Figure 7-28: Current Community listing with INACTIVATED community

Note: An inactive community can be selected if the Date Moved [Community] is prior to the inactive date or the Date Moved [Community] is *after* the inactive community's INACTIVATED date, the screen in Figure 7-29 displays.

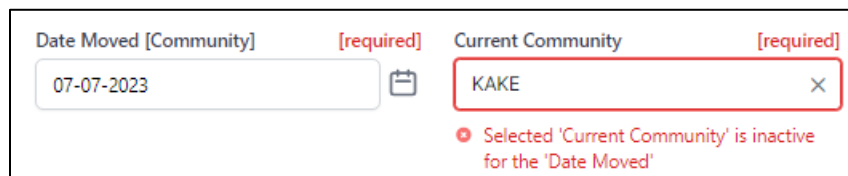


Figure 7-29: Community selected with Date Moved [Community] after community INACTIVATED date

- **Residence Phone.** Use this field to enter the patient’s residence phone number in the +1 555-555-5555 format (be sure to include the area code). The field allows 20 numeric characters.
- **Cell Phone.** Use this field to enter the patient’s cell phone number in the +1 555-555-5555 format (be sure to include the area code). The field allows 20 numeric characters.
- **Work Phone.** Use this field to enter the patient’s work phone number (be sure to include the area code). Four additional characters have been added to include an extension, such as +1 555-555-5555 x555. The number entered should be verified as correct.
- **Other Phone.** Use this field to enter any other phone numbers associated with the patient (be sure to include the area code) along with a short description. For example, +1 555-555-5555 **Mother**. Be sure to include the area code.
- **Email Address.** Use this free-text field to enter the patient’s email address. If the email address format is not correct, the following message displays: “Email Address is not in the correct format. The correct format is EMAIL@PROVIDER.COM.”
- **Permission to Send Generic Information.** This requires a **Yes** or **No** response. Select **Yes** to indicate that the patient has agreed to receive generic information via email. Select **No** if the patient does not want generic information sent via email.
- **Preferred Method of Communication.** This field displays the patient’s preferred way to receive communication (Figure 7-30). Users can click in the field to select from the following list or type one or more letters of a selection and the field is automatically filled from the list:

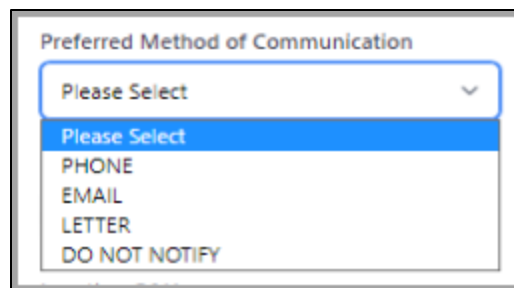


Figure 7-30: Preferred Method of Communication window

- **Internet Access.** Displays the **Last Updated** date if available (Figure 7-31). The user selects the **Modify** button to update the **Last Updated** date and makes any modifications (if necessary).

Figure 7-31: Internet Access example

- **Can You Access the Internet.** This requires a **Yes** or **No** response. Select **Yes** within this list box to indicate that the patient has internet access. When **Yes** is selected, the **Internet Access From** window (Figure 7-32) displays. Select **No** if the patient does not have internet access.
- **Internet Access From.** Select any combination of the following check boxes in this dialog to indicate the locations where the patient has access to the Internet. One or more internet access locations are required:

Figure 7-32: Internet Access From window

- **Location of Home.** This is a free-text field where the user can enter a narrative with directions to the patient's home.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

The **Last Updated** field populates with the current date.

7.3 Address History

The **Address History** workspace (Figure 7-34) displays a list of historical addresses for the patient including date changed, address, date lived from, date lived to, and address status. This section defaults as collapsed (i.e. Hide).

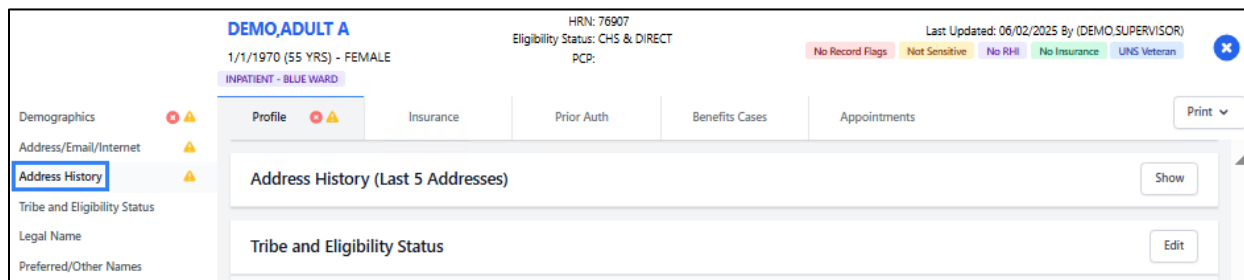


Figure 7-33: Address/Email/Internet left-navigation pane example with section in Hide mode (default)

When the user clicks Show on the right side of the section as shown in Figure 7-33, the patient **Address History** displays. Only the last five entries are displayed in the list. The user can click Hide to collapse the section.

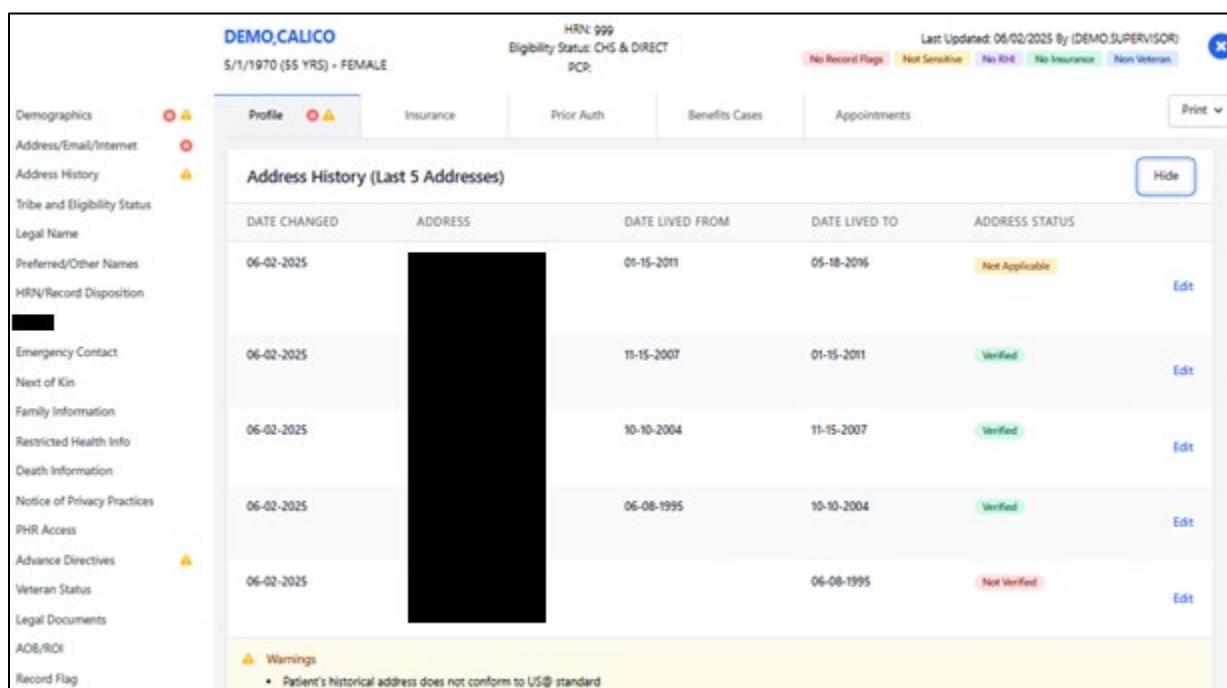


Figure 7-34: Address History left-navigation pane example with section in Show mode

- **Date Changed.** Date the address became part of address history. This date does not change when the user edits the address.
- **Address.** Last 5 entries of Historical Addresses are displayed.
- **Date Lived From.** Date that the patient began living at this address.

- **Date Lived To.** Date that the patient stopped living at this address. This field will auto populate using the Date Live from entry, when the address has been changed. The user can edit the date if this is not correct.
- **Address Status.**
 - **Not Verified:** U.S. address does not pass US@ verification rules
 - **Verified:** U.S. address that passes US@ verification rules
 - **Not Applicable:** Non-U.S. address that cannot be validated by US@ verification rules
- The user can click **Edit** from the list of addresses to edit the date lived from and the date lived to fields.

The screenshot shows a workspace titled "Address History". It contains two redacted address lines, the country "CANADA", and two date fields: "Date Lived From" (01-15-2011) and "Date Lived To" (05-18-2016). At the bottom are "Discard" and "Save" buttons.

Figure 7-35: Address History workspace in edit mode

- For an Address with a Not Verified status the user will be presented with the suggested address display, the user can choose the Address entered or Suggested address. If the Date Lived From and Date Lived To is missing, the user can update this information:

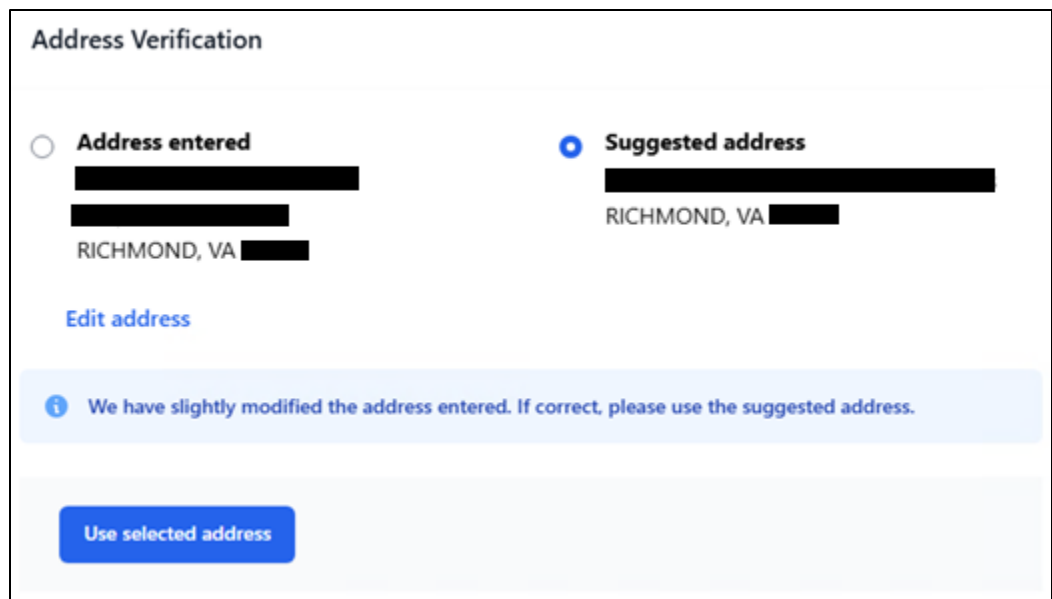


Figure 7-36: Address History workspace in edit mode with address validation

7.4 Tribe and Eligibility Status Selection

The **Tribe and Eligibility Status** left-navigation pane (Figure 7-37) displays **Classification/Beneficiary** eligibility information, including **Tribe of Membership**, **Indian Blood Quantum**, **Tribe Quantum**, and other tribal information.

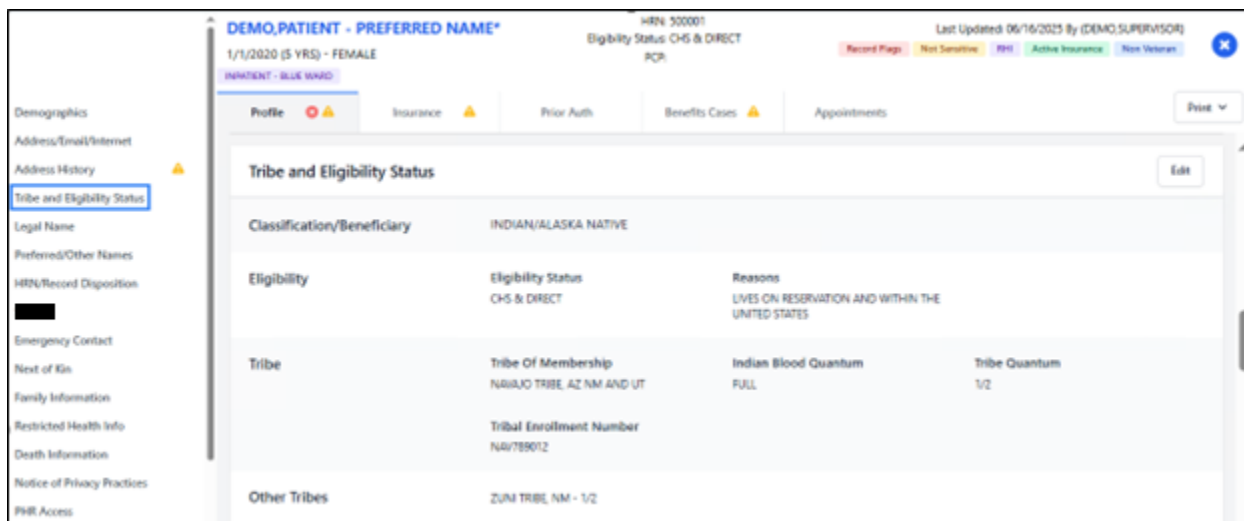


Figure 7-37: Tribe and Eligibility Status left-navigation pane example

Click **Edit** on the right side of the section to add/edit this information. The **Tribe** and **Eligibility Status** fields display (Figure 7-38). Required fields are labeled and will be highlighted with a red outline if incomplete.

Tribe and Eligibility Status

Eligibility Status [required] Classification/Beneficiary [required]

CHS & DIRECT INDIAN/ALASKA NATIVE

Eligibility Reason(s)

Eligibility Reason [required]

LIVES ON RESERVATION AND WITHIN THE UNITED STATES Remove Add

Tribe of Membership [required] Indian Blood Quantum [required] Tribe Quantum

NAVAJO TRIBE, AZ NM AND UT FULL 1/2

Tribal Enrollment Number

NAV789012

Other Tribes

Other Tribe [required] Other Tribe Quantum

ZUNI TRIBE, NM 1/2 Remove Add

Discard Save

Figure 7-38: Tribe and Eligibility Status workspace in edit mode

- Eligibility Status.** This is a required field. Select the patient's eligibility status by clicking in the field to display the list (Figure 7-39) and select one of the following options:

Eligibility Status [required]

Please Select

INELIGIBLE

DIRECT ONLY

CHS & DIRECT

PENDING VERIFICATION

Figure 7-39: Eligibility Status list

- Classification/Beneficiary.** This is a required field. Select the patient or beneficiary/classification. Click in the field and a list displays (Figure 7-40). Use the scroll bar to view the full list.

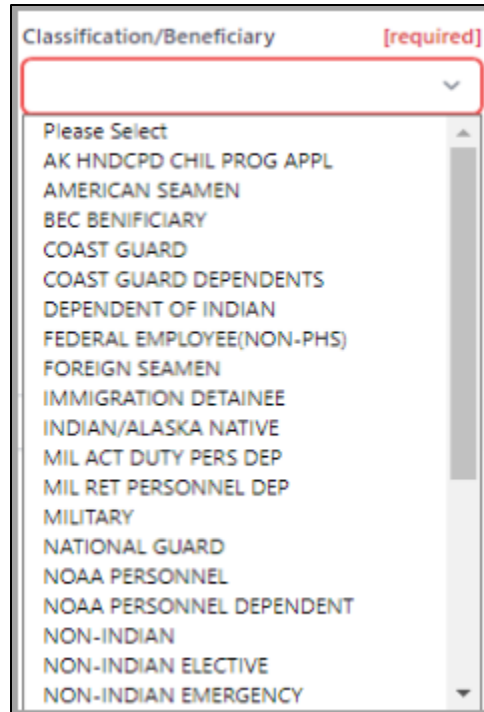


Figure 7-40: Classification/Beneficiary list

- The following **Classification/Beneficiary** options cannot be selected if the **Eligibility Status** is **Ineligible**.
 - Indian/Alaska Native
 - PHS Commissioned Officer
 - PHS Commissioned Officer Dep
- The following messages display respectively in red:
 - “Classification/Beneficiary cannot be INDIAN/ALASKA NATIVE for Eligibility Status INELIGIBLE”
 - “Classification/Beneficiary cannot be PHS Commissioned Officer for Eligibility Status INELIGIBLE”
 - “Classification/Beneficiary cannot be PHS Commissioned Officer Dep for Eligibility Status INELIGIBLE”
- **Eligibility Reason(s)**. Click **Add** to open this field. It contains a list of tribe eligibility reasons for the patient.

Note: The **Eligibility Reason** list will differ based on the eligibility status selected. Figure 7-41 shows a sample of the eligibility reasons when **Direct Only** is selected in the **Eligibility** status field.

To search for an **Eligibility Reason**, click in the field and type one or more of the letters contained in the reason name to display a list of search results. Select the name to add it to the field.

Figure 7-41: Eligibility Reason(s) window sample

- **Add.** Patients may have multiple eligibility reasons, so more than one can be added. Click **Add** to open new **Eligibility Reason(s)** fields.
- **Remove.** Click **Remove** to delete any of the existing eligibility reasons.
- **Tribe of Membership.** This is a required field. Click in the field and type the first few letters of the tribe’s name or the tribe code number. The tribe’s name displays in the field.

Note: Depending on the tribe selection, if **Ineligible** is selected in the **Eligibility Status** field, the following message displays in red: “Eligibility Status is set to ‘INELIGIBLE’ update Tribe to ‘NON-INDIAN’”

- **Indian Blood Quantum.** Provide the patient’s percentage of Indian blood. Users can enter both text (**F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED**) and fractions (**1/4, 5/128, 1/1**).

Note: Type two question marks (??) for help text: “Enter fraction of Indian blood in the form numerator/denominator or enter F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED. Must not be less than Tribe Quantum.”

- **Tribe Quantum.** Provide the tribe’s percentage of Indian blood. Users can enter both text (**F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED**) and fractions (**1/2, 1/4, 1/16**).

Note: Type two question marks (??) for help text: “Enter fraction of Indian blood in the form numerator/denominator or enter F, FULL, N, NONE, UNK, UNKNOWN, UNS, UNSPECIFIED. Must not be less than Tribe Quantum.”

- **Tribal Enrollment Number.** Use this field to enter the patient’s tribal enrollment number. This is a free-text field that accepts alphanumeric characters for the enrollment number.

7.4.1 Other Tribes

The **Other Tribes** subsection of the **Tribe and Eligibility Status** window provides information about other tribes the patient is a member of. When used, it shows the name of the other tribe (or tribes) and the patient’s Indian blood quantum for each tribe.

Under **Other Tribes**, click **Add**. The **Other Tribe** and **Other Tribe Quantum** fields display.

- **Other Tribe.** This is a required field. Use this field to specify the patient’s other tribal membership. To search, click in the field and type one or more of the letters contained in the tribe’s name to display a list of search results. Select a name to populate the field.

Other Tribe cannot be the same as the **Tribe of Membership**. If the same tribe is selected, the following warning message displays: “Other Tribe must not be the Tribe of Membership.”

Each **Other Tribe** must be unique.

- **Other Tribe Quantum.** Use this field to indicate the patient’s other tribal blood quantum. Enter the fraction of Indian blood in the form numerator/denominator format, such as:

- F = FULL
- UNS = UNSPECIFIED
- FRACTION: 1/2, 5/8, 5/128

Since this quantum is for the other tribes only, this fraction must not be more than the overall Indian blood quantum.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.5 Legal Name

The **Legal Name** workspace (Figure 7-42) enables the user to change the existing name on the patient profile to the legally changed name associated with the patient.

DEMO,PATIENT - PREFERRED NAME* HRN: 500001 Eligibility Status: DIRECT ONLY Last Updated: 05/13/2025 By (DEMO,SUPERVISOR)

1/1/2020 (5 YRS) - FEMALE PCP: Record Flags: Not Sensitive No RHI Active Insurance UNS Veteran

INPATIENT - BLUE WARD

Demographics Profile Insurance Prior Auth Benefits Cases Appointments Print

Legal Name - DEMO,PATIENT New Name

DOCUMENT NUMBER	NAME CHANGED TO	DATE NAME CHANGED	PROOF PROVIDED
4567899	DEMO,PATIENT	05-13-2025	MARRIAGE CERTIFICATE Edit
123456789	DEMO,PATIENTNAME	05-13-2025	STATE BIRTH CERTIFICATE

Figure 7-42: Legal Name left-navigation pane example

Click **New Name** on the right side of the section, shown in Figure 7-42, to enter the information. The **Name**, **Proof Provided**, and **Document Number** fields display (Figure 7-43). Required fields are labeled and will be highlighted with a red outline if incomplete.

Legal Name

Name [required]

DEMO,PATIENT

Last Name,First Name MI Suffix

Proof Provided [required] Document Number

Please Select

Discard Save

Figure 7-43: Legal Name workspace when adding a new name

Note: New legal names are automatically added as a new **Other Name**. Future searches for the patient will return the most current legal name of the patient.

- **Name.** This is a required field. Use this field to type the new legal name of the patient. This free-text field only allows upper-case letters. The patient's name must be in the LAST,FIRST MIDDLE SUFFIX format. Only users with the **AGZMGR** security key can add or edit a patient's legal name.

Note: If any other format is entered, the following message displays: “Enter the Patient’s name in ‘LAST, FIRST MIDDLE SUFFIX’ format. This value must be 3-30 characters in length and may contain only uppercase, alpha characters, spaces, apostrophes, hyphens and one comma.”

- **Suffix.** To add a suffix to the name, click the down arrow on the right side of the field to display a list of suffixes.
- **Proof Provided.** This is a required field. Use this field (Figure 7-44) to specify the type of documentation provided by the patient as proof of the legal name change. Click in the field then choose from the following options on the list:

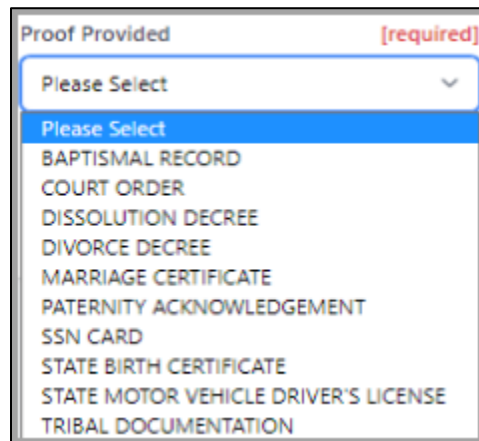


Figure 7-44: New Legal Name Proof Provided window

- **Document Number.** Use this field to enter a document number (if provided or applicable) for the **Proof Provided** document. This is a free-text field that accepts alphanumeric characters.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

The date name changed displays in the **Legal Name** section. Only the latest name entry can be edited.

7.6 Preferred/Other Names

The **Preferred/Other Names** workspace enables patients to specify a preferred name that differs from their legal name (Figure 7-45).

The screenshot shows a patient profile for 'DEMO,PATIENT - PREFERRED NAME*'. The patient's date of birth is 1/1/2020 (5 YRS) - FEMALE. The HRN is 500001, and the eligibility status is DIRECT ONLY. The PCP is listed as DEMO,PATIENT. The page includes a 'Print' button and a navigation menu on the left with options like Demographics, Address/Email/Internet, and Preferred/Other Names. The main content area shows the 'Preferred/Other Names' section with an 'Edit' button and a table of names.

Preferred Name	Other Names
PREFERRED NAME	DEMO,PATIENT DEMO,PATIENTNAME

Figure 7-45: Preferred/Other Names left-navigation pane example

Click **Edit** on the right side of the section to add/edit this information. The **Preferred Name** and **Other Names** fields display (Figure 7-46). Required fields are labeled and will be highlighted with a red outline if incomplete.

The screenshot shows the 'Preferred/Other Names' workspace. It includes a 'Preferred Name' text input field containing 'PREFERRED NAME' with a red border. Below it is a 'First Name Only' label. The 'Other Names' section has a 'Name' label with a red '[required]' indicator. It contains two rows of input fields: one with 'DEMO,PATIENT' and a dropdown arrow, and another with 'DEMO,PATIENTNAME' and a dropdown arrow. To the right of each row are 'Remove' and 'Add' buttons. At the bottom are 'Discard' and 'Save' buttons.

Figure 7-46: Preferred Name workspace when adding a new name

- Preferred Name.** Patients may specify a preferred name, FIRST NAME ONLY, that differs from their legal name. When a preferred name is provided, it displays in the patient **Name** field next to the legal name, separated by a dash and identified with an asterisk (for example, DEMO,MARGARET-MAGGIE*). This is a free-text field allowing alphanumeric characters.
- Other Names.** When entering a name, type the patient's last name, a comma (no space after the comma), the first name, a space, and a middle name (if known). This field may contain only uppercase alpha-characters.

Note: If a lower case or numeric character is entered, the following message displays: “Enter the Patient’s name in ‘LAST,FIRST MIDDLE SUFFIX’ format. This value must be 3-30 characters in length and may contain only uppercase alpha characters, spaces, apostrophes, hyphens and one comma.”

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the window without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.7 HRN/Record Disposition

The **HRN/Record Disposition** workspace (Figure 7-47) lists health record numbers (HRNs) assigned to the patient, including **Facility**, **Status**, **Record Disposition**, and if inactivated, the **Date of Inactivation**.

RECORD NUMBER	FACILITY	STATUS	RECORD DISPOSITION	INACTIVATED ON
500001	2021 DEMO HOSPITAL (INST)	ACTIVE		
600001	2020 DEMO CLINIC-1 (INST)	ACTIVE		

Figure 7-47: HRN/Record Disposition window

Note: Users can only edit the **HRN/Record Disposition** window for the current facility they are logged into.

Only users with the AGZMGR security key can edit/change a patient’s HRN/Record Disposition. Users without the AGZMGR security key will see the Edit button greyed out.

7.7.1 Health Record Number

A patient can be registered at multiple facilities, with multiple HRNs, with an active record. In some cases, however, the patient will have the same HRN at multiple facilities.

Click **Edit** on the right side of the section to add/edit this information. The **HRN/Record Disposition** fields display (Figure 7-48). Required fields are labeled and will be highlighted with a red outline if incomplete.

Figure 7-48: HRN/Record Disposition workspace in edit mode

- **Facility.** Displays the current facility where the patient’s records are stored.
- **Health Record Number (HRN).** This is a required field. Use this field to add or change the HRN for the selected patient. HRNs can be 1–6 numeric-characters. The current HRN displays in this field.
 - When adding a new HRN or changing the existing one, type a new number and click **Save**. The following message (Figure 7-49) displays:

Figure 7-49: Confirm HRN/Record Disposition Change warning message

- Click **Yes** to continue.
- If the **HRN** entered is already in use, the following warning message displays and the patient record will not be saved:
 - “This health record number is already assigned to another patient.”

The status of the Patient Record determines what the user sees for the **Inactivate/Activate Record Disposition** options.

Inactivate

- **Record Disposition:** This field indicates the disposition of the patient’s record. Click in the field (Figure 7-50), then choose from the options displayed to indicate the reason for the patient’s record update:

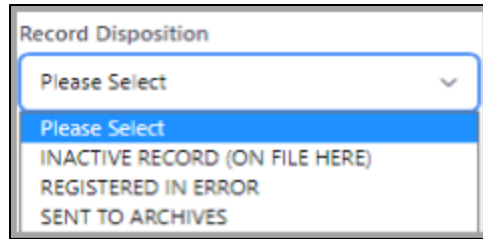


Figure 7-50: Record Disposition inactivation window

Using any of these options sets the patient's record to **Inactivated**.

- **Inactivation Date.** This field displays once a selection to inactivate a patient record is made in the **Record Disposition** field. It displays the date that the patient record was inactivated. The default is the current date. To change to a different date, type in the date or click the calendar icon to the right of the field to select a date.

Once the date is confirmed, the **Save** button becomes active. Click **Save** and the following message (Figure 7-51) displays:



Figure 7-51: Confirm HRN/Record Disposition Change message

Click **Yes** to return to the **Patient Profile** window or **No** to return to the **Record Disposition**.

Note: An inactive patient record is not erased from the database.

Reactivated

Patient records can be reactivated. To reactivate a patient file, once in the **HRN/Record Disposition** window, click in the **Record Disposition** field (Figure 7-52) and select the **Reactivated** option from the following list.

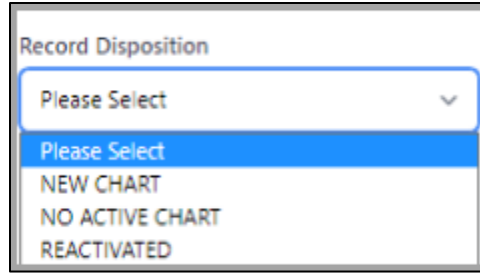


Figure 7-52: Record Disposition reactivation window

Once **Reactivated** is selected, the **Save** button becomes active. Click **Save** and the following message (Figure 7-53) displays:



Figure 7-53: Confirm HRN/Record Disposition Change reactivation message

Click **Yes** to return to the **Patient Profile** window or **No** to cancel and return to the **Record Disposition**.

7.8 Emergency Contact/Next of Kin

The **Emergency Contact** left-navigation pane (Figure 7-54) contains contact information to be used in case of a patient emergency.

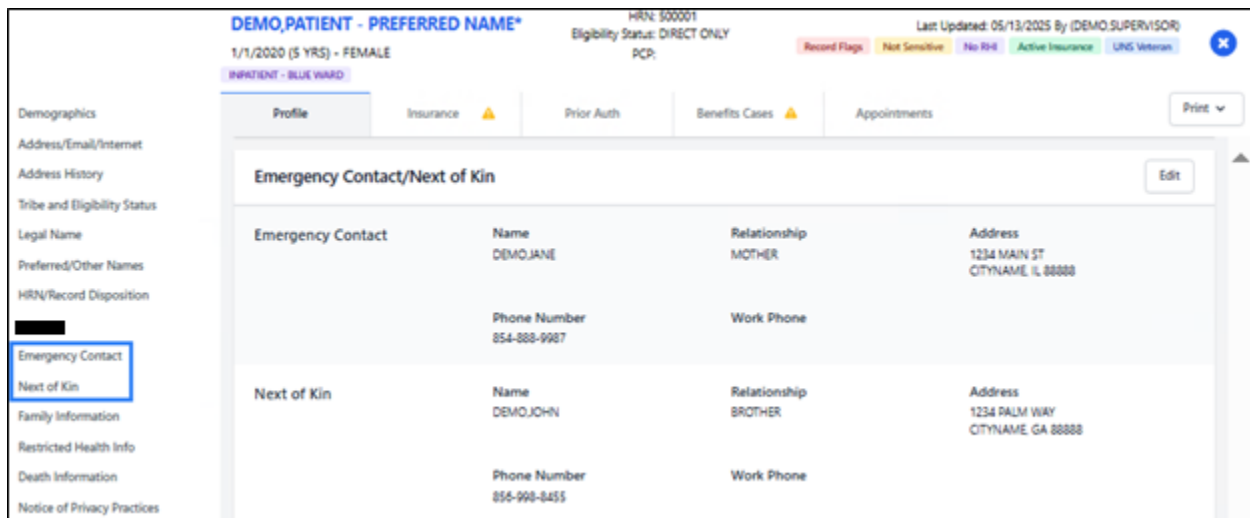


Figure 7-54: Emergency Contact/Next of Kin left-navigation pane

Note: If the option to copy a patient's address is used and includes a zip code plus four digits, only the five digits of the zip code will be copied into the **Emergency Contact** or **Next of Kin** zip code field.

When editing **Emergency Contact** or **Next of Kin**, address and phone number fields will not be deleted.

Click **Edit** on the right side of the section, as shown in Figure 7-54, to add/edit this information. The **Emergency Contact/Next of Kin** fields display (Figure 7-55). Required fields are labeled and will be highlighted with a red outline if incomplete.

The screenshot shows the 'Emergency Contact/Next of Kin' workspace in edit mode. It contains two main sections: 'Emergency Contact' and 'Next of Kin'. Each section has the following fields:

- Name:** A text input field with a red border and '[required]' label. In the Emergency Contact section, it contains 'DEMOJANE'. In the Next of Kin section, it contains 'DEMOJOHN'.
- Relationship:** A dropdown menu. In the Emergency Contact section, it is set to 'MOTHER'. In the Next of Kin section, it is set to 'BROTHER'.
- Street Address (Line 1):** A text input field. In the Emergency Contact section, it contains '1234 MAIN ST'. In the Next of Kin section, it contains '1234 PALM WAY'.
- Zip Code:** A text input field. In both sections, it contains '88888'.
- City:** A text input field. In both sections, it contains 'CITYNAME'.
- State:** A dropdown menu. In the Emergency Contact section, it is set to 'ILLINOIS'. In the Next of Kin section, it is set to 'GEORGIA'.
- Phone Number:** A text input field. In the Emergency Contact section, it contains '854-888-9987'. In the Next of Kin section, it contains '856-998-8455'.
- Work Phone:** An empty text input field in both sections.

At the bottom of the form, there are two buttons: 'Discard' and 'Save'.

