Medicare Health Plan Update – Alternate Workflow for Clerical Staff

Cerner Revenue Cycle Ambulatory **EDUCATION**

Summary: The current Medicare Part A and B Coverage Health Plan within Revenue Cycle will be updated to properly integrate Cerner with Experian Health Solutions. Clerical staff will need to update all patients registered with existing Medicare Part A and B Coverage to the new Medicare Health Plan.
**When:** November 28, 2023
**Support:** Ambulatory Informatics at 231-392-0229.

Updating zzMedicare Part A and B to new Medicare Part A and B Health Plan Coverage

> When using the **Tonic e-Registration check-in process or the manual check-in process**, the zzMedicare Part A and B plan will be visible on the patient tracking board and within the eligibility submission workflow (satisfying the red X). Please make sure to update to the new Medicare Part A and B plan using the instructions below.
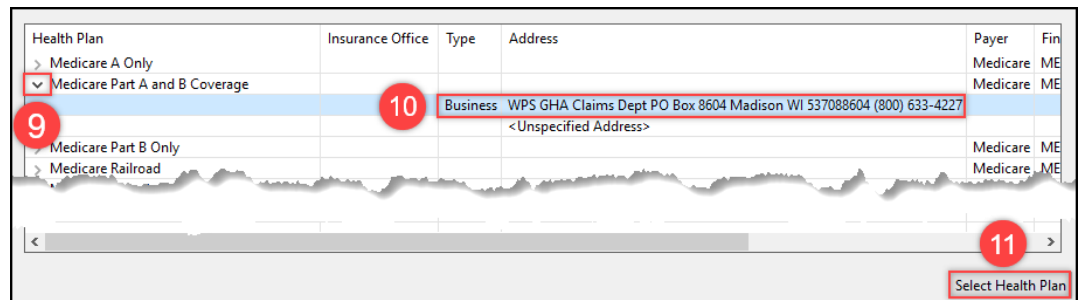
1. In the patient's Registration perspective, or during the check in process within the Modify Patient: Modify Full Registration conversation, click the **Insurance tab**. (Click the green pencil to edit within the Registration perspective.)
2. Select the Medicare plan that begins with zz.
3. Click **Modify**.
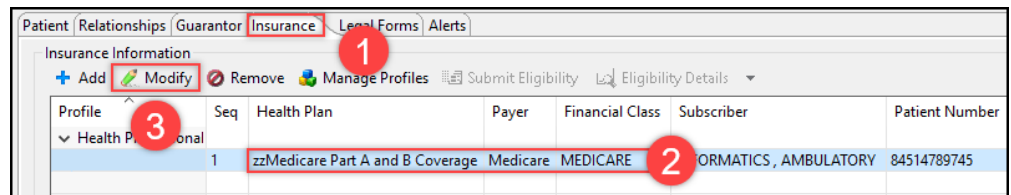
4. Select the **Insurance tab**.
5. Highlight the Subscriber Member Number, then right-click in the field.
6. Select **Copy** from the drop-down menu.
7. In the Search for Health Plan field, type **medicare**.
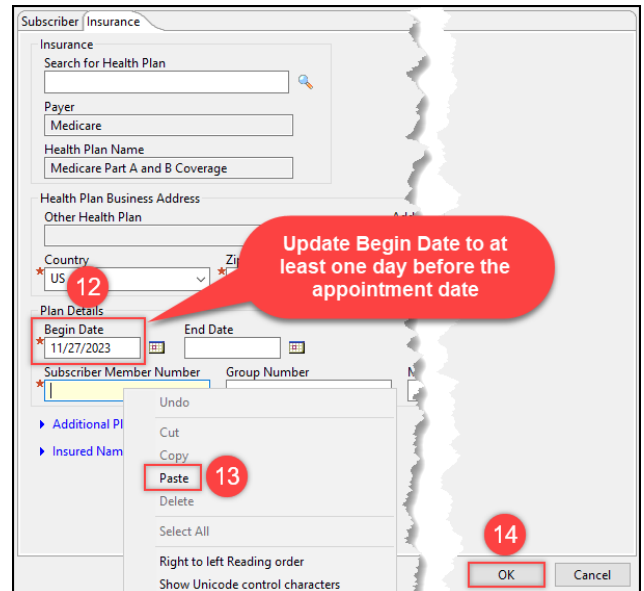8. Click the magnifying glass to search.
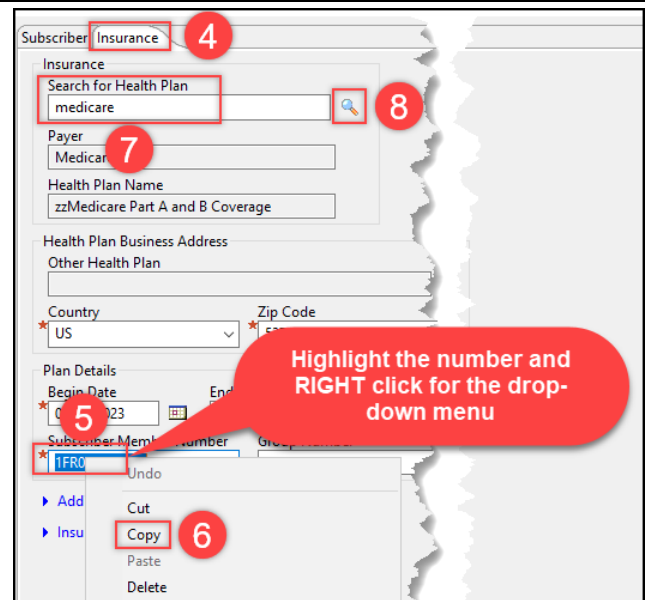
9. Click the arrow next to **Medicare Part A and B Coverage**.
10. Select the correct address.
11. Click **Select Health Plan**.

