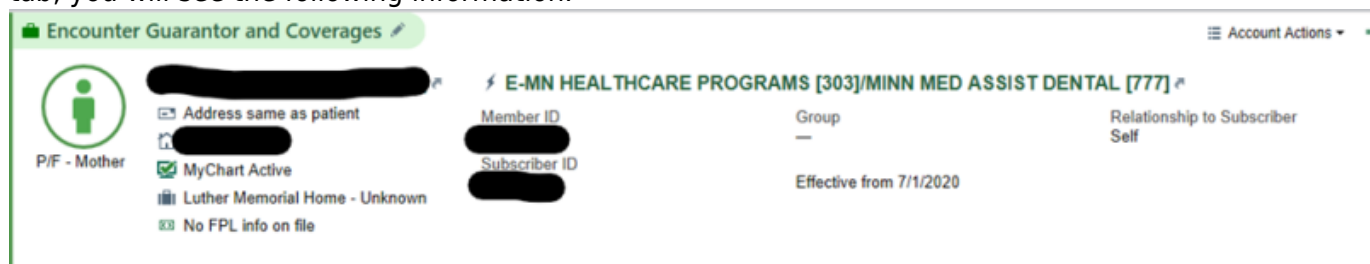


Attaching insurances

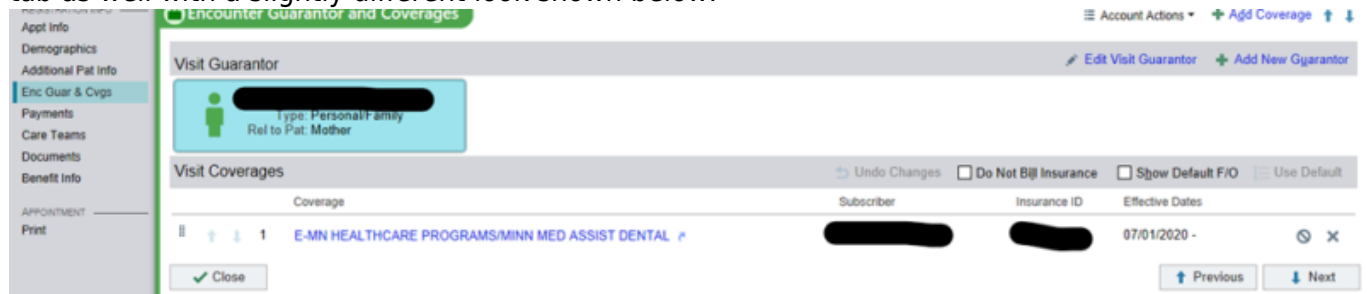
When looking at a patient’s chart under the registration for a specific appointment, there are several things to look for to confirm that we have the insurance added to the appointment for them! Below we will discuss what you should look for, both when checking a patient in and when an appointment is being made.

When checking in a patient

When in the check in registration, you will see multiple tabs that shows a LARGE amount of patient information. One of those tabs is “Encounter Guarantor and Coverages.” When you are looking at that tab, you will see the following information.



As you can see, it indicates that there is an insurance that is displayed. That MNMA insurance is showing up here to show that it is attached to this visit specifically. You can see that if you select the tab as well with a slightly different look shown below.



You can tell that the insurance is attached to the visit here as it is listed under “Visit Coverages.”

Appointment Registration

To start, let’s define “appointment registration.” Appointment registration is the view of the registration you see when you go to the appointment in the DAR or Snapboard and enter the registration from there directly rather than going to the appointment desk then the registration. When in the appointment registration, you will see the same view as the examples from the check in process, but you will have access to another view under the “Pat Guar and Cvg” button on the top left of the menu.

The screenshot shows the 'Registration' interface. At the top, there are tabs for 'Pat Guar and Cvg' and 'Response H'. Below that, there's a 'REGISTRATION INFO' section with a 'Demographics' sub-section. The main area is divided into two sections: 'Patient Guarantor Accounts' and 'Patient Coverages'.

Patient Guarantor Accounts: This section has a table with columns: Account ID, Guarantor, Type, Rel to Patient, and Verification Status. There are checkboxes for 'Show Coverages', 'Show Inactive Guarantors', and '+ Add Guarantor'. An 'Active' status is shown. Below the table is a box for 'E-MN HEALTHCARE PROGRAMS (303) MINN MED ASSIST DENTAL (777)' with an 'Add Coverage' button.

Patient Coverages: This section has a table with columns: Filing Order, Coverage, Subscriber, Insurance ID, Effective Dates, and Verification Status. It includes options for 'Undo Changes' and 'Show Ineffective Coverages'. The table lists three coverages with their respective details.

From this screen, you see a couple of things that are new. The above boxes attached to the guarantor show insurances that are attached to the guarantor and can be automatically attached to any visit for the billing team. What you see below those boxes are insurances attached to the PATIENT account. These coverages are a part of the patient account because they have been added at another clinic that is not Spectra Health. These insurances can be selected so that they can be added quickly to a guarantor account for billing by hitting the “Add Coverage” option in the empty box and selecting the coverage from the list shown in that menu that you wanted to add.

The 'Select Existing Coverage' dialog box displays a grid of insurance options. Each option includes a thumbnail with the insurance name and effective date. Some options are highlighted with yellow text indicating their status relative to the current patient:

- Top-left: E-BCBS BLUEPLUS OF MN (943) BLUE ADVANTAGE (668) - Effective since 1/1/2019 - Group Number: MNMC088S
- Top-middle: E-BCBS BLUEPLUS OF MN (943) BLUE ADVANTAGE (668) - Not on current patient - Group Number: MNMC088S
- Top-right: E-BCBS BLUEPLUS OF MN (943) BLUE ADVANTAGE (668) - Not on current patient - Group Number: MNMC088S
- Bottom-left: E-MN HEALTHCARE PROGRAMS (303) MINN MED ASSIST DENTAL (777) - Effective since 1/1/2023
- Bottom-middle: E-MN HEALTHCARE PROGRAMS (303) MINN MED ASSIST DENTAL (777) - Not on current patient
- Bottom-right: E-MN HEALTHCARE PROGRAMS (303) MINN MED ASSIST DENTAL (777) - Not on current patient

You will see many more options that are attached to other patients that the guarantor is attached to. It is best practice to double check all the names, and whether the insurance is on current patient or not as highlighted above, to ensure we are adding the correct insurance to the correct patient.

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