Figure 7-55: Emergency Contact/Next of Kin workspace in edit mode

7.8.1 Emergency Contact

- **Name.** This is a required field. Use this field to enter the name of the emergency contact person, using the LAST, FIRST name format (an error message displays if not in this format). Most often, this is the patient's spouse, parent, or grown child.
- **Relationship.** Click in the field to select from the options on the list displayed to indicate the emergency contact person's relationship to the patient. As a shortcut, users can type the first few letters of the relationship and the field autofills. If no relationship is found from the list, select **Other**.

- **Copy Patient Address.** Selecting this button causes the address fields to be autofilled with the patient's existing address, including the **Street Address, City, State,** and **Zip Code** fields. Phone numbers will not be copied.
- **Copy Next of Kin.** Selecting this button causes the address fields to be autofilled with the next of kin's existing address, including **Street Address, City, State, Zip Code, and Phone Number** fields.
- **Street Address [Line 1].** Use this field to specify the emergency contact's street address. This free-text field allows alphanumeric characters.
- **Zip Code.** When applicable, use this field to specify the zip code where the emergency contact person's street address is located. If used, this field accepts the five-digit numeric code, five-digit plus four-digit extension as well as alphanumeric characters for foreign addresses.
 - When entering a 5-digit U.S. zip code, the system will perform a lookup to retrieve the city and state.
 - If the zip code is found in the file, then the city and state will automatically populate. Once populated, the user can edit the city but *not* the state.
 - If the zip code is *not* found in the file, then the user must enter the city and state manually.
 - The five-digit plus four-digit extension format can be used to enter the five-digit zip code followed by the four-digit delivery route code (e.g.75010-1245).
 - Alphanumeric characters are allowed for foreign addresses. Foreign zip codes do not automatically populate the city or state.

Note: The user can enter an address for Canada or Mexico by entering the City and Province/Territory in the City field then selecting Canada or Mexico as the State.

Zip Code <input type="text" value="K1A 0B1"/>	City <input type="text" value="OTTAWA ON"/>	State <input type="text" value="CANADA"/>
--	--	--

Figure 7-56: Example of entering an address in Canada

- **City.** Use this field to specify the city where the emergency contact resides. This free-text field allows alphanumeric characters. City may be auto populated when zip code is entered. If the city is auto populated, it may be edited by the user.

- **State.** Use this field to specify the state where the emergency contact resides. Click in the field, then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state and the field auto fills. The list includes the 50 United States and other countries. State may be auto populated when zip code is entered. If the state is auto populated, it will be greyed out (e.g. disabled) and not editable by the user.
- **Phone Number.** Use this field to enter the emergency contact person's home phone number in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field and must be between 3 and 20 characters in length if specified.
- **Work Phone.** Use this field to enter the emergency contact person's work phone number. Be sure to include the area code. This is an alphanumeric free-text field and must be between 4 and 20 characters in length if specified. Four additional characters have been added to include an extension, such as +1 555-555-5555 x555.

7.8.2 Next of Kin

- **Name.** This is a required field. Use this field to enter the name of the patient's next of kin contact person; most often, this is the patient's spouse, parent, or grown child. Use the LAST,FIRST name format. If not in this format, the following error message displays: "Name is not in the correct format. The correct format is 'LAST,FIRST MIDDLE SUFFIX'."
- **Relationship.** Click in the field to select from the options on the list displayed to indicate the emergency contact person's relationship to the patient. As a shortcut, users can type the first few letters of the relationship and the field auto fills. If no relationship is found from the list, select **Other**.
- **Copy Patient Address.** Selecting this button causes the address fields to be auto filled with the patient's existing address, including **Street Address, City, State,** and **Zip Code** fields. Phone numbers will not be copied.
- **Copy Emergency Contact.** Selecting this button causes the address fields to be auto filled with the emergency contact's existing address, including **Street Address, City, State, Zip Code, and Phone Number** fields.
- **Street Address [Line 1].** Use this field to specify the next of kin's street address. This free-text field allows alphanumeric characters.
- **Zip Code.** When applicable, use this field to specify the zip code where the next of kin's street address is located. If used, this field accepts the five-digit numeric code, five-digit plus four-digit extension as well as alphanumeric characters for foreign addresses.
 - When entering a 5-digit U.S. zip code, the system will perform a lookup to retrieve the city and state.

- If the zip code is found in the file, then the city and state will automatically populate. Once populated, the user can edit the city but **not** the state.
- If the zip code is **not** found in the file, then the user must enter the city and state manually.
 - The five-digit plus four-digit extension format can be used to enter the five-digit zip code followed by the four-digit delivery route code (e.g.75010-1245).
 - Alphanumeric characters are allowed for foreign addresses. Foreign zip codes do **not** automatically populate the city or state.

Note: The user can enter an address for Canada or Mexico by entering the City and Province/Territory in the City field then selecting Canada or Mexico as the State.

Zip Code	City	State
K1A 0B1	OTTAWA ON	CANADA

Figure 7-57: Example of entering an address in Canada

- **City.** Use this field to specify the city where the next of kin resides. This free-text field allows alphanumeric characters. City may be auto populated when zip code is entered. If the city is auto populated, it may be edited by the user.
- **State.** Use this field to specify the state where the next of kin resides. Click in the field then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state and the field auto fills. The list includes the 50 United States and other countries. State may be auto populated when zip code is entered. If the state is auto populated, it will be greyed out (e.g. disabled) and not editable by the user.
- **Phone Number.** Use this field to enter the next of kin's home phone number in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field and must be between 3 and 20 characters in length if specified.
- **Work Phone.** Use this field to enter the next of kin's work phone number. Be sure to include the area code. This is an alphanumeric free-text field and must be between 4 and 20 characters in length if specified. Four additional characters have been added to include an extension, such as +1 555-555-5555 x555.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.9 Family Information

The **Family Information** workspace (Figure 7-58) is separated into multiple sections containing detailed information about the patient’s family and household information (if parameter is on).

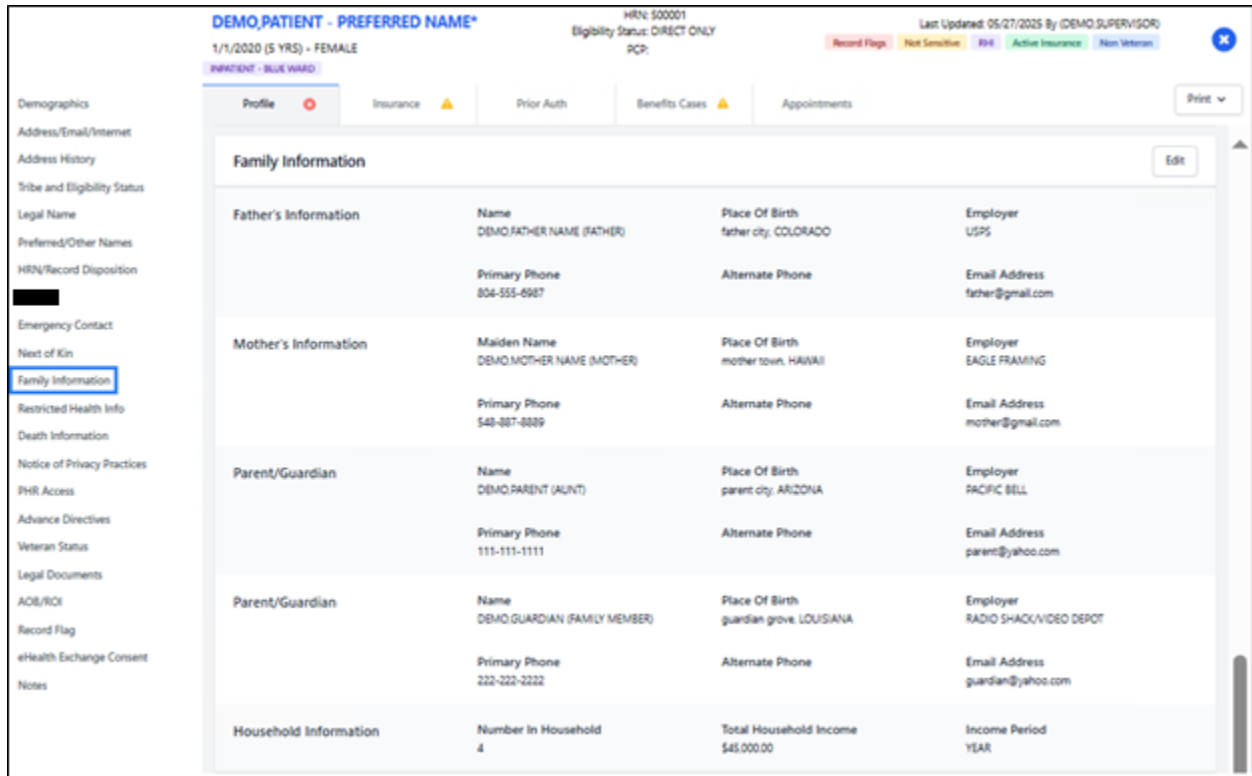


Figure 7-58: Family Information left-navigation pane

Click **Edit** on the right side of the section to add/edit this information. The **Family Information** fields display (Figure 7-59). Required fields are labeled and will be highlighted with a red outline if incomplete.

Family Information			
Father's Information			
Name [required]	Relationship [required]	City of Birth	State of Birth
DEMO.FATHER NAME	FATHER	FATHER CITY	COLORADO
Employer	Primary Phone	Alternate Phone	Email Address
USPS	804-555-6987		father@gmail.com
Mother's Information			
Maiden Name [required]	Relationship [required]	City of Birth	State of Birth
DEMO.MOTHER NAME	MOTHER	MOTHER TOWN	HAWAII
Employer	Primary Phone	Alternate Phone	Email Address
EAGLE FRAMING	548-887-8889		mother@gmail.com
Parent/Guardian			
Name [required]	Relationship [required]	City of Birth	State of Birth
DEMO.PARENT	AUNT	PARENT CITY	ARIZONA
Employer	Primary Phone	Alternate Phone	Email Address
PACIFIC BELL	111-111-1111		parent@yahoo.com
Parent/Guardian			
Name [required]	Relationship [required]	City of Birth	State of Birth
DEMO.GUARDIAN	FAMILY MEMBER	GUARDIAN GROVE	LOUISIANA
Employer	Primary Phone	Alternate Phone	Email Address
RADIO SHACK/VIDEO DEPOT	222-222-2222		guardian@yahoo.com
Household Information			
Number In Household	Total Household Income [required]	Household Income Period [required]	
4	45000.00	YEAR	
<input type="button" value="Discard"/> <input type="button" value="Save"/>			

Figure 7-59: Family Information workspace in edit mode

7.9.1 Father's Information

- **Name.** Use this field to enter the name of the patient's father using the LAST, FIRST name format.
- **Relationship.** This field will default to "FATHER" once the patient's father's name is entered. The user will *not* be able to change the default.
- **City of Birth.** Use this field to enter the city where the patient's father was born. This free-text field allows alphanumeric characters.

- **State of Birth.** Use this field to enter the state where the patient’s father was born. Click in the field then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state name then select the state from the list shown. The list includes the 50 United States, the U.S. territories, Canadian provinces, and several other countries outside the United States.
- **Employer.** Use this field to specify where the patient’s father is employed. To search, click in the field and type one or more of the letters contained in the employer’s name to display a list of search results. Select a name to populate the field. If the employer’s name is not found, it can be added via the **Settings** module as described in Section 13.3.1.
- **Primary Phone.** Use this field to enter the primary phone number associated with the patient’s father in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.
- **Alternate Phone.** Use this field to enter an alternate phone number associated with the patient’s father in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.
- **E-mail Address.** Use this field to specify the e-mail address of the patient’s father. This is a free-text field that accepts alphanumeric characters.

7.9.2 Mother’s Information

- **Maiden Name.** Use this field to enter the maiden name of the patient’s mother using the LAST,FIRST name format.
- **Relationship.** This field will default to “MOTHER” once the patient’s mother’s name is entered. The user will *not* be able to change the default.
- **City of Birth.** Use this field to specify the city where the patient’s mother was born. This free-text field allows alphanumeric characters.
- **State of Birth.** Use this field to specify the state where the patient’s mother was born. Click in the field then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state name then select the state from the list shown. The list includes the 50 United States, the U.S. territories, Canadian provinces, and several other countries outside the United States.
- **Employer.** Use this field to specify where the patient’s mother is employed. To search, click in the field and type one or more of the letters contained in the employer’s name to display a list of search results. Select a name to populate the field. If the employer’s name is not found, it can be added via the **Settings** module as described in Section 13.3.1.
- **Primary Phone.** Use this field to enter the primary phone number associated with the patient’s mother in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.

- **Alternate Phone.** Use this field to enter an alternate phone number associated with the patient's mother in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.
- **E-mail Address.** Use this field to enter the e-mail address of the patient's mother. This is a free-text field that accepts alphanumeric characters.

7.9.3 Parent/Guardian Information

There are two sections for the user to enter information for a Parent/Guardian.

- **Name.** Use this field to enter the name of the patient's parent/guardian using the LAST,FIRST name format.
- **Relationship.** In the Parent/Guardian section, Relationship will NOT default to a selection but will be required to save the data. The user will be able to select the appropriate relationship using the dropdown.
- **City of Birth.** Use this field to specify the city where the patient's parent/guardian was born. This free-text field allows alphanumeric characters.
- **State of Birth.** Use this field to specify the state where the patient's parent/guardian was born. Click in the field then choose from the options on the list displayed. As a shortcut, users can type the first few letters of the state name then select the state from the list shown. The list includes the 50 United States, the U.S. territories, Canadian provinces, and several other countries outside the United States.
- **Employer.** Use this field to specify where the patient's parent/guardian is employed. To search, click in the field and type one or more of the letters contained in the employer's name to display a list of search results. Select a name to populate the field. If the employer's name is not found, it can be added via the **Settings** module as described in Section 13.3.1.
- **Primary Phone.** Use this field to enter the primary phone number associated with the patient's parent/guardian in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.
- **Alternate Phone.** Use this field to enter an alternate phone number associated with the patient's parent/guardian in the +1 555-555-5555 format. Be sure to include the area code. This is an alphanumeric free-text field.
- **E-mail Address.** Use this field to enter the e-mail address of the patient's parent/guardian. This is a free-text field that accepts alphanumeric characters.

7.9.4 Household Income Information

- **Number in Household.** Use this field to enter the number of people residing in the patient's household.

- **Total Household Income.** Use this field to enter the patient’s total household income, a number between 1 and 9999999 with no commas.
 - If nothing or 0 (zero) is entered, the following message displays: “Total Household Income must be greater than or equal to 1.”
 - If 10,000,000 or a larger amount are entered, the following message displays: “Total Household Income must be less than or equal to 9,999,999.”

Note: The **Household Income** field is only visible when it has been specifically enabled by the site administrator through the Patient Registration site parameters.

- **Household Income Period.** Use this field to enter the income pay period. Select from the following:
 - Biweekly
 - Month
 - Weekly
 - Year

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message displays.

7.10 Restricted Health Information

When used, the **Restricted Health Information** workspace (Figure 7-60) displays any restricted health information related to the selected patient. This section shows the **Status**, **Date**, and **Reason**.

Status	Approved Date	Approving Official
APPROVED	05-13-2025	JOHN DEMO

Reason: NO SPECIFIC REASON

Figure 7-60: Restricted Health Information left-navigation pane example

Click **Edit** on the right side of the section to add/edit this information. The **Restricted Health Information** fields display (Figure 7-61). Required fields are labeled and will be highlighted with a red outline if incomplete.

The screenshot shows a form titled "Restricted Health Information". It contains four main input fields, each with a red "[required]" label above it. The "Status" field is a dropdown menu currently showing "APPROVED". The "Reason" field is a text box containing "NO SPECIFIC REASON". The "Approved Date" field is a date picker showing "05-13-2025" with a calendar icon. The "Name of Approving Official" field is a text box containing "JOHN DEMO". At the bottom of the form, there are two buttons: "Discard" and "Save".

Figure 7-61: Restricted Health Information workspace in edit mode

- **Status.** This is a required field. Use this field to select the status of the patient’s restricted health information designation. Click in the field (Figure 7-62) then choose from the following options on the list:

The screenshot shows a dropdown menu for the "Status" field. The menu is open, displaying a list of options. The top option is "Please Select" with a downward arrow. Below it are "APPROVED", "NOT APPROVED", "PENDING", "REVOKED", and "ENTERED IN ERROR". The "Please Select" option is highlighted in blue.

Figure 7-62: Restricted Health Information Status window

- **Reason.** This is a required field. Use this field to enter a reason why the patient requests that health information be restricted. This is a free-text field that accepts alphanumeric characters. If no reason is entered, the following warning message displays: “Reason is a required field and must be between 3 and 80 characters in length.”
- **Approved Date.** This is a required field. Use this field to enter the date the restricted health information was entered or changed. Depending on the status, the **Date** field name changes. Manually enter the date using the accepted date formats or click the calendar icon to select the date from a calendar view for one of the following:
 - **Approved Date.** When the status is set to **Approved**.
 - **Denied Date.** When the status is set to **Not Approved**.
 - **Pending Date.** When the status is set to **Pending**.
 - **Revoked Date.** When the status is set to **Revoked**.

If no date is entered, the following warning message displays: “[Status Type] Date is a required field.”

- **[Status Type] Name of Official.** This is a required field. This field displays if the status is **Approved**, **Not Approved**, or **Revoked**. Enter the official designated to determine a patient’s restricted health information status. Depending on the status, the field name changes as follows:
 - **Name of Approving Official**
 - **Name of Denying Official**
 - **Name of Revoking Official**Enter the name in the LASTNAME,FIRSTNAME format. If the field is left blank, the following warning message displays: “[Status Type] Official is a required field and must be between 3 and 20 characters in length.”
- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm Close Without Saving** warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

Note: When the **Status** field is set to **Approved**, this will mark the patient’s record as restricted. The patient header information will indicate this status next to the **RHI** label and a warning will display before the patient’s record can be opened or accessed.

7.11 Death Information

The **Death Information** left-navigation workspace (Figure 7-63) displays the date and location of the patient’s death, as well as the death certificate number. Preliminary date of death and cause of death information displays if the patient is discharged from inpatient with a type of discharge due to death.

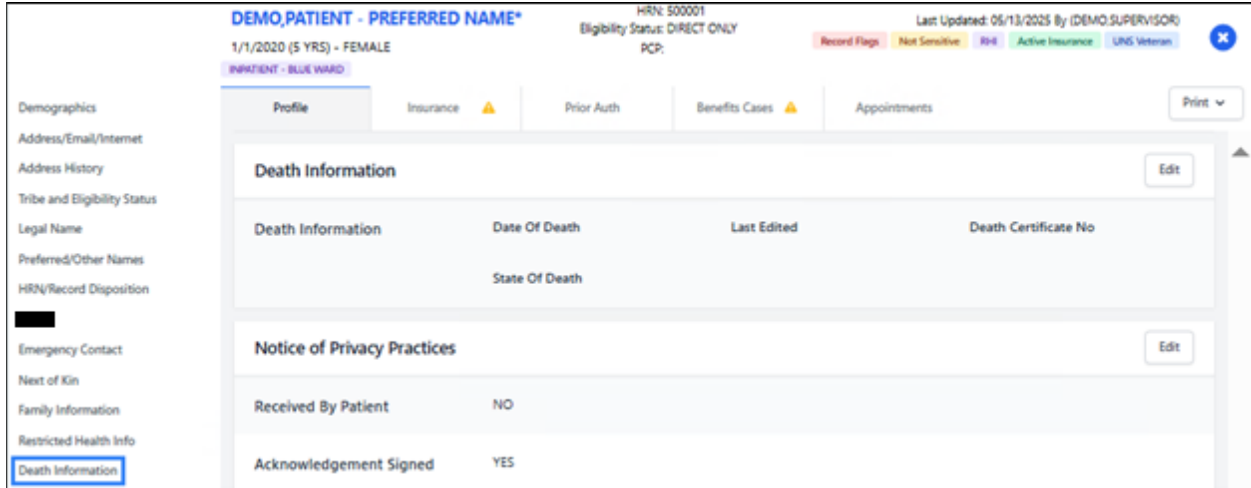


Figure 7-63: Death Information left-navigation pane

Note: Users must have the AGZMGR key to enter or edit the **Date of Death**. This field only displays when a patient is discharged from the **Admission/Discharge/Transfer (ADT)** module due to death.

Click **Edit** on the right side of the section to add/edit this information. The **Death Information** fields display (Figure 7-64). Required fields are labeled and will be highlighted with a red outline if incomplete.

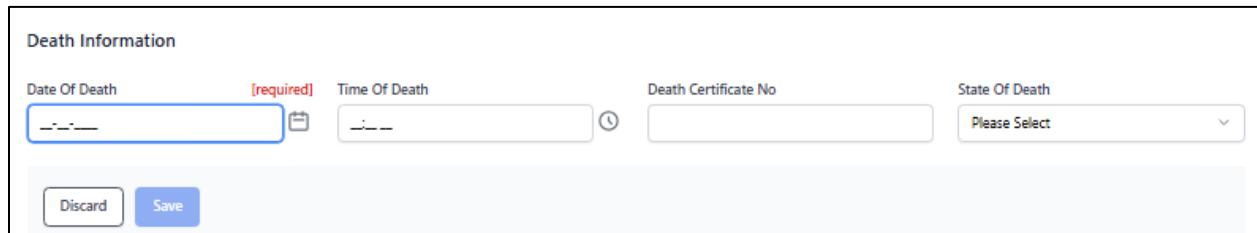


Figure 7-64: Death Information workspace in edit mode

When a **Date of Death** is entered, the patient’s information is in view only and the edit option is disabled except to update the **Death Information** section. The patient header is shaded to indicate that this patient is marked as deceased. Users entering a patient’s name in the **Search** field (Figure 7-65) will see a **Deceased** button indicating the patient has died.

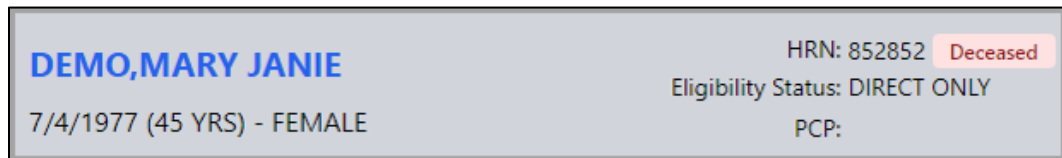


Figure 7-65: Deceased button in patient search information

- **Preliminary Date of Death.** This field only displays when a patient has been discharged from the **ADT** module due to death. It cannot be edited.
- **Preliminary Cause of Death.** This field is free-text and only displays when a patient has been discharged from the **ADT** module due to death. It can be edited.
- **Date of Death.** This is a required field. Use this field to indicate the preliminary date of the patient's death. Type the date in the MM/DD/YYYY format or use the calendar icon at the right of the field to select a date.
- **Time of Death.** Use this field to indicate the time when the patient's death occurred. Manually enter the time using the accepted time formats or click the clock icon to select from a list of times.
- **Death Certificate No.** Use this field to enter a death certificate number if available. The number must be between 6 and 8 characters in length if specified.
- **State of Death.** Use this field to specify the state where the patient's death took place. Click in the field then choose from the options on the list displayed. As a shortcut, type the first few letters of the state name then select the state from the list shown. The list includes the 50 United States, the U.S. territories, Canadian provinces, and several other countries outside the United States.
- **Clear Death Info.** The **Clear Death Info** button is only available if the patient's death information has been previously entered. When clicked, the **Clear Death Info** warning message (Figure 7-66) displays. Click **Yes** to clear the information or click **No** to return to the **Death Information** field. This will delete all death information for the selected patient.



Figure 7-66: Clear Death Info warning message

- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm close without saving warning** message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

7.12 Notice of Privacy Practices

The **Notice of Privacy Practices** left-navigation pane (Figure 7-67) is used to document whether or not the patient received a Notice of Privacy Practices from the facility where the patient receives care and treatment.

The patient is required to receive the Notice of Privacy Practices per the Health Insurance Portability and Accountability Act (HIPAA).

Note: When editing a Patient Registration, the user will receive a warning if the data is missing.

The screenshot shows a patient registration form for a patient named DEMO, PATIENT - PREFERRED NAME*. The patient's date of birth is 1/1/2020 (5 YRS) - FEMALE. The form is divided into several tabs: Profile, Insurance, Prior Auth, Benefits Cases, and Appointments. The 'Notice of Privacy Practices' section is highlighted in the left navigation pane. The 'Notice of Privacy Practices' section contains the following information:

Notice of Privacy Practices	
Received By Patient	NO
Acknowledgement Signed	YES

Below this section are three 'PHR Access' sections, each with an 'Edit' button. The 'Notice of Privacy Practices' section is highlighted in the left navigation pane.

Figure 7-67: Notice of Privacy Practices left-navigation pane

Click **Edit** on the right side of the section to add/edit this information. The **Notice of Privacy Practices** fields display (Figure 7-68). Required fields are labeled and will be highlighted with a red outline if incomplete.

The screenshot shows the 'Notice Of Privacy Practices' workspace in edit mode. It contains the following fields:

- Date**: A text input field with a calendar icon. The field is highlighted with a red outline and labeled as **[required]**.
- Received By Patient**: A toggle switch with 'Yes' and 'No' options. The 'No' option is currently selected.

At the bottom of the workspace are two buttons: 'Discard' and 'Save'.

Figure 7-68: Notice of Privacy Practices workspace in edit mode

- **Date.** This is a required field when the **Received by Patient** is completed. It is used to indicate the date the patient received the Acknowledgement of Receipt of the Notice of Privacy Practices. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Received by Patient.** This is a **Yes/No** toggle button. Click **Yes** if the patient has received the Notice of Privacy Practices (NPP). Click **No** if the patient has not.
 - If **Yes** is selected, the **Acknowledgement Signed** field displays for the user to complete.
 - If **No** is selected, there are no other fields to complete, and the user selects **Save** to save the changes or **Discard** to delete all information.
- **Acknowledgement Signed.** This is a required field when the **Received by Patient** is **Yes**. This indicates whether the acknowledgement has been signed.
 - Select **Yes** on the toggle switch indicating that the signature was obtained.
 - Select **No** if the acknowledge was not signed. The **Reason** field displays.
- **Reason.** This is a required field. If the acknowledgement has **not** been signed, use this free-text field to provide a **reason why**. The following message displays in red if the field is left blank: “Reason cannot be empty if Acknowledgement is not signed and must be between 3 and 80 characters in length.”
- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm close without saving** warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

7.13 PHR Access (PHR Access/Handout)

The **PHR Access** left-navigation pane (Figure 7-69) is used to document when the patient received access to their health record from the facility where the patient receives care and treatment.

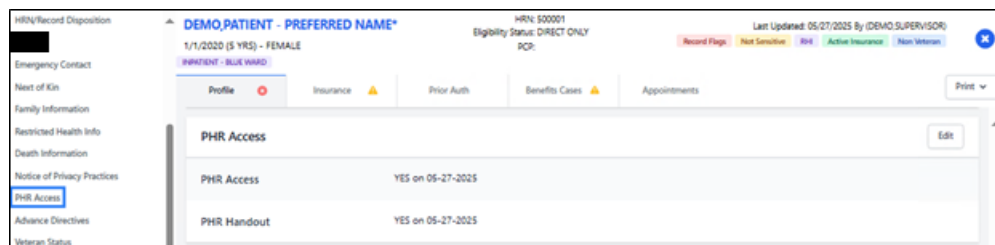


Figure 7-69: PHR Access left-navigation pane

Click **Edit** on the right side of the section to add/edit this information. The **PHR Access** and **PHR Handout** sections display.

PHR Access/Handout

PHR Access Add

PHR ACCESS	PHR ACCESS DATE	
YES	05-27-2025	Edit Remove

PHR Handout Add

PHR HANDOUT	PHR HANDOUT DATE	
YES	05-27-2025	Remove

Discard Save

Figure 7-70: PHR Access workspace

7.13.1 PHR Access

On the **PHR Access** window, click **Add** to open the **PHR Access** fields.

PHR Access

PHR Access Date [required] PHR Access [required]

05-28-2025 Yes No

Cancel OK

Figure 7-71: PHR Access data elements

- **PHR Access Date.** This is a required field and defaults to the current date. To enter the actual date when the patient was given PHR access, manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **PHR Access.** Select **Yes** on this toggle button to indicate that the patient has access to their Personal Health Record (PHR). Select **No** if the patient does not have PHR access.

When all information has been added, click **OK** to save the information or click **Cancel** to close the section without saving. When the information is saved, the **Edit** and **Remove** buttons become active.

- **Edit.** Click **Edit** to change the date or the toggle button response.
- **Remove.** Click **Remove** to delete all the information. The **Confirm Remove** warning message (Figure 7-72) displays.

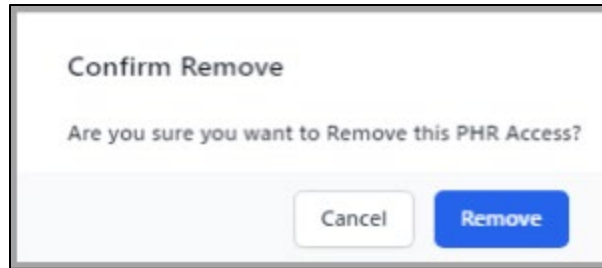


Figure 7-72: PHR Access Confirm Remove warning message

When the two fields are complete, click **OK** to save the information or click **Cancel** to close.

Once saved, if **Add** is clicked again and the same date as an existing entry is entered/added, the following error message appears: “PHR Access Date must be unique.”

- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm** close without saving warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

7.13.2 PHR Handout

On the **PHR Handout** window, click **Add** to open the **PHR Handout** fields.

Figure 7-73: PHR Access data elements

- **PHR Handout Date.** This is a required field and defaults to the current date. Use this field to show the date when a patient receives their PHR handout. Users can manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **PHR Handout.** This field defaults to **Yes** and cannot be changed.

When the date has been added, click **OK** to save the information or click **Cancel** to close the section without saving. When the information is saved, the **Remove** button becomes active.

- **Remove.** Click **Remove** to delete all the information. The **Confirm Remove** warning message (Figure 7-74) displays. Click **Remove** to clear the field.

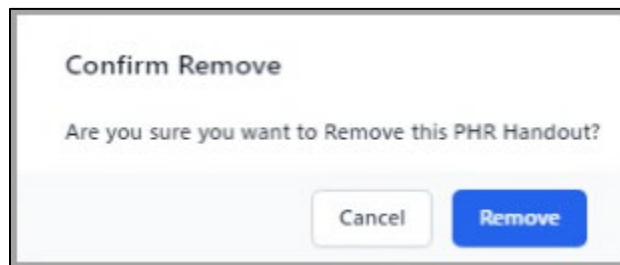


Figure 7-74: PHR Handout Confirm Remove warning message

Once saved, if **Add** is clicked again and the same date as an existing entry is entered/added, the following error message appears: “PHR Handout Date must be unique.”

- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm close without saving** warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

7.14 Advance Directives

The **Advance Directives** workspace (Figure 7-75) shows whether an advance directive has been provided regarding the patient’s wishes in the event of a life-threatening event. If an advance directive has been provided, this section shows the date the directive was entered and what type of directive it is. If there is no advance directive, a date of entry and a reason it was not provided displays.

Note: A warning will be displayed if the advance directive has no entry at all.

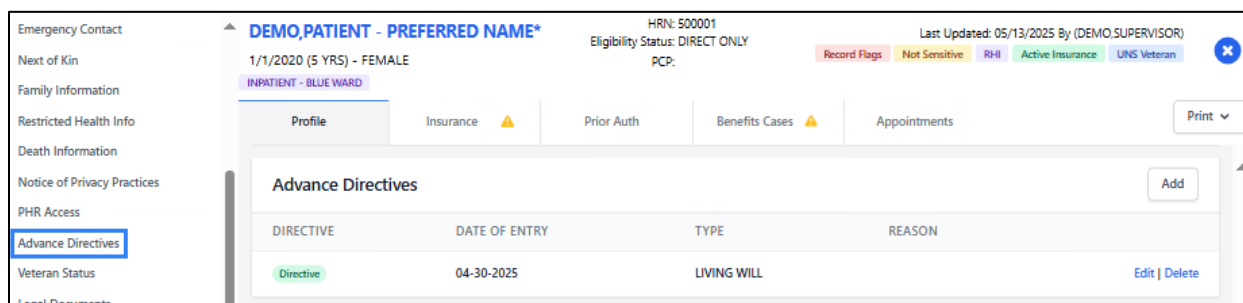


Figure 7-75: Advance Directives left-navigation pane

Click **Add** on the right side of the section to enter the information. The Advance Directives fields display (Figure 7-76). Required fields are labeled and will be highlighted with a red outline if incomplete.

Figure 7-76: Advance Directives workspace in add/edit mode

- **Date of Entry.** This is a required field. When a new advanced directive is added, the current date displays as the default. The user can manually change the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Advance Directive.** This check box displays selected as the default to indicate the patient has an advance directive. The user can clear the check box if the patient has no advance directive and must include a reason.
 - **Reason.** This field displays and is required if the **Advance Directive** check box is cleared. It is a free-text field to describe the reason an advance directive was not provided.
- **Type.** This field is required if the **Advance Directive** check box is selected. Use this field to show the type of advance directive provided (Figure 7-77). Click in the field, then choose from the following options on the list.

