

# PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

Departmental Updates

December 2018

## Are you putting Patients First?

What does putting patients first look like for your work group? It takes showing up for work ready to serve. We are all “on-stage” to provide care. When you are in a patient-facing area such as the Ambassadors or registration, you are always representing Upstate when in the public view, even when you do not have a patient or visitor directly in front of you. For those providing care by phone, it’s providing the caller your undivided attention.

Pay attention to the subtle clues your patient gives you during your interaction. Are they nervous or excited? Are they overwhelmed or simply in a hurry. Your responses to serve them will be different based on their needs and emotions. Everyone one of you has the opportunity to set the stage for excellent care whether in person or by phone.

Several of us spent a day at the Cleveland Clinic Access to Care Call Center in October. It was evident in every policy decision, process and patient interactions that their patients ALWAYS come first. They don’t allow cell phones in their work space since it’s a distraction, and on every call the staff person would ensure there wasn’t anything left to do to help the caller. In their conversations, it clear that the patient is always at the forefront of their mind, regardless of the employee’s role. All staff were referred to as Care Givers.

Most of you have already seen the Cleveland Clinic video on the Human Connection. It’s a great time to remind ourselves why we are here:

[Exploring the Human Connection](#)

*Shelley*

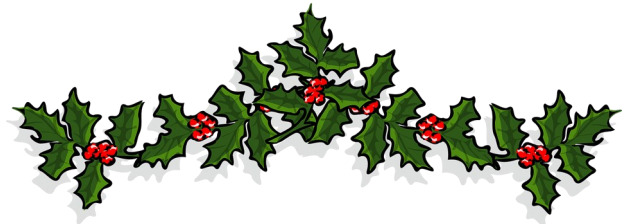
### Inside This Issue:

|                    |    |
|--------------------|----|
| Registration Tips  | 2  |
| Christmas Trivia   | 3  |
| Staff Kudos        | 4  |
| Staff Kudos cont’d | 5  |
| Press Ganey        | 6  |
| Upstate Stars      | 7  |
| Top Collectors     | 8  |
| Open Positions     | 9  |
| Announcements      | 10 |
| Training Resources | 11 |



## Registration Tips:

- Remember to always ask and complete the **Travel Questionnaire**
- Information is not being pulled. There are discrepancies with addresses, phone numbers and employment information. Use **Pull Info** when appropriate
- When completing the **MSPQ** be sure to include answers to all questions
- **Photo ID** is required for patients greater than **17 years old**
- The **Heath Care Proxy Acknowledgment** needs to be asked for every inpatient/emergency room visit
- Always ask the patient if they have any **other insurance**
- Scan all **insurance cards**. If patient does not have the card, indicate **unable to obtain**.
- Scan both **front and back** of all insurance cards
- Acceptable forms of Photo ID: Military ID, Drivers License, Non Drivers License, Passport and Sheriffs ID
- When registering homeless patients type **Homeless** in the Address field and then **5 X's (XXXXX)** in the **City or Zip** field
- Be sure to check the **photo image** on file at time of registration to make sure it is a **visible and legible copy**
- Always check to see if a **health care proxy** has been previously scanned. If so, the **health care proxy acknowledgement** should be documented as a **yes**



Due to the Holiday, there will be no Lunch and Learn Sessions for the month of December.



### Quote of the Day

“Success is not final, failure is not fatal: It is the courage to continue that counts.”

—Winston S. Churchill





**Christmas Trivia**

Test your Holiday knowledge by answering the questions below.

See the answers on page 10

1. In the song “Frosty the Snowman”, what made Frosty come to life?
2. In Charles Dickens’ “A Christmas Carol,” what was Mr. Scrooge’s first name?
3. What Bing Crosby song is the best –selling single ever?
4. In the TV special ‘How the Grinch Stole Christmas,’ what three words best describe the Grinch?



