

Urgent Care Front Desk Flip Book



Morning Tasks

- + Open a batch
(01012016CareTrackerNameLocation)
- + Count & document petty cash
- + Encounter Upload Deadline
 - + ALL encounters for previous day MUST be verified and uploaded by 9:00am
 - + E&M code, DX, and provider signature on each page

Every Patient Every Time

- + Scan insurance card(s) and verify name
 - + Name in CareTracker = Name on insurance card
- + Verify eligibility, co-payment, and/or deductible/co insurance
- + Verify patient account is current
 - + Collect any outstanding balance
 - + Contact extension 217 or 124 for questions/concerns
- + Collect co-pay or contracted amount (if applicable)
- + Confirm patient's preferred pharmacy is enter in with an (eRx)
- + Print and have patient sign all required areas of the registration form

Insurance - All

- + Check eligibility in CareTracker & NaviCure EVERYTIME
- + Confirm subscriber ID, Group #, co-pay and Elig. Start date is correct in CareTracker
- + Manual eligibility requirements:
 - + Scanned in copy of eligibility report
 - ✚ Notes section MUST include:
 - + Name of eligibility report scanned into system
 - + Your full CareTracker name
 - ✚ If copy is not available the notes section MUST include:
 - + Phone number called
 - + Name of the representative you spoke with
 - + Reference #
 - + YOUR full CareTracker Name
 - + Co-pay \$ Amount for UC

Insurance - GREEN

+ United HealthCare (\$165)

- + UHC, GEHA, Medica, Oxford Health & UMR

+ Aetna (\$170)

- + Aetna, Aetna MCR, Cofinity & HCC

+ BCBS (\$50)

- + Should always be CO address even for out of state

+ BCBS Federal (\$50)

+ Cigna (\$130)

- + GreatWest Life, Health Net, 8th District Electrical & UFCW Employees

+ CU Exclusive (\$50)

- + BCBS plan

Insurance - YELLOW

- + Humana (Do NOT accept HMO X)
- + Medicaid (page 7)
- + Medicare (page 7)
- + CHP+ (page 7)
- + TriCare (2 visits rule)
 - + 1st two visits patient can be seen without referral – after those two visit patient MUST obtain a referral within 24 hours
- + Kaiser (EPO & PPO)
 - + Can see all ONLY if Kaiser clinics are closed
- + RMHP MCD (if patient participates in ACC/RCCO/ACO)

Insurance - RED

We **DO NOT** accept the following insurances:

+ Humana HMO X

+ Out of state MCD

Insurance (MCD / MCR)

+MCD / CHP+

- ✚ Scroll to bottom of CareTracker eligibility

- ✚ Look for keywords:

 - ✚ CHP+

 - ✚ Denver Health

 - ✚ Kaiser Managed Care

- ✚ Modify demos to reflect specific payer listed

+MCR

- ✚ Scroll to bottom of CareTracker eligibility

- ✚ Look for keywords:

 - ✚ MCO Bill Option Code-C

 - ✚ MCR = secondary payor

- ✚ Modify demos to reflect specific payer listed

End of Day Tasks

- ✚ Balance Today's Journal
- ✚ Copy deposit slip & checks
- ✚ Deposit money in drop box
- ✚ Prep encounters for next day's encounter form
upload deadline
- ✚ Close your batch (ONLY if you balance)



This flip book is meant to be a quick reference guide for the front desk. If further clarification or detail is required please refer to the Standard Operating Procedures (SOPs).