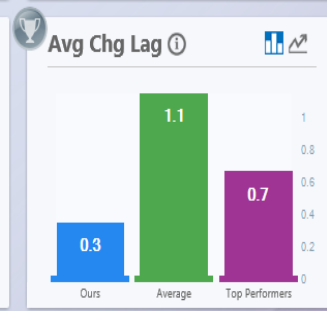
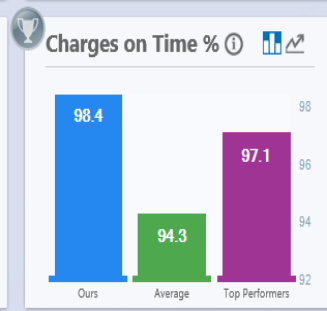
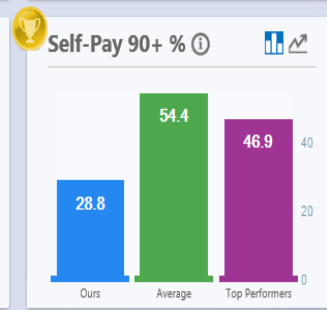
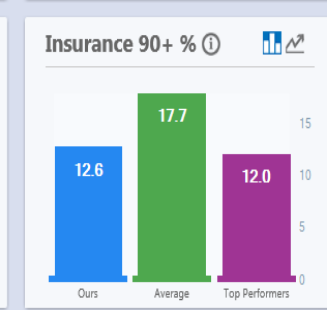
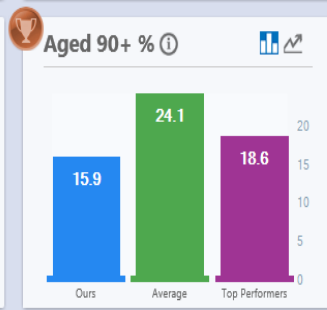
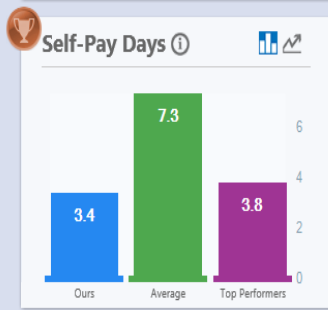
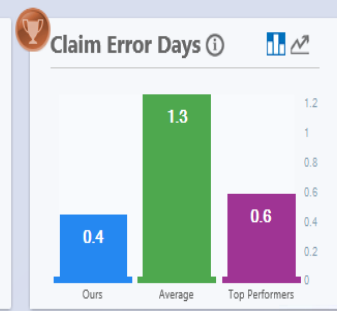
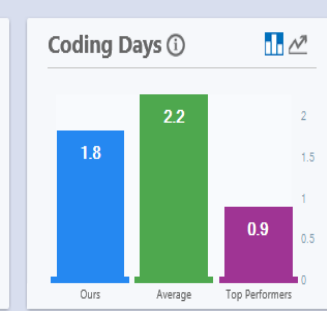
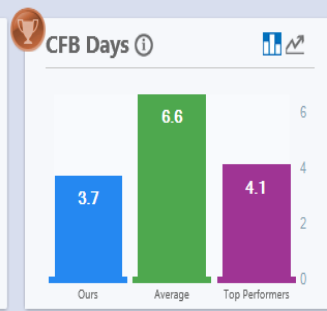
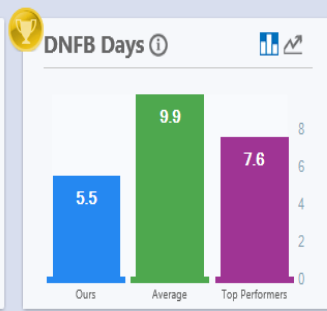
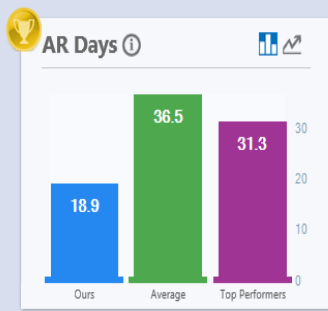




