

Indian Health Service Benefit Case and Reporting

GAIL TOWNSEND

IT SPECIALIST

MARCH 12-14, 2024



Benefit Coordinator



Benefit Coordinator identifies patients who are eligible for alternate resources such as Medicaid, Medicare, Veteran’s Administration, ACA Exchanges, private insurance, and others. This includes

- determining if the patient qualifies for alternate resources,
- assisting the patient with completion of the application, and
- following up with the alternate resources to assure the coverage.

RPMS Benefit Case entry



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IHS REGISTRATION EDITOR (page 5)                2021 DEMO HOSPITAL (INST)
=====
REFERRAL,APPLEBABY                               HRN:999725 DIRECT ONLY
=====
BENEFITS COORDINATION - CASE DATA
-----
-CASE INFORMATION-
1. Case Date: MAR 06, 2024 by: GT                3. Case Type:
2. Case Number: 123                             4. Case Worker:
5. Case Reason: NEW TEST CASE
6. Completed By:
7. Assigned to: CLERK,REGISTRATION              8. Notes:
=====
-APPLICATION-
DATE APPLICATION OBTAINED   TYPE           PERSON RECEIVING   STATUS
-----
9.MAR 06, 2024              ALT RES REFERRALCLERK,PRC   PENDING
10.MAR 05, 2024             PBC REFERRALCLERK,PRCONE   PENDING
=====
SPEND DOWN INFORMATION
-----
DATE REF'ED-----FACILITY REF TO-----SPEND DOWN--LAST-ACTION----DATE REQ'ED--
NO SPEND DOWN INFORMATION ASSOCIATED WITH THIS CASE
=====
Last edited by: TOWNSEND,GAIL on Mar 06, 2024
=====
Change which item (1-10) OR Add <A>pplication OR Add <S>penddown information:
    
```

```

IHS REGISTRATION EDITOR (page 5)                2021 DEMO HOSPITAL (INST)
=====
REFERRAL,APPLEBABY                               HRN:999725 DIRECT ONLY
=====
-APPLICATIONS DATA-
-----
1. Date Obtained: MAR 06, 2024
2. Overall Status: PENDING
3. Type: ALT RES REFERRAL
4. Person Receiving Application: CLERK,PRC
=====
-APPLICATION SUBMISSION DATA-
DATE SUBMITTED   SUB. BY           SUB. VIA   REASON
-----
5.MAR 06, 2024
=====
Last edited by: TOWNSEND,GAIL on Mar 06, 2024
=====
Change which item (1-5) OR Add <A>pplication Submission information: █
    