### Christmas Giving Bureau

If anyone is interested in supporting this charity event- please register to volunteer at Christmas Bureau by Dec 11 at

<https://bit.ly/2PnZmp>

# Staff Kudos

Some very nice compliments for the following:

Submitted by Carmella Carroll

**Susan Adams** is a remote Operator in Joslin. A patient stated "She is unbelievable. She has great people skills."

**Angela Williams** is also a remote Operator in Joslin. A patient stated "She stated you are wonderful." The patient would like me to give you a pat on the back.

**Latischa Brooks** received a compliment from an Immune Health patient. He stated "You are awesome. You are always very nice and very professional. You are fantastic!"

**Mark White** received a compliment from a patient. The patient stated "Mark is absolutely wonderful. He is very patient and listens."



Nice compliment for **Mark White** in the Ambulatory Call Center

Submitted by Shannon Austin

Mark took a call where the Pt husband was calling for a Np referral for Neuro regarding Dementia, the referral was denied due to dx and provider leaving. Mark took the negative situation and turned it around by sending the message to Geriatrics.

I received the call due to the Pt husband calling back because he had not heard back from the earlier call, transferred to Geriatric social worker.

Quick thinking on Mark's part after several other messages being sent w/ no resolve will finally assist the Pt husband in getting his wife the care she needs. when I mentioned to the social worker that he was a a great operator, she replied "I have heard that".



# Staff Kudos

Kudos to **Tracey Chesbro** from MD Direct

I am the secretary for unit 8G here in the hospital and have been working with Tracey Chesbro for about three years. Since I am leaving this unit I wanted to take a moment to make sure that the hard working individuals that I have been working along side are recognized for their dedication. Since this is a very busy floor with a lot of patient turnover hospital follow up appointments are in demand and quite often Tracey has a significant workload from my floor alone and has never failed to keep up. Even at a moments notice she truly does her best for the patient, myself and LeeAnn Askew the case manager here. Tracey is very organized and professional and I am going to miss having the pleasure of working with her. I am sure that you probably feel the same but I just like to make sure that Tracey's work does not go unnoticed.

Thank you,

Rachel Graff

NSC 8G



Nice Compliment for **Jessica Newson** from Laurie Bonner BSN, RN

Submitted by Lisa Gaspe

Jessica,

Thank you so much!!! You are a great asset!!! Thank you again for working with my department to get these called in quickly, so we do not get a lack of information denial during this holiday week!!!

Your a ROCKSTAR!!!!!!

Laurie Bonner BSN, RN  
UR Senior Coordinator  
Utilization Management Dept.



# Staff Kudos

Highlighted monthly will be Press Ganey Survey results

PRESS GANEY®

**Ed Rios**-comment patient made-"The gentleman who helped mu was absolutely amazing"



Nice Compliment for **Victoria Watts**

Submitted by Cheryl King and Tammy Pais

I wanted you to know about a great thing Victoria did this morning! She had a parent of a child who was scheduled for this morning in GI with Dr Imdad.. I'm assuming it was a pre-reg call? Anyway, Victoria noticed immediately that the patient had Magnacare and knew the hospital did not par with that coverage. She came to me and I confirmed on my Peds par list that they also do not par..

I called the clinic and together we worked out a fairly reasonable solution (Carlene in GI offered to speak with Mom and explain that the appt would need to be canceled for now, but also that because of the child's diagnosis, we would be able to reschedule her rather quickly, if we could possibly be able to have the visit authorized as "out of network".. And mom was going to reach out to the Pediatrician's office.

Please give her my appreciation!! She is great at her job!



# Staff Kudos

## Nominate A Star



Submitted by Nitchaborie Jones recognizing **Jackie Pilon** for her support and willingness to help train him. Nitchaborie is very appreciative of everything you have done for him. Its great to know your colleague think so highly of you.