**MARTIN HEALTH SYSTEM**

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# Martin Dept level acct wqs

## Workqueue Maintenance - PSI-04-B SURGICAL INPATIENTS PNEUMONIA [907]

### PSI-04-B SURGICAL IN...

General Settings

Access and Ownership

Routing Rules

### Workqueue Rules

**PSI-04-B**

Column Configuration

### Rule Definition

Name:  ID:

Active:  Type:

Description: Accounts that meet all the criteria for PSI-04, Stratum B will be caught in this WQ

Error message: Accounts that meet all the criteria for PSI-04, Stratum B will be caught in this WQ

### Rule Criteria

	Property	Operator	Value
1	Patient\C_Discharge Disposition	=	Expired [20]
2	Patient\Patient Sex	<>	
3	Patient\Date of Birth	<>	
4	Account\Final Diagnosis (All Lines)	<>	
5	Account\Coding Status	=	Completed [4]
6	Account\Secondary Final Diagnoses\C_Diagnosis Is In Component 651	=	Yes [1]
7	Account\Principal Diagnosis\C_Diagnosis Is In Component 655	=	No [0]
8	Account\C_DRG Is In Component 660	=	Yes [1]
9	Account\Patient Age at Discharge	>=	18.00
10	Account\Patient Age at Discharge	<=	89.00
11	Account\C_DRG Is In Component 667	=	Yes [1]
12	Account\Coding Flag (All Lines)	<>	Quality Review Complete [1100]
13	Account\Admit Date	>=	10/1/2016
14	Account\ICD Procedures\C_Procedure Is In Component 715	=	No [0]

ADT - PRECERT DENI...

- General Settings
- Access and Ownership
- Routing Rules
  - ACCOUNT STATU...
  - LOCATION = NOR...
  - DEPARTMENT <>...
- Workqueue Rules
  - DENIAL STATUS =...
- Column Configuration

TWOMEY, MAUREEN [MTWOMEY]  
 MODEL HB, T HB REIMBURSEMENT [HBADM]  
 MODEL ACCESS, T PROJECT TEAM ACCESS ADMINISTRATOR [ADTADM]  
 BRANDT, GAYLE [GBRANDT]  
 FRAZIER, VIRGINIA [VFRAZIER]  
 HAMILTON, BARBARA [BHAMILTON]  
 GOMEZ, MARY [MGOMEZ]  
 CARTER, PHYLLIS [PCARTER]  
 SCARA BLIFFEN, BRENDA [BBLIFFEN]  
 GUIDO, BARBARA [BGUIDO]  
 FERRARO, DEBRA [DFERRARO]  
 PETERS, KATHLEEN [KPETERS]  
 CAMACHO, RENE [RCAMACHO]  
 BENTO, LAUREN C. [LBENTO]  
 SPINO, VICTORIA A. [VSPINO]  
 REESE, KARI N. [KBUNTZ]  
 NOLAN, DIANA E. [DNOLAN]

**Supervisor:** RAYMOND, KAREN [KRAYMOND]  
**Last access by:** LOPEZ, JOANN [JLOPEZ]

**Owning area:** ADT/Registration [1]  
**Last access at:** Thu Jul 28, 2016 8:48 AM

Routing Rules

Rule Name	Active?
<input type="checkbox"/> 182-ACCOUNT STATUS = BILLED	Yes
<b>Criteria:</b> 1 Account\Account Status <b>Logic:</b> AND <b>Description:</b> This rule will catch accounts that have a status of billed. <b>Error message:</b> This account has a status of billed.	= Billed [4]
<input type="checkbox"/> 681-LOCATION = NORTH	Yes
<b>Criteria:</b> 1 Account\Discharge Location <b>Logic:</b> AND <b>Description:</b> Returns accounts whose parent location is North - corp 01 <b>Error message:</b> This account has a discharge location of North hospital.	= NORTH HOSPITAL [101]
<input checked="" type="checkbox"/> 745-DEPARTMENT <> COASTAL CARE	Yes