Figure 7-77: Advance Directive Type list

- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm close without saving** warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

To edit an existing advance directive, click **Edit** on the right side of the page. Once the changes have been completed, click **Save**.

To delete an existing advance directive, click **Delete** on the right side of the page. The **Confirm Delete** warning message (Figure 7-78) displays.

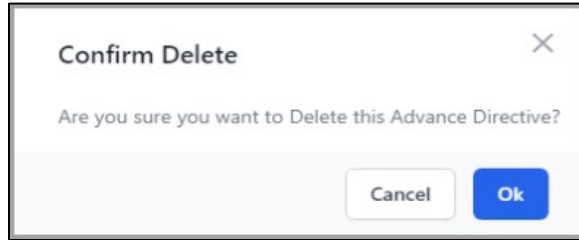


Figure 7-78: Advance Directive Confirm Delete warning message

To confirm the deletion, click **OK** or click **Cancel** to return to the previous window.

7.15 Veteran Status

The **Veteran Status** left-navigation pane (Figure 7-79) displays the patient's veteran information.

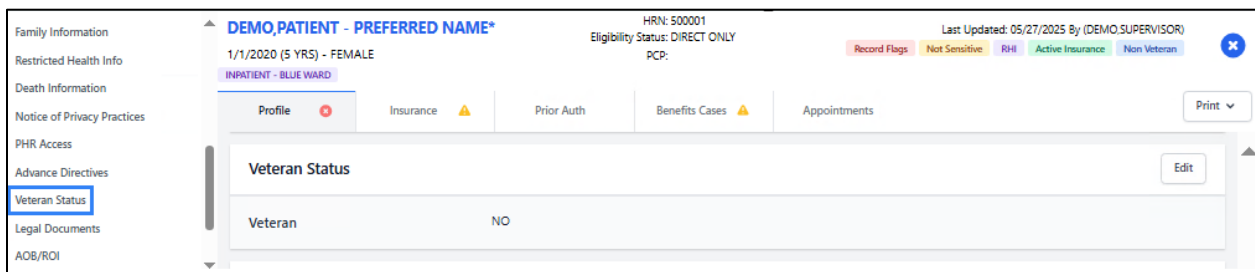


Figure 7-79: Veteran Status left-navigation pane

Click **Edit** on the right side of the section to add/edit the information. The **Veteran Status** fields display (Figure 7-80). Required fields are labeled and will be highlighted with a red outline if incomplete.

Veteran Status

Is Veteran
 Yes No

Service Branch: ▼

Service Entry Date: 📅

Service Separation Date: 📅

Vietnam Service Indicated: ▼

Claim Number:

Is Service Connected: Yes No

Description of VA Disability:

Valid VA Card: Yes No

Date VA Card Copy Obtained: 📅

Figure 7-80: Veteran Status workspace in edit mode when “Is Veteran = Yes”

- **Is Veteran.** Click **Yes** or **No** on this toggle button to indicate if the patient is a veteran of the U.S. military. The initial default is **No**. When **Yes** is selected, the other information fields are displayed.
- **Service Branch.** Use this field to indicate the military branch in which the patient entered their last period of military service. Click in the field, then select the appropriate option from the list (Figure 7-81) displayed. As a shortcut, type the first few letters of the service branch, and it displays in the field.

Service Branch

Please Select ▼

Please Select

AIR FORCE

ARMY

B.E.C.

COAST GUARD

MARINE CORPS

MERCHANT SEAMAN

NAVY

NOAA

OTHER

USPHS

Figure 7-81: Service Branch window

- **Service Entry Date.** Use this field to show the date the patient entered their last period of military service. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.

- **Service Separation Date.** Use this field to show the date the patient ended their last period of military service. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Vietnam Service Indicated.** Use this field to indicate whether the patient's disability is Vietnam service indicated. Click in the field (Figure 7-82) then select the appropriate option on the list displayed.

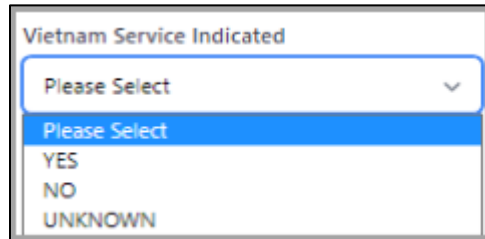


Figure 7-82: Vietnam Service Indicted window

- **Claim Number.** Use this field to enter the patient's claim number. It is a free-text field.
- **Is Service Connected.** Click **Yes** or **No** on this toggle button to indicate if the patient's disability is service connected.
- **Description of VA Disability.** Use this field to type a description of the service disability. It is a free-text field accepting 3–60 characters.
- **Valid VA Card.** Click **Yes** or **No** on this toggle button to indicate whether the patient has a valid Veterans Administration (VA) card. When **Yes** is selected, the **Date VA Card Copy Obtained** field displays.
- **Date VA Card Copy Obtained:** Use this field to show the date the copy of the patient's VA card was obtained. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.16 Legal Documents

The **Legal Documents** left-navigation pane (Figure 7-83) provides a listing of legal documents that have been added to the patient's records.

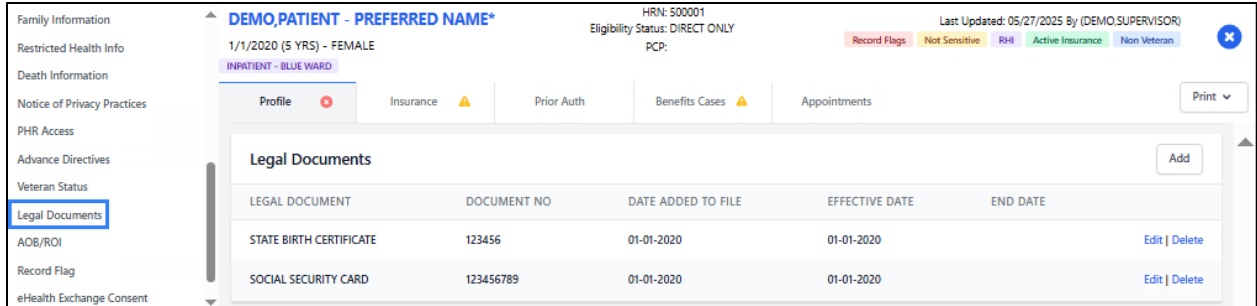


Figure 7-83: Legal Documents left-navigation pane

Click **Add** on the right side of the section to enter the information. The Legal Documents Directives fields display (Figure 7-84). Required fields are labeled and will be highlighted with a red outline if incomplete.

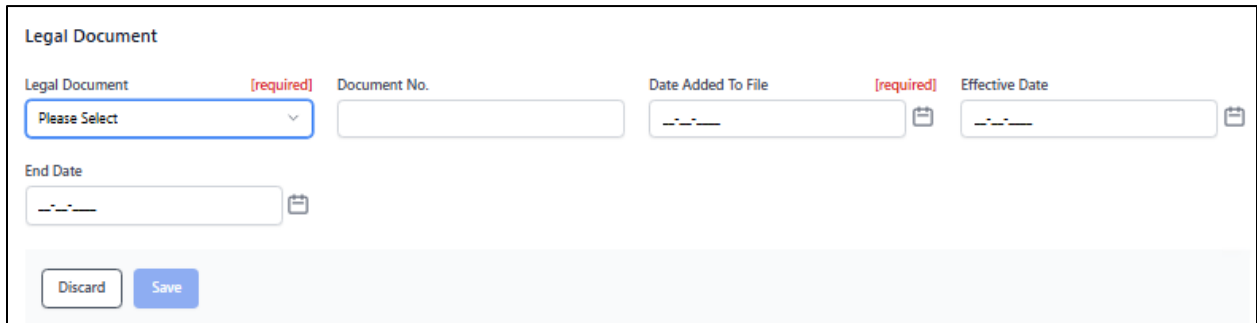


Figure 7-84: Legal Documents workspace in add/edit mode

- Legal Document.** This is a required field (Figure 7-85). Use this field to specify the type of legal document to be added to the patient record. Click the arrow on the right of the field, then select from the options on the list.

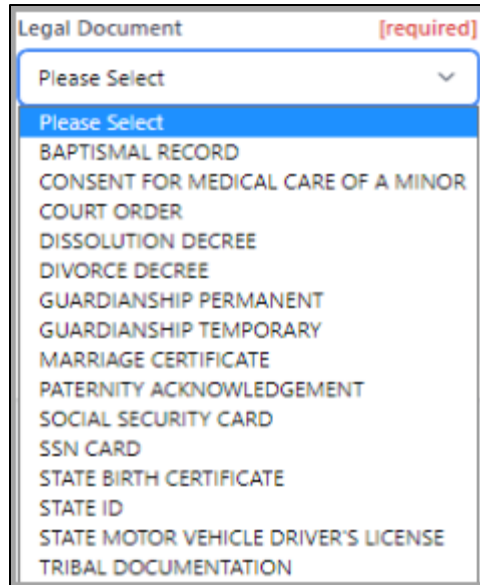


Figure 7-85: Legal Document list

- **Document Number.** Use this field to enter a document number (if provided). This is a free-text field that accepts alphanumeric characters.
- **Date Added to File.** This is a required field. Use this field to show when the legal document was added to the patient file. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Effective Date.** Use this field to show the date the legal document became (or becomes) effective. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **End Date.** Use this field to show the date the legal document is no longer effective. If there is no expiration date on the document, this field can be left blank. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- To edit an existing legal document, select the name from the list and click **Edit** on the right side of the page. Once the changes have been completed, click **Save**.
- To delete an existing legal document, select the name from the list and click **Delete** on the right side of the page. To confirm the deletion, click **OK** or click **Cancel** to return to the previous screen.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.17 AOB/ROI

The **AOB/ROI** left-navigation pane of the **Profile** tab displays dates pertaining to the assignment of benefits (AOB) and release of information (ROI). Click either **Add AOB** or **Add ROI** on the right of the workspace to add information.

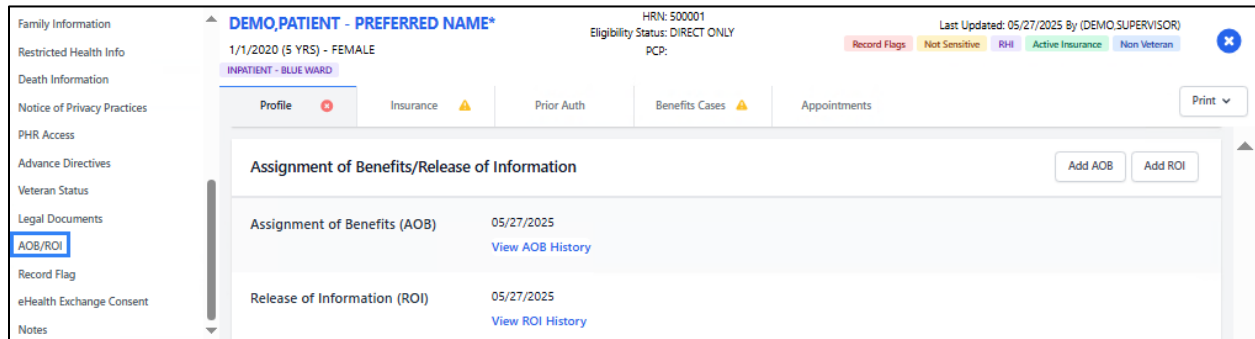


Figure 7-86: AOB/ROI left-navigation pane

7.17.1 Add Assignment of Benefits

Use this field to enter the date that an assignment of benefits (AOB) has been obtained from, or signed by, the patient. Click **Add AOB**. The **Assignment of Benefits** date field (Figure 7-87) displays.

The form shows a text input field with the date '06-02-2022' and a calendar icon to its right. Below the input field are two buttons: 'Discard' and 'Save'.

Figure 7-87: Assignment of Benefits date field

Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view. Click **Save** to return to the **AOB/ROI** left-navigation pane or click **Cancel**.

View AOB History now displays under the date. Click this link to display the **Patient AOB History** window (Figure 7-88). This is a historical log showing dates when previous AOBs were obtained.

Figure 7-88: Patient AOB History window

7.17.2 Add Release of Information

Use this field to enter the date that a release of information (ROI) has been obtained from, or signed by, the patient. Click **Add ROI**. The **Release of Information** date field (Figure 7-89) displays.

Figure 7-89: Release of Information date field

Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view. Click **Save** to return to the **AOB/ROI** left-navigation pane or click **Cancel**.

View ROI History now displays under the date. Click this link to display the **Patient ROI History** window (Figure 7-90). This is a historical log showing dates when previous AOBs were obtained.

Figure 7-90: Patient ROI History window

- **Discard.** Click **Discard** to close the workspace without saving any of the information. The **Confirm close without saving** warning message (Figure 7-18) displays.
- **Save.** When all additions and/or changes have been made, click **Save** to preserve the information.

7.18 Record Flag

The **Record Flag** workspace (Figure 7-91) of the **Profile** tab shows a comprehensive listing of patient record flags for Category I and II, as well as the details for those flags.

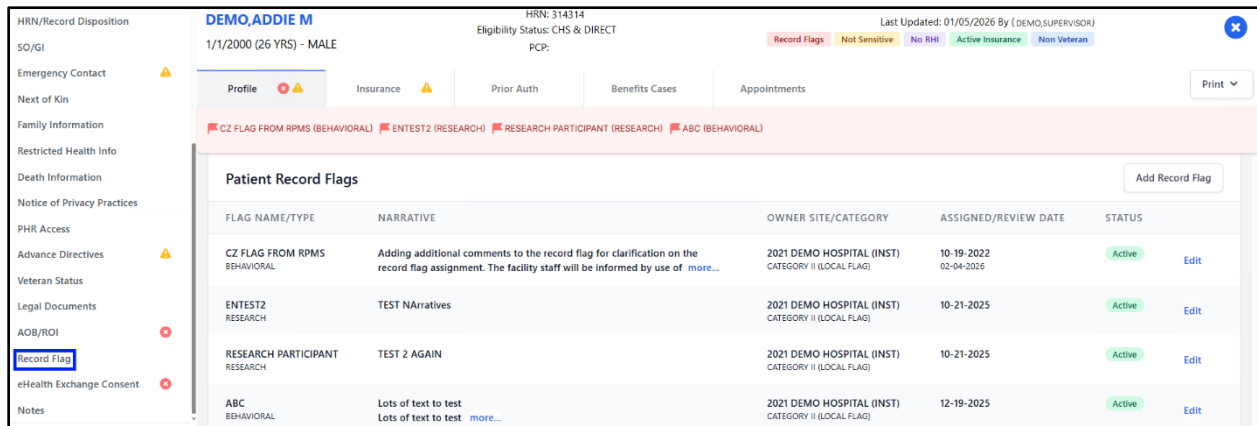


Figure 7-91: Record Flag left-navigation pane selection

Note: Only users with DGPF ASSIGNMENT security key can assign, edit, or change a patient record flag. However, a user does not need a special key to view a patient record flag, including those labeled “Other.”

Record flag details can also be viewed when hovering over the record flag(s) displayed at the top of the patient profile.

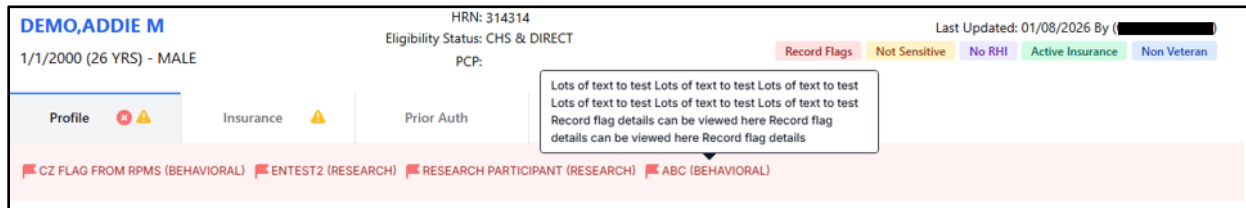


Figure 7-92: Record Flag Hover Details

Note: Record Flags will remain at the top of the patient profile tab when user scrolls down to review additional information.

7.18.1 Patient Record Flags Categories

Patient record flags are divided into **Category I (national)** and **Category II (local)** flags (Figure 7-93).

Patient Record Flags	
CATEGORY	FLAG NAME
CATEGORY I (NATIONAL FLAG)	BEHAVIORAL
CATEGORY II (LOCAL FLAG)	INFECTIOUS DISEASE

Figure 7-93: Patient Record Flags categories

- **Category I flags.** These are nationally approved and distributed by VHA for implementation by all facilities.
- **Category II flags.** These are locally established by individual facilities. They are not shared between facilities.

7.18.2 Add a Record Flag

To add a record flag to a patient's profile, click **Add Record Flag** on the right side of the section to add information.

Record Flag

Flag Name [required] Owner Site [required] Approved By [required]

Assignment Narrative [required]

|

Figure 7-94: Patient Record Flag in add mode

- **Flag Name.** This is a required field. Type the first few letters of the specific flag name. A list displays to select from (Figure 7-95). Users can also type ?? to display the complete list. Select the flag name to add to the patient's file.

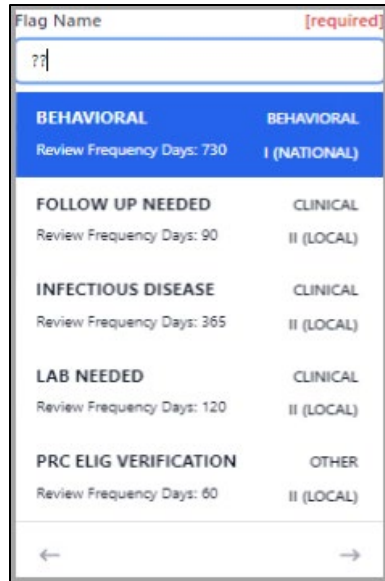


Figure 7-95: Flag Name search window

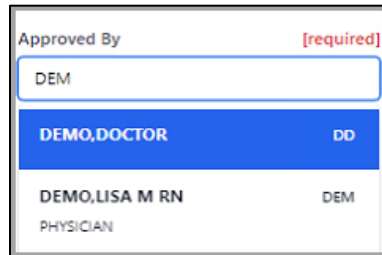
Note: Patients cannot be assigned the same flag more than once, even if the flag is inactive. The user should activate the old one and update it if they want that type of flag again.

- Owner Site.** This is a required field (Figure 7-96). Type the first few letters of the facility name. A list displays to select from. Users can also type ?? to display the complete file list.



Figure 7-96: Owner Site search window

- **Approved By.** This is a required field (Figure 7-97). Type the first few letters of the approved-by name. A list displays to select from. Users can also type ?? to display the complete list.



Approved By [required]	
DEM	
DEMO,DOCTOR	DD
DEMO,LISA M RN	DEM
PHYSICIAN	

Figure 7-97: Approved By search window

- **Assignment Narrative.** This is a required field. Use this free-text field to enter an explanation for the record flag chosen.
- **Review Date.** This is a required field (when applicable). This is the date the flag is up for review. The default is today's date. Users can click the calendar icon to the right of the field to select a date.

7.18.3 Edit a Record Flag Assignment

The assignment of a record flag (Figure 7-95) can be edited to show **Change Assignment** (different user), **Inactivate Assignment**, or **Entered in Error**.

1. Select **Edit** next to the **Flag** name.

The **Assignment Details** window (Figure 7-98) displays.

Assignment Details

Record Flag	Flag Name FOLLOW UP NEEDED	Flag Type CLINICAL	Flag Category II (LOCAL)
	Assignment Status ACTIVE	Initial Assignment 11-16-2023 05:51:46 PM	Owner Site 2021 DEMO HOSPITAL (INST)
	Originating Site 2021 DEMO HOSPITAL (INST)		

Review Date	Last Review Date 11-16-2023	Next Review Date N/A	
-------------	--------------------------------	-------------------------	--

Assignment Narrative: Follow needed in 6 months.

Assignment History Assignment Action ▾

New Assignment	Action Date 11-16-2023 05:51:46 PM	Entered By [REDACTED]	Approved By DEMO,DOCTOR
	Action Comments New record flag assignment.		

Discard

Figure 7-98: Patient record flag edit in the Assignment Details window

2. Click the **Assignment Action** button on the right side of the window to display the assignment options (Figure 7-99) available on the list.

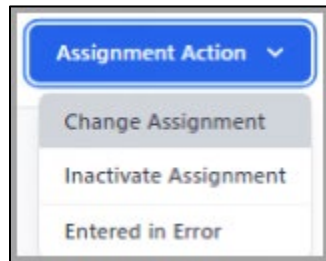


Figure 7-99: Patient Record Flags Assignment Options list

7.18.3.1 Change Assignment

On the **Assignment Action** list, select **Change Assignment** and the **Record Flag Assignment–Change Assignment** window (Figure 7-100) displays.

The screenshot shows a web form titled "Record Flag Assignment - Change Assignment". It has four main sections, each with a "[required]" label in red text to its right:

- Assignment Narrative**: A large text area containing the word "test".
- Reason**: A large empty text area.
- Approved By**: A text input field.
- Review Date**: A date picker field showing "07-21-2022" with a calendar icon.

At the bottom of the form are two buttons: "Discard" (white with grey border) and "Save" (blue).

Figure 7-100: Record Flag Assignment–Change Assignment window

- **Assignment Narrative.** This is a required field. Use this field to enter information regarding the flag assignment. It is a word-processing field.
- **Reason.** This is a required field. Use this field to enter a reason for the change in the flag assignment.
- **Approved By.** This is a required field. Use this field to enter the name of the person who approved the change.
- **Review Date.** This is a required field (when applicable). Enter the date that the assignment change was made.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.18.3.2 Inactivate Assignment

On the **Assignment Action** list, select **Inactivate Assignment** and the **Record Flag Assignment–Inactivate Assignment** window (Figure 7-101) displays.

Figure 7-101: Record Flag Assignment–Inactivate Assignment window

- **Reason.** This is a required field. Use this field to enter a reason for the change in the flag assignment.
- **Approved By.** This is a required field. Use this field to enter the name of the person who approved the change.

7.18.3.3 Entered in Error

Select **Entered in Error** and the **Record Flag Assignment–Entered in Error** window (Figure 7-102) displays.

Figure 7-102: Record Flag Assignment – Entered in Error window

- **Assignment Narrative.:** This is a required field. Use this field to enter information regarding the flag assignment entered in error. It is a word-processing field.

- **Reason.** This is a required field. Use this field to enter a reason why the flag assignment was entered in error.
- **Approved By.** This is a required field. Use this field to enter the name of the person who approved the change.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

7.19 eHealth Exchange Consent

The **eHealth Exchange Sharing Consent** workspace (Figure 7-103) displays patient consent information, including ASUFAC#, facility name, consent status (Yes/No), effective date and expiration date.

The screenshot shows the patient profile for DEMO, ADULT B. The left navigation pane has 'eHealth Exchange Consent' selected. The main content area displays the following sections:

- Legal Documents:** A table with columns: LEGAL DOCUMENT, DOCUMENT NO, DATE ADDED TO FILE, EFFECTIVE DATE, END DATE. It shows 'No data for Legal Documents'.
- Assignment of Benefits/Release of Information:** Includes buttons for 'Add AOB' and 'Add ROI'. It also has links for 'View AOB History' and 'View ROI History'.
- Patient Record Flags:** Includes a button for 'Add Record Flag'. It has a table with columns: FLAG NAME/TYPE, NARRATIVE, OWNER SITE/CATEGORY, ASSIGNED/REVIEW DATE, STATUS. It shows 'No data for Record Flag Summary'.
- eHealth Exchange Sharing Consent:** Includes a button for 'Add'. It has a table with columns: ASUFAC, FACILITY, CONSENT STATUS, EFFECTIVE DATE, EXPIRATION DATE. It shows one row of data: ASUFAC: 232901, FACILITY: 2021 DEMO HOSPITAL (INGT), CONSENT STATUS: YES, EFFECTIVE DATE: 01-01-2025, EXPIRATION DATE: 01-01-2030.
- Notes:** A section with an 'Edit' button.

Figure 7-103: eHealth Exchange Consent left-navigation pane selection

Click **Add** on the right side of the section to add a new eHealth Exchange Sharing Consent. The Consent fields display (Figure 7-104). Required fields are labeled and are highlighted with a red outline if incomplete.

Figure 7-104: eHealth Exchange Sharing Consent workspace in add mode

- **eHealth Exchange Sharing Consent.** This is a required field. The default is blank (which indicates that consent has never been captured and is missing). The user must click either Yes or No to indicate patient preference.
 - **NO**—indicates patient does **NOT** want to share information
 - **YES**—indicates patient wants to share information
- **IHS-810 Effective Date:** Date that the IHS-810 form is signed. This is a required field when Consent is set to Yes or No. Date cannot be more than 5 years in the past. Future dates are not allowed.
 - If Consent = **NO**, the default is **Today** and is editable by the user.
 - If Consent = **YES**, the default is **blank**. The user must enter a valid date.
- **Expiration Date:** Date that the eHealth Exchange Sharing Consent will expire. This is a required field when Consent is set to Yes or No.
 - If Consent = **NO**, expiration date is set to **IHS-810 Effective Date + 1 year** and is **NOT** editable by the user.
 - If Consent = **YES**, expiration date is set to **IHS-810 Effective Date + 5 years** and is editable by the user.
- **Facility:** The IHS facility that captured eHealth Exchange Sharing Consent data from the patient. This will auto populate with the Facility the user is logged into.
- **ASUFAC (Area, Service Unit, Facility):** Six-digit code that uniquely identifies IHS and Tribal health care facilities. This will auto populate with the ASUFAC of the Facility the user is logged into.

eHealth Exchange Sharing Consent history displays in descending order with the most recent entry displayed first (Figure 7-105). The most recent entry (i.e. top entry) is utilized to determine if an error or warning should be displayed to the user.

eHealth Exchange Sharing Consent					
ASUFAC	FACILITY	CONSENT STATUS	EFFECTIVE DATE	EXPIRATION DATE	
232101	2021 DEMO HOSPITAL (INST)	YES	05-05-2025	05-05-2030	
232101	2021 DEMO HOSPITAL (INST)	NO	05-05-2024	05-05-2025	

Figure 7-105: eHealth Exchange Sharing Consent history

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

Error and Warning messages are displayed to the user when eHealth Exchange Sharing Consent is missing, expired or near expiration (within 90 days).

Examples of the messages for consent may be displayed as indicated below:

eHealth Exchange Sharing Consent					
ASUFAC	FACILITY	CONSENT STATUS	EFFECTIVE DATE	EXPIRATION DATE	
No data for eHealth Exchange Sharing Consent					
<p>Errors</p> <ul style="list-style-type: none"> Missing/Expired eHealth Exchange Sharing Consent 					

Figure 7-106: Consent Error displayed when consent is missing (i.e. blank) or expired

eHealth Exchange Sharing Consent					
ASUFAC	FACILITY	CONSENT STATUS	EFFECTIVE DATE	EXPIRATION DATE	
232101	2021 DEMO HOSPITAL (INST)	NO	06-30-2024	06-30-2025	
<p>Warnings</p> <ul style="list-style-type: none"> eHealth Exchange Sharing Consent near expiration 					

Figure 7-107: Consent Warning displayed when consent is near Expiration (within 90 days)

eHealth Exchange Consent eHealth Exchange Sharing Consent is not available for a minor patient

Figure 7-108: Consent message displayed when the patient is a minor (< 18 years old)

7.20 Notes

The **Notes** left-navigation pane (Figure 7-109) within the **Profile** tab shows available notes about the current patient’s record. This is a free-text field where notes can be added or removed as needed.

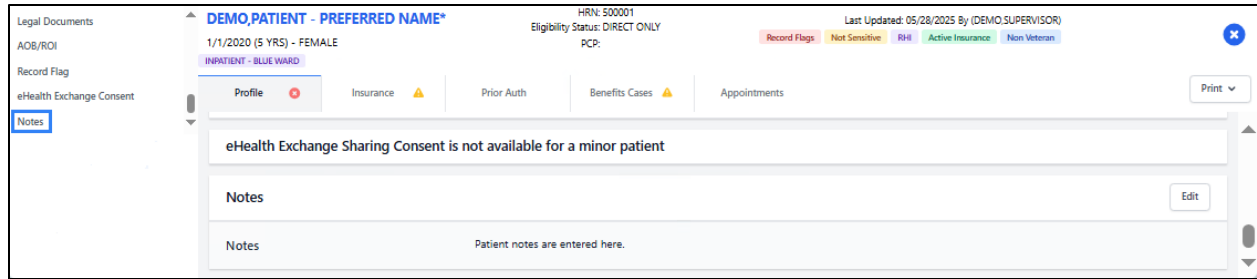


Figure 7-109: Notes tab example

Click **Edit Notes** to add and edit text for the current patient. The Notes entry screen displays (Figure 7-110).

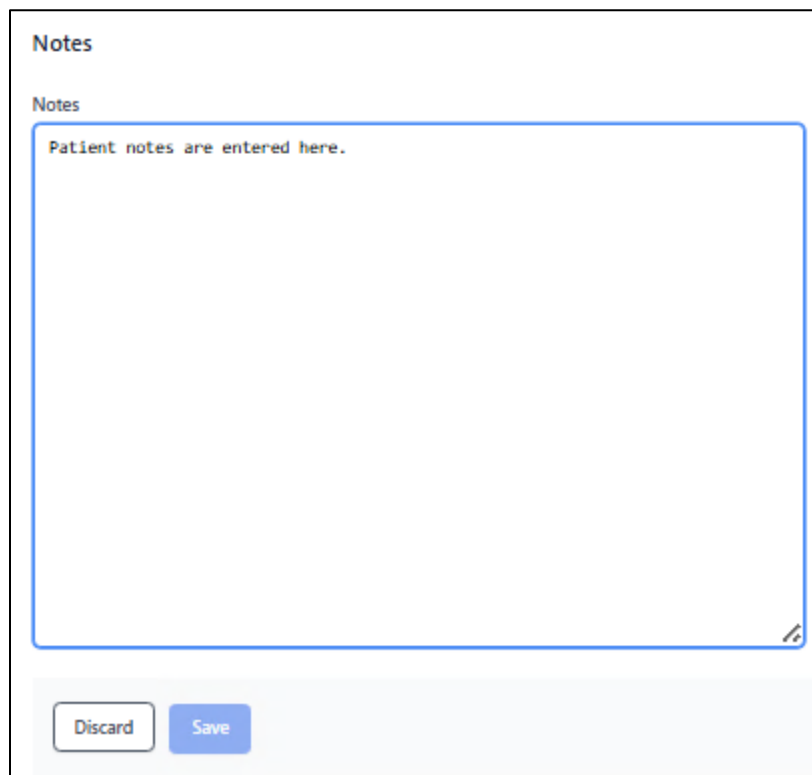


Figure 7-110: Notes entry screen

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

All **Note** fields are word-processing fields that allow users to enter unlimited amounts of information. However, if the user attempts to enter a word that exceeds 74 characters (including dashes or dots), the following error (Figure 7-111) displays upon saving.



Figure 7-111: Overlong word warning message

Note: Once adding or deleting text is completed, users must click outside the text area to activate the **Save** button.

8.0 Errors/Warnings

Errors (🔴 Errors) and **Warnings** (🟡 Warnings) message icons display for each patient in the individual **Patient Header** tabs and the left-navigation tabs (Figure 8-1).

- An error is required to be fixed before it can be saved.
- A warning is a notice that a field is incomplete but is not required.

