

## 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.) Patient Relationships Guarantor Insurance Legal Forms Alerts
- 2. Select the Medicare plan that begins with zz.

4. Select the **Insurance tab**.

click in the field.

3. Click Modify.

Insurance Information 🕂 Add 🖉 Modify 🙋 Remove 🛃 Manage Profiles 🗐 Submit Eligibility 🗔 Eligibility Details 🔻 Health Plan Profile Seq Payer Financial Class Subscriber Patient Numbe 3 ✓ Health P zzMedicare Part A and B Coverage Medicare MEDICARE 2 ORMATICS, AMBULATORY 84514789745 Subscriber Insurance Insurance Search for Health Pl medicare Payer Medicar 5. Highlight the Subscriber Member Number, then right-Health Plan Name zzMedicare Part A and B Coverage 6. Select **Copy** from the drop-down menu. Health Plan Business Address Other Health Plan 7. In the Search for Health Plan field, type **medicare**.

> Country US

Plan Details

Add

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Cut Сору

> Paste Delete

Zip Code

Highlight the number and

**RIGHT click for the drop-**

down menu

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.



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- 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**.

Subscriber Insurance Insuran Search for Health Plan Q Payer Medicare Health Plan Name Medicare Part A and B Coverage Health Plan Business Address Other Health Plan Update Begin Date to at Countr least one day before the US 12 appointment date Plan Details Begin Date End Date 4 11/27/2023 Ń Subscriber Member Number Group Number 4 Unde Additional PI Cut Insured Nam Copy 13 Paste Select All Right to left Reading order Oł Cancel Show Unicode control characters

## 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**.

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 Click the check box next to Health Professional.
 Click **OK**. Insurance Profile Selection Select the insurance profile that you wish to copy from the patient to this encounter Profile Plan Name Paver Financial Class Subscriber Member Number Group Number Begin Date End Date - 🖌 Health Professional Medicare Part A and B Coverage Medicare MEDICARE 11/29/2023 2 Medicaid of MI Medicaid MEDICAID 06/01/2023  $\overline{}$ Confidential Coverage Ended e Sel<sup>on</sup> 4 ок Cancel

If the zzMedicare plan is showing on the Patient Tracking Board, the new plan was not pulled into the encounter.