```

Adding a Benefit Case



TREE,SHADY - COOLY* HRN: 999380 Last Updated: 02/07/2024 By (TOWNSEND,GAIL)

Eligibility Status: CHS & DIRECT
9/19/1938 (85 YRS) - FEMALE PCP: WELBY,MARCUS

No Record Flags Not Sensitive No RHI Active Insurance Non Veteran

Profile Insurance Prior Auth **Benefits Cases** Appointments Print

Benefits Cases Add Benefits Case

DATE ASSIGNED	ASSIGNED TO	REASON	STATUS	APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS
No data for Benefits Cases Summary							

STATUS: All, Open, Closed

Registration, ADT, Scheduling, Settings, Reports

Log into BPRM GUI

Search and select patient

Select the Benefits Cases tab

Select Add Benefits Case

Sort by All, Open, Closed

Benefit Case Initial Entry



TREE,SHADY - COOLY* HRN: 999380 Last Updated: 03/07/2024 By (TOWNSEND,GAIL)
9/19/1938 (85 YRS) - FEMALE Eligibility Status: CHS & DIRECT PCP: WELBY,MARCUS
No Record Flags Not Sensitive No RHI Active Insurance Non Veteran

Benefits Case - OPEN

Date Assigned [required] 02-01-2024 Assigned To [required] CLERK,PRC Case Reason [required] Alternate Resource for Referral Case Number

Case Type OUTPATIENT Case Worker Date Completed

Case Notes
case notes for patient referred by PRC office. Follow up on alternate resource application in 2 weeks.]

Application

Application Type [required] PBC REFERRAL Date Obtained [required] 02-01-2024 Received By CLERK,PRC Application Status [required] PENDING

Submission Date [required] 02-01-2024 Submitted Via FAX Submitted By CLERK,PRC

Submission Reason

Discard Save

All required fields must be completed

Free text section - unlimited

Application type selection will display required fields

Submission section fields are not required

This completes the initial entry

Benefit Cases



TREE, SHADY - COOLY* HRN: 999380
 9/19/1938 (85 YRS) - FEMALE Eligibility Status: CHS & DIRECT
PCP: WELBY, MARCUS Last Updated: 03/07/2024 By (TOWNSEND, GAIL)

No Record Flags Not Sensitive No RHI Active Insurance Non Veteran

[Profile](#) [Insurance](#) [Prior Auth](#) **[Benefits Cases](#)** [Appointments](#)

[Print](#)

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	
02-01-2024	CLERK, PRC	PRC Referral	OPEN	PBC REFERRAL	02-01-2024	CLERK, PRC	PENDING	Edit
01-03-2024	CLERK, REGISTRATION	Alternate Resource Application	OPEN	ALT RES REFERRAL NEW PT REFERRAL	01-03-2024 03-07-2024	CLERK, REGISTRATION CLERK, ADMISSION	RE-SUBMITTED PENDING	Edit
12-05-2023	CLERK, REGTWO	SSI	CLOSED	SSI	12-05-2023	CLERK, REGONE	APPROVED	Re-Open View

STATUS

All

Open

Closed



Edit Benefit Case



TREE,SHADY - COOLY* HRN: 999380 Last Updated: 03/07/2024 By (TOWNSEND,GAIL)
Eligibility Status: CHS & DIRECT No Record Flags Not Sensitive No RHI Active Insurance Non Veteran
9/19/1938 (85 YRS) - FEMALE PCP: WELBY,MARCUS

Benefits Case - OPEN

Date Assigned [required] Assigned To [required] Case Reason [required] Case Number
01-03-2024 CLERK,REGISTRATION Alternate Resource Application

Case Type Case Worker Date Completed
Please Select

Case Notes
Adding notes to the Case Notes. Case is being ready for review by the benefit coordinator office

Applications Add

APPLICATION TYPE	DATE OBTAINED	RECEIVED BY	APPLICATION STATUS	SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	
ALT RES REFERRAL	01-03-2024	CLERK, REGISTRATION	PENDING	01-04-2024	FAX	CLERK, REGISTRATION	Edit History

Discard Save

Multiple Applications for one case

Use the Add button to for another application

Use the Edit button for an existing Application

Use the History to see all actions taken on the application

Edit any other field

Addition notes can be added to Case Notes field

Edit Application/Submission



Edit Application Status

Add another Submission Date

- Submitted Via
- Submitted By
- Submitted Reason

Application

Application Type [required]	Date Obtained [required]	Received By	Application Status [required]
ALT RES REFERRAL	01-03-2024	CLERK.REGISTRATION	RE-SUBMITTED
Submission Date [required]	Submitted Via	Submitted By	
02-05-2024	HAND DELIVERED	CLERK.REGTWO	
Submission Reason			
hand delivered 020524			

Cancel OK

View Submission History



Use the History to see all actions taken on the application

Application Submission History			
SUBMISSION DATE	SUBMITTED VIA	SUBMITTED BY	SUBMITTED REASON
02-05-2024	HAND DELIVERED	CLERK,REGTWO	hand delivered 020524
01-08-2024	ONLINE/INTERNET	CLERK,SCHEDULING	resubmitted online
01-04-2024	FAX	CLERK,REGISTRATION	

Cancel