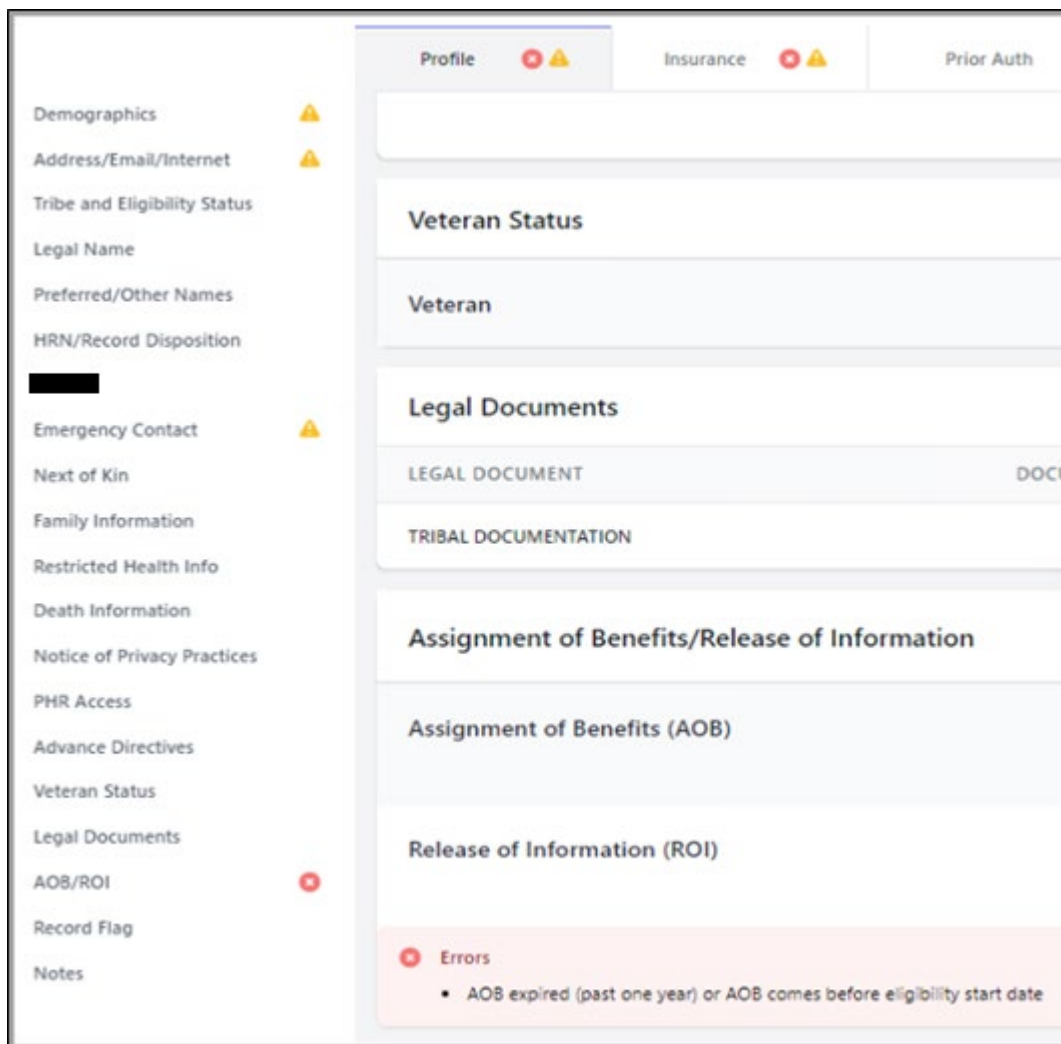


Figure 8-1: Errors and Warnings displayed

Users can view the symbol(s) and their message(s) at the bottom of the page to determine the reason for each message.

For additional information, refer to the *BPRM Application Overview User Manual*.

9.0 Insurance

The **Insurance** tab (Figure 9-1) contains insurance coverage information available for the selected patient.



Figure 9-1: Insurance tab

Insurance coverage on the left-navigation pane contains the following:

- Insurance Coverage
- Insurance Sequence
- MSP Surveys
- Status
 - Active
 - Inactive
 - All

9.1 Insurance Coverage

The Insurance Coverage workspace (Figure 9-2) displays the following information.

INSURER	INSURER TYPE	SUBSCRIBER	COVERAGE TYPE	POLICY NUMBER	ELIGIBILITY BEGIN DATE	ELIGIBILITY END DATE	STATUS
AARP MEDICARE RX P.O. BOX 29308, HOT SPRINGS, AR 71903-0300 (855)252-8782	MCR PART D	DEMO,PATIENT	D	123456	02-05-2025		Active Edit Delete
BC/BS OF KC PO BOX 441916R, KANSAS CITY, MO 64141-6169 (816)395-2750	PRIVATE	DEMO,PATIENT	SELF	815039444	05-12-2023		Active Edit Delete
MEDICARE 2020 TECHNOLOGY PKWY STE 2020, MECHANICSBURG, PA 17050 (855)252-8782	MEDICARE	DEMO,PATIENT	A		05-12-2023		Active Edit Delete
NON REG GUARANTOR (G)	GUARANTOR	DEMO,PATIENT		564423	04-01-2024		Active Edit Delete

Figure 9-2: Insurance Coverage

The following fields display:

- **Insurer.** Displays the insurer's name, address, and phone number.
- **Insurer Type.** Displays the type of insurance for each insurer.

- **Subscriber.** Displays the name of the person or agent providing the insurance for the patient.
- **Coverage Type.** Displays the type of coverage being provided.
- **Policy Number.** Displays the patient's insurance policy number.
- **Eligibility Begin Date.** Displays the patient's eligibility date for the insurance.
- **Eligibility End Date.** Displays the end date for the patient's insurance eligibility.
- **Status.** Displays the status of each of the patient's insurance coverage.

To filter a specific status, refer to **Status** on the left-navigation pane and select **Active**, **Inactive**, or **All**.

Each of these fields can be edited or deleted.

9.1.1 Add Insurance

Add Insurance is a combination button allowing the user to search all insurances.

- Click **Add Insurance** (Figure 9-3) on the right side of the **Insurance Coverage** window.

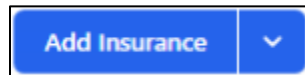


Figure 9-3: Add Insurance button

The **Search Insurance** window (Figure 9-4) displays.

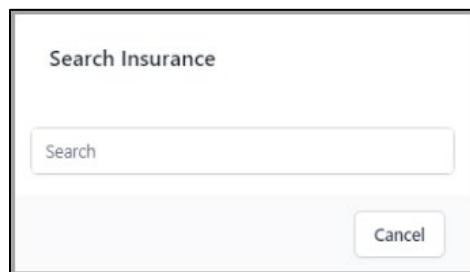


Figure 9-4: Search Insurance window

- Users can type the name of the insurer or the first few letters of the name and an alphabetical list of names displays (Figure 9-5).

Search Insurance	
cid	
APWU-CIGNA HEALTH CARE	PRIVATE
PO BOX 188004 CHATTANOOGA, TN 37422	(800)222-2798
CIGNA	PRIVATE
P.O. BOX 188010 CHATTANOOGA, TN 37422	(800)258-6534
CIGNA HEALTH PLAN	PRIVATE
PO BOX 182223 CHATTANOOGA, TN 37422-7223	(855)239-3551
CIGNA COMMUNITY CHOICE	MEDICAID FI
11001 N. BLACK CANYON HWY PHOENIX, AZ 85029	(602)417-4706
CIGNA CORPORATION	PRIVATE
ONE LOGAN SQUARE PHILIDELPHIA, PA 19103	(215)523-4000

Figure 9-5: Search Insurance list

Users can type ?? in the search field and the entire list of insurers returns in alphabetical order.

- Select an insurer from the list.

The list includes the insurer's address and phone number, if available, as well as the insurer type. Five insurers display at a time. If the search returns more than five insurers, the user can move to the next page using the left and right arrows at the bottom of the list.

Note: Users can type two question marks (??) in the search field to view the entire list of insurers in alphabetical order.

- Another way to add new insurance is to click the down arrow (Figure 9-6) on the right side of the **Add Insurance** button. This filters the selections by insurance type. A list of insurer types displays.

Note: The insurance file has 21 insurance types, but only the following seven are listed. If users do not find the insurance they are looking for, the **Search Insurance** option can be used.

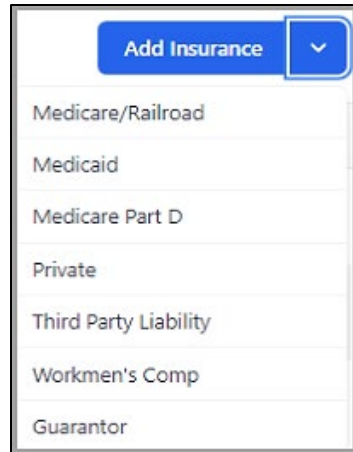


Figure 9-6: Add Insurance window

This search is limited by the insurer type the user selected. For example, if the user selects **Private** when starting a search, it narrows the insurers to those that are private insurance only.

Once the insurer is selected, a form displays for the entry of the patient's policy information. Different forms display based on the type of insurer selected.

9.1.2 Add Private Insurance Coverage

In the case of private insurers, the form is populated in two different ways:

1. When the patient is the policy holder.
2. When a different person is the policy holder (registered or not registered in Registration).

9.1.2.1 Private Insurance Fields: Patient Is the Policy Holder

Click **Same as Patient** to the right of the **Policy Holder** field to enter insurance information (Figure 9-7) when the patient is the policy holder.

Figure 9-7: Patient as Policy Holder field

Figure 9-8 shows an example of the form. Required fields are noted.

Private - UNITED HEALTH CARE

Relationship to Insured [required]
 SELF

Name as Stated on Policy [required] Policy Number or SSN [required] Effective Date [required] Expiration Date
 DEMO,PATIENT ONE [] [] [] []

Policy Holder Sex [required] Date Of Birth [required] Primary Care Provider CD Name
 MALE [] [] [] []

Holder's Employer Info
 Status FULL-TIME Employer M&M ASPHALT

Holder's Address
 Street [required] City [required] State [required]
 [] SPOKANE WASHINGTON

Zip Code [required] Phone Number
 55555 555-555-5555

Insurer Information
 Group Name/Number Coverage Type Card Copy on File
 [] Please Select

Discard Save

Figure 9-8: Private Insurance page example

When the patient is the policy holder, the following fields display. Required fields are noted.

- **Relationship to Insured.** This is a required field. Auto-populated with SELF.
- **Name as Stated on Policy.** This is a required field. Policy holder's name. Auto-populated with registered patient's name.
- **Policy Number or SSN.** This is a required field. 3–20 character string.
- **Effective Date.** This is a required field. The date the policy became effective.
- **Expiration Date.** The date the policy will expire.
- **Policy Holder Sex.** This is a required field. Use this field to identify the policy holder's sex at birth. Auto-populated as the registered patient's sex.
- **Date of Birth.** This is a required date field. Auto-populated as the registered patient's date of birth.
- **Primary Care Provider.** Patient's primary care provider in LAST, FIRST format. This is usually required for HMO/managed-care plans.

- **CD Name.** Patient's name as it appears on their insurance card.

Holders Employer Info

- **Status.** Click in the field (Figure 9-9) and select one of the following:

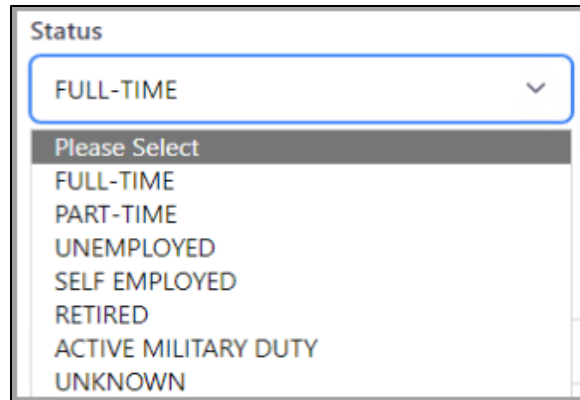


Figure 9-9: Status field

- **Employer.** Use the search box to find the policy holder's employer. Employers can be added to the list of employers through the **Settings** module.

Holder's Address: Auto Populated with Registered Patient's Address

- **Street.** Policy holder's street address.
- **City.** Policy holder's city.
- **State.** Policy holder's state.
- **Zip Code.** Policy holder's zip code. Accepts zip+4-digit extension.
- **Phone Number.** Policy holder's phone number.

Insurer Information

- **Group Name/Number.** This is a required field if the parameter is set as required. It is the insurance policy group name/number and is a 3–30 character string.
- **Coverage Type.** Populates based on the coverage types available for the selected insurance.
- **Card Copy on File.** Check box. Select to indicate **Yes**.
- **Date Obtained.** Displays when the **Card Copy on File** check box is selected. The date the card copy was obtained.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

9.1.2.2 Private Insurance Fields: Registered Patient Is the Policy Holder

Click Search Policy Holder field (Figure 9-10) to search for a registered patient and select from the list of patients.

Private - UNITED HEALTH CARE

Policy Holder

demo,p Same As Patient

DEMO,PATIENT	HRN: 500001
PCP:	Phone:
01-01-2020 (4 YRS) - FEMALE	
DEMO,PATIENT ABBY	HRN: 912345
PCP: DEMO,DOCTOR	Phone:
01-17-1958 (66 YRS) - FEMALE	
DEMO,PATIENT BARBARA	HRN: 111
PCP: DEMO,DOCTOR	Phone:
01-01-1968 (56 YRS) - FEMALE	
DEMO,PATIENT CHILD F I - Efrin*	HRN: 147852
PCP:	Phone:
01-01-2020 (4 YRS) - MALE	
DEMO,PATIENTE - PATIENT*	HRN: 999102
PCP:	Phone:
03-27-2001 (23 YRS) - FEMALE	

← Displaying 1 - 5 →

Figure 9-10: Registered Patient is the policy holder example

Figure 9-11 shows an example of the window. Required fields are noted.

Figure 9-11: Private Insurance window example

When the registered patient is the policy holder, the following fields display. Required fields are noted.

- **Relationship to Insured.** This is a required field. The patient's relationship to the insured.
- **Name as Stated on Policy.** This is a required field. Policy holder's name. Auto-populated with registered patient's name.
- **Policy Number or SSN.** This is a required field. It is a 3–20 character string.
- **Effective Date.** This is a required field. Date policy became effective.
- **Expiration Date.** Date policy will expire.
- **Policy Holder Sex.** This is a required field. Use this field to identify the policy holder's sex at birth. Auto-populated as registered patient's sex.
- **Date of Birth.** This is a required date field. Auto-populated as registered patient's date of birth.
- **Primary Care Provider.** Patient's primary care provider in LAST, FIRST format. This is usually required for HMO/managed care plans.

- **CD Name.** The patient's name as it appears on their insurance card.

Holder's Employer Info

- **Status.** Click in the field (Figure 9-12) and select one of the following:

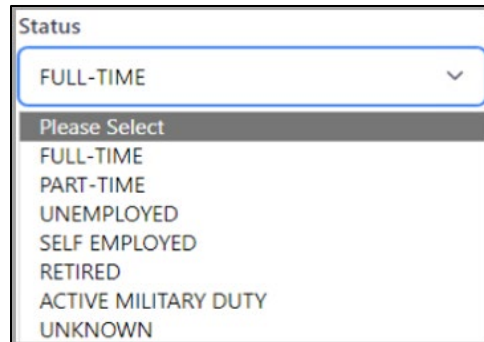


Figure 9-12: Holders Employer Status field

- **Employer.** Use the search box to find the policy holder's employer. Employers can be added to the list of employers through the **Settings** module.

Holder's Address: Auto Populated with Registered Patient's Address

- **Street.** The policy holder's street address.
- **City.** The policy holder's city.
- **State.** The policy holder's state.
- **Zip Code.** The policy holder's zip code. Accepts zip+4-digit extension.
- **Phone Number.** The policy holder's phone number.

Insurer Information

- **Group Name/Number.** This is a required field if the parameter is set as required. Insurance policy group name/number. Is a 3–30 character string.
- **Coverage Type.** Populates based on the coverage types available for the selected insurance.
- **Card Copy on File.** Check box. Select to indicate **Yes**.
- **Date Obtained.** Displays when the **Card Copy on File** check box is selected. The date the card copy was obtained.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

9.1.2.3 Private Insurance Fields: Policy Holder Is Not a Registered Patient

To add a policy holder who is not a registered patient, click **Add New Policy Holder**.

Figure 9-13 shows an example of the form. Required fields are noted.

The screenshot shows a form titled "Private - UNITED HEALTH CARE". At the top, it says "Policy Holder" above a search input field with the placeholder text "Search". To the right of the search field is a link that says "Same As Patient". Below the search field is a button labeled "Add New Policy Holder". At the bottom of the form are two buttons: "Discard" and "Save".

Figure 9-13: Add New Policy Holder button

Figure 9-14 shows an example of the form. Required fields are noted.

The screenshot shows a detailed form titled "Private - UNITED HEALTH CARE". The form is organized into several sections:

- Relationship to Insured** [required]: A dropdown menu with "Please Select" as the selected option.
- Name as Stated on Policy** [required]: A text input field.
- Policy Number or SSN** [required]: A text input field.
- Effective Date** [required]: A date input field with a calendar icon.
- Expiration Date**: A date input field with a calendar icon.
- Policy Holder Sex** [required]: A dropdown menu with "Please Select" as the selected option.
- Date Of Birth** [required]: A date input field with a calendar icon.
- Primary Care Provider**: A text input field.
- CD Name**: A text input field.
- Holder's Employer Info**:
 - Status**: A dropdown menu with "Please Select" as the selected option.
 - Employer**: A text input field.
- Holder's Address**:
 - Street** [required]: A text input field.
 - City** [required]: A text input field.
 - State** [required]: A dropdown menu with "Please Select" as the selected option.
 - Zip Code** [required]: A text input field.
 - Phone Number**: A text input field.
- Insurer Information**:
 - Group Name/Number**: A text input field.
 - Coverage Type**: A dropdown menu with "Please Select" as the selected option.
 - Card Copy on File**: A checkbox.

At the bottom of the form are two buttons: "Discard" and "Save".

Figure 9-14: New Private Insurance Policy window example

When adding someone other than the patient as the policy holder or a registered patient, the following fields are provided.

- **Relationship to Insured.** This is a required field. Select how the policy holder is related to the insured.
- **Name as Stated on Policy.** This is a required field. The policy holder's name.
- **Policy Number or SSN.** This is a required field. 3–20 character string.
- **Effective Date.** The policy holder's effective date.
- **Expiration Date.** The policy holder's expiration date.
- **Policy Holder Sex.** This is a required field (refer to Figure 9-14). Use this field to identify the policy holder's sex at birth.
- **Date of Birth.** The policy holder's date of birth.
- **Primary Care Provider.** The patient's primary care provider in LAST,FIRST format.
- **CD Name.** The patient's name as it appears on their insurance card.

Holder's Employer Info

- **Status.** Policy holder's employer information (Figure 9-15). Select from the following:

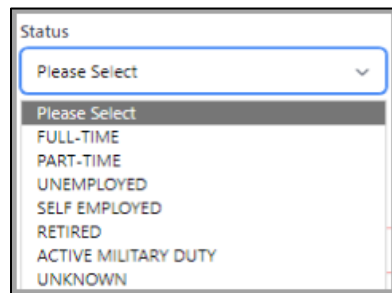


Figure 9-15: Policy holder's employer status information dialog

- **Employer.** Use the search box to find the policy holder's employer. Employers can be added to the list of employers through the **Settings** module.

Holder's Address

- **Street.** Policy holder's street address.
- **City.** Policy holder's city.
- **State.** Policy holder's state.
- **Zip Code.** Policy holder's zip code. Accepts zip+4-digit extension.
- **Phone Number.** Policy holder's phone number.

Insurer Information

- **Group Name/Number.** This is a required field. Insurance policy group name/number. Is a 3–30 character string.
- **Coverage Type.** Displays the type of coverage being provided.
- **Card Copy on File.** Check box. Copy of the insurance card on file.
- **Date Obtained.** Displays when the **Card Copy on File** check box is selected. Date the card copy was obtained.

When all additions and/or changes have been made, click **Save** to save the information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.3 Add New Policy Members to Private Insurance

More than one person can be associated with a private insurance policy once it is saved.

From the **Insurance Coverage** window, click **Edit** on the right side of the window. The **Private Insurer** window displays. In the **Policy Members** window, click **Add** to open the **Policy Member** window (Figure 9-16) to add other policy members to this plan.

Figure 9-16: **Policy Member** window example

Once the **Policy Member** window displays, complete the fields to add other policy members to this plan. Required fields are noted on the form.

- **Policy Member.** This is a search box. Insured person’s name in LAST,FIRST [MIDDLE] format for a registered patient.
- **Relationship.** Choose from the list to indicate the insured person’s relationship to the policy holder.
- **Person Code.** A 2–10 character string.

- **Start Date.** policy member's start date.
- **End Date.** policy member's end date.
- **Member Number.** A 1–20 character string.
- **Member Date of Birth.** policy member's date of birth.
- **Primary Care Provider.** The patient's primary care provider in LAST, FIRST format. This is usually required for HMO/managed-care plans.
- **Card Copy on File.** Copy of the new member's insurance card on file.

After completing the form, click **OK** to save the information or **Cancel** to continue.

Once a policy member is successfully added, the **Policy Members** listing will display as follows:

Policy Members						Add
MEMBER NAME	PERSON CODE	MEMBER NUMBER	RELATIONSHIP	MEMBER DATE OF BIRTH	START/END DATE	
DEMO,ADDIE M		55555558	SISTER	05-01-1988	01-12-2025 06-25-2026	Edit Remove
DEMO,PATIENT	01	56988	SELF	07-05-1980	05-12-2023	Edit Remove
DEMO, FRANKLIN	08	65498	FATHER	06-17-1955	01-12-2025 06-25-2026	Edit Remove

Figure 9-17: Policy Members listing

9.1.4 Edit a Policy Member to Private Insurance

From the **Insurance Coverage** window, click **Edit** on the right side of the window. The **Private Insurer** window (Figure 9-18) displays.

Policy Member					
Policy Member	[required]	Relationship	[required]	Person Code	
DEMO, FRANKLIN		GRANDFATHER	▼	08	
Start Date	[required]	End Date		Member Number	Member Date Of Birth
02-09-2025	📅	01-30-2026	📅	123456	05-01-1948
Cancel	OK				

Figure 9-18: Private Insurer window

In the **Policy Members** section, click **Edit** to open the **Policy Member** dialog.

Once the **Policy Member** page displays, the fields that are editable are Relationship, **Person Code**, **Start Date**, **End Date**, **Member Number**, and Member Date of Birth

- **Policy Member.** Insured person's name in LAST,FIRST [MIDDLE] format. Not editable.
- **Relationship.** Insured person's relationship to the policy holder.
- **Person Code.** A 2–10 character string.
- **Start Date.** policy member's start date.
- **End Date.** policy member's end date.
- **Member Number.** A 1–20 character string.
- **Member Date of Birth.** policy member's date of birth.

After completing the form, click **OK** to save the information or **Cancel** to continue.

9.1.5 Add Medicare Coverage

If the insurance provider is Medicare, the window shown in Figure 9-19 displays. Required fields are noted on the form.

Note: To add Medicare Coverage Part D, the patient must have Medicare or Railroad Parts A or B.

Medicare

Medicare Name [required]	Medicare MBI Number [required]	Date Of Birth [required]	Medicare Release Date [required]
<input type="text" value="DEMO,APRIL"/>	<input type="text" value="1EG4TE5MK72"/>	<input type="text" value="03-13-1977"/>	<input type="text" value="04-19-2017"/>
Medicare HICN Number	Suffix	Primary Care Provider	QMB/SLMB
<input type="text" value="123456789"/>	<input type="text" value="D"/>	<input type="text" value="DEMO,DOCTOR"/>	<input type="text" value="SLMB"/>
Advance Beneficiary Notice Obtained	IMP MSG FORM SIGN Obtained Date	Card Copy on File	Date Obtained [required]
<input type="text" value="06-09-2022"/>	<input type="text" value="06-09-2022"/>	<input checked="" type="checkbox"/>	<input type="text" value="06-09-2022"/>

Eligibilities Add

START DATE	END DATE	COVERAGE TYPE	SEX	
03-01-2017		A	FEMALE	Edit Remove
03-01-2017		B		Edit Remove

Discard
Save

Figure 9-19: Medicare Insurance page example

9.1.5.1 Medicare Insurance Fields

The following fields are provided on the **Medicare** window:

- **Medicare Name.** This is a required field. The patient's name in LAST,FIRST [MIDDLE] format. Show the name of the patient as printed on the Medicare card. This is the primary insured person. Verify that the patient's name appears pre-printed on the ID card. If the name on the card is incorrect, enter it as it appears on the card, and then instruct the patient to contact Medicare directly to correct the name on the card.
- **Medicare MBI Number.** Patient's Medicare Beneficiary Identifier (MBI) number. Use this field to show the Medicare MBI number, using eleven alphanumerical characters.
- **Date of Birth.** Enter the patient's date of birth (DOB) exactly as printed on the Medicare card. If the DOB on the card is incorrect, use the one on the card, and then instruct the patient to contact Medicare directly to correct the DOB on the ID card.
- **Medicare Release Date.** Shows the date the Medicare release of information was added to the patient's records.
- **Medicare HICN Number.** Patient's Medicare Health Insurance Claim Number (HICN). Use this field to show the Medicare HICN number, without the suffix, using nine digits.

Note: The HICN has been replaced with the MBI. The field is displayed and can still be edited if needed.

- **Suffix.** Choose a suffix from the list. This is the suffix shown on the Medicare ID card.
- **Primary Care Provider.** The patient's primary care physician in LAST,FIRST format.
- **QMB/SLMB.** Select the appropriate option from the list. QMB is Qualified Medical Beneficiary and SLMB is Specific Low Income Medical Beneficiary.
- **Advance Beneficiary Notice Obtained.** The date the Advance Beneficiary Notice was obtained.
- **IMP MSG FORM SIG OBTAINED.** Enter date the Important Message from Medicare form was obtained and entered into the patient's chart.
- **Card Copy on File.** A check box to indicate a copy of the patient's Medicare card was obtained and placed into the chart.
- **Date Obtained.** Date field that is only available to edit if **Card Copy On File** check box is selected. Enter the date the Medicare card was placed into the patient's chart.

9.1.5.2 Eligibilities

Click **Add** on the right side of the section to add the patient's Medicare eligibilities. The following fields are provided on the **Eligibilities** window (Figure 9-20).

Note: A patient must have at least one eligibility to file Medicare insurance.

Figure 9-20: Eligibilities window

- **Coverage Type.** Select **A** or **B** as a coverage type from the list.
- **Start Date.** Shows the date the patient was eligible for insurance.
- **End Date.** Shows the date the patient's insurance coverage ended.
- **Sex.** Select Male, Female, or Unknown from the list.

After the form has been finalized, click **OK** to save the information or **Cancel** to exit.

To make changes to an existing **Medicare Eligibility**, click **Edit** to the right of the eligibility and then make any changes.

To remove a **Medicare Eligibility**, click **Remove** to the right of the eligibility.

9.1.5.3 Edit Medicare Coverage

To edit information about a patient's Medicare coverage, click **Edit** to the right of a Medicare insurer type (Figure 9-21). The patient's **Medicare** window opens.

Medicare

Medicare Name [required] DEMO,JOHN DOE
 Medicare MBI Number [required] [REDACTED]
 Date Of Birth [required] [REDACTED]
 Medicare Release Date [required] 06-01-2021

Medicare HICN Number [REDACTED]
 Suffix A
 Primary Care Provider
 OMB/SLMB Please Select

Advance Beneficiary Notice Obtained
 IMP MSG FORM SIGN Obtained Date
 Card Copy on File

Eligibilities Add

START DATE	END DATE	COVERAGE TYPE	SEX	
06-01-2021		A	MALE	Edit Remove

Discard Save

Figure 9-21: Edit Medicare window for an individual patient

Once displayed, the various fields in the **Medicare** window can be edited as needed.

Information can also be edited in the **Eligibilities** section of the window. Click **Edit** to make any changes to it.

When all additions and/or changes have been made, click **Save** to save the information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.6 Add Railroad Retirement Insurance

Railroad Retirement Insurance is, in essence, a form of Medicare. For this reason, adding Railroad Retirement Insurance is similar to adding Medicare. When the insurance provider is Railroad Retirement, the page shown in Figure 9-22 displays. Required fields are noted on the form.

Railroad

Railroad Name [required] DEMO.PATIENTTWO
Railroad MBI Number [required] ██████████
Railroad Date Of Birth [required] ██████████
Railroad Release Date [required] 08-12-2024

Railroad HICN Number 444455566
Prefix AB
Primary Care Provider DEMO.DOCTOR
QMB/SLMB QMB

Card Copy on File
Date Obtained [required] 08-12-2024

Eligibilities Add

START DATE	END DATE	COVERAGE TYPE	SEX
08-12-2024	04-25-2026	B	FEMALE

Discard Save Edit Remove

Figure 9-22: Railroad Retirement Insurance window example

9.1.6.1 Railroad Retirement Insurance Policy Fields

The following fields are provided on the **Railroad** window:

- **Railroad Name.** This is a required field. The patient's name in LAST, FIRST [MIDDLE] format. Show the name of the patient as printed on the Railroad card. This is the primary insured person. Verify that the patient's name appears pre-printed on the ID card. If the name on the card is incorrect, enter it as it appears on the card, and then instruct the patient to contact Railroad directly to correct the name on the card.
- **Railroad MBI NUMBER.** Patient's Railroad Beneficiary Identifier (MBI) Number. Use this field to show the Railroad MBI number, using 11 alphanumerical characters.
- **Date of Birth.** Enter the patient's date of birth (DOB) exactly as printed on the Railroad card.
- **Railroad Release Date.** Shows the date the Railroad release of information was added to the patient's records.
- **Railroad HICN Number.** Patient's Railroad Health Insurance Claim Number (HICN). Use this field to show the Railroad HICN number, without the suffix, using nine digits.

Note: The HICN has been replaced with the MBI. The field is displayed and can still be edited if needed.

- **Prefix.** Choose a prefix from the list. This is the prefix shown on the Railroad ID card.

- **Primary Care Provider.** The patient's primary care physician in LAST,FIRST format.
- **QMB/SLMB.** Select the appropriate option from the list. **QMB** is Qualified Medical Beneficiary and **SLMB** is Specific Low Income Medical Beneficiary.
- **Card Copy on File.** A check box that enables to indicate a copy of the patient's Railroad card was obtained and placed into the chart.
- **Date Obtained.** A date field that is only available to edit if the **Card Copy on File** check box is selected. Enter the date the Railroad card was placed into patient's chart.

9.1.6.2 Eligibilities

Click **Add** on the right side of the section to add the patient's Railroad eligibilities. The following fields are provided on the **Eligibilities** window (Figure 9-23).

Note: A patient must have at least one eligibility to file Railroad insurance.

The screenshot shows a window titled "Eligibility" with the following fields and controls:

- Coverage Type** [required]: A dropdown menu with "B" selected.
- Start Date** [required]: A date field with "08-12-2024" and a calendar icon.
- End Date**: A date field with "04-25-2026" and a calendar icon.
- Sex** [required]: A dropdown menu with "FEMALE" selected.
- Buttons: "Cancel" and "OK".

Figure 9-23: Eligibilities window

- **Coverage Type.** Select **A** or **B** as a coverage type from the list.
- **Start Date.** Shows the date the patient was eligible for insurance.
- **End Date.** Shows the date the patient's insurance coverage ended.
- **Sex.** Select Male, Female, or Unknown from the list.

After the form has been finalized, click **OK** to save the information or **Cancel** to exit.

To make changes to an existing **Railroad Eligibility**, click **Edit** to the right of the eligibility and then make any changes.

To remove **Railroad Eligibility**, click **Remove** to the right of the eligibility.

9.1.6.3 Edit Railroad Retirement Coverage

To edit information about a patient's Railroad Retirement coverage, click **Edit** to the right of a **Railroad Retirement Insurer** type (Figure 9-24). The patient's **Railroad** window opens.

Railroad

Railroad Name [required] DEMO.PATIENTTWO
 Railroad MBI Number [required] [REDACTED]
 Railroad Date Of Birth [required] 11-11-2000
 Railroad Release Date [required] 08-12-2024

Railroad HICN Number 444455566
 Prefix AB
 Primary Care Provider DEMO.DOCTOR
 QMB/SLMB QMB

Card Copy on File
 Date Obtained [required] 08-12-2024

Eligibilities [Add]

START DATE	END DATE	COVERAGE TYPE	SEX
08-12-2024	04-25-2026	B	FEMALE

[Discard] [Save]

Figure 9-24: Edit Railroad window for an individual patient

Once displayed, the various fields in the **Railroad** window can be edited as needed.

Information can also be edited in the **Eligibilities** section of the window. Click **Edit** to make any changes to it.

When all additions and/or changes have been made, click **Save** to save the information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.7 Add Medicare Part D

If **Medicare Coverage Type D** is selected, the following fields display on the form; this is reflected in the example shown in Figure 9-25.

Medicare Part D - D-AARP-610097

Medicare Name [required] BPRM,EN-ESTER JR
 Date Of Birth [required] 02-28-1935
 Sex [REDACTED] FEMALE
 Person Code

Policy Number [required]
 Group Name/Number

Eligibility

Start Date [required] --/--/----
 End Date [required] --/--/----

[Discard] [Save]

Figure 9-25: Medicare Coverage Type D window

The following fields are provided on the Medicare window:

- **Medicare Name.** This is a required field. Patient's name in LAST, FIRST [MIDDLE] format.
- **Date of Birth.** Enter the patient's date of birth (DOB).
- **Sex.** Enter the patient's sex
- **Person Code.** 2–10 character string. Use this field to show the policy holder's person code. This code is used to uniquely identify each family member.
- **Policy Number.** 6–30 character string; Enter the ID number as it appears on the patient's Medicare card.
- **Eligibility Start Date.** Shows the date the patient was eligible for insurance.
- **Eligibility End Date.** Shows the date the patient's insurance coverage ended.

9.1.8 Edit Medicare Part D

To edit information about a patient's Medicare Part D coverage, click **Edit** to the right of the **Medicare Part D Insurer** type. The same form displays to edit, and any field can be edited and saved.

When all additions and/or changes have been made, click **Save** to save the information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.9 Add Medicaid Coverage

If the insurance provider is **Medicaid**, Figure 9-26 displays. Required fields are noted on the form.