Workqueue Rules

Rule Name	Active?
<input type="checkbox"/> 276-DENIAL STATUS = PRECERTIFICATION	Yes
<b>Criteria:</b> 1 Account\Insurance Buckets\Denial/Remark/Correspondence/Discrepancy Records>Status <b>Logic:</b> AND <b>Description:</b> Checks for denials stauts of precertification <b>Error message:</b> This account has an open BDC of Precertification	= Precertification [136]

# Martin Bus Off Account WQs

HB - AB REBILL AFTER 10/01/2013 [B25]

? Resize Close

**Description:** This workqueue is intended to catch accounts with dates of service after 10.1.13 that are Part A Part B Rebill.

**Transfer/copy comment:** Recommended [1]      **Load interval:** 1000

**Group 1:**      **Group 2:**

**Auto complete:** Yes [1]      **Days to exclude:**

**Acct maint activity:** Liability Bucket Info      **Updated by:** Nightly Processing [0]

**Next acct rule:**

**Frequency:** Every day

## Access and Ownership

Edit

**Primary user/owner:** ALMODOVAR, LISA [LALMODOVAR]

**Authorized users:** ALMODOVAR, LISA [LALMODOVAR]  
 NIPITELLA, DANIELLE [DNIPITELLA]  
 MODEL HB, T HB MANAGER [HBMGR]  
 KENNEDY, ASHLEY L. [AKENNEDY]  
 KENNEDY, KAREN [KKENNEDY]  
 KAMMEL, KRISTIE [KKAMMEL]  
 CAMERON, DIANE [DCAMERON]  
 DAWES, EILEEN [EDAWES]  
 LUCREZIA, CHRISTINA [CLUCREZIA]  
 FAHD, DONNA [DFAHD]  
 COLBY, MARIA [MCOLBY]  
 HANDS, REBECCA [RHANDS]  
 NAPOLES, MICAYA [MNAPOLES]

**Supervisor:** KENNEDY, KAREN [KKENNEDY]      **Owning area:** Billing Office [3]

**Last access by:** KAMMEL, KRISTIE [KKAMMEL]      **Last access at:** Tue Aug 8, 2017 3:1 PM

## Routing Rules

Edit

Rule Name	Active?
<input checked="" type="checkbox"/> 1142-BILLING INDICATOR = 108, 110 OR 111	Yes
<b>Criteria:</b> 1 Account\Billing Indicator <b>Logic:</b> AND <b>Description:</b> <b>Error message:</b> This account has the billing indicator of 108,110, or 111	In list TOB 110 No-Pay Claim [108], Candidate for AB Rebill [110], AB REBILL [111]
<input checked="" type="checkbox"/> 1145-ACCOUNT MAX CHARGE SERVICE DATE > 10/01/2013	Yes
<b>Criteria:</b> 1 Account\C_MAX CHARGE SERVICE DATE <b>Logic:</b> AND <b>Description:</b> <b>Error message:</b> This account has a claim service date that is > 10/01/2013.	> 10/1/2013

▼ HB - CFB NO CLAIM G...

**Rule Definition**

General Settings

Name:  ID:

Access and Ownership

Active:  Type:

Routing Rules

Description:

▼ Workqueue Rules

**HB CFB NO CLAI...**

Column Configuration

Error message:

**Rule Criteria**

	Property	Operator	Value
1	Account\Insurance Buckets>Status	=	Created [1]
2	Account\Insurance Buckets\Claim Queues (All Lines)	Not in list	Initial Queue [1], Resubmit Queue [2], NRP Queue [3], Corrected Error Queue [4]
3	Account\Insurance Buckets\Current Balance	>	0.00
4	Account\Insurance Buckets>Last Claim Date	=	
5	Account\Insurance Buckets\Claim Edit Rules (Number of Lines)	=	0
6	Account\Insurance Buckets\Claim Edit Extensions (Number of Lines)	=	0

HB - CONSECUTIVE A...

