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

NUMBER: 2163
VERSION: 1

SUBJECT/TITLE: **APPLICATION NOTIFICATION GRAMS**

POLICY:

PURPOSE: **To ensure Application Notification grams are received and processed timely.**

DEPARTMENTS: **INPATIENT FINANCIAL SERVICES**

DEFINITIONS:

PROCEDURE:

RESPONSIBILITY	ACTION
S/PFSW I	(1) Forward all Application Notification grams with cases (see Attachment I) to the Unit Clerks within 24 hours of the application date.
UNIT CLERK	(1) Receive cases with Application Notification grams, or yellow ½ sheet Outpatient Application Notification gram (see Attachment II) for Outpatient cases completed by the PFSW. A. Add the "Assignment Data" item, and complete custom questions upon receipt of yellow ½ sheet Outpatient Application Notification gram. B. Shred yellow ½ sheet Outpatient Application Notification gram after CTS has been updated.
	(2) Access the IPFS Case Tracking System (CTS) in the Hospital Information (HIS). A. Add the "Medi-Cal Application" Item, and complete custom questions upon receipt of Application Notification gram. B. Enter the current date on Route Slip (see Attachment III) in the "Unit Clerk to Registration" section.
	(3) Forward cases with Application Notification grams attached, to the LEADER/MEDS operator for Registration.

LEADER/MEDS OPERATOR

(1) Receive cases with Application Notification grams attached. Prioritize cases in application order, processing the oldest cases first.

(2) Clear on LEADER/MEDS systems to identify existing case number, and to ensure patient does not have an open case. Perform this function by using the following information from the case:
   A. Last name, first name, and date of birth of all case members.
   B. All Social Security numbers listed.
   C. Address and phone number.

(3) If an existing Medi-Cal case number is found, use this number whenever possible to open the case.

Note: If previous case number was for CalWorks, Food Stamps, or GR, must issue a new case number.

(4) If no existing case number is found, assign a new number.

(5) Date and initial Route Slip indicating case forwarded to Intake Supervisor.

(6) Write case number on the Application Notification gram, initial, and date.

(7) Remove Application Notification gram from the case, and forward it to the Opening Desk Clerk with a LEADER "Case Members" printout.

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