The screenshot displays a 'Medicaid' form with the following fields and values:

- Medicaid Name** [required]: DEMO,MAY APRIL
- Medicaid Number** [required]: 1234567
- Date Of Birth** [required]: 03-13-1977
- Relationship**: Self
- Plan Name**: COLORADO MEDICAID
- State** [required]: COLORADO
- Group Name/Number** [required]: COLORADO RIVER MED. CTR.
- Primary Care Provider**: DEMO,DOCTOR
- Rate Code** [required]: 555
- Card Copy on File**:
- Date Obtained** [required]: 06-29-2022

Eligibilities Table:

START DATE	END DATE	COVERAGE TYPE	
06-29-2022	06-29-2023	MED	Edit Remove

Buttons: Discard, Save, Add

Figure 9-26: Medicaid Insurance page example

9.1.9.1 Medicaid Insurance Fields

The following fields are provided on the **Medicaid** window:

- **Medicaid Name.** The patient's name in LAST,FIRST [MIDDLE] format. Show the name of the patient as printed on the Medicaid card. This is the primary insured person. Verify that the patient's name appears pre-printed on the ID card. If the name on the card is incorrect, enter it as it appears on the card, and then instruct the patient to contact Medicaid directly to correct the name on the card.
- **Medicaid Number.** The patient's Medicaid number. Use this field to show the Medicaid ID number without the suffix. Must be 6–30 characters long.
- **Date of Birth.** Birth date of Medicaid policy holder.
- **Relationship.** Patient's relationship defaults to self.
- **Plan Name.** Click in the box and type one or more of the letters contained in the plan name to display a list of search results, and then select the Medicaid plan from the list shown.
- **State.** Type the two-letter state abbreviation and select from list.
- **Group Name/Number.** This is the local group name or number and can be found on the patient's Medicaid card.
- **Primary Care Provider.** Patient's primary care provider under Medicaid in LAST,FIRST name format.
- **Rate Code.** 1–6 character string.

- **Card Copy on File.** Check box to indicate if the patient's Medicaid card copy was obtained and placed into the chart.
- **Date Obtained.** Date field that is only available to edit if the **Card Copy On File** check box is selected. Enter the date the Medicare card was entered into patient's chart.

9.1.9.2 Eligibilities

Click **Add** on the right side of the section to add the patient's Medicaid eligibilities. The following fields are provided on the **Eligibilities** window (Figure 9-27).

Note: A patient must have at least one eligibility to file Medicaid insurance.

The screenshot shows a dialog box titled "Eligibility". It has three input fields: "Start Date" (with a red "[required]" label and a calendar icon), "End Date" (with a calendar icon), and "Coverage Type". Below the fields are "Cancel" and "OK" buttons.

Figure 9-27: Eligibilities window

- **Start Date.** Shows the date the patient was eligible for insurance.
- **End Date.** Shows the date the patient's insurance coverage ended.
- **Coverage Type.** Type in the **Coverage Type**. It must be between 1 and 4 characters in length.

After the form has been finalized, click **OK** to save the information or **Cancel** to exit.

To make changes to an existing Medicaid eligibility, click **Edit** on the right side of the desired eligibility. Make any changes and click **OK**.

To remove a Medicaid eligibility, click **Remove** on the right side of the desired eligibility.

When all additions and/or changes have been made, click **Save** to save the new policy information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.9.3 Edit Medicaid Coverage

To edit information about a patient's Medicaid coverage, click **Edit** to the right of a **Medicaid insurer** type (Figure 9-28). The patient's **Medicaid** window opens.

Medicaid

Medicaid Name [required] DEMO.MAY APRIL Medicaid Number [required] 1234567 Date Of Birth [required] 03-13-1977 Relationship SELF

Plan Name [required] COLORADO MEDICAID State [required] COLORADO

Group Name/Number [required] COLORADO RIVER MED. CTR. Primary Care Provider DEMO.DOCTOR Rate Code [required] 555

Card Copy on File Date Obtained [required] 06-29-2022

Eligibilities Add

START DATE	END DATE	COVERAGE TYPE	
06-29-2022	06-29-2023	MED	Edit Remove

Discard Save

Figure 9-28: Edit Medicaid window for an individual patient

Once displayed, the various fields in the **Medicaid** window can be edited as needed.

Information can also be edited in the **Eligibilities** section of the window. Click **Edit** to make any changes to it.

When all additions and/or changes have been made, click **Save** to save the information or click **Discard** to close the section without saving. The **Confirm close without saving** message (Figure 7-18) displays.

9.1.10 Add Third Party Liability Insurance

When the insurance provider is a third-party liability insurance provider, the page shown in Figure 9-29 displays. Required fields are noted on the form.

Third Party Liability - 3P LIABILITY

TPL Injury Date [required]

Cause of Injury [required]

Description of Injury

Responsible Party

Name

Social Security NO.

Insurance Coverage [required]

Coverage Data

Effective Date [required]

Ending Date

Group Name/Number

Policy Number [required]

Patient's Attorney

Claim Information

Claim #

Date Last Worked

Disability Start Date

Disability End Date

Date Authorized Return To Work

Contact Info

Notes

Figure 9-29: Third Party Liability window

- **TPR Injury Date.** Date field.
- **Cause of Injury.** A description of what caused the injury. A 3–30 character limit.
- **Description of Injury.** A description of the injury. A 3–45 character limit.

Responsible Party

- **Name.** The responsible party's name in LAST,FIRST format.
- **Social Security Number.** The responsible party's Social Security number.
- **Insurance Coverage.** Enter the third-party liability insurer.

Coverage Data

- **Effective Date.** Date field.
- **Ending Date.** Date field.
- **Group Name/Number.** Employer group insurance name.
- **Policy Number.** Enter the policy number. 3–45 characters in length.
- **Patient's Attorney.** The patient's attorney's name in LAST,FIRST format.

Claim Information

- **Claim Number.** Free-text field. A 3–15 character string.
- **Date Last Worked.** The date the patient last worked.
- **Disability Start Date.** The date the patient’s disability starts.
- **Disability End Date.** The date the patient’s disability ends.
- **Authorized Return to Work.** The date the patient is authorized to return to work.
- **Contact Info.** Free-text field. 1–30 characters.
- **Notes.** Free-text field for any notes needed.

After entering the necessary information on the form, click **Save** to save the information in the patient’s record or click **Cancel** to exit from the form without saving the information.

9.1.11 Add Workmen’s Compensation Insurance

When the insurance is provided by **Workman’s Compensation**, the window shown in Figure 9-30 displays. Required fields are noted on the form.

Workmen's Comp - AZ COUNTIES INS POOL

Date of WC Injury [required] Type of Accident Description of Injury

Employer Data

Patient's Employer

Attorney Data

Name Of Patient's Attorney

Insurance Coverage

Workman's Comp Entity [required] Group Name/Number Effective Date [required]

Expiration Date

Claim Information

Claim Filed Claim Status Claim Number Date Last Worked

Disability Start Date Disability End Date Date Authorized Return To Work Contact Info

Notes

Figure 9-30: Workman's Compensation Insurance page example

The following fields are provided on the **Workmen's Compensation Insurance** window:

- **Date of WC Injury.** Date field.
- **Type of Accident.** The description of the type of accident. A 3–45 character limit.
- **Description of Injury.** The description of the injury. A 3–45 character limit.

Employer Data

- **Patient's Employer** search box. Enter the name of the employer where the patient was employed at the time the injury occurred.

Attorney Data

- **Name of Patient's Attorney.** Patient's attorney's name in LAST,FIRST format.

Insurance Coverage

- **Workman’s Comp Entity.** Automatically populated with the workman’s compensation entity.
- **Group Name/Number.** The employer group insurance name and number.
- **Effective Date.** Date field.
- **Expiration Date.** Date field.
- **Employer Name.** Enter the name of the employer where the patient was employed at the time the injury occurred.

Claim Information

- **Claim Filed.** Enable to indicate **Yes**.
- **Claim Status.** Choose from the list.
- **Claim Number.** Enter the claim or policy number assigned to this work-related incident. This field accepts 3–15 characters and in some cases may be the patient’s SSN.
- **Date Last Worked.** Date field.
- **Disability Start Date.** Date field.
- **Disability End Date.** Date field.
- **Date Authorized Return to Work.** Date field.
- **Contact Info.** Basic contact information. 1–30 characters in length.
- **Notes.** Free-text field for any notes needed.

After entering the necessary information on the form, click **Save** to save the information in the patient’s record or click **Cancel** to exit from the form without saving the information.

9.1.12 Add a Guarantor

There are two ways to add a guarantor.

- Click the **Add Insurance** button and type the entire word **Guarantor** in the search field (Figure 9-31).

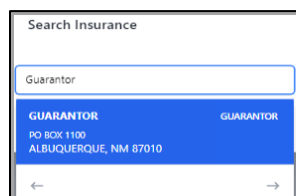


Figure 9-31: Search Insurance field

OR

- Select **Guarantor** from the list (Figure 9-32).

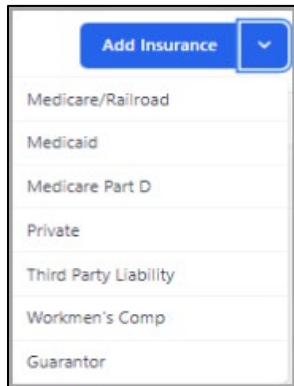


Figure 9-32: Add Insurance list showing Guarantor selection

The **Guarantor** screen provides the option to define a patient or insurer (non-patient).

A screenshot of the "Guarantor" window in a software application. The window has a title bar "Guarantor". It contains several input fields and dropdown menus. The "Guarantor Type" dropdown is set to "Insurer". The "Guarantor" search field is empty, with a red error message "Guarantor is a required field." below it. Other fields include "Reference Number", "PO Number" (with error "PO Number Missing/incomplete Insurance Policy number"), "Date Of Birth" (with error "Date of Birth is a required field."), "Relationship to Guarantor" (with error "Relationship to Guarantor is a required field."), "State", "Zip Code", "Residence Phone", "Street", and "City". There are also "Eligibilities" and "Add" buttons. At the bottom, there are "Discard" and "Save" buttons. A red error message at the bottom states "Guarantor must have at least one eligibility".

Figure 9-33: Guarantor window with Guarantor Type options for Patient or Insurer

The **Guarantor** window (Figure 9-33) displays.

The following fields are provided on the **Guarantor** page:

- **Guarantor.** This is a required field. When searching, enter the name using the LAST,FIRST format.
 - If the guarantor is patient, then the search will return existing registered patient(s).
 - If the guarantor is insurer, then the search will return guarantor (non-patients) from the Insurer file.
- **Reference Number.** Type the guarantor reference number in this field. This is a 3–30 character string.
- **PO Number.** This is a required field. Purchase Order Number. This is a 3–30 character string.
- **Date of Birth.** This is a required field. Birth date of the guarantor.
- **Relationship to Guarantor.** This is a required field. Choose from the list to specify the guarantor’s relationship to the patient.
- **Street.** This is a required field. The guarantor’s street address.
- **City.** This is a required field. The guarantor’s city.
- **State.** This is a required field. The guarantor’s state.
- **Zip Code.** This is a required field. The guarantor’s zip code.
- **Residence Phone.** The guarantor’s residence phone number.

Eligibilities

- **Effective Date.** The guarantor’s eligibility effective date.
- **Ending Date.** The guarantor’s eligibility end date.

After entering the necessary information on the **Add/Edit Guarantor Eligibility** form, click **OK** to save the eligibility. At least one eligibility must be entered in order to save the guarantor entry.

- To make changes to an existing eligibility, select the eligibility and click **Edit**.
- To remove an existing eligibility, click **Remove** before the guarantor policy is saved.

Once the new information or edits have been completed for the guarantor information, click **Save** to save the information in the patient’s record. Click **Cancel** to exit from the form without saving the information.

9.2 Insurance Sequence

The **Insurance Sequence** tab defaults to the latest medical sequence if it exists. Users can create a sequence for Medical, Dental, Optometry, Pharmacy, Mental Health, Third Party Liability, and Workman's Comp. Figure 9-34 shows an example of the **Sequencing** tab display.

DEMO PATIENT - PREFERRED NAME*
 1/1/2020 (5 YRS) - FEMALE
 INPATIENT - BLUE WARD

HRN: 500001
 Eligibility Status: DIRECT ONLY
 PCR:

Last Updated: 05/27/2025 By (DEMO.SUPERVISOR)
 Record Flags: Not Sensitive, R#4, Active Insurance, Non Veteran

Insurance Coverage Profile Insurance Prior Auth Benefits Cases Appointments

Insurance Sequence

MSP Surveys

SEQUENCE TYPE

- Medical
- Dental
- Optometry
- Pharmacy
- Mental Health
- Third Party Liability
- Workman's Comp

Medical Sequence Add Medical Sequence

This sequence reflects the latest priority sequence date. Sequence Date: 07-19-2023 Delete

SEQUENCE NUMBER	INSURER	SUBSCRIBER	COVERAGE TYPE	POLICY NUMBER	ELIGIBILITY BEGIN DATE	ELIGIBILITY END DATE
1	MEDICARE 2020 TECHNOLOGY PKWY STE 2020, MECHANICSBURG, PA 17050	DEMO.PATIENT	A		05-12-2023	
2	BC/BS OF KC PO BOX #419169, KANSAS CITY, MO 64141-6169	DEMO.PATIENT	SELF	BI5039444	05-12-2023	
3	BC/BS UNITED OF WI PO BOX 2025, MILWAUKEE, WI 53201	DEMO.PATIENT		84548458	06-14-2023	
4	AH-KCCS, PHOENIX, AZ 85002		02	99991111	01-01-2020	

Figure 9-34: Sequencing tab example

9.2.1 Sequence Type

Use the **Sequence Type** list to view an existing sequence by type (Figure 9-35). On the left side of the window, select one of the following sequence types:

SEQUENCE TYPE

- Medical
- Dental
- Optometry
- Pharmacy
- Mental Health
- Third Party Liability
- Workman's Comp

Figure 9-35: Sequence Type list

Once the type is selected, the sequence for that type displays.

9.2.2 Add a Medical Sequence

To add a sequence, first select the sequence type from the left side of the window. Click the appropriate **Add Medical Sequence** button (depending on the sequence type being added) on the right side of the **Sequence** window to add a new sequence to the selected patient's record. The appropriate sequence window displays (Figure 9-36).

Figure 9-36: Add Sequence page example

The **Add Medical Sequence** page contains the following fields:

- **Effective Date.** This is a required field.
- **Sequence Drop-Down List.** Select the insurance from the list.
- **Sequence #.** The order in which the sequences were added.
- **Insurer Name.** The name of the insured person.
- **Coverage Type.** The patient's insurance coverage type.
- **Eligibility Begin.** Date field displaying the date when eligibility began.
- **Eligibility End.** Date field displaying the date when eligibility ended.

Use the **Sequence** list (Figure 9-37) to select an active insurer from the patient record to start sequencing insurers.

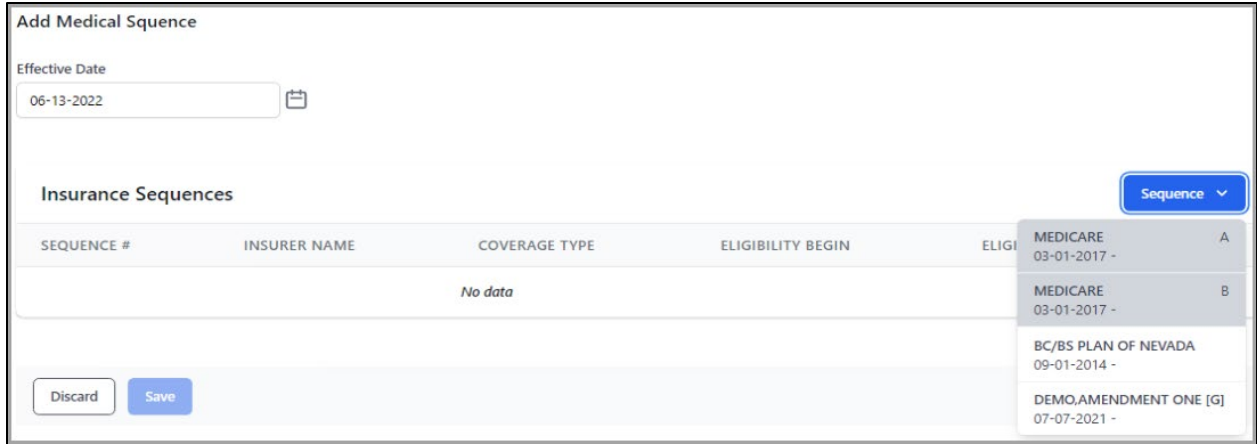


Figure 9-37: Sequence list example

Select the insurer to be sequenced first and continue to select insurers to complete the sequence. Click **Remove** to delete any insurers that were added incorrectly.

The **Add Medical Sequence** window (Figure 9-38) displays.

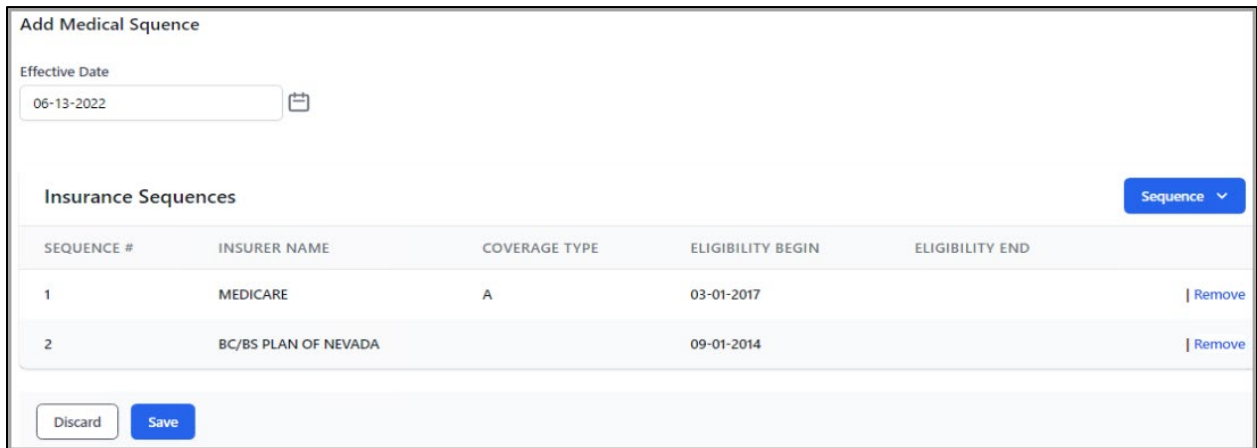


Figure 9-38: Add Sequence page example

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

9.2.3 Delete a Medical Sequence

To delete a sequence, select the **Sequence Type** on the left side of the window, then select the date (Figure 9-39) of the sequence to be deleted from the list.

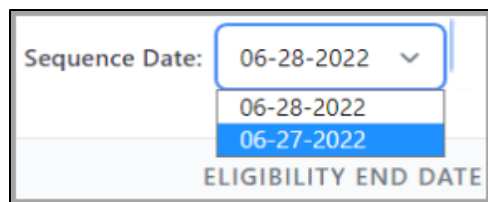


Figure 9-39: Sequence date list

The **Confirm Delete** warning message displays (Figure 9-40).

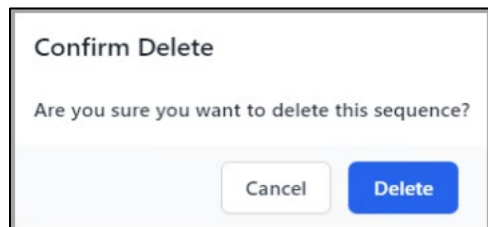


Figure 9-40: Confirm Delete warning message

Click **Delete** and the sequence is deleted for the date selected.

9.3 MSP Survey

The Medicare Secondary Payer (MSP) survey (Figure 9-41) is a questionnaire used to determine if Medicare is the primary or secondary payer for each inpatient admission or outpatient encounter. The questionnaire applies to patients having Railroad or Medicare.

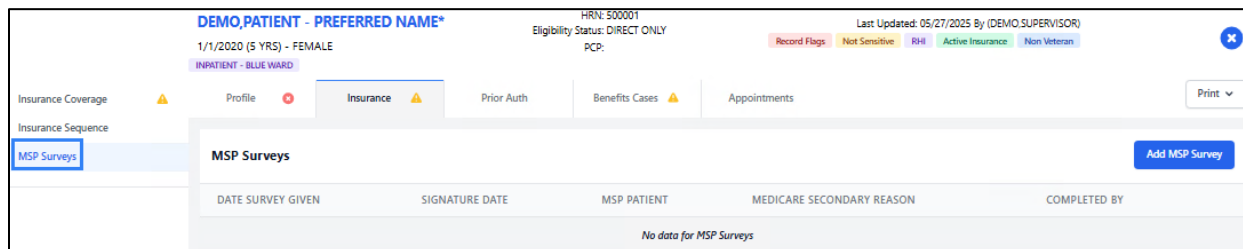


Figure 9-41: MSP Survey beginning window

Click **Add MSP Survey** (Figure 9-42) to begin adding information.



Figure 9-42: Add MSP Survey button

The MSP survey is an automated version of the standard Medicare MSP survey. As a result, the questions asked in this survey will vary depending on answers to previous questions. Answer the questions asked and follow any prompts displayed to complete the long-form MSP survey.

After users have entered *all* the necessary information on the form, click **Save** to save the survey information in the patient's record or click **Discard** to exit from the survey form without saving the information. The MSP survey cannot be saved until all information has been added.

Important: The MSP survey can be edited; however, users must update the final section once changes have been made in the survey to reflect the correct information prior to clicking **Save**. It is advisable that the user completes the form in its entirety before saving.

10.0 Prior Authorization

The **Prior Auth** tab displays prior authorizations and related data for the current patient and provides a way to add to or edit this information.

Select the **Prior Auth** tab (Figure 10-1) in the **Patient Registration** toolbar to open the **Prior Authorizations** window.

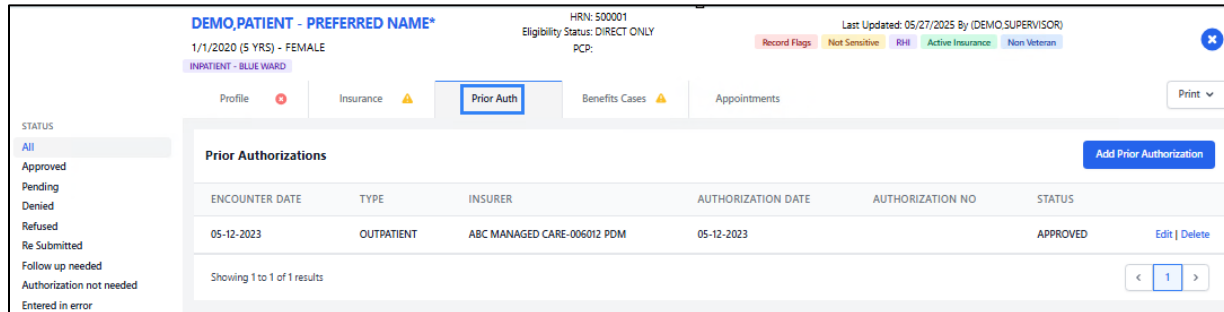


Figure 10-1: Prior Auth tab

The **Prior Authorizations** window displays a list of prior authorization entries from newest to oldest by **Encounter Date**. For each entry, the user will see **Date**, **Type**, **Insurer**, **Authorization Date**, **Authorization NO**, and **Status**.

10.1 Add a Prior Authorization

To add a prior authorization, click the **Add Prior Authorization** button (Figure 10-2) in the upper-right of the **Prior Auth** window to add a new prior authorization.

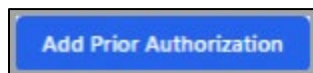


Figure 10-2: Add Prior Authorization button

A blank **Prior Authorization** window (Figure 10-3) displays.

The image shows a web form titled "Prior Authorization". It contains several sections:

- Encounter Date**: A date input field with a calendar icon, marked as **[required]**.
- Authorization Type**: A dropdown menu with "Please Select" and a downward arrow, marked as **[required]**.
- Insurer**: A search input field.
- Authorization Status**: A dropdown menu with "PENDING" and a downward arrow.
- Authorization Number**: An input field.
- Authorization Date**: A date input field with a calendar icon.
- Authorized Visits**: An input field.
- Encounter Notes**: A large text area.
- Authorizing Contact**: A section containing:
 - Contact Date**: A date input field with a calendar icon.
 - Contact Person**: An input field.
 - Contact Phone**: An input field.
 - Contact Fax**: An input field.
 - Contact Email**: An input field.
 - Notes**: A large text area.

At the bottom of the form are two buttons: "Discard" and "Save".

Figure 10-3: Blank Prior Authorization window

The **Prior Authorization** window contains the following fields:

- **Encounter Date.** This is a required field. Enter the date of the encounter.
- **Authorization Type.** This is a required field (Figure 10-4). Select from the following:

The image shows a close-up of the "Authorization Type" dropdown menu. The menu is open, showing the following options:

- Please Select (highlighted in blue)
- INPATIENT
- OUTPATIENT

The label "Authorization Type" and the "[required]" indicator are visible above the dropdown.

Figure 10-4: Authorization Type drop-down list

- **Insurer field.** Specify the patient's insurer.
- **Authorization Status.** Select the status of the patient's authorization from the list (Figure 10-5). Defaults to Pending if it is a new authorization.

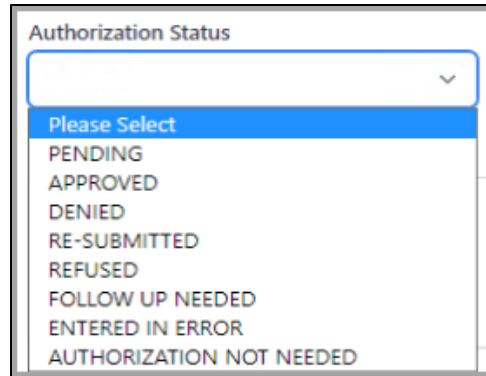


Figure 10-5: Authorization Status list

- **Authorization Number.** Specify the authorization number (3–30 characters in length) for this patient’s admission or visit.
- **Authorization Date.** Enter the date of the authorization.
- **Authorized Visits.** Displays if the authorization type is outpatient. Enter the number of authorized visits.
- **Authorized Days.** Displays if the authorization type is inpatient. Enter the number of authorized days.
- **Service Category.** Displays if the authorization type is outpatient. Enter service category of the outpatient service.
- **Max Dollar Amount.** Displays if the authorization type is inpatient. Enter the max dollar amount allowed.
- **Actual Admission Date.** Displays if the authorization type is inpatient. Enter actual admission date.
- **Encounter Notes.** Use this free-text field to enter a 3–45 character explanation regarding this specific authorization.
- **Contact Date.** Use this field to enter the date the authorization was made. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Contact Person.** Add the name of the contact person for this authorization. Enter the name using the LAST,FIRST name format.
- **Contact Phone.** Enter the contact person’s phone number. Be sure to include the area code. This is an alphanumeric free-text field and must be between 4–30 characters in length if specified.
- **Contact Fax.** Fax number for the patient’s contact person. This is a free-text field. Must be 4–30 characters in length.
- **Contact Email.** Enter the contact email. This is an alphanumeric, free-text field and must be between 4–50 characters in length if specified.

- **Notes.** This is a word processing field. Enter any notes that may be useful for this particular prior authorization.

10.1.1 Add an Additional Authorizing Contact

Click **Add** in the upper-right corner of the **Authorizing Contact** window (Figure 10-6) to add an authorizing contact to the patient record.

Authorizing Contact					Add
CONTACT DATE	CONTACT PERSON	CONTACT PHONE	CONTACT FAX	CONTACT EMAIL	
06-28-2022	ENTEST,CONTACT PERSON		324-545-6545		Edit Remove
06-27-2022	NEWCONTACT,PERSON		805-872-3456		Edit Remove
07-06-2022	TEST, CONTACT				Edit Remove

Figure 10-6: Add Authorizing Contact window

The **Authorizing Contact** window (Figure 10-7) displays.

Authorizing Contact				
Contact Date	[required]	Contact Person	Contact Phone	Contact Fax
<input type="text" value="--/--"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Email	<input type="text"/>			
Notes	<input type="text"/>			
<input type="button" value="Cancel"/>		<input type="button" value="OK"/>		

Figure 10-7: Authorizing Contact window

- **Contact Date.** This is a required field. Enter the date the authorization was made. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Contact Person.** Name of the patient's contact person for the authorization. Enter the name using the LAST,FIRST name format.
- **Contact Phone.** Enter the contact person's phone number. Be sure to include the area code. This is an alphanumeric free-text field and must be between 4 and 30 characters in length if specified.
- **Contact Fax.** Fax number for the patient's contact person. This is a 10-digit numeric field.

- **Contact Email.** Email for the patient's contact person. This is an alphanumeric free-text field and must be between 4 and 50 characters in length if specified.
- **Notes.** User can add notes regarding the patient's contact person. This is a word processing field.

When all additions and/or changes have been made, click **OK** to preserve the information or click **Cancel** to close the workspace without saving.

10.1.2 Add Additional Days/Visits

Click **Add** on the **Additional Days/Visits** window (Figure 10-8) to authorize additional inpatient care days or outpatient visits for the patient.

Note: The label for this window changes depending on whether the authorization type is Inpatient (then the **Additional Days** window displays) or Outpatient (then the **Additional Visits** window displays).

Figure 10-8. Additional Days/Visits window

The **Additional Day/Visit** window (Figure 10-9) displays.

Figure 10-9: Additional Day/Visit window

- **Date Obtained.** Enter the date the additional authorization was obtained. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.

- **Contact Person.** The name of the patient's contact person for this authorization. Enter the name using the LAST,FIRST name format.
- **Contact Phone.** Enter the contact person's phone number. Be sure to include the area code. This is an alphanumeric free-text field and must be between 4 and 30 characters in length if specified.
- **Contact Fax.** Fax number for the patient's contact person. This is a 10-digit numeric field.
- **Contact Email.** Email for the patient's contact person. This is an alphanumeric free-text field and must be between 4 and 50 characters in length if specified.
- **Reference Number.** Enter the reference number for the additional authorization.
- **Additional Days/Visits Authorized.** Enter the number of additional days or visits authorized for the patient. As noted above for the window title, the label for this field varies depending on the type of authorization (inpatient authorizations or outpatient authorizations).
- **Notes.** User can add notes regarding the patient's contact person. This is a word-processing field.

When all additions and/or changes have been made, click **OK** to preserve the information or click **Cancel** to close the workspace without saving.

10.1.3 Edit Prior Authorization Details

Click **Edit** on the right side of an individual prior authorization listing to see a detailed view of that authorization. The **Prior Authorization** edit window (Figure 10-10) displays the authorization details.

Prior Authorization

Encounter Date [required] 07-09-2022 📅 Authorization Type [required] OUTPATIENT ▼ Insurer AARP HEALTH

Authorization Status APPROVED ▼ Authorization Number ██████████ Authorization Date 05-30-2022 📅 Authorized Visits 2

Service Category eye

Encounter Notes
test

Authorizing Contact Add

CONTACT DATE	CONTACT PERSON	CONTACT PHONE	CONTACT FAX	CONTACT EMAIL
06-28-2022	ENTEST,CONTACT PERSON		██████████	Edit Remove
06-27-2022	NEWCONTACT,PERSON		██████████	Edit Remove
07-06-2022	TEST, CONTACT			Edit Remove

Additional Visits Add

OBTAINED ON	CONTACT PERSON	REFERENCE NUMBER	ADDITIONAL VISITS AUTHORIZED
No data			

Discard Save

Figure 10-10: Prior Authorization edit window

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

10.2 Filtering Prior Authorizations

By default, the **Prior Authorizations** window shows all the prior authorizations for the patient. Users can filter this view in various ways to make finding a specific authorization easier.

Use the **Status** left-navigation pane (Figure 10-11) to filter by status. Select one of the following status types:

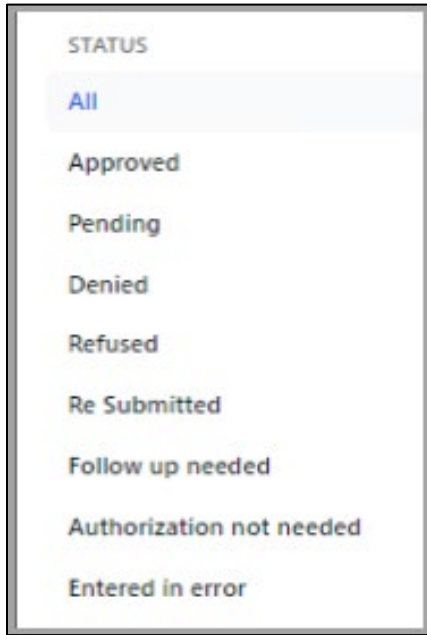


Figure 10-11: Status left-navigation pane

11.0 Benefits Cases

The **Benefits Cases** tab displays benefits case data for the current patient and provides a way to add to or edit this information. When the **Benefits Case** tab is initially selected, the **Benefits Cases** window (Figure 11-1) displays.

