

Page 1 of RPMS

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IHS REGISTRATION EDITOR (page 1)
                                              CHICKASAW NATION MEDICAL CNTR
DEMO, PRE-REG
                                                    HRN:T01089
        ELIGIBILITY STATUS : CHS & DIRECT
             DATE OF BIRTH: 01/01/2001 AGE: 22
     PLACE OF BIRTH [CITY] : ADA
                                4.ST : OK
                 BIRTH SEX : FEMALE
 6. SOCIAL SECURITY NUMBER: Patient will submit
            MARITAL STATUS: MARRIED
        CURRENT COMMUNITY: ADA
    RX PATIENT RESIDENCE :
10.STREET ADDRESS [LINE 1]: 12345 COUNTY ROAD 6789
11.STREET ADDRESS [LINE 2] :
12.STREET ADDRESS [LINE 3] :
                     CITY: ADA 14.ST: OK 15.ZIP+4: 74820
 13.
 16.
          LOCATION OF HOME: LOCATION OF HOME CONTAINS DATA
17.PHONE NUMBER [RESIDENCE]: 000-000-0000 18.WORK PHONE:
               OTHER PHONE : 000-000-0000
Last edited by: CHAMBERLAIN, KURSTON A on May 23, 2023
CHANGE which item? (1-19) NONE//:
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IHS REGISTRATION EDITOR (page 2)	CHICKASAW NATION MEDICAL CNTR	
DEMO, PRE-REG	HRN:T01089 CHS & DIRECT	
1. RELIGIOUS PREFERENCE : CHRI 2. CLASSIFICATION/BENEFICIARY : INDI 3. TRIBE OF MEMBERSHIP : CHIC	CAN/ALASKA NATIVE CKASAW NATION, OK 5. INDIAN BLOOD QUANTUM : 1/4	
8. FATHER'S NAME : 10. EMAIL ADDRESS: 12. MOTHER'S MAIDEN NAME : 14. EMAIL ADDRESS:	9. CELL PHONE: 11. ALT.PHONE: 13. CELL PHONE: 15. ALT.PHONE:	
16. EMPLOYER NAME : CHI 17. SPOUSE'S EMPLOYER NAME : SEI 18. FATHER'S EMPLOYER NAME : 19. MOTHER'S EMPLOYER NAME :	CKASAW NATION F EMPLOYED	
***WARNING 002: Employer Information Incomplete		
Last edited by: CHAMBERLAIN, KURSTON	A on May 23, 2023	
CHANGE which item? (1-19) NONE//: _		



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IHS REGISTRATION EDITOR (page 3) CHICKASAW NATION MEDICAL CNTR		
DEMO, PRE-REG HRN: T01089 CHS & DIRECT		
Emergency Contact/Next of Kin Emergency Contact Data		
Next of Kin Data		
Last edited by: CHAMBERLAIN, KURSTON A on May 23, 2023 CHANGE which item? (1-14) NONE//:		



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GISTRATION EDITOR (pag	ge 4)	CHICKASAW NATION MEDICAL CN	ľR
RE-REG		HRN:T01089 CHS & DIREC	CT
SUMMARY COVERAGE			
INSURER SUBSCRIBER	COVERAGE TYPE POLICY NUMBER	ELIG BEGIN - ELIG EN	D
	726	01/14/2021	
BCBS YUP 00840 DEMO, PRE-REG	YUP123456789	01/01/2014	I
	INSURER SUBSCRIBER UNITED HEALTHCARE 87 DEMO, PRE-REG BCBS YUP 00840	INSURER COVERAGE TYPE SUBSCRIBER POLICY NUMBER UNITED HEALTHCARE 87726 DEMO, PRE-REG 000152145 BCBS YUP 00840	SUMMARY COVERAGE INSURER COVERAGE TYPE ELIG BEGIN - ELIG ENI SUBSCRIBER POLICY NUMBER UNITED HEALTHCARE 87726 DEMO, PRE-REG 000152145 BCBS YUP 00840 01/01/2014