### Contact Information

**Upstate Badge ID:** 115791

**Full Name:** Nitchaborie Jones

**Title:** TEMPORARY AGENCY STAFF

**Department:** Patient Access Services

**Phone number:** 464-6621

**Office:** 1321 Upstate University Hospital - Downtown Campus

**Email:** [jonesni@upstate.edu](mailto:jonesni@upstate.edu)

### Thank an Upstate "Star" Nomination

**Name** Jackie Pilon

**Department/Unit** Patient Access

**Please describe the action you observed:** I have been a new employee at UpState since July 2018. Since coming to the Patient Access department, I have had the opportunity to train, orient, train, orient and more. It has been such a journey. Now I am at the place of QA. Jackie has taken the time to screenshot, describe in great detail, coach, and train me on the errors that I am making so much so that I have improved dramatically in a 30 day time span. I am thankful that Jackie has utilized her position as a Senior Registrar not to "eat her young" but train up the next generation of "senior registrars" to be as knowledgeable, successful, and equipped with the fundamental values needed to be successful at Upstate Medical University.

Thank you Jackie

# Way to go!

## ***Top POS Collectors for the month of November***

### **Community ED –Registration Top Collectors**

**Donna Conte.....Collected on 21 accounts (\$2,065)**

**Hayam Khalil.....Collected on 16 accounts (\$1,920)**



### **UH ED-Registration Top Collectors**

**Atalya Green.....Collected on 33 accounts (\$4,020)**

**Cheryl Spinks .....Collected on 12 accounts (\$1,115)**

### **UH Central Registration Top Collectors**

**Debra Craft.....Collected on 65 accounts (\$1,215)**

**Mary Hoare.....Collected on 57 accounts (\$5,065)**

### **CG Central Registration Top Collectors**

**Lorraine Franklyn .....Collected on 96 accounts (\$7,501)**

**Zainab Dougherty...Collected on 72 accounts (\$6,997)**

### **Float Pool Registration Top Collectors**

**Ed Rios.....Collected on 28 accounts (\$3,085)**

**Curtis Scrivens.....Collected on 26 accounts (\$7,461)**





# Announcements

## Open Positions:

### UH Ambassadors:

- (5) HPSC1 Ambassadors
- (8) Temp Ambassadors

### UH Central Registration:

- (3) HPSC1 Registrar

### CG Central Registration:

- (0.8) HPSC1 Registrar

### Pre-Services/Verification:

- (1) Team Leader

### UH ED:

- (1) HPSC2—Supervisor
- (7) HPSC1s Registrar
- 1.5 Temp registrar

### Data Services:

- (1) SL1 Data Assistant

### UC Call Center:

- (1.5) Call Center Rep
- (1) Office Assist CG SB



# Announcements



## December Birthdays:

|                |       |                    |
|----------------|-------|--------------------|
| Kristen Songer | 12/10 | UC Call Center     |
| Brian Neill    | 12/11 | UC Call Center     |
| Rebecca Reed   | 12/16 | Ambassador         |
| Aymee Brady    | 12/18 | Data Services      |
| Rhea Chilcoat  | 12/24 | Verification       |
| Ataliya Green  | 12/26 | UH ED Reg          |
| Brenda Shea    | 12/26 | Central Scheduling |
| Kia Wagner     | 12/29 | UC Call Center     |
| Lisa Gaspe     | 12/31 | Admitting          |
| Kelly O'Hara   | 12/31 | Central Scheduling |
| Bernard Smith  | 12/31 | CG Registration    |
| Jody Williams  | 12/31 | Data Services      |



## MOVERS & SHAKERS

Donna Poppe-Wagner retired on 11/29/18



### Welcome to the following new employees:

|                |                |
|----------------|----------------|
| Leah Roth      | UH ED Reg      |
| Shannon Burley | UC Call Center |
| Rashan Ramsey  | Pre-Reg        |



### Answers to Trivia Quiz

1. An old silk hat
2. Ebenezer
3. White Christmas
4. Stink, stank, stunk

# Training Resources

Did you know that the following training resources are available to you and can be found on the PAS Website at : <http://www.upstate.edu/ihospital/intra/pas/contact.php>