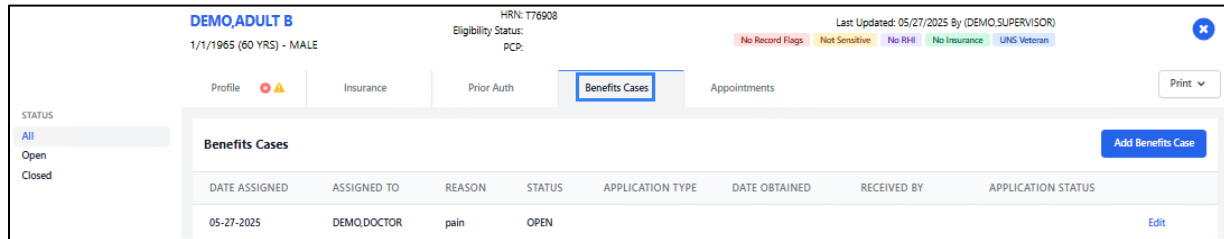


Figure 11-1: Benefits Cases window

The right half of the **Benefit Case** display (Figure 11-2) shows **Application Types**. Each **Application Type** may contain multiple entries for **Date Obtained**, **Received By**, and **Applications Status**.

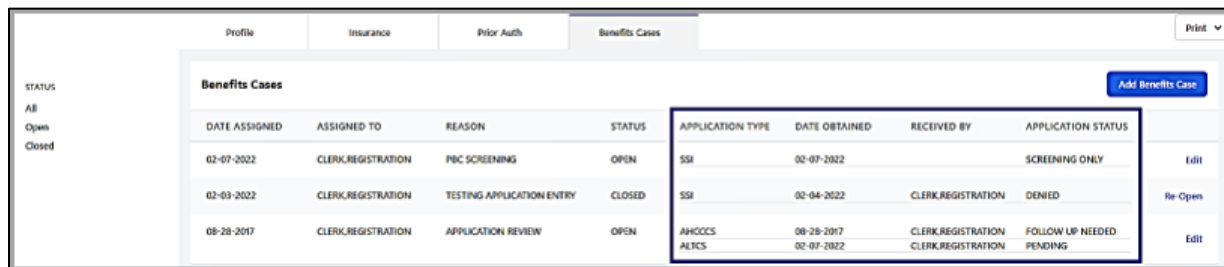


Figure 11-2: Application Type and Status section window

Use the **Status** list on the left to display the patient's benefits cases by status. Users can select to show the following:

- All
- Open
- Closed

11.1 Add a Benefits Case

To add a new benefits case, click the **Add Benefits Case** button. The **Benefits Case-OPEN** workspace (Figure 11-3) displays. The user can add case information in addition to application information.

The screenshot shows a web form titled "Benefits Case - OPEN". It contains several input fields and dropdown menus. The "Date Assigned" field has a calendar icon and contains "01-18-2023". The "Assigned To" field has a search icon and contains "Search". The "Case Reason" field is empty. The "Case Number" field is empty. The "Case Type" field is a dropdown menu with "Please Select" selected. The "Case Worker" field is empty. The "Date Completed" field has a calendar icon and contains "--/--". The "Case Notes" field is a large text area. The "Application" section includes "Application Type" (Please Select), "Date Obtained" (calendar icon, --/--), "Received By" (Search), "Application Status" (Please Select), "Submission Date" (calendar icon, --/--), "Submitted Via" (Please Select), and "Submitted By" (Search). The "Submission Reason" field is empty. At the bottom, there are "Discard" and "Save" buttons.

Figure 11-3: Benefits Case–OPEN summary window example

The **Benefits Case–OPEN** page includes the following fields:

- **Date Assigned.** This is a required field. Date the benefits case was assigned to the patient.
- **Assigned To.** This is a required field. Use this field to search for the user to whom the case is assigned.

Note: After a benefit case is successfully added, the system will generate a notification (i.e., MailMan message) in RPMS with the subject “BEN COORD ASSIGNED CASE” to the user that the case was assigned to. Also, please note that this same notification will be sent to the assigned-to user if it is changed during an edit.

- **Case Reason.** This is a required field. Use this free-text field to enter a 3–45 character explanation for this particular benefits case.
- **Case Number.** Use this field to specify a unique identifying number for the case.
- **Case Type.** Use this field to select the type of case. Select from the **Case Type** list (Figure 11-4) to specify the case type.

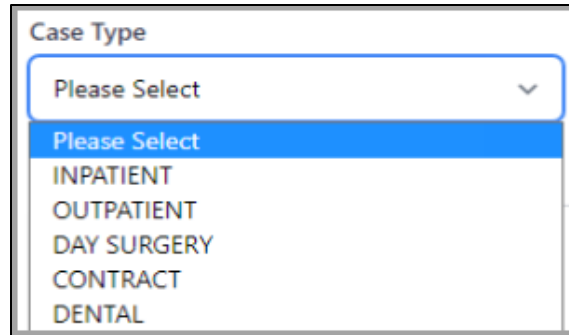


Figure 11-4: Case Type list

- **Case Worker.** Use this field to specify the name of the case worker for this benefits case. Use the LAST,FIRST name format when entering the case worker name.
- **Date Completed.** Enter the date the benefits case was completed.
- **Case Notes.** Word-processing field that enables the user to add notes regarding the case.

Application

Under **Application**, the following fields are included:

- **Application Type.** Select from the **Application Type** list (Figure 11-5) to specify the application type.

Note: The **Application Type** list is specific to the site.

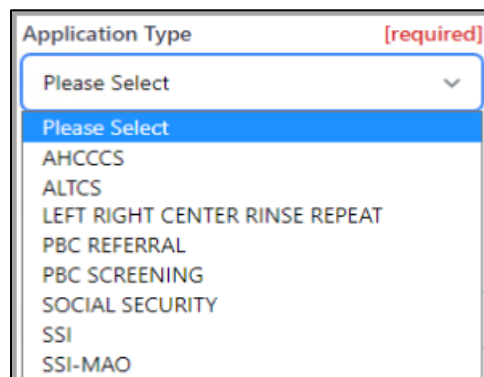


Figure 11-5: Application Type list

- **Date Obtained.** Use this field to specify when the benefits case was obtained. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Received By.** Use this field to search for the user who received the case.
- **Application Status.** Defaults to Pending but can be edited. Select from the **Application Status** list (Figure 11-6) to specify the submission type.

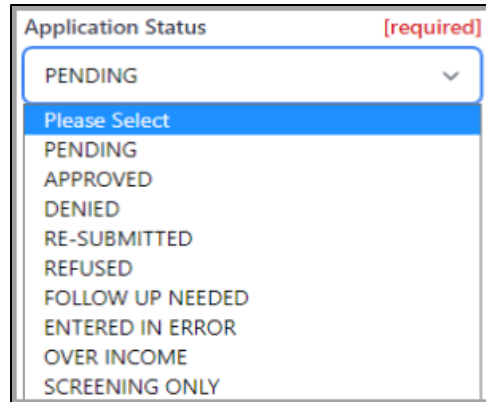


Figure 11-6: Application Status list

- **Submission Date.** Use this field to specify when the benefits case was submitted. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Submitted Via.** Choose the method that the case was submitted. Select from the **Case Submitted Via** list (Figure 11-7) to specify the submission type.

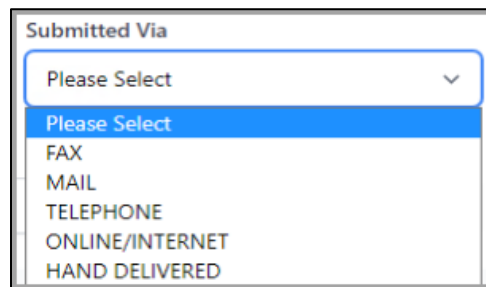


Figure 11-7: Submitted Via list

- **Submitted By.** Use this field to search for the user who submitted the case.
- **Submission Reason.** Type the reason for the benefits case submission.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

11.2 Add an Application

Users may add additional applications to an existing benefits case.

To add an application, click **Add** on the top-right of the **Applications** pane (Figure 11-8) on the **Benefits Case–OPEN** window.

Applications							Add
APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	
SOCIAL SECURITY	07-12-2022	DEMO.DOCTOR	APPROVED	07-12-2022	ONLINE/INTERNET	DEMO.DOCTOR	Edit History

Discard Save

Figure 11-8: Add button on the Applications window

The **Application** window (Figure 11-9) displays.

Application

Application Type [required] Date Obtained Received By Application Status

Please Select 01-18-2023 Search PENDING

Submission Date Submitted Via Submitted By

__-__-__ Please Select Search

Submission Reason

Cancel OK

Figure 11-9: Application window

Users can add information in the following fields about any benefits applications related to that particular benefits case.

- **Application Type.** This is a required field. Select from the **Application Type** list (Figure 11-10) to specify the application type.

Application Type [required]

Please Select

Please Select

AHCCCS

ALTCS

LEFT RIGHT CENTER RINSE REPEAT

PBC REFERRAL

PBC SCREENING

SOCIAL SECURITY

SSI

SSI-MAO

Figure 11-10: Application Type list

Note: Application types available on this list are controlled by the options in Section 13.6.

- **Date Obtained.** This is a required field once an application type is selected. Use this field to specify when the benefits application was obtained. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Received By.** Use this field to specify the user who received the benefits application.
- **Application Status.** This is a required field once an application type is selected. Select from the **Application Status** list (Figure 11-11) to specify the application status. When a new application is added, it defaults to Pending status.

Figure 11-11: Application Status list

- **Submission Date.** Use this field to specify when the benefits application was submitted. Manually enter the date using any of the accepted date formats or click the calendar icon to select the date from a calendar view.
- **Submitted Via.** Choose the method that the application was submitted. Select from the **Submitted Via** list (Figure 11-12) to specify the submission type.

Figure 11-12: Application Submitted Via list

- **Submitted By.** Use this field to search for the user who submitted the application.
- **Submission Reason.** Type the reason for the application submission.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

11.3 Edit a Benefits Case/Application

Once a benefits case has been added to a patient's record, users can view and edit the case details, as well as the benefits applications for that case. The different types of applications related to the case are listed under the **Applications** pane (Figure 11-13).

The screenshot shows a form titled "Benefits Case - OPEN". It contains several input fields and a table. The fields are: "Date Assigned" (02-05-2022), "Assigned To" (DEMO.LISA M RN), "Case Reason" (need referral to hip surgery), "Case Number" (55555), "Case Type" (OUTPATIENT), "Case Worker" (CASEWORKER,ANN), and "Date Completed" (empty). Below these is a "Case Notes" text area containing the text: "Patient needs to have hip surgery. Patient qualify for SSI benefits and additional senior funding." At the bottom is an "Applications" table with columns: APPLICATION TYPE, DATE OBTAINED, RECEIVED BY, APPLICATION STATUS, SUBMISSION DATE, SUBMITTED VIA, and SUBMITTED BY. The table has two rows: one for "SOCIAL SECURITY" and one for "ALTCS", both with a status of "PENDING". There are "Discard" and "Save" buttons at the bottom left, and an "Add" button at the top right of the applications table.

APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY
SOCIAL SECURITY	02-08-2022	TEST.CLERK	PENDING			
ALTCS	07-27-2022	TEST.CLERK	PENDING			

Figure 11-13: Applications pane

To edit a case application, click **Edit** next to that application. The **Application** window (Figure 11-14) opens.

The screenshot shows the 'Application' window with the following fields and values:

- Application Type** [required]: SOCIAL SECURITY (dropdown)
- Date Obtained** [required]: 02-08-2022 (calendar icon)
- Received By**: TEST.CLERK (text box)
- Application Status** [required]: PENDING (dropdown)
- Submission Date**: (calendar icon)
- Submitted Via**: Please Select (dropdown)
- Submitted By**: (text box)
- Submission Reason**: (text box)

Buttons: Cancel, OK

Figure 11-14: Application window

When all additions and/or changes have been made, click **OK** and then **Save** on the **Benefits Case–Open** window to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

11.3.1 Submit an Application

To submit an application, define the following fields in the **Application** window:

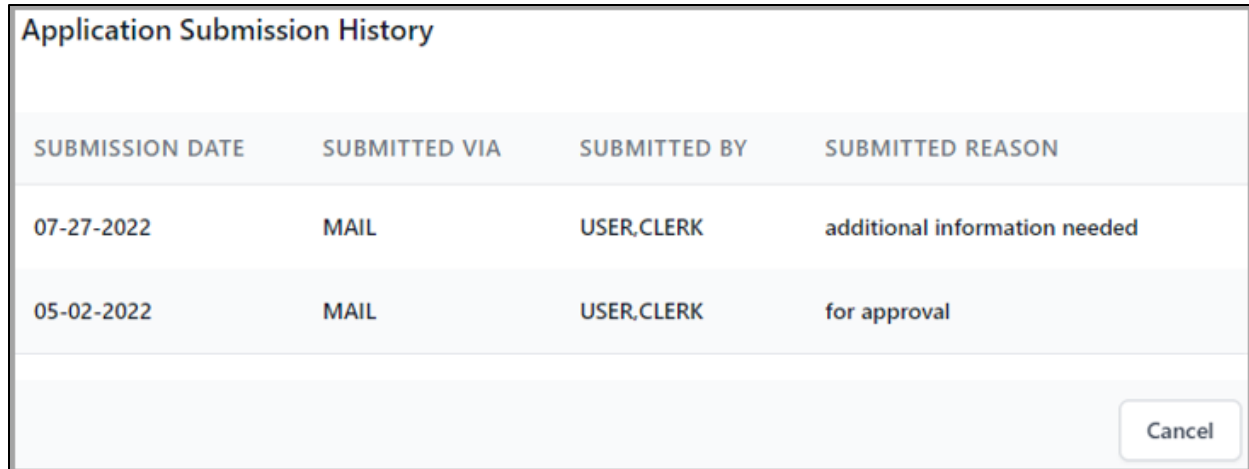
- Submission Date
- Submitted Via
- Submitted By
- Submission Reason

Note: To enter a new application submission or re-submit one, simply enter a new date in the **Submission Date** field and update all the submission related fields mentioned above.

When complete, click **OK** and then **Save** on the **Benefits Case–Open** window to save the submission information.

11.4 History of an Application

Once an application has been submitted, a **Submission History Record** is generated. To view the submission history, click the **History** option next to an application that has been submitted. The **Application Submission History** window (Figure 11-15) displays. Click **Cancel** to close the window.



SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	SUBMITTED REASON
07-27-2022	MAIL	USER,CLERK	additional information needed
05-02-2022	MAIL	USER,CLERK	for approval

Figure 11-15: Application Submission History window

11.5 Close a Benefits Case

When closing a benefits case, the applications related to that case must be in one of the following statuses:

- Approved
- Denied
- Refused
- Entered in Error
- Over Income

To close a benefits case, click **Edit** on an open case and enter the date the case was completed in the **Date Completed** field. The **Completed By** field displays once a completion date is entered. Both fields are required to save the information.

Click **Save** on the **Benefits Case–Open** window (Figure 11-16).

Benefits Case - OPEN

Date Assigned [required] 02-05-2022 📅 Assigned To [required] DEMO.LISA M RN Case Reason [required] need referral to hip surgery Case Number 55555

Case Type OUTPATIENT ▼ Case Worker CASEWORKER,ANN Date Completed 07-28-2022 📅 Completed By [required] DEMO.LISA M RN

Case Notes

Patient needs to have hip surgery. Patient qualify for SSI benefits and additional senior funding.

Applications Add

APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	
SOCIAL SECURITY	02-08-2022	TEST.CLERK	APPROVED	07-27-2022	MAIL	USER.CLERK	Edit History
ALPCS	07-27-2022	TEST.CLERK	DENIED	07-28-2022	ONLINE/INTERNET	CLERK.REGISTRATION	Edit History

Discard Save

Figure 11-16: Benefits Case–Open window

The **Benefits Case Summary** window (Figure 11-17) displays the closed benefits case.

Benefits Cases Add Benefits Case

⚠ **Warnings**

- Patient has an open case with the Benefits Coordinator

DATE ASSIGNED	ASSIGNED TO	REASON	STATUS	APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS
02-05-2022	DEMO.LISA M RN	need referral to hip surgery	CLOSED	ALPCS	07-27-2022	TEST.CLERK	DENIED
				SOCIAL SECURITY	02-08-2022	TEST.CLERK	APPROVED

Figure 11-17: Benefits Case Summary window

If the user tries to close a benefits case with any open applications, a submission failed error message (Figure 11-18) displays.

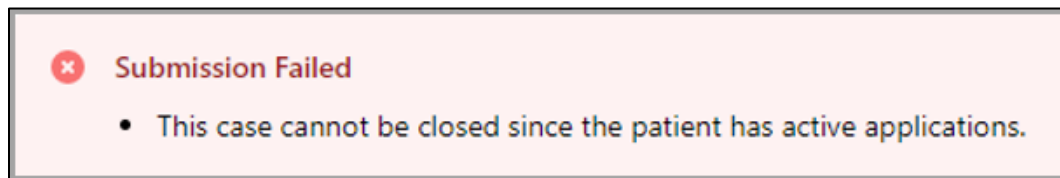


Figure 11-18: Benefits Case Submission Failed error message

11.6 View a Closed Benefits Case

A **View** option is available for a benefits case that is closed. Users cannot edit any fields when in this option. To make changes to a closed case, it must be reopened. See Section 11.7 for additional information.

Note: Users who do not hold the AGZCREOPN security key can only view a closed benefits case. Once in **Benefits Cases**, users select **Closed** in the **Status** pane on the left to view a list of the closed cases (Figure 11-19).

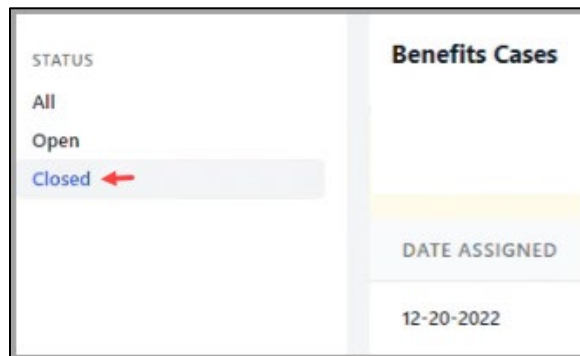


Figure 11-19: Benefits Cases

When the **Closed Benefits Cases** list (Figure 11-23) opens, the user selects **View**.

Benefits Cases								Add Benefits Case
DATE ASSIGNED	ASSIGNED TO	REASON	STATUS	APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	
04-01-2022	TEST,CLERK	test	CLOSED	ALTCS	04-02-2022	DEMO,LISA M RN	OVER INCOME	Re-Open View

Figure 11-20: Closed Benefits Cases list

This opens the **Benefits Case–CLOSED** dialog for the specific patient they want to review (Figure 11-21).

Figure 11-21: Benefits Case–CLOSED dialog

- Click **View** to review the applications that were submitted. Refer to Section 11.2 for additional information.
- Click **History** to review the **Submission History Record**. Refer to Section 11.4 for additional information.
- Click **Discard** to close the dialog.

11.7 Reopen a Benefits Case

A closed benefits case can be re-opened if the user holds the AGZCREOPN security key. A **Re-Open** option (Figure 11-22) displays if the user has that key.

Note: Users who do not have the AGZCREOPN security key can only view a closed benefits case; they cannot reopen it. Refer to Section 12.0 for additional information.

Benefits Cases								Add Benefits Case
DATE ASSIGNED	ASSIGNED TO	REASON	STATUS	APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	
04-01-2022	TEST,CLERK	test	CLOSED	ALTCS	04-02-2022	DEMO,LISA M RN	OVER INCOME	Re-Open View

Figure 11-22: Benefits Cases Re-Open button

Once the user clicks **Re-Open**, a confirmation message (Figure 11-23) displays.

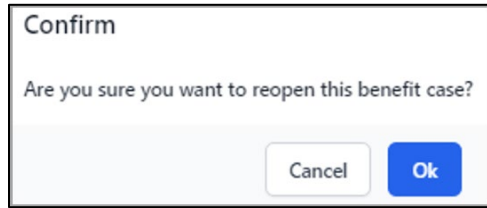


Figure 11-23: Re-open confirmation message

The benefits case displays with status of **OPEN** (Figure 11-24) and can be edited if necessary.



The screenshot shows a table titled "Benefits Cases" with a blue "Add Benefits Case" button in the top right corner. Below the title is a yellow warning banner that reads "Warnings" and "Patient has an open case with the Benefits Coordinator". The table contains one row with the following data: "02-05-2022", "DEMOLISA M RN", "need referral to hip surgery", "OPEN" (highlighted with a red box), "ALTCS SOCIAL SECURITY", "07-27-2022 02-08-2022", "TEST.CLERK TEST.CLERK", "DENIED APPROVED", and an "Edit" link.

Date	Name	Description	Status	Category	Start Date	End Date	Assigned To	Approval	Action
02-05-2022	DEMOLISA M RN	need referral to hip surgery	OPEN	ALTCS SOCIAL SECURITY	07-27-2022	02-08-2022	TEST.CLERK TEST.CLERK	DENIED APPROVED	Edit

Figure 11-24: Benefits Cases display with a status of OPEN

12.0 Appointments Tab in the Registration Module

The **Appointments** tab (Figure 12-1) shows a comprehensive listing of appointments across ALL divisions for the selected patient.

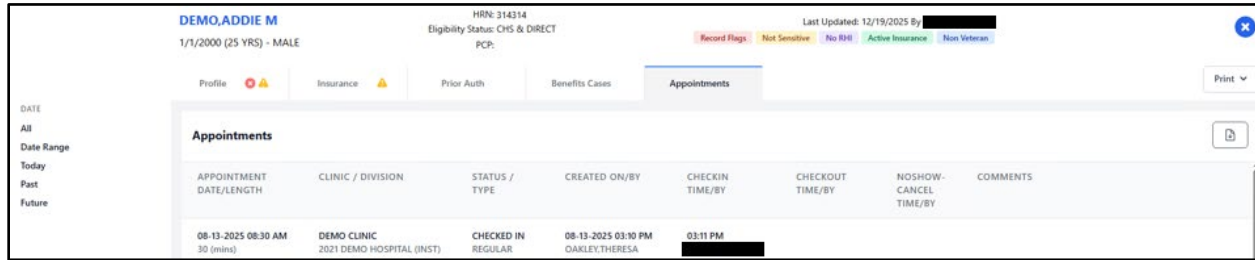


Figure 12-1: Appointments tab

An example of the **Appointments** tab window is shown in Figure 12-2.

APPOINTMENT DATE/LENGTH	CLINIC / DIVISION	STATUS / TYPE	CREATED ON/BY	CHECKIN TIME/BY	CHECKOUT TIME/BY	NOSHOW-CANCEL TIME/BY	COMMENTS	CANCELLATION REASON/REMARKS
10-22-2024 09:00 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	SCHEDULED REGULAR	10-07-2024 05:28 PM CLERK,SCHONE					
10-21-2024 09:30 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	CANCELLED BY PATIENT REGULAR	10-07-2024 05:22 PM CLERK,SCHONE			10-07-2024 05:23 PM CLERK,SCHONE		UNABLE TO KEEP APPOINTMENT
10-18-2024 09:00 AM 30 (mins)	BLUE CLINIC 2021 DEMO HOSPITAL (INST)	SCHEDULED REGULAR	10-07-2024 05:29 PM CLERK,SCHONE					
10-15-2024 08:30 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	SCHEDULED REGULAR	10-07-2024 05:27 PM CLERK,SCHONE					
10-14-2024 10:00 AM 30 (mins)	BLUE CLINIC 2021 DEMO HOSPITAL (INST)	CANCELLED BY PATIENT REGULAR	10-07-2024 05:29 PM CLERK,SCHONE			10-07-2024 05:29 PM CLERK,SCHONE		UNKNOWN
10-10-2024 09:00 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	SCHEDULED REGULAR	10-07-2024 05:22 PM CLERK,SCHONE				Patient needs medication refills.	
10-07-2024 11:00 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	NO SHOW REGULAR	10-07-2024 05:23 PM CLERK,SCHONE			10-07-2024 05:24 PM CLERK,SCHONE		Patient did not call to cancel appt and failed to show up.
10-02-2024 08:30 AM 30 (mins)	DEMO CLINIC 2021 DEMO HOSPITAL (INST)	CANCELLED BY CLINIC REGULAR	10-07-2024 05:26 PM CLERK,SCHONE			10-07-2024 05:26 PM CLERK,SCHONE		CLINIC STAFFING

Showing 1 to 10 of 46 results

Figure 12-2: Appointments tab window example

Note: The **Appointments** tab is also managed using the BPRM Scheduling module.

When a BPRM user creates a new appointment or updates the status of an existing appointment in the Scheduling module, patient appointment data is automatically refreshed (in REAL TIME) in Registration.

Examples: Patient Check-In / Check-Out / Cancel / No-Show appointment status changes will be displayed immediately on the Registration Appointments tab.

12.1 User Access

- A REG user must possess either the SDZ ELIG REPORT, SDZMENU, or SDZSUP key for the **Appointments** tab to display (in addition to other Registration tabs: **Profile, Insurance**, etc.).
- A Scheduling user may possess either the SDZMENU or SDZSUP key for **ONLY** the **Appointments** tab to display (without display of other Registration tabs: **Profile, Insurance**, etc.).

Note: A user with the SDZ ELIG REPORT key will only be allowed to print the Routing Slip and Pre-App Letter. A user with the SDZMENU key will be allowed to print the Routing Slip and Pre-App Letter along with the ability to perform scheduling functions in the same manner as if the user was in the BPRM **Scheduling** module.

The following SCH functions will be available for a public clinic or for a prohibited clinic where the user has the SDZSUP key or is assigned MODIFY APPOINTMENTS privileges.

- View Appt Detail
- Check-In Appt
- Check-Out Appt
- Cancel Appt
- No-Show Appt

Note: The exact options available are dependent on the appointment status. Also, these options are available for the *current division only* (i.e., the division the user is logged into).

12.2 Filter Appointments by Date

Use the **Date** panel to filter appointments (Figure 12-3). Users can select the **All, Date Range, Today, Past**, or **Future** option for appointments.



Figure 12-3: Date panel appointments filter list

To filter, select one of the options on the **Date** panel and the **Appointments** window displays.

12.3 Appointment Information Listed

The following information is listed for each appointment (when applicable):

- Appointment Date/Length
- Clinic/Division
- Status/Type
- Created On/By
- Check In Time/By
- Check Out Time/By
- No-Show–Cancel Time/By
- Comments
- Cancellation Reason/Remarks

12.4 Create and Export Appointments to Excel

Click the Export icon (on the far right) to create and export the appointment entries to an Excel file.

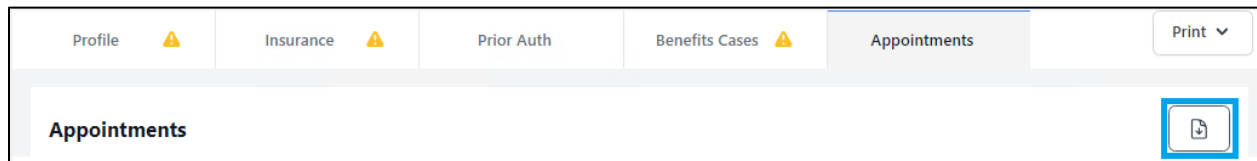


Figure 12-4: Export icon

The user will be asked to enter a Password. The password is case-sensitive and can be anything the user desires. The password will be required to open the Excel file once the file is created.

Figure 12-5: Data Export Password entry screen

After the password is entered, the user can select **Export to Excel** to initiate the export or **Discard** to exit.

The file will be named and saved to the Download folder as the default location, unless you have configured your browser to save to a specific location. If so, the user will be allowed to provide a file name and save location.

Note: The export max allowed is less than 2000 entries. A message will display, to the user, if it exceeds this amount.

12.5 Using the Context Menus

Context menus offer a variety of options for working with patient appointments. Right-click anywhere on an existing appointment line to open a context menu. The availability and options of context menus are dependent on the appointment status.

Table 12-1: Context menu options

Option	Description
Check-In	Select this option to mark an appointment as checked in. Note that this option is only available for the current day or earlier. This action also creates the visit for this appointment in PCC if the Create Visit at Check In option has been selected in the clinic configuration. See Configure Clinics for more information about Clinic Configuration. In EHR, the status will update to Ambulatory once that appointment has been checked in.
Check-Out	Select this option to mark an appointment as checked out. This will only show as an option for a patient who has already been checked-in. Note that this option is only available for the current day or earlier.
Cancel	Select this option to mark an appointment as cancelled.

Option	Description
No-Show	Select this option to mark an appointment as a no-show. This option only shows for an appointment where the patient has not been checked in/checked out. Note that this option is only available for the current date/time or earlier.
View Appointment Detail	Select this option to see detailed information about the selected appointment.
Print Routing Slip	Select this option to print a routing slip for the selected patient. The routing slip includes the current appointment, including check-in time, and future appointments.
Print Medication Profile	Select this option to print the medication profile for the selected patient. Note: The patient must have active medication orders or prescriptions.
Print Pre-Appointment Letter	<p>Select this option to print the pre-appointment letter. This option shows when an appointment has been scheduled but the patient has not been checked in.</p> <p>These letters can serve as reminders about upcoming or future appointments and are configured in the Settings-Scheduling described in Letter Templates.</p> <p>If a letter template default is <i>not</i> set for the clinic for the pre-appointment letter type, the user will be given a drop-down list to select the appropriate pre-appointment letter template to use for printing. See Clinic Configuration–Letter Defaults for information on setting letter defaults for the clinic.</p>
Print No-Show Letter	<p>Select this option to print the no-show letter. This option shows when an appointment has been updated to No-Show status.</p> <p>These letters can serve as reminders about upcoming or missed appointments and are configured in the Settings module via letter templates described in Letter Templates.</p> <p>If a letter template default is <i>not</i> set for the clinic for the no-show letter type, the user will be given a drop-down list to select the appropriate no-show letter template to use for printing. See Clinic Configuration–Letter Defaults for information on setting letter defaults for the clinic.</p>

Option	Description
Print Cancellation Letter	<p>Select this option to print the cancellation letter. This option shows when an appointment has been updated to Cancellation status. Cancellations can be made by the clinic or patient.</p> <p>These letters can serve as reminders about upcoming or missed appointments and are configured in the Settings module via Letter Templates described in Letter Templates.</p> <p>If a Letter Template default is <i>not</i> set for the clinic for the clinic cancelled/appointment cancelled letter type, the user will be given a drop-down list to select the appropriate clinic cancelled/appointment cancelled letter template to use for printing. See Clinic Configuration–Letter Defaults for information on setting letter defaults for the clinic.</p>

12.6 Print Options

From the **Appointments** tab, *all* users will be able to perform the following print options:

- Print Routing Slip
- Print Medication Profile
- Print Letter (Pre-Appt, Cancelled, No Show)

Note: These printings are available to the user for *all* divisions and for *all* clinics (PROHIBITED/NON-PROHIBITED). For letter printings, if there is no letter template default for the clinic, the user will be able to select a letter template.

The **Print** option (Figure 12-6) in the upper-right corner of the **Profile** window gives the user the option to print the **Face Sheet**, the patient's **Index Card**, **Wrist Band**, Health Summary, **Wellness Handout**, and **Future Appointments**.

Refer to the *BPRM Registration User Manual, Print Options*, for additional information.

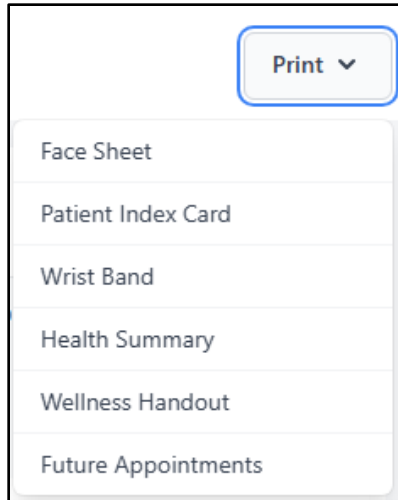


Figure 12-6: Print options drop-down list

13.0 Patient Registration Configuration

Unlike the other modules in PMAS, the **Settings** module does not directly control or modify patient records. Instead, the **Registration Settings** module enables users to change or add such things as **Category II Flags**, **Eligibility Modifiers**, **Employers**, **Group Insurance Plan**, **Insurers**, and **Patient Application Types** that are used within the various Registration screens.

Changes made within the **Settings** module are typically completed by a supervisor or site manager. In most cases, once these settings have been established, they will rarely need to be changed.

Note: Only users with the AGZMGR key can see all available options within the settings, with the exception of the Category II (Local Flags), which requires the DGPF MANAGER.

Users must log off and log back in to PMAS for any patient registration configuration changes they have made to take effect.

To open the **Settings** module, click **Settings** at the bottom of the left navigation window, as shown in Figure 13-1.

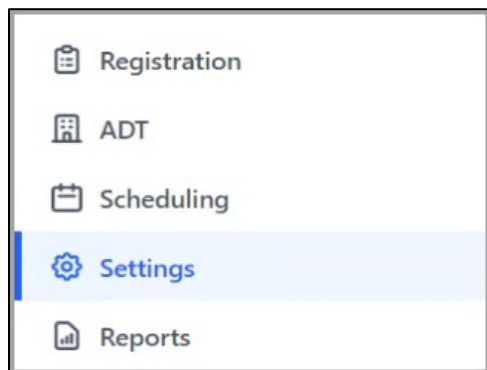


Figure 13-1: Left-Navigation pane with Settings highlighted

The **Registration** window (Figure 13-2) located above the **Settings** module displays a list of available options. The information displayed on the right side of the window varies, depending on the option selected.

