

# Entering Insurance for Newborns with Pending Eligibility

## Quick Reference Guide for RCM Clients

When a newborn is registered in OP without active, validating insurance...

1. Add the insurance you expect the patient to be covered under. Be sure to set:
  - **Status:** PENDING
  - **Ranking:** None
2. Add the newborn insurance NEWC (if the patient is expected to be covered under a commercial payer) or NEWM (if the patient is expected to be covered under a Medicaid/MCO). Be sure to set:
  - **Insured:** SELF
  - **Subscriber ID:** Patient's Date of Birth
  - **Status:** ACTIVE
  - **Ranking:** Primary

The office can then run A/R reports on a regular basis by payer 'NEWC' & 'NEWM' to follow-up on the eligibility status of insurances for newborns.

Once eligibility is verified...

1. Edit the insurance entered in step 1 above to reflect the corrected ID # and insured information on the verified policy. Be sure to set:
  - **Status:** ACTIVE
  - **Ranking:** Primary
2. Edit the 'NEWC' or 'NEWM' policy to have a status of **INACTIVE**.
3. **Notify RCM by message in the patient's account so the claim(s) can be sent to the active insurance.**