- General Settings
- Access and Ownership
- Routing Rules
  - COLLECTION STAT...
  - DEPARTMENT <>...
  - COMMERCIAL OR...
  - ALPHA SPLIT A-D
- Workqueue Rules
  - DNB = CONSECU...**
  - Column Configuration

**Rule Definition**

Name:  ID:

Active:  Type:

Description: This rule looks for hospital accounts that are potential consecutive accounts and on which coding has been completed.

Error message: These are potential consecutive accounts. Please review.

**Rule Criteria**

	Property	Operator	Value
1	Account\DNB Errors - Current	=	Consecutive Accounts [41566]
2	Account\Stop Bill Reason	=	Consecutive Accounts [8]

- ▼ **HB - CORRESPONDE...**
- General Settings
- Access and Ownership
- ▼ Routing Rules
- ALPHA SPLIT M-Z
- COLLECTION STAT...
- DEPARTMENT <>...
- BC OR BC MED REP
- ▼ Workqueue Rules
- NEW CORRESPON...
- OPEN FOLLOW UP...
- Column Configuration

**Description:** This workqueue looks for accounts with a New Correspondence billing indicator.

**Transfer/copy comment:**

**Grouper 1:**

**Auto complete:** Yes [1]

**Acct maint activity:** Liability Bucket Info

**Next acct rule:**

**Frequency:** Every day

**Load interval:**

**Grouper 2:**

**Days to exclude:**

**Updated by:** Nightly Processing [0]

**Access and Ownership**

**Primary user/owner:** WRIGHT-GAINEY, DIEDRE [DGAINEY]

**Authorized users:** ROOKER, VIKKI [VROOKER]  
 KENNEDY, KAREN [KKENNEDY]  
 MODEL HB, T HB REIMBURSEMENT [HBADM]  
 WRIGHT-GAINEY, DIEDRE [DGAINEY]  
 PLATO, CAROL [CPLATONICOSIA]  
 FEILNER, CHARLENE [CLANTZ]  
 FAHD, DONNA [DFAHD]  
 COLBY, MARIA [MCOLBY]

**Supervisor:** KENNEDY, KAREN [KKENNEDY]

**Last access by:** WRIGHT-GAINEY, DIEDRE [DGAINEY]

**Owning area:** Billing Office [3]

**Last access at:** Fri Aug 11, 2017 2:22 PM

**Routing Rules**

Rule Name	Active?
<input checked="" type="checkbox"/> 223-ALPHA SPLIT M-Z	Yes
<input checked="" type="checkbox"/> 684-COLLECTION STATUS = AR	Yes
<input checked="" type="checkbox"/> 745-DEPARTMENT <> COASTAL CARE	Yes
<input checked="" type="checkbox"/> 1175-BC OR BC MED REP	Yes

**Workqueue Rules**

Rule Name	Active?
<input checked="" type="checkbox"/> 609-NEW CORRESPONDENCE	Yes
<p><b>Criteria:</b> 1 Account\Billing Indicator = New Correspondence [92]</p> <p><b>Logic:</b> AND</p> <p><b>Description:</b> This rule is used to find accounts that have had correspondence scanned to them.</p> <p><b>Error message:</b> The account has the "New Correspondence" billing indicator</p>	
<input checked="" type="checkbox"/> 612-OPEN FOLLOW UP RECORD	Yes
<p><b>Criteria:</b> 1 Account\Insurance Buckets\Bucket has Open Correspondence Records = Yes [1]</p> <p>2 Account\Self Pay Bucket\Bucket has Open Correspondence Records = Yes [1]</p> <p><b>Logic:</b> OR</p> <p><b>Description:</b></p> <p><b>Error message:</b> This account has an open follow up record.</p>	



Summary for Workqueue: HB - COVERAGE UPDATES MEDICAID [749]