The screenshot shows the 'Patient Access Services' section of the Upstate Medical University Intranet. The page features a navigation menu on the left with links to various resources such as 'Authorization Grids', 'Insurance Links', 'For Managers', 'Managed Care Notices', 'Newsletters', 'PAS Bulletins', 'PAS Forms', 'PAS Honorable Mentions', 'Policies', 'Point of Service Resources', 'Quality Corner', 'Contact Us', 'Tip Sheets', 'Training Resources', and 'Hospital Intranet Home'. The main content area displays a 'Patient Access Services' header, followed by a news item titled 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' with a sub-headline 'Congratulations to the Top POS collectors for the month of January 2017!' and a link to 'View results on this PDF'. Below the news item is a photograph of three women in a call center setting, with the text 'How can we help?' overlaid. To the right of the main content is a 'Have a Question? Ask us!' section with an email icon, and a 'QUICK LINKS' section listing various resources like 'Guide to Patients Rights', 'UH Inpatient Handbook', 'CC Inpatient Handbook', 'Insurance Cheat Sheet', 'Upstate Connect', 'Participating Provider List', 'Interpreter Services', 'Secure Payments', and 'Parking Validation'.

- **Tips and Tricks: Outlining approved workflows**
- **PAS Newsletter: Including updates and Registration Tips**
- **PAS Bulletins: Highlighting specialized desk procedures**
- **Policies: Link to intranet policies**
- **Insurance Links: Insurance Websites with instructions on navigating**
- **Insurance Cheat Sheet: Overview of insurance entry rules**
- **Point of Service Resources: Co-pay collection tools and scripting**
- **Have a Question? Ask us!: Email hyperlink to request information from Performance Improvement Team**
- **UH Inpatient Handbook: Hospital guides with information specific to site**
- **CC Inpatient Handbook: Hospital guides with information specific to site**
- **Interpreter Services: Link to Interpreter and Patient Communication Services**
- **Participating Provider List: includes a list of participating insurances**
- **Training Resources: Sign-up for Lunch and Learn Sessions. (If unable to attend, complete by Blackboard)**

# Training Resources

Did you know that in addition to the PAS Website, resources can be found on the Patient Access Learning Home Dashboard. The dashboard allows easy access to resources. If something could not be found on the dashboard, the PAS website is easily accessed by scrolling to the bottom of the page.

Nice feature to use is the BCBS pre-fix list. To access just follow the steps listed below:

- 1) Click on Insurance Links found under Quick Links
- 2) Insurance sites will populate
- 3) The BCBS Prefix List is the first one listed

The image shows a screenshot of the ADT Patient Access Learning Home Dashboard. The dashboard is divided into several sections:

- What's New:** Contains two posts. The first is titled "Epic 2017 Upgrade" with a link to "ADT PAS PowerPoint" and a date of "Wed 10/11 02:53 PM - Roman J Danyew". The second is titled "New SUB" and discusses a new field in the registration workflow titled "Gender identity" effective 10/1/2017. It includes a link to "http://epic.upstate.edu/documents/intra/sys" and another link to "http://epic.upstate.edu/documents/intra/pre". The date is "Mon 9/25 11:45 AM - Roman J Danyew".
- Resources by Category:** A list of categories with expandable arrows: Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** A section with a red box around the "Insurance Links" and "Upstate Links (new window)" options.
- Quick Links (Expanded):** A section showing a list of insurance links under the "Insurance Links" category. The "BCBS Prefix List" is highlighted with a red box. Other links include Cigna, Excellus, Fidelis, GEHA Federal Employees Insurance, GHI, Humana, Medicaid EmedNY (Medicaid) ePACES, MVP, New York State Workers' Compensation, POMCO, Tricare, United Healthcare (can use NaviNet), and WellCare.

Below the dashboard is a section for the "PAS Website". It features the Upstate Medical University logo and the text "State University of New York Patient Access Services". The navigation menu includes: Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage. There is a search bar with the text "Search Upstate's Intranet" and a "More Search Options" link. The search bar also has radio buttons for "Web Pages" and "People".