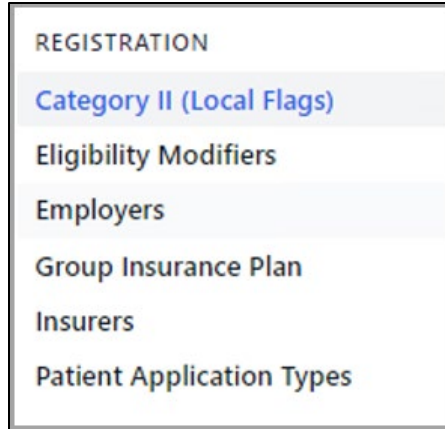


Figure 13-2: Registration Settings options window

13.1 Category II (Local Flag)

Use the **Category II (Local Flags)** option to add new or edit existing **Category II (Local Flags)**. Click the **Category II (Local Flags)** option to display the **Category II (Local Flags)** listing page as shown in Figure 13-3.

Category II (Local Flags)						Add Local Flag
LOCAL FLAG	ACTIVE	TYPE	REVIEW FREQUENCY DAYS	NOTIFICATION DAYS	DESCRIPTION	
ABC	YES	BEHAVIORAL	0	0	ADDING ABC	Edit
BH - LOCAL FLAG	YES	BEHAVIORAL	0	0	New Local Flag - Confirming ability to view Reason for Edit	Edit
CZ FLAG FROM RPMS	YES	BEHAVIORAL	30	25	THIS IS A TEST. ENTERED IN RPMS	Edit
EN - CATII LOCAL FLAG	YES	CLINICAL	5	2	Adding a new Local Flag	Edit
ENTEST	YES	RESEARCH	3	3	ADDING ENTEST FOR TESTING test	Edit
ENTEST2	YES	RESEARCH	0	0		Edit
FOLLOW UP NEEDED	YES	CLINICAL	0	0	Follow up of this patient was requested by provider. Please...	Edit
INFECTIOUS DISEASE	YES	CLINICAL	0	0	This patient has been diagnosed with an infectious disease...	Edit
KELLY'S FLAG	YES	CLINICAL	30	2	Flag for Kelly.	Edit
LAB NEEDED	YES	CLINICAL	0	0	Patient needs 1 hour 50 gram glucose test ASAP to meet st...	Edit

Showing 1 to 10 results

Figure 13-3: Category II (Local Flags) window

13.1.1 Sort the Category II (Local Flag) Listing

Use the **Sort By** list box to sort the listing by **Name** or **Type**.

Use the **Display** control to filter by **All**, **Active**, or **Inactive** Category II (Local Flags).

13.1.2 Add a New Category II (Local Flag)

Follow these steps to add a new Category II (Local Flag):

1. Click **Add Local Flag** on the **Category II (Local Flag)** listing page. The blank **Category II (Local Flag)** form shown in Figure 13-4 displays.

The screenshot shows a web form titled "Category II (Local Flag)". At the top, there are three fields: "Name" (text input, marked [required]), "Type" (dropdown menu, marked [required]), and "Active" (checkbox). Below these are two more text input fields: "Review Frequency Days" and "Notification Days". A large text area for "Description" is located below those. At the bottom of the form are two buttons: "Discard" and "Save".

Figure 13-4: Blank **Category II (Local Flag)** form

2. Type the name for the new Category II (Local Flag) in the **Name** field (required).
3. Select a local flag type from the **Type** list box (required). The following choices are available:
 - Behavioral
 - Clinical
 - Other
 - Research
4. Enter the number of days that may elapse between reviews of the local flag assignment in the **Review Frequency Days** field. A value of zero (0) indicates that no automatic review will occur.
5. Enter the number of days prior to this flag assignment's review date that a notification is sent to the review group in the **Notification Days** field. A value of zero (0) indicates that no automatic review will occur.
6. Enter a brief description of this patient record flag in the **Description** field.
7. Select the **Active** option if applicable. Clearing this box indicates an **Inactive local flag**.

- When done, click **Save** to save the new local flag, or click **Cancel** to close the form without saving the new local flag.

13.1.3 Edit a Category II (Local Flag)

Follow these steps to edit the **Category II (Local Flag)**:

- Select the local flag to be edited in the **Category II (Local Flag)** listing window to filter the list, then click **Edit** on the right side of the flag listing. The **Category II (Local Flag)** window (Figure 13-5) displays.

The screenshot shows a form titled "Category II (Local Flag)". The form has the following fields and values:

- Name**: LOCAL FLAG TEST (marked as [required])
- Type**: OTHER (marked as [required])
- Active**:
- Review Frequency Days**: 35
- Notification Days**: 20
- Description**: this is a test of adding a local flag in BPRM
- Reason For Edit**: Testing (marked as [required])

At the bottom of the form, there are two buttons: "Discard" and "Save".

Figure 13-5: Category II (Local Flag) window

- After making any changes necessary, complete the **Reason for Edit** field.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.2 Eligibility Modifiers Settings

Use the **Eligibility Modifiers** option to add eligibility modifiers or edit certain existing ones. Once established, eligibility modifiers are available as options in the following areas depending on the type:

- Legal Name. Proof Provided** field.
- Tribe and Eligibility Status. Eligibility Reason** field.
- Advance Directive.** Type status.

Click the **Eligibility Modifiers** option to display the **Eligibility Modifiers** listing window as shown in Figure 13-6.

Eligibility Modifiers		Add Eligibility Modifiers
		Filter by Elig. Modifier Sort By NAME ▾
ELIGIBILITY MODIFIER	TYPE	
BAPTISMAL RECORD	NL	Edit
CERTIFICATE OF DEGREE OF INDIAN BLOOD	D	
COMMISSION CORP OFFICER	D	
CONSENT FOR MEDICAL CARE OF A MINOR	L	Edit
COURT ORDER	LS	Edit
COURT ORDER	N	Edit
CZ ELLIGIBILITY TEST	C	
CZ MODIFIER NLS	NLS	Edit
Showing 1 to 10 results		<input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="6"/> <input type="button" value="..."/> <input type="button" value=">"/>

Figure 13-6: Eligibility Modifiers listing page

13.2.1 Filtering and Sorting the Eligibility Modifiers Listing

There are several ways to filter or sort the listing of eligibility modifiers:

- Use the **Sort By** list box to sort the listing by either **Type** or **Name**.
- Type the first few letters of an eligibility modifier in the **Filter by Elig. Modifier** box in the upper right corner of the **Eligibility Modifiers** listing page to filter the list, and then use the left and right arrows in the lower-left corner of the page to find a specific modifier.

13.2.2 Add Eligibility Modifiers

Follow these steps to add a new eligibility modifier:

1. Click **Add Eligibility Modifiers** in the upper-right corner of the **Eligibility Modifiers** window. The blank **Eligibility Modifiers** form shown in Figure 13-7 displays.

Figure 13-7: Blank Eligibility Modifiers form

2. Type a description for the eligibility modifier in the **Eligibility Modifier** field.
3. Select a modifier type from the **Type** list box. These choices are available:
 - **N**: Name change
 - **L**: Legal docs
 - **S**: Legal Sex
 - **NL**: Combination of options **N** and **L**
 - **NS**: Combination of options **N** and **S**
 - **LS**: Combination of options **L** and **S**
 - **NLS**: Combination of options **N**, **L**, and **S**

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.2.3 Edit Eligibility Modifiers

Note: The eligibility modifiers that use the modifier type **N**, **L**, **S**, **NL**, **NS**, **LS**, and **NLS** can be added or edited.

Follow these steps to edit an eligibility modifier that was locally added:

1. Type the first few letters of an eligibility modifier in the **Filter by Elig. Modifier** field in the upper right corner of the **Eligibility Modifiers** listing page and press Enter to filter the list. Then use the numbered list at the bottom of the page and/or the left and right arrows in the lower-left corner of the page to find a specific modifier.
2. Click **Edit** on the right side of the eligibility modifier to be edited. The **Eligibility Modifier** window displays.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.3 Employers

Use the **Employers** option to add employers to the RPMS database or edit information about existing employers. Select the **Employers** option to display the **Employers** list as show in Figure 13-8.

Employers				Add Employer
				Filter by Name/Abbrev.
NAME	ABBREVIATION	ADDRESS	PHONE	
14TH AVE GUM				Edit
1ST CAUSE MAINTANCE				Edit
1ST CHOICE PROPERTY		UNKNOWN, LAKE HAVASU, AZ 86403	(000)000-0000	Edit
1ST IMPRESSN SCRTRY DOORS		UNKNOWN, GILBERT, AZ 85233		Edit
1ST VALUE INN		ANDY DEVINE, KINGMAN, AZ 86401	(928)757-7122	Edit
2-GIRLS & A HAMMER		UNKNOWN, FOOTHILLS, AZ	(920)210-3404	Edit
20TH CENTURY REALTY		7525 W HWY 68, ARIZONA UNK, AZ 86413	928-565-5566	Edit
247 DISTRIBUTING		UNKNOWN, UNKNOWN, UN 00001	NO PHONE	Edit

Showing 1 to 10 results

< 1 2 3 4 5 6 ... >

Figure 13-8: Employers list window

13.3.1 Add an Employer

Follow these steps to add an employer:

1. Click **Add Employer** on the **Employer** listing window. The blank **Employer** window (Figure 13-9) displays.

Figure 13-9: Blank Employer form

2. Complete the fields of the form as appropriate. When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

If the employer name entered is a duplicate of an existing employer, a warning message displays, and the form cannot be saved until a non-duplicate employer name is entered.

13.3.2 Edit an Employer

Follow these steps to edit an existing employer in the RPMS database:

1. Type the first few letters of the employer's name in the **Filter by Name/Abbrev** field in the upper right corner of the **Employer** listing window and press Enter to filter the list. Use the vertical scroll bar on the right side of the window (if available) and/or the left and right arrows in the lower-left corner of the window to find the employer to be edited.

Figure 13-10 shows an example of using **A** as the filter term to find **A & E MOTORS**.

NAME	ABBREVIATION	ADDRESS	PHONE	
A & A ELECTRONICS		915 KIOWA AVE, LAKE HAVASU, AZ 86403	520-453-7717	Edit
A & B SUPPLY		LAKE HAVASU, LAKE HAVASU, AZ 86404		Edit
A & C MERCANTILE		UNKNOWN, BOUSE, AZ 85325	520-851-2229	Edit
A & C PLUMBING		UNKNOWN, UNKNOWN, UN 00001	NO PHONE	Edit
A & E MOTORS	A&E	65432 Newport Rd., Menifee, CA 92584	555-555-5555	Edit
A & W	AW	901 CALIFORNIA AVE., PARKER, AZ 85344	669-8261	Edit
A & W				Edit
A & Z FARMS				Edit
A AND A ELECTRONICS		UNKNOWN, UNKNOWN, UN 00001	NO PHONE	Edit
A AND G TELEPHONE				Edit

Figure 13-10: Filtered Employer listing

2. Click **Edit** on the far right of the employer’s name to edit the selected employer. Figure 13-11 shows an example of the **Employer** form ready to be edited.

Figure 13-11: Employer form open for editing

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.4 Group Insurance Plan

Use the **Group Insurance Plan** option to add group insurance or edit information about existing group insurance plans. Select the **Group Insurances Plans** option to display a listing window, similar to that shown in Figure 13-12.

Group Insurance Plan		Add Group Insurance Plan
<input type="text" value="Filter by Group Insurance"/>		
GROUP NAME	GROUP NUMBER	
AAA HEALTHCARE OF TX - 0ET00199584	0ET00199584	Edit
AARP - 83992838	83992838	Edit
AARP HEALTHCARE OPTIONS - 95884	95884	Edit
ABC AGENCY FOR HEALTHCARE -	A0050	Edit
ABC GROUP PLAN - NUM45678901234567	NUM45678901234567	Edit
ABC123 - 123456789ABCDEF GH	123456789ABCDEF GH	Edit
AC403 - AC403	AC403	Edit
ACBCIRX - ACBCIRX	ACBCIRX	Edit
ACE ASPHALT OF AZ - 019605	019605	Edit
ACHoice - AA9388	AA9388	Edit
Showing 1 to 10 results		<input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="6"/> <input type="button" value="..."/> <input type="button" value=">"/>

Figure 13-12: Group Insurance listing window


13.4.1 Filtering the Group Insurance Plan Listing

To filter the listing of group insurance, type the first few letters of a group insurance name in the **Filter by Group Insurance** box in the upper-right corner of the **Group Insurances** listing page to filter the list, then use the left and right arrows in the lower-left corner of the page to find a specific group insurance.

13.4.2 Add a Group Insurance Plan

Follow these steps to add a new employer group insurance:

1. Click **Add Group Insurance Plan** on the **Group Insurances** listing page to create a new **Group Insurance** plan. The **Group Insurance Plan** form shown in Figure 13-13 displays.



The form is titled "Group Insurance Plan". It contains two input fields: "Group Name" with a red "[required]" label and "Group Number". Below these is a checkbox labeled "Group Numbers Vary By Visit Type". At the bottom are "Discard" and "Save" buttons.

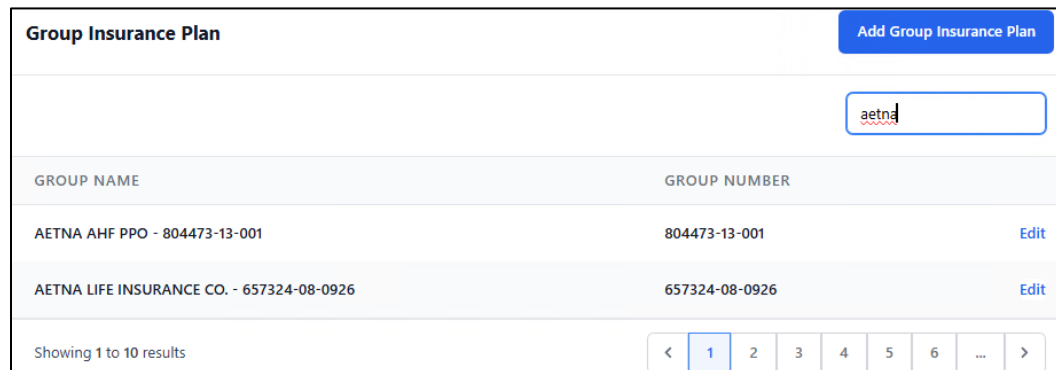
Figure 13-13: Blank Group Insurance Plan form

2. Type the group name in the **Group Name** field.
3. Select the **Group Numbers Vary By Visit Type** option if applicable.
4. Enter the group number in the **Group Number** field, if applicable.
5. Click **Save** to save the new group insurance to the database.

13.4.3 Edit a Group Insurance Plan

Follow these steps to edit an existing group insurance entry:

1. Type the first few letters of the group insurance plan name in the **Filter by Group Insurance** box in the upper-right corner of the **Group Insurances** listing page and press Enter to filter the list (Figure 13-14). Then use the left and right arrows in the lower-right corner of the page to find the group insurance to be edited.



The screenshot shows a table of group insurance plans. A search box at the top right contains "aetna". The table has two columns: "GROUP NAME" and "GROUP NUMBER". Two rows are visible, each with an "Edit" link. A pagination bar at the bottom shows "Showing 1 to 10 results" and a set of page numbers from 1 to 6, with "1" selected.

GROUP NAME	GROUP NUMBER	
AETNA AHF PPO - 804473-13-001	804473-13-001	Edit
AETNA LIFE INSURANCE CO. - 657324-08-0926	657324-08-0926	Edit

Figure 13-14: Filtered Group Insurances listing

2. Click **Edit** to the right of the insurance listing to be edited. Figure 13-15 shows an example of the **Group Insurance** form ready to be edited.

Figure 13-15: Group Insurance form open for editing

- Once the form is open for editing, users can change the **Group Name**, **Group Numbers Vary By Visit Type**, and **Group Number** fields as necessary.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.4.3.1 Add Visit Types

When editing a group insurance entry, users are given the option of adding or editing the **Visit Type**. To add a visit type, follow these steps:

- After opening the group insurance for editing as described in Section 13.4.3, select **Group Numbers Vary By Visit Type**. The **Visit Types** workspace displays.
- Click **Add** in the **Visit Types** section (Figure 13-16) of the page.

VISIT TYPE	GROUP NUMBER
No data	

Figure 13-16: Visit Types add window

A blank **Visit Types Add** window displays as shown in Figure 13-17.

Visit Types		Add
VISIT TYPE	GROUP NUMBER	
OUTPATIENT	909	Edit Remove

Discard Save

Figure 13-17: Blank Visit Types edit window

3. Select the appropriate visit type from the **Visit Type** list.
4. If the **Group Numbers Vary By Visit Type** option is enabled, the **Group Number** field also displays. Enter the group number for that particular visit type.
5. After adding the appropriate information, click **OK** to save the new visit type, or click **Cancel** to close the **Visit Type** edit window without saving changes.

13.4.3.2 Edit Visit Types

Follow these steps to edit an existing visit type:

1. After opening the group insurance to be edited, select the visit type to be edited in the **Visit Type** section of the window.
2. Click **Edit**. The **Visit Types** edit window displays as shown in Figure 13-18.

Visit Types		Add
VISIT TYPE	GROUP NUMBER	
OUTPATIENT	909	Edit Remove

Discard Save

Figure 13-18: Visit Types edit window

3. Make any changes to the **Visit Type** field, and if applicable, the **Group Number** options.
4. Click **OK** to save the edited visit type or click **Cancel** to close the **Visit Types** edit window without saving changes.

13.5 Insurer Settings

Use the **Insurers** option to add insurers and guarantors to the RPMS database or edit information about existing ones.

1. Click the **Insurer** option to display the insurer list as shown in Figure 13-19.

Insurers			
Add Insurer			
Filter by Name			
NAME	TYPE	COVERAGE TYPES	ADDRESS
BLUE BEACON	PRIVATE	MEDICAL/NO DEN/VIS	PO BOX 1090, GREAT BEND, KS 67530
PRESCRIPTION SOLUTIONS	PRIVATE		PO BOX 2975, SHAWNEE MISSION, KS 6620
UNITED HEALTHCARE	PRIVATE	MEDICAL/RX ONLY	PO BOX 5290, KINGSTON, NY 12402-5290
"C"SRT ADMINISTRATORS	PRIVATE	MED/RX/DEN/VIS	PO BOX 25160, SCOTTSDALE, AZ 85255
AARP HEALTH	PRIVATE	MEDICAL	PO BOX 740819, ATLANTA, GA 30374-0819
AARP HEALTHCARE OPTIONS	PRIVATE	SUPPLEMENT	PO BOX 740819, ATLANTA, GA 30374-0819
AARP HLTH CARE OPTIONS	MEDICARE SUPPL	FAMILY, SING, SELF, SUPPLEMENT, SELF-RX	PO BOX 740819, ATLANTA, GA 30374-0819
AARP MEDICARE RX	MCR PART D	SELF	P.O. BOX 29300, HOT SPRINGS, AR 71903-0300

Showing 1 to 10 results

< 1 2 3 4 5 6 ... >

Figure 13-19: Insurers option on Settings workspace

2. Click **Add Insurer** to view a blank **Insurer** workspace (Figure 13-20).

Insurer

Name [required] Insurer Type [required] Long Name

Street Address City State

Zip Code Phone

Contact Person

Billing Office Billing Street Billing City

Billing State Billing Zip Code

Status [required] Rx Billing Status

Figure 13-20: Insurer workspace

13.5.1 Add an Insurer

Follow these steps to add an insurer to the RPMS database:

1. Click **Add Insurer** to view a blank **Insurer** window (Figure 13-21).

Insurer

Name [required] Insurer Type [required] Long Name

Street Address City State

Zip Code Phone

Contact Person

Billing Office Billing Street Billing City

Billing State Billing Zip Code

Status [required] Rx Billing Status

Figure 13-21: Blank Insurer window

2. Fill in the fields of the form as is appropriate, and then click **Save** to save the entries and close the form or click **Cancel** to close the form without saving the entries.

If the insurer name entered is a duplicate of an existing insurer, a warning message displays, and the form cannot be saved until a non-duplicate insurer name is entered.

The **Insurer Types** drop-down list defines the eligibility of 21 various insurer types. Figure 13-22 shows a listing of insurer types.

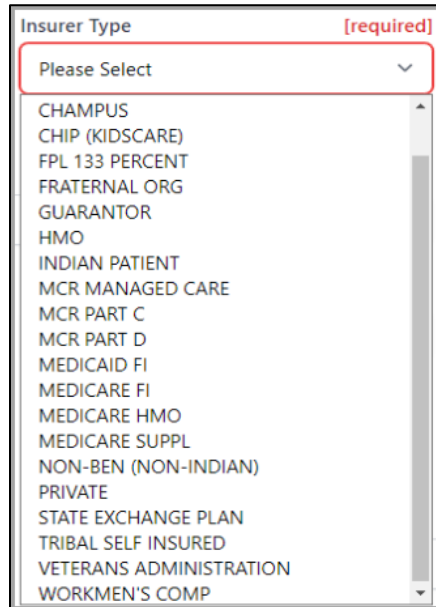


Figure 13-22: Insurer Type list

13.5.2 Edit an Insurer

Follow these steps to edit an existing insurer or guarantor in the RPMS database:

1. Type the first few letters of the insurer's name in the **Filter by Name** field in the upper right corner of the **Insurers** window.
2. Press Enter. This filters the list for the selection.
3. Use the left and right arrows in the lower-right corner of the window to find the insurer to be edited. Figure 13-23 shows an example of using **Delta** as the filter term to find Delta Dental.

Insurers				Add Insurer
				Delt
NAME	TYPE	COVERAGE TYPES	ADDRESS	
DELTA DENTAL	PRIVATE		P.O. BOX 9085, FARMINGTON HILL, MN 48333-9085	Edit
DELTA DENTAL INSURANCE COMPANY	PRIVATE	DENTAL ONLY	PO BOX 1809, ALPHARETTA, GA 30023-1809	Edit
DELTA DENTAL OF ARIZONA	PRIVATE	DENTAL	PO BOX 43026, PHOENIX , AZ 85080	Edit
DELTA DENTAL OF CA.SACRAMENTO	PRIVATE	DENTAL	P.O. BOX 997330, SACRAMENTO, CA 95899-7330	Edit
DELTA DENTAL OF CALIFORNIA	PRIVATE	SELF, FAMILY	P.O. BOX 7736, SAN FRANCISCO, CA 94120	Edit
DELTA DENTAL OF MICHIGAN	PRIVATE	DENTAL ONLY	PO BOX 9085, FARMINGTON HILL, MI 48333	Edit
DELTA DENTAL OF MINNESOTA	PRIVATE	FAMILY	P.O. BOX 622, MINNEAPOLIS, MN 55440-0622	Edit
DELTA DENTAL OF MISSOURI	PRIVATE	DENTAL	PO BOX 8690, ST LOUIS, MO 63126	Edit
DELTA DENTAL OF NEW MEXICO INC	PRIVATE		2101 SAN PEDRO NE # D, ALBUQUERQUE, NM 87110	Edit

Showing 1 to 10 results

Figure 13-23: Filtered insurer listing

- To edit an insurer, click **Edit** on the far-right side of the insurer’s listing. Figure 13-24 shows an example of the **Insurer** form ready to be edited.

Insurer

Name [required] Insurer Type [required] Long Name

Street Address City State

Zip Code Phone

Contact Person

Billing Office Billing Street Billing City

Billing State Billing Zip Code

Status [required] Rx Billing Status

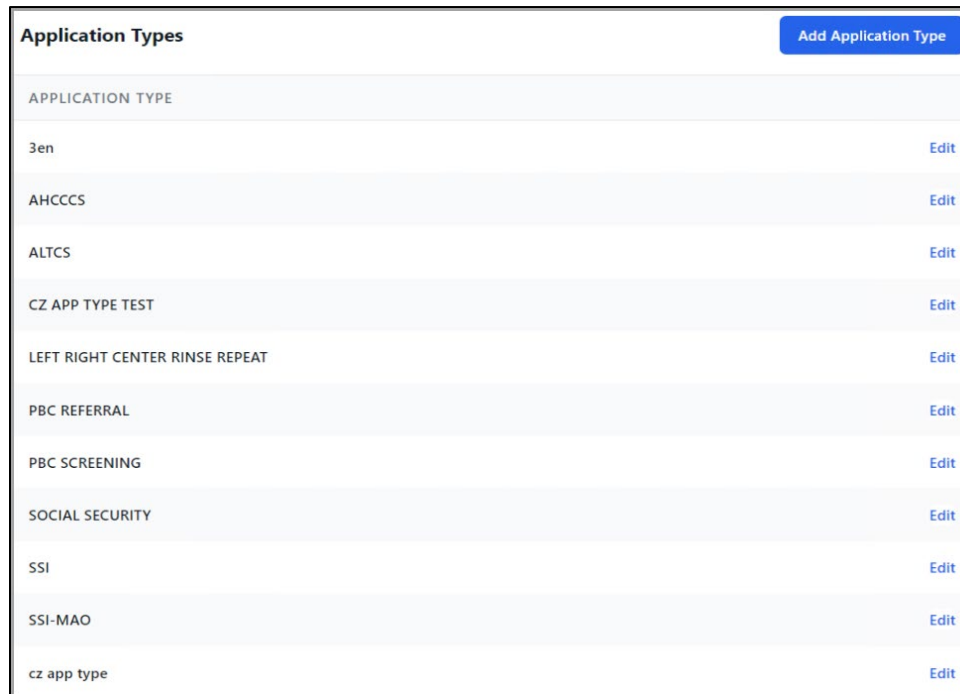
Figure 13-24: Insurer workspace open for editing

- After making any changes necessary, click **Save** to save all changes and close the **Insurer** window, or click **Cancel** to close without saving changes.

13.6 Patient Application Type Settings

Use the **Patient Application Types** option to add patient application types or edit existing ones. Once established, patient application types are available as options in the **Application Type** field on the **Benefits Cases** tab, as described in Section 11.1 in this manual.

The **Application Types** window displays as shown in Figure 13-25.



APPLICATION TYPE	
3en	Edit
AHCCCS	Edit
ALTCS	Edit
CZ APP TYPE TEST	Edit
LEFT RIGHT CENTER RINSE REPEAT	Edit
PBC REFERRAL	Edit
PBC SCREENING	Edit
SOCIAL SECURITY	Edit
SSI	Edit
SSI-MAO	Edit
cz app type	Edit

Figure 13-25: Patient Application Types listing window

13.6.1 Add a Patient Application Type

Follow these steps to add a patient application type:

1. Click **Add Application Type** in the upper-right corner of the window. The blank **Patient Application Type** window shown in Figure 13-26 displays.

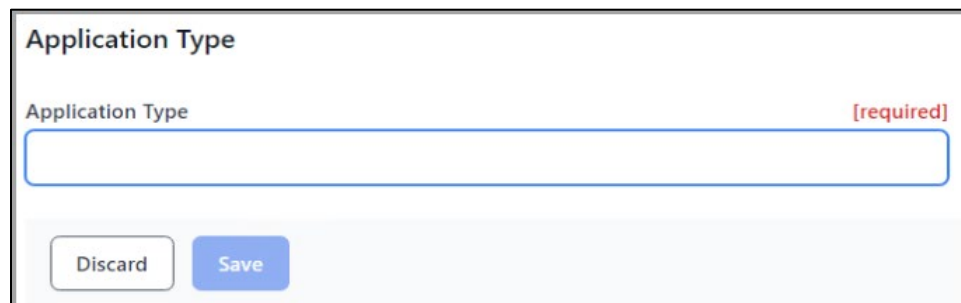


Figure 13-26: Blank patient Application Type window

2. Type the name of the new patient application type in the **Application Type** field.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

13.6.2 Edit a Patient Application Type

Follow these steps to edit an existing patient application type:

1. From the **Patient Application Types** listing window shown in Figure 13-25, select the application type to edit.
2. Click **Edit** on the right side of the **Patient Application Type** listing. Figure 13-27 shows an example of editing the Social Security patient application type.

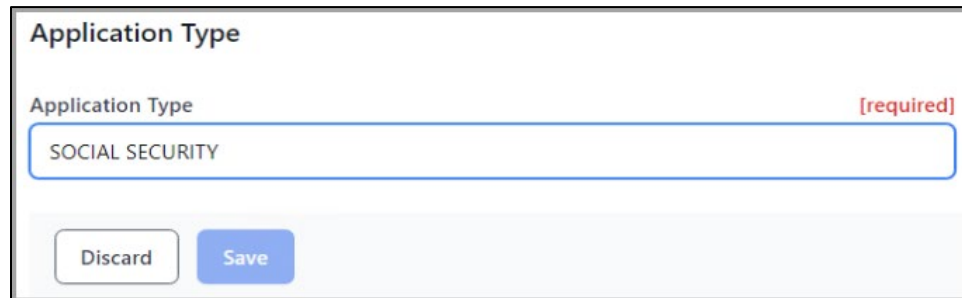


Figure 13-27: Patient Application Type window open for editing

3. Make any changes to the selected application type.

When all additions and/or changes have been made, click **Save** to preserve the information or click **Discard** to close the workspace without saving. The **Confirm close without saving** warning message (Figure 7-18) displays.

14.0 Registration Reports

The Practice Management Application Suite includes the **Reports** module, which produces a variety of reports regarding practice management. This chapter describes the registration-related reports available from the **Reports** module.

14.1 Reports Module Overview

The **Reports** module collects specific information from the RPMS database, and then formats the information for on-screen viewing or printing. You can also print reports as well as save them in a variety of different file formats.

Open the **Reports** module by clicking **Reports** (lower left), as shown in Figure 14-1.

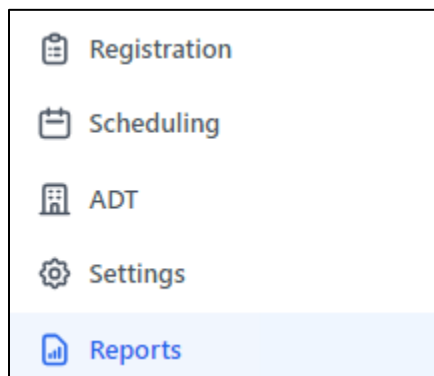


Figure 14-1: Accessing the Reports module

14.1.1 Reports: Preview and Print Options

For every report in the **Reports** module, the user can view the report results in two ways. After selecting the appropriate report parameters:

- Click **Preview** to view the report on the screen.
- Click **Print** to print the report to an RPMS device or to the browser.

Figure 14-2 shows the **Preview** and **Print** options for all reports.



Figure 14-2: Preview and Print options

14.1.2 Reports: Page Selection

For every report in the **Reports** module, the user can utilize the following page selection buttons (Figure 14-3) to navigate through multi-page reports.

- Use the middle arrows (◀ ▶) to move through the report one page at a time.
- Use the arrows with bars (◀| ▶|) to quickly go to the beginning or the end of the report.

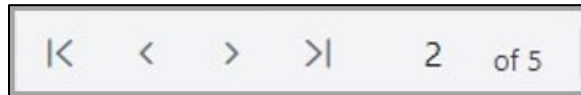


Figure 14-3: Page selection buttons

14.1.3 Reports: Zoom Options

For every report in the **Reports** module, the user can utilize the following zoom-in and zoom-out functions (Figure 14-4) to either zoom in or zoom out within the page view of the report.

- Use the minus (⊖) and plus (⊕) buttons to manually adjust the report view.
- Use the **100%** picklist option to set a specific report view (includes **Fit Page** and **Fit Width**).



Figure 14-4: Zoom buttons

14.2 Registration Report Types

Once the **Reports** module is open, a listing of the available registration-related reports displays as shown in Figure 14-5.



Figure 14-5: Registration Reports

Click any report name to open that report. After opening a report, you must provide additional parameters (such as **Start** and **End** dates, **Status**, **Sort By**, etc.) to view the report.

14.2.1 Benefit Cases Report

The **Benefit Cases Report** shows a count of all patient benefit cases by case status and by case type for all or for a specific benefits coordinator.

The **Benefits Cases Report** has fields for these parameters:

- **Start Date:** Defaults to today–30 days. Users can specify a date as needed.
- **End Date:** Defaults to the current day. Users can specify a date as needed.
- **Benefits Coordinator:** Users can type some or all of the name, using the LAST, FIRST name format to begin the search. Leave this parameter empty for all benefit coordinators.
- **Case Status** (Figure 14-6)

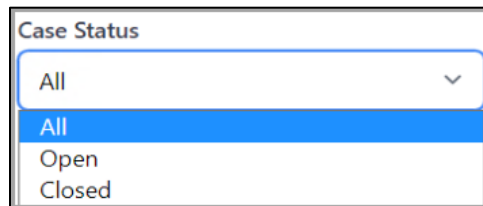


Figure 14-6: Case Status list

- **Case Type** (Figure 14-7)

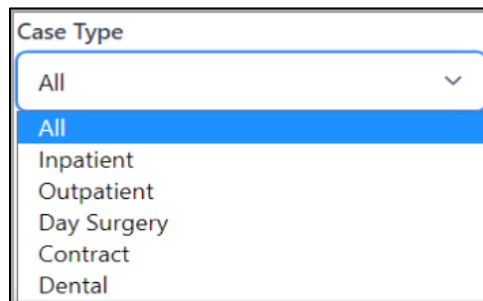


Figure 14-7: Case Type list

Figure 14-8 shows the parameters of the **Benefits Cases Report**.

