

Greg LeRoy Wins Second Round of Compliance Crossword Puzzle; Round Three Questions Available Now

🕒 October 9, 2014 📁 Uncategorized

The winner of the second round in the Compliance Crossword Puzzle contest was Director of Healthcare Reimbursement **Greg LeRoy** at the Fort Smith Administrative Center. He won a catered event for the Medicaid Reimbursement Department courtesy of the Compliance Department.

The excitement is picking up and there are two more rounds to go.

The Compliance Crossword Puzzle will continue with the [third set of questions](#). **Be the first person to submit the correct puzzle answers after 2 p.m. (CT) on Friday, Oct. 17**, and your facility, agency or department will have a catered event hosted by the Compliance Department with refreshments timed to accommodate all employee shifts. If we have multiple correct entries, a drawing will be held to select the winner.

To submit your entry, please scan your completed crossword puzzle and send it to crosswordcontest@goldenliving.com. **Be sure to write your name and the facility or department you represent on your submission.**

As a fun way of bringing your attention to the Compliance Department and the support we can provide to you at Golden Living, we've created this [Compliance Crossword Puzzle](#) contest. The contest will end in November. Every month you will be provided with four crossword questions related to compliance. After all 16 questions are released, you will uncover the mystery word that will be used to win the final prize!

If you have questions for us, call the Compliance Department at 800-613-5989. The Compliance team is pleased to be by your side and support you in providing quality care to our patients and residents. We look forward to growing our partnership with you.

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Oct. 24: CBO and Business Office Appreciation Day

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- Executive Directors
- Business Office Employees
- CBO Employees
- CBO Managers

For the value we place on our Central Billing Office and business office employees for their unrelenting commitment and the many services they provide to our patients, their family members and other employees, **Friday, Oct. 24** has been set aside as **Business Office and CBO Appreciation Day**.

In honor of these dedicated people, every LivingCenter and the Central Billing Office is urged to host an employee appreciation event in recognition of our business office and CBO employees on this special day. Please celebrate their successes by acknowledging their many contributions to our customers and our company.

Start making plans today to celebrate your business office and Central Billing Office employees!

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[Business Office Training Schedule for October](#)

Get Your W-2 Statements Electronically

🕒 October 9, 2014 📁 Uncategorized

Are you interested in getting your W-2 statement electronically? If you sign-up, you are reducing our footprint on the environment.

Here are the advantages of signing up for electronic delivery:

1. Enroll for electronic W-2 statements for easy online access to view, print, email or fax at your leisure.
2. Have access to your W-2 up to two weeks sooner than getting it in the mail.
3. No more worry about delivery issues through the Postal Service.
4. Have access to print as many copies as you need throughout the years for those instances such as home loans, income verifications, etc.
5. No more waiting for reprinted W-2 statements that could take weeks to receive.

How to enroll for electronic W-2 statement:

The deadline to enroll is Dec. 31 of each year; so follow these steps as soon as possible so time doesn't get away from you:

1. Log In to PeopleSoft Self Service
2. Navigate to: Self-Service > Employee > Tasks > W-2 Electronic Consent.

Note: If you have already enrolled in a prior year, you do not need to enroll again. However, using a personal email instead of your work email when accessing the Global Cash Card website helps in case you leave our employment for whatever reason. You can still access their website regardless of your employment status so if you need assistance in retrieving your username or password, you may contact the Global Customer Service at 1-866-395-9200 at any time or visit their website at www.globalcashcard.com and click on the link "Forget Username or Password?"

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DCAR "Additional Comments" Section Expanded

🕒 October 9, 2014 📁 Uncategorized

- Executive Directors
- Facility Business Office Coordinators
- Admissions Staff
- Business Office Managers
- Business Office Consultants
- Directors of Business Office Operations

The "Additional Comments" section was expanded on the Daily Census Activity Report (DCAR) to provide more room for entering comments.

The revised one and two page versions (dated October 2014) of the DCAR can be obtained from the Policy Center.

- Click the Policy Center icon on the company homepage
- Click "Documents" on the blue tab at the top
- Select site "Golden Living Centers" or "Golden Living Centers (Covered)", as applicable.
- Click "All Documents" on the left to access "Published" documents
- Select "Business Office" from the "Arrange By:" drop-down list
- Click the + symbol to expand the "Business Office" folder
- Click on "Business Office Forms"

Questions?

Contact your Business Office Consultant or Director of Business Office Operations

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Beach Training to Be Held Tuesday, Oct. 28

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- All BEACH Users

Ceres Purchasing Solutions will offer BEACH Training classes through the Learning Management System (LMS) site Tuesday, Oct. 28 from 9:30-11:30 a.m. (CDT). The class will provide the best methods of using BEACH. We encourage all new BEACH users and existing users who need a little refresher course to attend one of our BEACH sessions.