12. Change the Begin Date to **at least one day before** the patient's appointment date.
13. Right-click in the Subscriber Member Number field and select **Paste** from the drop-down menu.
14. Click **OK**.

Adding the New Medicare Part A and B Coverage Health Plan within the Encounter

If an encounter was created before the new Medicare plan was added, follow the steps below to add the new Medicare plan to the encounter during the check in process.

1. Confirm that the correct Medicare plan has been entered in the Modify Patient: Modify Full Registration screen under the Insurance tab (see above).
2. Within the Modify Encounter: Modify Encounter screen under the Insurance tab, click **Change Profile**.

3. Click the check box next to Health Professional.
4. Click **OK**.
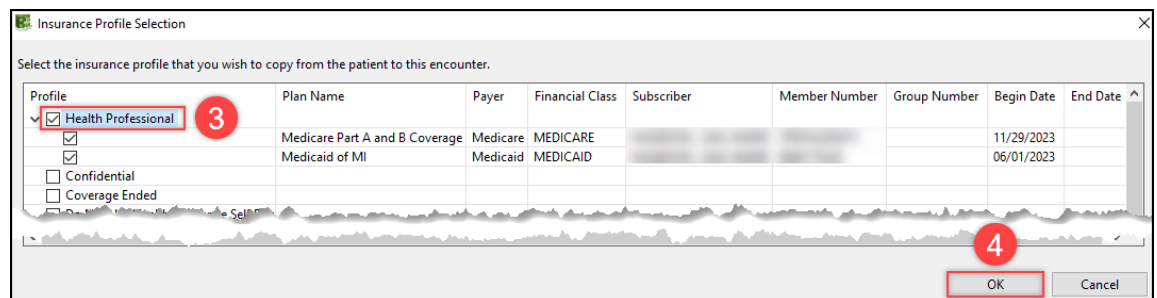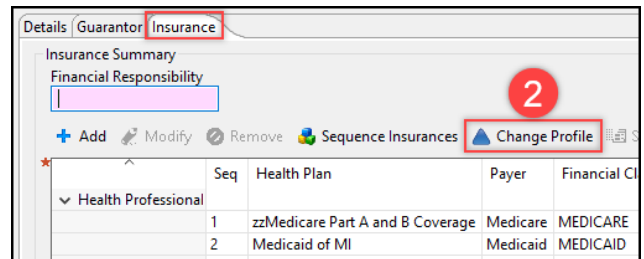
If the zzMedicare plan is showing on the Patient Tracking Board, the new plan was not pulled into the encounter.