Reviewing page 4

IHS REGISTRATION EDITOR (page 4) CHICKASAW NATION MEDICAL CNTR			
DEMO, PRE-REG		HRN:T01089 CHS & DIRECT	
SUI	MMARY COVERAGE		
SEQ INSURER SUBSCRIBER	COVERAGE TYPE POLICY NUMBER	ELIG BEGIN - ELIG END	
1. UNITED HEALTHCARE 87726	000150145	01/14/2021	== A
DEMO,PRE-REG 2. BCBS YUP 00840 DEMO,PRE-REG	000152145 YUP123456789	01/01/2014	A
Enter S(equence), A(dd) insurer, E(dit) insurer, T(oggle seq category) V(iew) Historical Sequence Dates L(ist inactive eligibilities): v Select one of the following:			
M MEDICAL COVERAGE D DENTAL COVERAGE O OPTOMETRY COVERAGE R PHARMACY COVERAGE P MENTAL HEALTH COVERAGE T THIRD PARTY LIABILITY COVERAGE W WORKMAN'S COMP COVERAGE U SUMMARY PAGE			
Enter response: m MEDICAL COVERAGE			
PRIOR SEQUENCING DATES:			
1. JAN 14,2021 INSURER	COVERAGE	PRIORITY	
BCBS YUP 00840 UNITED HEALTHCARE	87	1 2	



Page 4 of PRMS continued

IHS REGISTRATION EDITOR PRI	VATE INSURANCECHICKASAW NATION MEDICAL CN
DEMO, PRE-REG	HRN:T01089 CHS & DIRECT
1 · · · · · · · · · · · · · · · · · · ·	6) Date of Birth: 1/2/2001
-HOLDER'S EMPLOYER INFO9) Status: UNKNOWN -INSURER INFORMATION	10) Employer: CHICKASAW NATION
BCBS YUP 00840 PO BOX 3283 TULSA, OKLAHOMA 74102-0283 (800)722-3730 Ins. Type: PRIVA	ATE 13) CCopy:
***WARNING 017: Coverage Type(s) not de UP 00840)	efined for the policy (YUP123456789 BCBS Y
Last edited by: CHAMBERLAIN, KURSTON A	on May 23, 2023
ENTER ACTION (<e>dit Data,<a>dd Member,</e>	<pre><d>elete Member, <v>iew/Edit PH Addr):</v></d></pre>

- Verify this page matches the website eligibility Information.
- Verify 1-10 is filled out with policy holder's information.
- Verify the group number is the same as shown on the website.
- Verify number 14 Relationship is correct: self, spouse, dependent, etc.



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IHS REGISTRATION EDITOR (page 6) CHICKASAW NATION MEDICAL CNTR

DEMO, PRE-REG HRN:T01089 CHS & DIRECT

Veteran's Information

1. VETERAN (Y/N)?: NO Obtained on MAY 23,2023

Last edited by: CHAMBERLAIN, KURSTON A on May 23, 2023

CHANGE which item? (1-1) NONE//:



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DEMO, PRE-REG
                             HRN:T01089 CHS & DIRECT
             Death Info/Other Names
     DATE OF DEATH :
     STATE OF DEATH :
3. DEATH CERTIFICATE NO. :
      ----- Other Names -----
     OTHER NAMES :
5. PREFERRED NAME :
CHANGED TO
                BY PROOF DOC. # DATE
6. <NO LEGAL NAME CHANGES ON FILE>
______
Last edited by: MCCOLLUM, KURSTON A on Apr 09, 2024
______
CHANGE which item? (1-6) NONE//: _
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Page 8 of RPMS