To enroll in the class, go to the intranet home page:

- Click on the **CORPORATE** tab.
- Under **QUICK LINKS** click **LEARNING MANAGEMENT SYSTEM** link.
- **Log in**
- Under Course Catalog click **BEACH**.
- Click on **ILT – INSTRUCTOR-LED TRAINING**.
- Under Options click on **SIGN UP**.

NOTE: If you sign up for the BEACH training class and realize later you will not be able to attend, please go into the Learning Management System site and unenroll.

BEACH Training Agenda

BEACH

- How to Log onto BEACH
- BEACH Main Menu
- Catalog Links
- Special Links
- BEACH News
- Action Items

ORDERING SUPPLIES

- Finding Product (Including Advance Search)
- Routine Orders
- Editing an Order
- Submitting an Order
- Special Orders
- Capital Requisitions
- G/L Coding

APPROVAL PROCESS

- Supply Approvals
- Capital Approvals
- Invoice Approvals

REPORTS

- Purchase Order Summary Report
- Purchase Order/Invoice Lookup
- General Ledger Spending Report

RETURNS PROCESS

- Medline Returns Process
- All Other Suppliers Return Processes

SUPPORT

- Technical Assistance
- BEACH Assistance (How to Questions)
- On-Line Help

Interactive Tutorial

Questions:

If you have questions concerning the BEACH Training class or have issues signing up, contact CERES Customer Service at (800) 677-6447.

Thank you!

Reminder: please attach images as original files (jpg or gif)

and avoid inserting them in the Word document.

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New Change of Therapy OMRA Policy

🕒 October 9, 2014 📁 Uncategorized

- Executive Directors
- Registered Nurse Assessment Coordinators
- Business Office Managers
- CBO Medicare & Insurance Billing Specialists
- CBO Managers
- CBO Directors
- Clinical Assessment Reimbursement Specialists
- Business Office Consultants
- Directors of Business Office Operations

Effective for a Change of Therapy (COT) Other Medicare Required Assessment (OMRA) with an assessment reference date (ARD) on and after Oct. 1, 2014, the following new policy is in effect:

A COT OMRA may be completed when a resident is not currently classified into a therapy RUG group, but only if **both** of the following conditions are met:

- Resident has been classified into a RUG-IV therapy group on a prior assessment during their current Medicare Part A stay.
- No discontinuation of therapy services (planned or unplanned) occurred between day 1 of the COT observation period that classified the resident into the non-therapy RUG group and the ARD of the COT OMRA that classified the resident into a therapy RUG group.

Under these circumstances, completing the COT OMRA to reclassify the resident into a therapy group may be considered optional. In addition, the COT OMRA which classifies into a non-therapy group, or the COT OMRA which reclassified the resident into a therapy group, may be combined with another assessment.

Refer to the “[SNF PPS Clarifications Memo V1.0, September 2014](#)” attachment for examples outlining the new policy, which was published by the Centers for Medicare & Medicaid Services (CMS).

Double-check Process

The process below remains in effect for Medicare Part A patients and patients that have Medicare Advantage plans that follow PPS billing requirements.

Process: Prior to updating a billing record in AS400 for a COT OMRA that has a therapy RUG, check the RUG score on the prior COT assessment.

- If the prior assessment has a therapy RUG, update the COT billing record in AS400.
- If the prior assessment has a non-therapy RUG, send an email to the Clinical Assessment

Reimbursement Specialist (CARS) who will review the prior assessment.

The Clinical Assessment Reimbursement Specialist (CARS) will let you know whether or not the COT therapy RUG can be updated in AS400.

Questions?

Contact your CARS or Medicare Billing Manager

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Employment and Wage Verification Process Has Changed

🕒 October 10, 2014 📁 Uncategorized

One of our top priorities is to maintain the confidentiality of your personal and employment information. However, there may be times when you will need verification of your employment or wages such as:

- Applying for a loan
- Refinancing a mortgage
- Completing a rental application
- Responding to a government agency

Thomas & Thorngren, Inc. is authorized by Golden Living to provide employment and wage verification. Thomas & Thorngren's employment and wage verification service is completely safe and confidential to protect the sensitivity of your information.

- 100% secure
- Fair Credit Reporting Act (FCRA) compliant
- Information will be provided within 3 business days
- Easy to use

Information verification will only be used for purposes that are permissible under the Fair Credit Reporting Act. Your wage information will not be provided to a third party without your written authorization.

How the Verification Process Works – Simplified!

Just have your requester go to ThomasandThorngren.com and click on the GREEN BUTTON. The requester will need the Golden Living **company code**, which is **GOLD279**. The requester will be asked to provide your Social Security number and your written authorization to be able to verify and maintain the privacy and security of your information.

Thomas & Thorngren, Inc. will provide the verification to agencies that have been authorized by you to receive your information.

Handy Wallet Card

For your convenience, we will be sending all employees a flyer and wallet card containing employment and wage verification instructions in the next few weeks. In the meantime, you may access the flyer online. Be sure to carry the wallet card with you so it's handy when you need it.