General Settings Edit

<b>Service area:</b>	MARTIN HEALTH SYSTEM [10]	<b>Active?</b>	YES [1]
<b>Type:</b>	Account [1]		
<b>Description:</b>	This workqueue looks for accounts that have the Coverage Change stop bil for Medicaid Payors. This workqueue should be activated if you decide to activate the Coverage Manager in your system		
<b>Transfer/copy comment:</b>	Recommended [1]	<b>Load interval:</b>	1000
<b>Group 1:</b>	DNBs and Stop Bills [1009]	<b>Group 2:</b>	
<b>Auto complete:</b>	Yes [1]	<b>Days to exclude:</b>	
<b>Acct maint activity:</b>	Liability Bucket Info	<b>Updated by:</b>	Nightly Processing [0]
<b>Next acct rule:</b>			
<b>Frequency:</b>	Every day		

Access and Ownership Edit

<b>Primary user/owner:</b>	ANTOON, GINA [GANTOON]	<b>Owning area:</b>	Billing Office [3]
<b>Authorized users:</b>	ANTOON, GINA [GANTOON] KENNEDY, KAREN [KKENNEDY] MODEL HB, T HB REIMBURSEMENT [HBADM] PLATO, CAROL [CPLATONICOSIA] ROLLINS, PAIGE [PROLLINS] FAHD, DONNA [DFAHD] ALMODOVAR, LISA [LALMODOVAR]		
<b>Supervisor:</b>	KENNEDY, KAREN [KKENNEDY]	<b>Last access at:</b>	Fri Aug 11, 2017 10:29 AM
<b>Last access by:</b>	ANTOON, GINA [GANTOON]		

Routing Rules Edit

Rule Name	Active?
<input checked="" type="checkbox"/> 440-FINANCIAL CLASS IS MEDICAID/MEDICAID REPLACEMENT	Yes
<input checked="" type="checkbox"/> 684-COLLECTION STATUS = AR	Yes
<input checked="" type="checkbox"/> 745-DEPARTMENT <-> COASTAL CARE	Yes

Workqueue Rules Edit

Rule Name	Active?
<input type="checkbox"/> 115-STOP BILL = COVERAGE UPDATE	Yes

<b>Criteria:</b>	1 Account/Stop Bill Reason	In list	Coverage Change for Patient [13], Coverage Change for TPL [1004], Coverage Change for Worker's Comp [1005]
<b>Logic:</b>	AND		
<b>Description:</b>	This rule looks for accounts with the Coverage Change stop bill. This stop bill is placed on the account by the Coverage Manager.		
<b>Error message:</b>	This account has the Coverage Change stop bill.		

# Martin Account WQs

- Each PAR has their own Account WQs for following:
  - Insurance Followup
  - Consecutive Accounts
  - Correspondence
  - Coverage Updates (groups)
  - Credit Balance – both ins and self pay
  - Denials
  - DNBs and Stop Bills
  - Late Charges