DEMO, PRE-REG HRN:T01089 CHS & DIRECT CHART CREATED: MAY 23, 2023 ADVANCE DIRECTIVE SCANNED DATE: 0 ASSIGNMENT OF BENEFITS: DIRECTORY EXCLUSION PREFERENCE: Not Currently Admitted ----PARENT PERMISSION----PARENT PERMISSION: N/A -----INSURANCE INFORMATION-----TNSURER: UNITED HEALTHCARE 87726 INSURER: BCBS YUP 00840 1.DATE VERIFIED: MAY 23,2023 BY: CHAMBERLAIN,KURSTON A PRE REGISTRATION SPECIALI ----PROOF OF ELIGIBILITY----2.DOCUMENT: POE DATE SCANNED: JAN 1,2023 -----DOCUMENTS ON FILE-----3.DOCUMENTS: PVC* BOB-DAD**JIM-SPOUSE*,BCBS*YUP*CRD,WEBTPA CRD,DL*4-30-26* -----COURT DOCUMENTS-----4.COURT DOCUMENTS ON FILE: N/A



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PRE-REGISTRATION
12.5/23/23 PT PREREGUPDATED PT ADDRESS & EMG CTKM
13.5.23.23 PER WEBTPA ACT PIPER AVAILITY ACT BCBS ADDED AND SEQED BOTHKM
REGISTRATION
14.
ADMISSIONS
15 .
HIM
l6. DFSDFS
D#S
L/•
L8. GO TO LEGACY PAGE 8
Change which item? (1-18) NONE//:



Page 8 of RPMS continued (full page view)

ADVANCE DIRECTIVE SCANNED DATE: 0		
ASSIGNMENT OF BENEFITS:		
DIRECTORY EXCLUSION PREFERENCE: Not Currently Admitted		
PARENT PERMISSION	- 1	
PARENT PERMISSION: N/A		
INSURANCE INFORMATIONINSURANCE INFORMATIONINSURER: UNITED HEALTHCARE 87726	- 1	
INSURER: UNITED HEALTHCARE 0//26 INSURER: BCBS YUP 00840		
insorer: 6cbs for 00040 1.Date Verified: May 23,2023 by: Chamberlain,Kurston a pre registration special:	- 1	
PROOF OF FLIGIBILITY	_	
2.DOCUMENT: POE DATE SCANNED: MAY 23,2023	3	
DOCUMENTS ON FILE	- 1	
D. DOCOMENTS. FVC BOD DAD TOTAL SECOSE, BODS TOF CRD, OHO CRD, DE 4 30 20		
COURT DOCUMENTS	- 1	
4.COURT DOCUMENTS ON FILE: N/A		
TEXT MESSAGES	-	
5.RECEIVE TEXT MESSAGE: YES DATE ENTERED: MAY 23,2023	3	
NEEDED INFORMATION	- 1	
6.5/23/23 AOB23,NPP		
7.		
PBA	- 1	
o. 9.		
9. BILLING OFFICE	_ 1	
10.		
PRIOR AUTHORIZATION	- 1	
11.		
PRE-REGISTRATION	- 1	
12.5/23/23 PT PREREGUDPATED ADDRESS & EMG CTKM		
13.5/23/23 PER UHC ACT UHC, PER AVAILITY ACT BCBS ADDED AND SEQEDKM		
REGISTRATION	-	
14.		
ADMISSIONS	- 1	
15.		
HIM	-	
16. DFS		
± / •	_]	
18. GO TO LEGACY PAGE 8		
Change which item? (1-18) NONE//: _		



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IHS REGISTRATION EDITOR (page 10)	CHICKASAW NATION MEDICAL CNTR
DEMO, PRE-REG	HRN:T01089 CHS & DIRECT
Other Patient Data 1. Ethnicity: NOT HISPANIC OR LATING 2. Race: AMERICAN INDIAN OR ALA 3. Primary Language: ENGLISH Other languages spoken: 4. Preferred Language: ENGLISH	
5. Internet Access: YES Where: H 6. EMAIL ADDRESS: DEMO.REG@CHICKASAW.NE 7. GENERIC HEALTH PERMISSION: 8. PREFERRI 9. PHR ACCESS: 10. PHR HAI	ED METHOD:
Last edited by: MCCOLLUM, KURSTON A on Apr 09, 20:	24 Saved to this PC