Benefit Cases Summary



TREE,SHADY - COOLY* MRN: 999380

9/19/1938 (85 YRS) - FEMALE Eligibility Status: CHS & DIRECT

Last Updated: 03/11/2024 By (TOWNSEND,GAIL)

PCP: WELBY,MARCUS

No Record Flags
Not Sensitive
No RHI
Active Insurance
Non Veteran

[Profile](#) [Insurance](#) [Prior Auth](#) **[Benefits Cases](#)** [Appointments](#)

[Print](#)

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	
03-11-2024	CLERK,ADMISSION	ADMISSION RESOURCE VERIFY??	OPEN	NEW PT REFERRAL	03-11-2024	CLERK,ADMISSION	PENDING	Edit
02-01-2024	CLERK,PRC	PRC Referral	OPEN	PBC REFERRAL	02-01-2024	CLERK,PRC	PENDING	Edit
01-03-2024	CLERK,REGISTRATION	Alternate Resource Application	OPEN	ALT RES REFERRAL NEW PT REFERRAL	01-03-2024 03-07-2024	CLERK,REGISTRATION CLERK,ADMISSION	RE-SUBMITTED PENDING	Edit
12-05-2023	CLERK,REGTWO	SSI	CLOSED	SSI	12-05-2023	CLERK,REGONE	APPROVED	Re-Open View



Benefit Case Report



REGISTRATION

- [Benefit Cases Report](#)
- Benefit Cases Report - Coordinator Productivity
- Daily Activity Report
- Insurance Coverage Report
- Prior Authorization Report

ADT

- Admissions & Discharges Sheet
- Current Inpatient List
- Discharges by Date
- Incomplete Chart list by Provider
- Inpatient Coding Status
- Inpatient Services By Date Range (HSA-202-1)
- Inpatient Services By Month (HSA-202-1)
- Operators' Inpatient List

SCHEDULING

- Appointments Requiring Action Report
- Cancelled Appointment Report
- Clinic Schedule Report

- Registration
- ADT
- Scheduling
- Settings
- Reports

Benefit Cases Report

Start:

End:

Assigned To (leave empty for all):

Case Status:

Case Type:

Preview
Print

1 of 1 100%

Confidential Patient Data Covered by Privacy Act

Benefit Cases Report

Page: 1

For Assigned To: ALL
For Case Status: ALL Type: ALL
From: 12/1/2023 To : 3/7/2024

Patient(HRN)/Case Number	Assigned To/Date	Completed By/Date	Status/Type
TREE,SHADY (999380)	CLERK,REGTWO 12/05/2023	CLERK,REGTWO 12/11/2023	CLOSED
TREE,SHADY (999380)	Reason: SSI CLERK,REGISTRATION 01/03/2024		OPEN OUTPATIENT
TREE,PLUM (999356) 123	Reason: Alternate Resource Application TOWNSEND,GAIL 01/25/2024		
SMITH,TEVIN JOE (124595)	Reason: TEST MAILMAN WOMACK,TAMMY 01/25/2024		OPEN
TREE,SHADY (999380)	Reason: pains CLERK,PRC 02/01/2024		OPEN OUTPATIENT
	Reason: PRC Referral		

Select: Start/End dates

Select: Assigned to or leave blank for all

Select: Case Status or default all

Select: Case Type or default all

Report Output:

Patient name/Chart#/Case#

Assigned to/date/reason

Completed by/date

Status/Type

Coordinator Productivity



Benefit Cases Report - Coordinator Productivity

Start: 12-01-2023 End: 03-07-2024 Benefits Coordinator (leave empty for all): Search Application Types: All

Case Status: All

Preview Print

Report Date: MAR 7, 2024@15:43:23
Date range From 12/1/2023 to 3/7/2024

=====

=REPORT FOR DATES OBTAINED FROM 12/1/2023 TO 3/7/2024
FOR
ALL APPLICATION TYPES
provided by CLERK,PRC
=====

DATE OBTAINED	CHART	APPLICATION TYPE	STATUS
FEB 1, 2024	999380	PBC REFERRAL	PENDING
MAR 6, 2024	999725	ALT RES REFERRAL	PENDING

APPLICATION TYPE	STATUS	TOTAL COUNT
ALT RES REFERRAL	PENDING	1
PBC REFERRAL	PENDING	1

Select: Start/End dates

Select: Benefit Coordinator or leave blank for all

Select: Application Type or default all

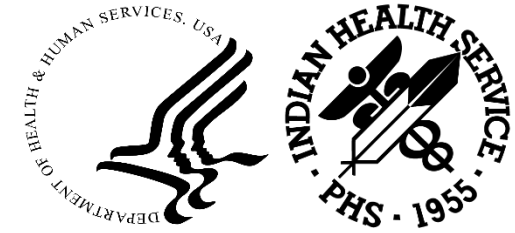
Select: Case Status or default all

Report Output:

Sorted by Benefit Coordinator

Details of date obtained, application type and status total count

Application Types



Application Types [Add Application Type](#)

APPLICATION TYPE	
AHCCCS	Edit
ALT RES REFERRAL	Edit
ALTCS	Edit
KDS ENROLLMENT APP	Edit
NEW PT REFERRAL	Edit
PBC REFERRAL	Edit
PRECERT TYPE II	Edit
SOCIAL SECURITY	Edit
SSI	Edit
SSI-MAO	Edit

REGISTRATION
Category II (Local Flags)
Eligibility Modifiers
Employers
Group Insurance Plan
Insurers
Patient Application Types
ADT
ADT Site Parameters
Chart Deficiency
Room-Beds
Wards
SCHEDULING
Registration
ADT
Scheduling
Settings
Reports

Adding Application Types

Select: Add Application Type

Enter: New Application type and save

QUESTIONS AND FEEDBACK



Resources



Practice Management Application Suite (GUI) User guides:

[Administrative | Applications \(ihs.gov\)](#)

RPMS Feedback for Enhancement Requests

[Feedback | RPMS \(ihs.gov\)](#)

RPMS Training Website

[Training | RPMS \(ihs.gov\)](#)

Application Support

ITSupport@ihs.gov or <https://www.ihs.gov/itsupport/>

Registration TAG Participation