# Martin System Auto Actions

**System Action Queue List (account system action queues filtered)**

Refresh New Queue Settings Show All Manage

Account	Bucket	Guarantor
ID	Name	
903	SWITCH COLLECTION AGENCIES	
27	SMALL BALANCE WRITE-OFF (-9.99)	
668	SMALL BALANCE WRITE-OFF (+9.99)	
827	PROMPT-PAY DISCOUNT REVERSAL	
828	PROMPT-PAY DISCOUNT	
514	MFMI - LETTER FINAL BEFORE BAD DEBT	
513	MFMI - LETTER 60 DAY COLLECTION LETTER	
512	MFMI - LETTER 30 DAY COLLECTION LETTER	
765	MEDICAID SOC CHARITY ADJUSTMENT	
617	MCIB APPROVED - ADJUST	
136	LATE CHARGES INITIATE BILLING FOR SELF-PAY ACCOUNTS	
675	LATE CHARGE/NET \$0 WRITE OFF	
83	LATE CHARGE ADDITION FOR ERRORED CLAIMS	
718	HB - SEND TO PENN CREDIT	
521	HB - SEND TO NRC	
869	HB - SEND TO NHI	
587	HB - SEND TO GULFCOAST	
858	HB - SEND TO CREDIT SOLUTIONS	
183	HB - RISK MANAGEMENT	
920	HB - REMOVE BILLING INDICATOR 122	
918	HB - PRESUMPTIVE CHARITY ADJUST	
524	HB - OUT OF STATE SEND TO COLLECTION AGENCY	
758	HB - MEDICARE BAD DEBT WRITE OFF	
727	HB - MEDICARE BAD DEBT FROM CHARITY SCREENING	
728	HB - MASS ADJUSTMENT CHARITY	
820	HB - INCREMENT SP LEVEL	
927	HB - FINAL LETTER BEFORE COLLECTIONS	
519	HB - CEASE ACTIVE COLLECTION EFFORTS	
526	DISPUTED BALANCE STOP BILL	
821	DETAIL BILLS	

Account	Bucket	Guarantor
ID	Name	
86	SYSTEM IME BUCKET	
537	HB - PENDING MEDICAID TRANSFER TO SELF PAY	
650	HB - MEDICAID SHARE OF COST TRANSFER TO SELF PAY	
708	HB MCAID ADJUST TO ZERO DEBITS	
711	HB MCAID ADJUST TO ZERO SELF-PAY DEBITS	
715	HB MCAID ADJUST TO ZERO CREDITS	
717	HB MCAID MAX BENEFITS TTSP	
719	HB OFFSETTING BALANCES INSURANCE DEBIT	
720	HB OFFSETTING BALANCES INSURANCE CREDIT	
721	HB OFFSETTING BALANCES SELF-PAY DEBIT	
722	HB OFFSETTING BALANCES SELF-PAY CREDIT	
743	HB NRP MSP CLAIMS	

Account	Bucket	Guarantor
ID	Name	
199	PAYMENT PLAN DISCREPANCY	
897	HB GUARANTOR TAX LETTER	

## Routing Rules

### Rule Name

1226-GUARANTOR IS ENROLLED IN PAPERLESS BILLING

**Criteria:** 1 Guarantor/Paperless Billing Status

**Logic:** AND

**Description:** This guarantor is enrolled in paperless billing.

## Workqueue Rules

### Rule Name

1227-GUARANTOR HAS PAYMENTS IN THE LAST YEAR

**Criteria:** 1 Guarantor/Has Payments For Previous Year

**Logic:** AND

**Description:** This rules checks to see if a guarantor made a payment in the last year.

# Martin Claim Edits – to the dept

- **ADT/Registration Related**
  - **Missing Auths – as defined by claim def**
  - **Incomplete Fields**
  - **Incomplete MSP form**
  - **Newborn Medicaid check – is the coverage linked the baby's and not mom's?**

# Martin Claim Edits – to the dept

- Revenue Integrity and HIM
  - Infusion CCI edits
  - OCE Charge Errors
  - Noncovered Services

# Charge Review WQs

- Extensive Charge Review for Rev Integrity

RBMT - DUPLICATE CONSCIOUS SEDATION CHARGES

RBMT - ED LVL6 E&M CODES

RBMT \$0 CHARGE

RBMT BLOOD TRANSFUSION COST CENTER CHECK

RBMT CODE BLUE CHARGES

RBMT EPOTEIN AND ARGATROBAN

RBMT EXTENDED SDC CHARGES

RBMT MISSING REVENUE CODE

RBMT MISSING, UNASSIGNED OR INCORRECT COST CENTERS

RBMT NOT ALLOWED COST CENTER

RBMT NUC MED STRESS-TREADMILL TEST

RBMT PARACENTESIS

# Other Helpful Epic Setups

- Cosmetic and Insurance Combo cases
  - **“SP”** modifier appended to self pay charges which bypasses insurance claim buckets and drops into self pay
- Manual Use WQs

Questions?