Susan Henderson

Manager – Business Office Prior Authorization and Pre-Registration Chickasaw Nation Department of Health 1925 Warrior Way Ada, OK 74820 Office: (580) 276-1842 | Mobile: (580) 279-4719

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Lisa Garrett

Director of Business Office Chickasaw Nation Department of Health 1925 Warrior Way Ada, OK 74820 Office: (580) 559-0578 | Mobile: (580) 279-4173 Lisa.Garrett@Chickasaw.net

the Chickasaw Nation

Pre-Registration Process and Pre-Authorization Overview



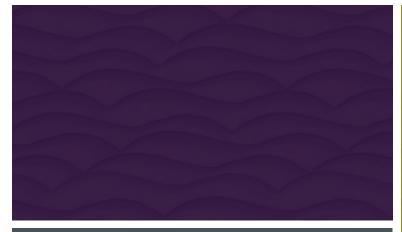
Eligibility Guidelines

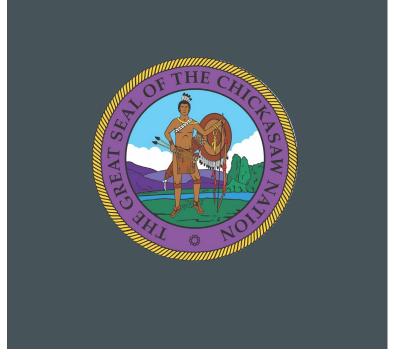
- Pre-registration is to be done every 30 days.
- Verify the patient's chart information *prior to* their upcoming appointment.
- All patients will be processed through Pre-Registration to receive health care services, as well as protect our third-party reimbursements.
- Eligibility for services will be determined at the point of a patient registration or initial access to the facility, according to the CNDH Eligibility Guidelines.
- All gathered information is to be documented in RPMS on Page 8, etc.

Pre-Registration staff are responsible for:

- Interacting directly with our patients, front line Registration staff and Clinical staff
- Obtaining and verifying all third-party insurance
- Maintaining the accuracy of patient demographic information in EHR/RPMS.
- Requesting legal documents required to verify and maintain eligibility to be seen at our facility.







Pre-Registration FY23:

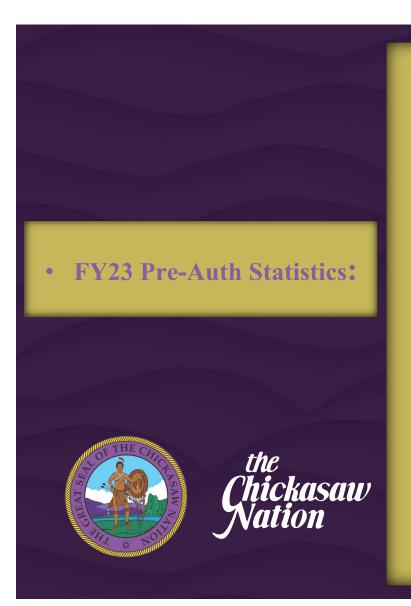
- 146,814 patient charts reviewed; insurance coverages verified via various third-party websites
- 2,705 New insurances obtained
 - 104,652 calls to patients
- 59,011 patient charts updated

Pre-Authorization

Our Pre-Authorization team is responsible for a variety of duties including:

- Verifying and validating order(s) submitted by outside providers
- Entering outside orders
- Obtaining any prior authorizations
- Working closely with internal and external providers and the case management teams to ensure clinical reviews and peer to peer reviews are completed in the required timeline set by third party insurances
- Review all denials and provide feedback when and where appropriate to clinical staff
- Work with business office team in tracking denials to look for opportunities to expand our services





- 906 inpatient admissions reviewed for Pre-Authorization requirements
- 4,752 outpatient surgery procedures reviewed
- \$913,000-infusion revenue not payable through Pharmacy coverages
- 2,500 advanced imaging exams reviewed resulting in \$877,000 in revenue
- Met over \$450,000 patients' deductibles and coinsurance/copays for services they may require outside of Chickasaw Nation
- 65 Physical Therapy authorizations generating \$70,878 in revenue

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