[Click here](#) to open and print flyer with tear-out wallet card.



Questions?

If you have questions about verification of employment and income or the wallet cards, contact the HR Service Center at 800-777-2363, options 2, 2, 1 Monday through Friday from 7:30 am – 5:30 pm CST.

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Benefits News



Quick Links

[Golden Perks Online Shopping Portal](#)
(use Referral Code 7DYSTZ)

[YourGoldenBenefits.com](#)

24/7 access to benefit plan information, Open Enrollment Details, Claim Forms, links to vendor websites, and more.

[Open Enrollment Guide](#)

Provides information about the plan changes for 2015 and important reminders and deadlines.

[PeopleSoft Self Service Guide](#)

Provides “how to” instructions on personal information employees can update/change in PeopleSoft including your mail/email address.

Share Benefits News with others
and stay informed.

October 13, 2014

livewise. livewell.
Better Health is Golden

Events

Preparing for Open Enrollment coming this November!

- Update your Mail/Email address in PeopleSoft Self Service.
- Here's what's coming to you in the mail:
 - Open Enrollment Kits will be mailed early October.
 - Personalized Benefits Statement mailed mid-October.
 - Open Enrollment Conference Calls

Oct 13, 17, 20, 24, 27, 31 and Nov 3, 7	9 am CT
Oct 15, 22, 29 and Nov 5	3 pm CT
Call: 800-926-2291 — Meeting ID #1089 (dial 8888 if calling from the Fort Smith or Plano offices)	

Questions?

Speak with a Benefit Specialist by calling the HR Service Center at 800-777-2363 options 2, 2, 1. Hours are 7:30 a.m. to 5:30 p.m. CT, Monday - Friday.

Reasons to Get Your Know Your Numbers (KYN) Health Screening

If a doctor can stop or locate a health problem before it gets serious, you'll save a lot of money on medical bills down the road. According to the Partnership to Fight Chronic Disease, 46.7% of all deaths in the U.S. could have been avoided by simply getting an annual physical exam. Your KYN screening will:

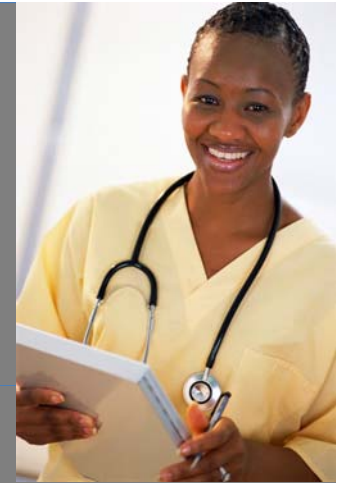
1. **Establish baselines.** Getting a physical will establish baselines for things like weight, blood pressure, and cholesterol. Using these baselines, your doctor can gauge your health's subsequent progression or regression.
2. **Detect health problems early.** According to the CDC, 133 million Americans are currently living with an undiagnosed chronic disease. Are you one of them?
3. **Stop diabetes before it starts.** Diabetes has been linked to heart disease, obesity, stroke, Alzheimer's, metabolic disorder and many other diseases. Diabetes Type 2 can be avoided completely in most cases, and in some, even reversed. Not seeing your doctor for an annual physical increases your risk by 2/3.

4. **Decrease risk of cancer.** For men, getting PSA checked; for women, getting a mammogram and regular pap test can help avoid or at least detect cancer early on.

The KYN screening can qualify you for a lower coinsurance. [Click here](#) to link to KYN program participation details.

Information taken from Patients Medical at <http://info.patientsmedical.com>

KYN Health Screening Deadline Is Nov. 15, 2014. Why It's Important to Get Screened.



A benefit for Golden Health Plan members (Golden PPO, HRA and HSA).

Reasons to Get Your KYN Screening

1. Uncover health issues early so that you can get medical assistance before your condition worsens.
2. KYN screening qualifies you to move from Tier 1 (default level) to a better tier level of coverage,
3. A better tier level of coverage will save you money because you pay lower coinsurance.
4. Qualify for \$500 up to \$2,000 company contributions into your HRA account.

Get Screened by Your Doctor

Take the Wellness Screening Results Form to your health care provider. [Click here](#) to access the form on YourGoldenBenefits.com or call the HR Service Center and ask for a form. **Remember — the deadline to submit your form to Provant is November 15, 2014.**

New to the plan?

If you have never participated in the KYN Screening, you can take the Wellness Screening Results Form to your doctor and start saving! See the “Get Screened by Your Doctor” section to access the form with instructions.

- Look for informational posters and flyers at your location with details about how to get ready for Open Enrollment.
- Check our website YourGoldenBenefits.com for benefit information.

Questions?

HR Service Center

888-777-2363 options 2,2,1 or

HRSC@goldenliving.com.