Figure 14-8: Benefits Cases Report parameters

After selecting the appropriate report parameters, click **Preview** to view the report.

Figure 14-9 shows an example of a typical **Benefits Cases Report**.

Patient(HRN)/Case Number	Assigned To/Date	Completed By/Date	Status/Type
TEST,CZPATIENT (9865)	DEMO,DOCTOR 12/01/2022	DEMO,DOCTOR	OPEN OUTPATIENT
BPRM SEC,EN'DAYS (892312) 897845	DEMO,DOCTOR 12/20/2022		OPEN OUTPATIENT

Figure 14-9: Benefit Cases Report example

14.2.2 Benefit Case Report—Coordinator Productivity

The **Benefit Cases Report—Coordinator Productivity** shows a count of all patient benefit cases by application type and current status for all or a specific benefits coordinator.

Figure 14-10 shows the parameters of the **Benefits Cases Report—Coordinator Productivity**.

Benefit Cases Report - Coordinator Productivity

Start: 12-13-2022 | End: 01-13-2023 | Benefits Coordinator (leave empty for all): Search | Application Types: All

Case Status: All

Buttons: Preview, Print

Figure 14-10: Benefits Cases Report—Coordinator Productivity parameters

The **Benefits Cases Report—Coordinator Productivity** has fields for these parameters:

- **Start Date**
- **End Date**
- **Benefits Coordinator** (leave empty for all)
- **Application Types**: The list of application types will vary depending on each site's setup.
- **Case Status** (Figure 14-11)

Case Status

- All
- Pending
- Approved
- Denied
- ReSubmitted
- Refused
- Follow Up Needed
- Entered In Error
- Over Income
- Screening Only

Figure 14-11: Benefits Cases Report—Coordinator Productivity Case Status list

After selecting the appropriate report parameters, click **Preview** to view the report (Figure 14-12).

Benefit Cases Report - Coordinator Productivity

Start: 12-13-2022 | End: 01-13-2023 | Benefits Coordinator (leave empty for all): Search | Application Types: All

Case Status: All

Preview | Print

Page 1

2013 DEMO HOSPITAL
 BENEFIT COORDINATOR PRODUCTIVITY REPORT BY COORDINATOR
 UCI: BPRMAA,BPRMAA
 Report Date: JAN 13,2023@18:12:21
 Date range From 12/13/2022 to 1/13/2023

=====

=REPORT FOR DATES OBTAINED FROM 12/13/2022 TO 1/13/2023
 FOR
 ALL APPLICATION TYPES
 provided by REGBPRM,CLERK
 =====

DATE OBTAINED	CHART	APPLICATION TYPE	STATUS
DEC 19,2022	345611	ALTCS	PENDING

Figure 14-12: Benefit Cases Report - Coordinator Productivity report

14.2.3 Daily Activity Report

The **Daily Activity Report** shows the total number of patient records that have been added, edited, removed, and registered over a selected period of time.

14.2.3.1 Daily Activity Report Parameters

The **Daily Activity Report** has fields for these parameters:

- **Start Date**
- **End Date**
- **Type of Report**

Figure 14-13 shows the parameters of the **Daily Activity Report**.

Daily Activity Report

Start: 08-01-2022 | End: 08-31-2022 | Type of Report: NEW, EDITED, REMOVED Statistics on!

Preview | Print

Figure 14-13: Daily Activity Report parameters

The **Daily Activity Report** requires a start date and end date for the period of time you want reflected in the report. By default, the **Start Date** is set to today-30 days and the **End Date** is set to the current day.

The **Type of Report** field offers the following options:

- NEW, EDITED, REMOVED Statistics only
- NEW, EDITED, REMOVED Statistics and Patients
- NEW, REGISTERED Statistics only
- NEW, REGISTERED Statistics and Patients

After selecting the appropriate report parameters, click **Preview** to view the report.

14.2.3.2 Information in the Daily Activity Report

The **Daily Activity Report** includes two versions of the report.

The **Daily Activity Report (Statistics only)** shows only the total number of patient records added, edited, removed or added, registered (depending on the type of report selected).

Figure 14-14 shows an example of a typical **Daily Activity Report (Statistics only)**.

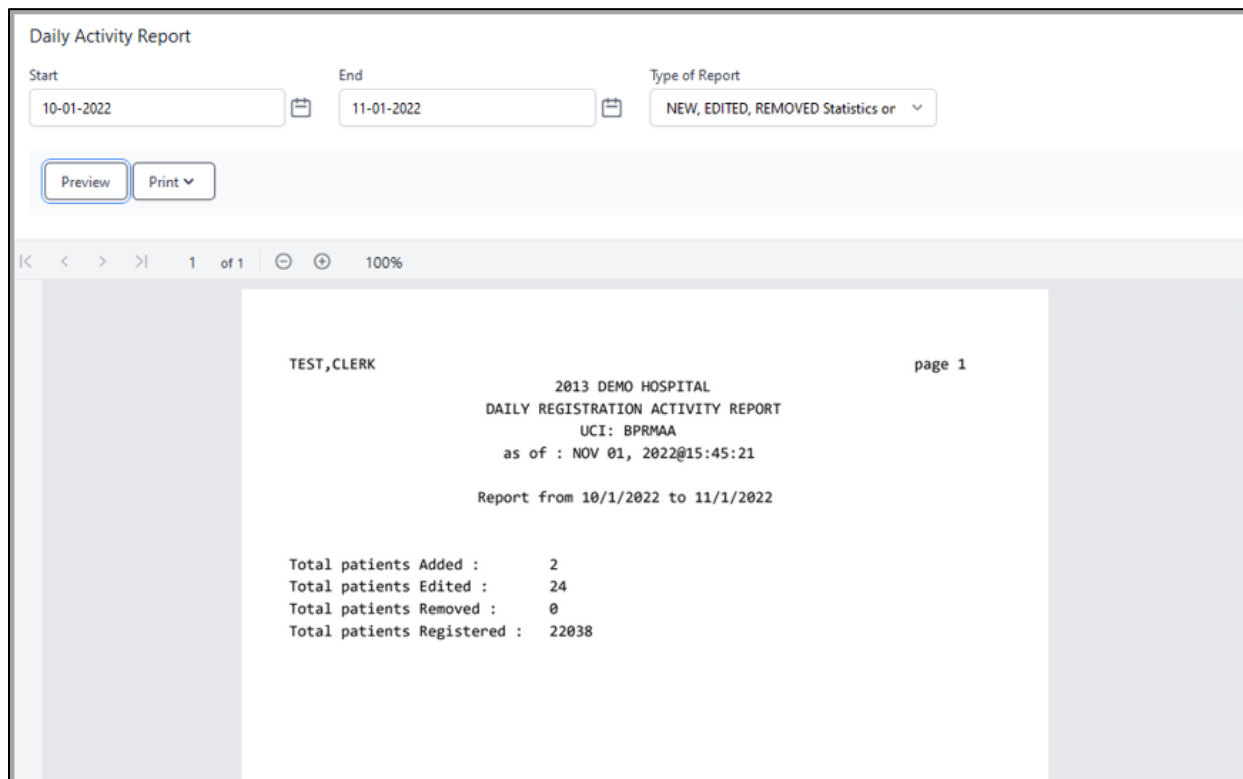


Figure 14-14: Daily Activity Report (Statistics only) example

The **Daily Activity Report (Statistics and Patients)** includes the **Statistics** summary and the following information for each patient record that matches the report parameters:

- Name
- Chart Number
- Date of Birth

Figure 14-15 shows an example of a typical **Daily Activity Report (Statistics and Patients)**.

Daily Activity Report

Start: 09-01-2024 End: 09-30-2024 Type of Report: NEW, REGISTERED Statistics and Patients

Preview Print

REGBPRM,CLERK page 1

2021 DEMO HOSPITAL (INST)
NEW PATIENT REGISTRATION REPORT
UCI: PRECERT
as of : OCT 08, 2024@09:27:28
Report from SEP 01, 2024 thru SEP 30, 2024

The Following Patients Were Added:

Name	IHS #	DOB
TEST,ENNEW	720132	09/08/1975
DEMO,TEST IRIS	821739	09/02/1959
DOE,ENTEST	784512	09/02/1961
BPRM,ENTESTNEW	372839	09/03/1959

Figure 14-15: Daily Activity Report (Statistics and Patients) example

14.2.4 Insurance Coverage Report

The **Insurance Coverage Report** shows information about patient insurance enrollment over a specific date range, filtered in several different ways.

14.2.4.1 Insurance Coverage Report Parameters

The **Insurance Coverage Report** has fields for these parameters:

- Alternate Resource
- Start Date
- End Date
- Age Range
- Eligibility Status

Figure 14-16 shows the parameters of the **Insurance Coverage Report**.

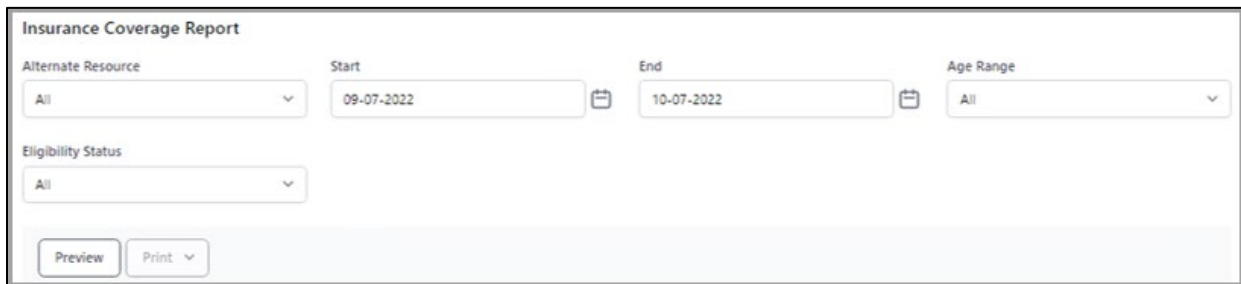
The screenshot shows a web form titled "Insurance Coverage Report". It contains several input fields: "Alternate Resource" with a dropdown menu showing "All"; "Start" with a date field showing "09-07-2022" and a calendar icon; "End" with a date field showing "10-07-2022" and a calendar icon; "Age Range" with a dropdown menu showing "All"; and "Eligibility Status" with a dropdown menu showing "All". At the bottom left, there are two buttons: "Preview" and "Print" with a dropdown arrow.

Figure 14-16: Insurance Coverage Report parameters

The **Alternate Resource** field offers the following options for the user to choose from; select **All** to quickly choose all of them.

- All
- MEDICARE
- MEDICAID
- PRIVATE INSURANCE
- WORKMEN'S COMP
- PRIVATE + WORKMEN'S
- CHIP

The **Insurance Coverage Report** requires a start date and end date for the period of time you want reflected in the report. The report shows all patients who had a visit within the specified date range. By default, the start date is set to today-30 days and the end date is set to the current day.

The **Age Range** field offers the following options for the user to choose from or choose **All** to quickly select all of them.

- All
- 0-17

- 18–64
- 65–95

The **Eligibility Status** field offers the following options for the user to choose from or choose **All** to quickly select all of them.

- All
- INDIAN BENEFICIARY PATIENTS
- NON-BENEFICIARY PATIENTS

After selecting the appropriate report parameters, click **Preview** to view the report.

14.2.4.2 Information in the Insurance Coverage Report

The **Insurance Coverage Report** may include the following information for each patient matching the specified report parameters depending on the **Alternate Resources** selected:

- Patient name
- Chart Number
- Age
- Address
- Date of Last Update
- Home Phone
- Date of Birth
- Policy Number
- HICN Number or MBI Number
- Medicaid Number (State)
- Insurer
- Coverage Type (if available)

Figure 14-17 shows an example of a typical **Insurance Coverage Report** for Medicare.

Insurance Coverage Report

Alternate Resource: Start: End: Age Range:

Eligibility Status:

Active Patients Age Range: 65-95
 Alternate Resource: MEDICARE
 Location: 2013 DEMO HOSPITAL
 Visit Date Range: 10/1/2022 - 11/1/2022
 Report Date: NOV 01, 2022@16:50:43

Name (CHART #)(AGE) DATE OF LAST UPDATE	MEDICARE(M) RAILROAD(R)	COVERAGE
----- BPRM,CZFOUR (12111)(76) 345 THOMAS RD PHOENIX AZ 85226 (MCR) JUL 15, 2022 -----	R=7G24UJ1TR13	PART A
BPRM,CZINSTEST (21135)(73) 123 ADDRESS SAN ANTONIO CA 13087 (MCR) AUG 02, 2022 -----	M=4E73XX0HC58 R=4E73XX0HC58	PART A
BPRM,ENAOB (39203)(92) 2345 Candy corona CA 82394 (MCR) NUNEZ,DR OCT 06, 2022 -----	M=3CX4C44XX33	
TOTAL RECORDS: 3		

Figure 14-17: Insurance Coverage Report example

14.2.5 Insurance Enrollment Report

The Insurance Enrollment Report shows information about patient insurance filtered by Patient's Age, Report Type and Resource Type (when applicable). The report is based on active patients where an active patient is defined as a patient that has had a visit in the last three years.

14.2.5.1 Insurance Enrollment Report Filters

- Patients Age
 - 18 and under—patients that are 18 years old or younger (default)
 - 65 and over—patients that are 65 years old or older
 - Age Range Min/Max—a defined minimum/maximum age is required
- Report Type
 - Patients without insurance (default)

- Patients with insurance
- Resource Type (displayed only when Report Type = Patients with insurance)
 - Medicare Part A
 - Medicare Part B
 - MCR Part D
 - Railroad Part A
 - Railroad Part B
 - Medicaid
 - Private

The screenshot shows the 'Insurance Enrollment Report' form. It has two dropdown menus: 'Patients Age' with the value '18 and under' and 'Report Type' with the value 'Patients without insurance'. Below the dropdowns are two buttons: 'Preview' and 'Print'.

Figure 14-18: Insurance Enrollment Report–Default filters

The screenshot shows the 'Insurance Enrollment Report' form with additional filters. It includes 'Patients Age' (Age Range), 'Age Range Min' (60), 'Age Range Max' (65), and 'Report Type' (Patients with insurance). There is also a 'Resource Type' dropdown set to 'Medicaid'. 'Preview' and 'Print' buttons are at the bottom.

Figure 14-19: Insurance Enrollment Report–Additional filters

Note: If the report displays “No data to print” and the user knows that there is patient data, this means that the report data took too long to extract. The user should try narrowing the report data by choosing “Patients Age - Age Range” with a smaller range of Min/Max values (Example: Use 60-62 years of age).

14.2.5.2 Information in the Insurance Enrollment Report

The **Insurance Enrollment Report** includes the following information for each patient matching the specified report parameters:

- Patient name and address
- Health Record Number

- Date of Birth
- Home Phone
- Cell Phone
- Insurance Type
- Insurance Name
- Policy Number
- Coverage type (if available)
- Start Date
- End Date (if blank–displays NONE)

Insurance Enrollment Report

Patients Age

18 and under

Report Type

Patients with insurance

Resource Type

Private

Preview

Print

TW 10/8/2024@16:34
Confidential Patient Data Covered by Privacy Act
Page: 2

Insurance Enrollment Report
Age '18 and under' with 'Private' insurance(s)

<p>DEMO BABY T,BETTY (99891)</p> <div style="background-color: black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <p>PVT: UNITED HEALTHCARE -MEDICAL sfasf PVT: ARIZONA BC/BS-BLUE PREFER -FAMILY w4234324</p>	<p>DOB:4/19/2022</p>	<p>Home: Cell:</p>
<p>DEMO,CDSCHILD (999997)</p> <div style="background-color: black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <p>PVT: BC/BS PLAN OF NEVADA -FAMILY XY112833</p>	<p>DOB:7/1/2009</p>	<p>Home: Cell:</p>
<p>DEMO,PATIENTBABY (899998)</p> <div style="background-color: black; height: 15px; width: 100%; margin-bottom: 5px;"></div> <p>PVT: BC/BS OF MARYLAND INC</p>	<p>DOB:8/1/2020</p>	<p>Home: Cell:</p>

Figure 14-20: Example of a Private Insurance Enrollment Report

14.2.6 Prior Authorization Report

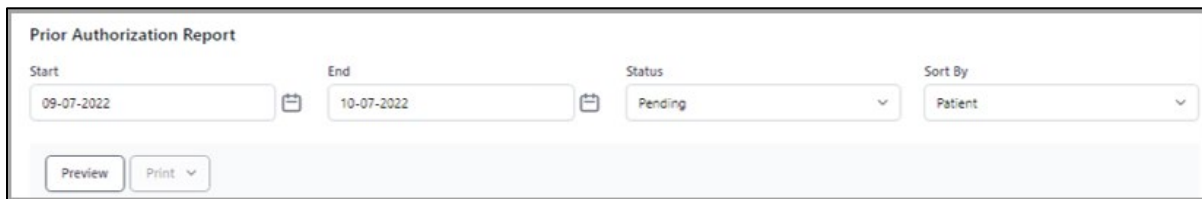
The **Prior Authorization Report** shows information about prior authorizations covering a selected time period.

14.2.6.1 Prior Authorization Report Parameters

The **Prior Authorization Report** has fields for these parameters:

- Start Date
- End Date
- Status
- Sort By

Figure 14-21 shows the parameters of the **Prior Authorization Report**.



The screenshot shows a web form titled "Prior Authorization Report". It contains four input fields: "Start" with the value "09-07-2022", "End" with the value "10-07-2022", "Status" with a dropdown menu showing "Pending", and "Sort By" with a dropdown menu showing "Patient". Below these fields are two buttons: "Preview" and "Print".

Figure 14-21: Prior Authorization Report parameters

The **Prior Authorization Report** requires a start date and end date for the period of time the user wants reflected in the report. By default, the **Start Date** is set to today–30 days and the **End Date** is set to the current day.

The **Status** field offers the following options:

- Pending
- Approved
- Denied
- ReSubmitted
- Refused
- Follow Up Needed
- Entered In Error
- Authorization Not Needed

The **Sort By** field offers the following options:

- Patient
- Encounter Date Asc (ascending order)

- Encounter Date Desc (descending order)

After selecting the appropriate report parameters, click **Preview** to view the report.

14.2.6.2 Information in the Prior Authorization Report

The **Prior Authorization Report** includes the following information for each patient matching the specified report parameters:

- Patient name
- Insurer
- Authorization Number
- Authorization Date
- Encounter Date
- Authorization Type
- Number of Authorized—Visits or Days

Figure 14-22 shows an example of a typical **Prior Authorization Report**.

Patient/Insurer	Auth.Number/Date	Enc.Date	Type
BPRM,CZBABY CIGNA		03/01/2022	OUTPATIENT
BPRM,CZBABY BC/BS OF AZ/HMO		03/01/2022	INPATIENT
BPRM,CZEIGHT ANTHEM-BLUE VIEW VISION	121111 08/05/2022	08/05/2022	OUTPATIENT Authorized for 2 visits
BPRM,CZGUARANTOROFF BLUECROSS/BLUESHIELD OF AZ		08/09/2022	INPATIENT
BPRM,CZLANGERROR		07/13/2022	INPATIENT
BPRM,CZNONSENSITIVE BLUE CROSS OF CALIFORNIA	Q12456 01/30/2022	02/01/2022	OUTPATIENT Authorized for 3 visits
BPRM,CZNONSENSITIVE		02/22/2022	INPATIENT

Figure 14-22: Prior Authorization Report example

14.2.7 Temporary Charts Report

The **Temporary Charts Report** displays a list of patients with temporary chart numbers. There are no report parameters for this report.

Click **Preview** to view the report.

14.2.7.1 Information in the Temporary Charts Report

The **Temporary Charts Report** includes the following information:

- Patient name
- HRN
- Facility
- Patient's DOB

Figure 14-23 shows an example of a typical **Temporary Charts Report**.

Temporary Charts Report

1 of 5 100%

REGISTRATION,CLERK page 1

2021 DEMO HOSPITAL (INST)
 PATIENTS WITH TEMPORARY CHART NUMBERS
 UCI: PRECERT
 as of OCT 10, 2024@15:38:46

Name	IHS #	FACILITY	DOB
ZAV,CLERK			02/02/1975
TEST,CALISTA	021001	2021 DEMO HOSPITAL (INST)	05/01/1970
	088777	2021 DEMO HOSPITAL (INST)	
	888777	COMMUNITY HEALTH AND HOSPITALS	
DEMO,DEBBIE	T00010	2021 DEMO HOSPITAL (INST)	10/09/1961
BPRM,RNFOUR			06/01/1951
	T34923	2021 DEMO HOSPITAL (INST)	

Figure 14-23: Temporary Charts Report example

Appendix A Rules of Behavior

The Resource and Patient Management (RPMS) system is a United States Department of Health and Human Services (HHS), Indian Health Service (IHS) information system that is **FOR OFFICIAL USE ONLY**. The RPMS system is subject to monitoring; therefore, no expectation of privacy shall be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

All users (Contractors and IHS Employees) of RPMS will be provided a copy of the Rules of Behavior (RoB) and must acknowledge that they have received and read them prior to being granted access to an RPMS system, in accordance IHS policy.

- For a listing of general ROB for all users, see the most recent edition of *IHS General User Security Handbook* (SOP 06-11a).
- For a listing of system administrators/managers rules, see the most recent edition of the *IHS Technical and Managerial Handbook* (SOP 06-11b).

Both documents are available at this IHS website:

<https://home.ihs.gov/security/index.cfm>.

The ROB listed in the following sections are specific to RPMS.

A.1 All RPMS Users

In addition to these rules, each application may include additional RoBs that may be defined within the documentation of that application (e.g., Dental, Pharmacy).

A.1.1 Access

RPMS users shall:

- Only use data for which you have been granted authorization.
- Only give information to personnel who have access authority and have a need to know.
- Always verify a caller's identification and job purpose with your supervisor or the entity provided as employer before providing any type of information system access, sensitive information, or nonpublic agency information.
- Be aware that personal use of information resources is authorized on a limited basis within the provisions *Indian Health Manual* Part 8, "Information Resources Management," Chapter 6, "Limited Personal Use of Information Technology Resources."

RPMS users shall not:

- Retrieve information for someone who does not have authority to access the information.
- Access, research, or change any user account, file, directory, table, or record not required to perform their *official* duties.
- Store sensitive files on a PC hard drive, or portable devices or media, if access to the PC or files cannot be physically or technically limited.
- Exceed their authorized access limits in RPMS by changing information or searching databases beyond the responsibilities of their jobs or by divulging information to anyone not authorized to know that information.

A.1.2 Information Accessibility

RPMS shall restrict access to information based on the type and identity of the user. However, regardless of the type of user, access shall be restricted to the minimum level necessary to perform the job.

RPMS users shall:

- Access only those documents they created and those other documents to which they have a valid need-to-know and to which they have specifically granted access through an RPMS application based on their menus (job roles), keys, and FileMan access codes. Some users may be afforded additional privileges based on the functions they perform, such as system administrator or application administrator.
- Acquire a written preauthorization in accordance with IHS policies and procedures prior to interconnection to or transferring data from RPMS.

A.1.3 Accountability

RPMS users shall:

- Behave in an ethical, technically proficient, informed, and trustworthy manner.
- Log out of the system whenever they leave the vicinity of their personal computers (PCs).
- Be alert to threats and vulnerabilities in the security of the system.
- Report all security incidents to their local Information System Security Officer (ISSO)
- Differentiate tasks and functions to ensure that no one person has sole access to or control over important resources.
- Protect all sensitive data entrusted to them as part of their government employment.

- Abide by all Department and Agency policies and procedures and guidelines related to ethics, conduct, behavior, and information technology (IT) information processes.

A.1.4 Confidentiality

RPMS users shall:

- Be aware of the sensitivity of electronic and hard copy information and protect it accordingly.
- Store hard copy reports/storage media containing confidential information in a locked room or cabinet.
- Erase sensitive data on storage media prior to reusing or disposing of the media.
- Protect all RPMS terminals from public viewing at all times.
- Abide by all Health Insurance Portability and Accountability Act (HIPAA) regulations to ensure patient confidentiality.

RPMS users shall not:

- Allow confidential information to remain on the PC screen when someone who is not authorized to that data is in the vicinity.
- Store sensitive files on a portable device or media without encrypting.

A.1.5 Integrity

RPMS users shall:

- Protect their systems against viruses and similar malicious programs.
- Observe all software license agreements.
- Follow industry standard procedures for maintaining and managing RPMS hardware, operating system software, application software, and/or database software and database tables.
- Comply with all copyright regulations and license agreements associated with RPMS software.

RPMS users shall not:

- Violate federal copyright laws.
- Install or use unauthorized software within the system libraries or folders.
- Use freeware, shareware, or public domain software on/with the system without their manager's written permission and without scanning it for viruses first.

A.1.6 System Logon

RPMS users shall:

- Have a unique User Identification/Account name and password.
- Be granted access based on authenticating the account name and password entered.
- Be locked out of an account after five successive failed login attempts within a specified time period (e.g., one hour).

A.1.7 Passwords

RPMS users shall:

- Change passwords a minimum of every 90 days.
- Create passwords with a minimum of eight characters.
- If the system allows, use a combination of alpha-numeric characters for passwords, with at least one uppercase letter, one lower case letter, and one number. It is recommended, if possible, that a special character also be used in the password.
- Change vendor-supplied passwords immediately.
- Protect passwords by committing them to memory or store them in a safe place (do not store passwords in login scripts or batch files).
- Change passwords immediately if password has been seen, guessed, or otherwise compromised, and report the compromise or suspected compromise to their ISSO.
- Keep user identifications (IDs) and passwords confidential.

RPMS users shall not:

- Use common words found in any dictionary as a password.
- Use obvious readable passwords or passwords that incorporate personal data elements (e.g., user's name, date of birth, address, telephone number, or social security number; names of children or spouses; favorite band, sports team, or automobile; or other personal attributes).
- Share passwords/IDs with anyone or accept the use of another's password/ID, even if offered.
- Reuse passwords. A new password must contain no more than five characters per eight characters from the previous password.
- Post passwords.
- Keep a password list in an obvious place, such as under keyboards, in desk drawers, or in any other location where it might be disclosed.

- Give a password out over the phone.

A.1.8 Backups

RPMS users shall:

- Plan for contingencies such as physical disasters, loss of processing, and disclosure of information by preparing alternate work strategies and system recovery mechanisms.
- Make backups of systems and files on a regular, defined basis.
- If possible, store backups away from the system in a secure environment.

A.1.9 Reporting

RPMS users shall:

- Contact and inform their ISSO that they have identified an IT security incident and begin the reporting process by providing an IT Incident Reporting Form regarding this incident.
- Report security incidents as detailed in the *IHS Incident Handling Guide* (SOP 05-03).

RPMS users shall not:

- Assume that someone else has already reported an incident. The risk of an incident going unreported far outweighs the possibility that an incident gets reported more than once.

A.1.10 Session Timeouts

RPMS system implements system-based timeouts that back users out of a prompt after no more than 5 minutes of inactivity.

RPMS users shall:

- Utilize a screen saver with password protection set to suspend operations at no greater than 10 minutes of inactivity. This will prevent inappropriate access and viewing of any material displayed on the screen after some period of inactivity.

A.1.11 Hardware

RPMS users shall:

- Avoid placing system equipment near obvious environmental hazards (e.g., water pipes).
- Keep an inventory of all system equipment.

- Keep records of maintenance/repairs performed on system equipment.

RPMS users shall not:

- Eat or drink near system equipment.

A.1.12 Awareness

RPMS users shall:

- Participate in organization-wide security training as required.
- Read and adhere to security information pertaining to system hardware and software.
- Take the annual information security awareness.
- Read all applicable RPMS manuals for the applications used in their jobs.

A.1.13 Remote Access

Each subscriber organization establishes its own policies for determining which employees may work at home or in other remote workplace locations. Any remote work arrangement should include policies that:

- Are in writing.
- Provide authentication of the remote user through the use of ID and password or other acceptable technical means.
- Outline the work requirements and the security safeguards and procedures the employee is expected to follow.
- Ensure adequate storage of files, removal, and nonrecovery of temporary files created in processing sensitive data, virus protection, and intrusion detection, and provide physical security for government equipment and sensitive data.
- Establish mechanisms to back up data created and/or stored at alternate work locations.

Remote RPMS users shall:

- Remotely access RPMS through a virtual private network (VPN) whenever possible. Use of direct dial in access must be justified and approved in writing and its use secured in accordance with industry best practices or government procedures.

Remote RPMS users shall not:

- Disable any encryption established for network, internet, and web browser communications.

A.2 RPMS Developers

RPMS developers shall:

- Always be mindful of protecting the confidentiality, availability, and integrity of RPMS when writing or revising code.
- Always follow the IHS RPMS Programming Standards and Conventions (SAC) when developing for RPMS.
- Only access information or code within the namespaces for which they have been assigned as part of their duties.
- Remember that all RPMS code is the property of the U.S. Government, not the developer.
- Not access live production systems without obtaining appropriate written access and shall only retain that access for the shortest period possible to accomplish the task that requires the access.
- Observe separation of duties policies and procedures to the fullest extent possible.
- Document or comment all changes to any RPMS software at the time the change or update is made. Documentation shall include the programmer's initials, date of change, and reason for the change.
- Use checksums or other integrity mechanism when releasing their certified applications to assure the integrity of the routines within their RPMS applications.
- Follow industry best standards for systems they are assigned to develop or maintain and abide by all Department and Agency policies and procedures.
- Document and implement security processes whenever available.

RPMS developers shall not:

- Write any code that adversely impacts RPMS, such as backdoor access, "Easter eggs," time bombs, or any other malicious code or make inappropriate comments within the code, manuals, or help frames.
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

A.3 Privileged Users

Personnel who have significant access to processes and data in RPMS, such as system security administrators, systems administrators, and database administrators, have added responsibilities to ensure the secure operation of RPMS.

Privileged RPMS users shall:

- Verify that any user requesting access to any RPMS system has completed the appropriate access request forms.
- Ensure that government personnel and contractor personnel understand and comply with license requirements. End users, supervisors, and functional managers are ultimately responsible for this compliance.
- Advise the system owner on matters concerning information technology security.
- Assist the system owner in developing security plans, risk assessments, and supporting documentation for the certification and accreditation process.
- Ensure that any changes to RPMS that affect contingency and disaster recovery plans are conveyed to the person responsible for maintaining continuity of operations plans.
- Ensure that adequate physical and administrative safeguards are operational within their areas of responsibility and that access to information and data is restricted to authorized personnel on a need-to-know basis.
- Verify that users have received appropriate security training before allowing access to RPMS.
- Implement applicable security access procedures and mechanisms, incorporate appropriate levels of system auditing, and review audit logs.
- Document and investigate known or suspected security incidents or violations and report them to the ISSO, Chief Information Security Officer (CISO), and systems owner.
- Protect the supervisor, superuser, or system administrator passwords.
- Avoid instances where the same individual has responsibility for several functions (i.e., transaction entry and transaction approval).
- Watch for unscheduled, unusual, and unauthorized programs.
- Help train system users on the appropriate use and security of the system.
- Establish protective controls to ensure the accountability, integrity, confidentiality, and availability of the system.
- Replace passwords when a compromise is suspected. Delete user accounts as quickly as possible from the time that the user is no longer authorized system. Passwords forgotten by their owner should be replaced, not reissued.
- Terminate user accounts when a user transfers or is terminated. If the user has authority to grant authorizations to others, review these other authorizations. Retrieve any devices used to gain access to the system or equipment. Cancel logon IDs and passwords and delete or reassign related active and backup files.

- Use a suspend program to prevent an unauthorized user from logging on with the current user's ID if the system is left on and unattended.
- Verify the identity of the user when resetting passwords. This can be done either in person or having the user answer a question that can be compared to one in the administrator's database.
- Shall follow industry best standards for systems they are assigned to and abide by all Department and Agency policies and procedures.

Privileged RPMS users shall not:

- Access any files, records, systems, etc., that are not explicitly needed to perform their duties
- Grant any user or system administrator access to RPMS unless proper documentation is provided.
- Release any sensitive agency or patient information.

Acronym List

Acronym	Term Meaning
ADT	Admission/Discharge/Transfer
AOB	Assignment of Benefits
APC	Ambulatory Patient Care
DOB	Date of Birth
EHR	Electronic Health Record
GUI	Graphical User Interface
HICN	Health Insurance Claim Number
HIPAA	Health Insurance Portability and Accountability Act
HRN	Health Record Number
IHS	Indian Health Service
MBI	Medicare Beneficiary Identifier
MSP	Medicare Secondary Payer
NPIRS	National Patient Information Resource System
NPP	Notice of Privacy Practices
PWH	Patient Wellness Handout
PCP	Primary Care Provider
PHR	Personal Health Record
QMB	Qualified Medical Beneficiary
RHI	Restricted Health Information
ROI	Release of Information
RPMS	Resource and Patient Management System
SLMB	Specific Low-Income Medical Beneficiary
SSA	Social Security Administration
SSN	Social Security Number
VA	Veterans Administration

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

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