

**VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
INPATIENT FINANCIAL SERVICES
POLICY & PROCEDURE**

**NUMBER: 2156
VERSION: 1**

SUBJECT/TITLE: INPATIENT ADMISSION FOLDERS

POLICY:

PURPOSE: To ensure all admission folders are assigned timely and accurately, and to maintain proper controls of each assignment.

DEPARTMENTS: INPATIENT FINANCIAL SERVICES

DEFINITIONS:

PROCEDURE:

RESPONSIBILITY ACTION

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- UNIT CLERK**
- (1) Report to Admitting, Room 2A210 for hospital admission folder pick-up at 7:30 A.M., 11:30 A.M., and 3:30 P.M.
 - (2) Separate the admission folders with “Insurance” or “No Resource” stickers for priority LEADER/MEDS clearings.
 - A. Date stamp all insurance folders.
 - B. Review facesheets to identify homeless patients, and place yellow “homeless” sticker on folder to alert worker to expedite interview before patient is discharged.
 - (3) Forward all admission folders to the LEADER/MEDS operators for clearing on the database.

LEADER/MEDS OPERATOR

- (1) Receive all admission folders to clear on LEADER/MEDS for any existing or pending eligibility, using the following information from the patient’s hospital folder:
 - A. Patient’s name and date of birth.
 - B. Patient’s Social Security Number.
 - C. Patient’s home address.
 - D. Patient’s Medi-Cal Client Index Number (CIN).

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(Exception: if patient is a baby or a child of at least 3 months of age, the mother's information will be used for clearing.)

- (2) Obtain a "Case Profile" printout from LEADER. If patient is not the same person as the Medi-Cal case name, generate a "Case Members" printout also. Then search the MEDS database for each admission folder identified with "Insurance" or "No Resource" sticker. If no record exists, print screen indicating "no match" found. Forward folders to the Unit Clerk.
- (3) Perform the same function as in #2 above, for remaining "Resource" folders. If no record exists, print screen indicating "no match" found. Forward folders to the Unit Clerk.

UNIT CLERK

- (1) Receive admission folders from the LEADER/MEDS operator.
- (2) Review the LEADER/MEDS clearings to identify existing Medi-Cal coverage.
 - A. If the patient has existing Medi-Cal coverage or pending Medi-cal in another district, assign to PRW per existing procedures.
 - B. If the patient has pending Medi-Cal in our district, assign to current worker, and update carrier code in Affinity, if it is correct.
 - C. After determining no Medi-Cal coverage via LEADER/MEDS, and the Case Tracking System (CTS), forward the hospital folder to the S/PFSW I.

S/PFSW I

- (1) Receive the admission folders from the Unit Clerk.
- (2) Review the admission folders to identify if the patient meets Medi-Cal linkage criteria.
 - A. If the patient meets the Medi-Cal criteria, assign the admission folder to a Patient Financial Services Worker (PFSW) for a possible Medi-Cal application. Write "PFSW" on the outside of the admission folder on the upper left corner.
 - B. If the patient does not meet the Medi-Cal criteria, assign to a Patient Resource Worker (PRW) for billing by writing "PRW" on the outside of the admission folder on the upper left corner.
- (3) Return the admission folders to the Unit Clerk.

UNIT CLERK

- (1) Receive the admission folders identified as "PFSW" assignments from the S/PFSW I, and do the following:

Note: The admission folders identified as "PFSW" must be assigned on a priority basis, before the PRW assignments.

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- A. Obtain a Resource Inquiry printout via Affinity in the Hospital Information System (HIS).
 - B. Forward a MEDS printout to Utilization Review (U.R.) for all admissions, and write the patient’s medical record number (MRUN) on the printout. Stamp Chron “MEDS sent to UR”.
 - C. Access the patient’s record in the IPFS CTS in HIS to determine if a Medi-Cal application has been previously submitted. If so,
 - a. Add the “Assignment Data” item, and complete custom questions to identify the worker.
 - b. Move the file location to the assigned worker.
 - D. If a Medi-Cal application has not yet been taken, contact the Intake Supervisor to identify the financial worker for admission folder assignments.
 - E. Document the Chronological Log (OV# 1221) to indicate the case assignment to the financial worker for a possible Medi-Cal application.
 - F. Write assigned worker’s name and date on outside of folder, and initial.
- (2) If Medi-Cal or any other type of resource is identified, assign to a Patient Resource Worker (PRW) for billing, and do the following:
- A. Access the patient record on the CTS in Affinity.
 - 1. Add the “Assignment Data” item and complete custom questions to identify the worker.
 - 2. Move the file location to the assigned worker.
 - B. Document the Chronological Log to indicate the case assignment to the financial worker.
 - C. Write assigned worker’s name and date on the outside of the folder, and initial.
- (3) Deliver the hospital folders to the assigned worker, or put them in their mail slot. Call the assigned worker if it is an insurance case.

References:	
Approved by: Katherine Salcido (Assistant Hospital Administrator III)	Date: 12/27/2010
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