

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

Departmental Updates

January 2019

2019 Point of Service Collections Initiative Kaniesha Mason

Patient Access Services is working diligently on increasing Point of Service and hospital balance collections using technology and better resources. With each new year, patients are responsible for new deductibles and co-insurances. Teaching the front line staff to identify patients with higher out of pocket balances has proven to be good customer service, helps educate our patients on their benefits, and prepares them for their high dollar medical expenses.

You may be asking how we plan on increasing our collections. Over the past year we've worked closely with IMT to help streamline our processes. Although we have several projects pending, below are some that have been finalized:

Expanded Estimate Template build- Today we have over 72 inpatient & outpatient procedure estimates developed. Estimates are part of our Pre-Service workflow where patients are pre-registered and benefits verified prior to the date of service for some scheduled services

Standardized Benefit Collection process- PAS Training will take place early 2019 to standardize where benefit information will be documented within the Verification & Pre-Services workflows

ED Track board copay amounts- Following the EMTALA rules, IMT helped pull co-pay information onto the ED track board for registrars to follow up on after the consultation with a physician

Mandatory POS Training- PAS is hosting a mandatory training for all registrars to learn about the revenue cycle and importance of collecting prior to or at the time of service. Dates and times are listed in the "Bring Your Lunch & Learn" section of this newsletter. This will be a great opportunity to learn how to ask the patient for money, and will provide an overview on PAS Point of Service collections using a special guest and our internal top collectors

Refinement of Work Queue's- We continue to enhance our Pre-Service work queue's. We now have the ability to see patient balances resulting from estimates that can be sorted by high dollar in attempt to collect as a priority

Customized Reports- worked closely on developing reports that are readily available at the fingertips of our registrars to track their collection success rates as well as dollars collected. This has created a healthy competition in some areas and attributed to an increase in collections

With all of our point of service collection efforts, we intend on continuously providing excellent customer service and using judgement when approaching patients. The front line staff in PAS is doing a stellar job with increasing the percentage of the number of accounts that we are collecting on in some areas. Our top collectors from all areas are featured in our monthly newsletter. PAS management is looking forward to seeing an ongoing positive trend.

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Registration Tips:

- Be sure to **never link** the patient and guarantor address for an **inmate**
- Commercial insurance coverage should not be added under **TPL/WC** guarantor types
- Scan both **front and back** of insurance cards
- The effective date for a **workers compensation** is always the date of the accident
- Be sure to check the **photo image** on file at time of registration
- Reminder that if a patient is **self-pay** (does not have insurance) it is not necessary to value the insurance field in the document table
- Do not forget to look in the document table to see if a previous Health Care Proxy has been completed
- If a health care proxy was previously completed and scanned in the table, then value the **HCP Acknowledgment Field** with a **Yes**
- Be sure to review the **HCP information** that is on file with the patient at each visit
- When working in **Peds After Hours** be sure to change the patient class from **Emergency to Clinic**

Bring your own Lunch & Learn Sessions

Topic: POS Collections

Monday 1/28 @ 12:00 CG Community Rm
Basement Floor

Tuesday 1/29 @ 12:00 Galleries 4th Floor
Cayuga/Seneca Room

Wednesday 1/30 @ 2:00 C1076 A/B
Cancer Center



Chat with a
Representative

Chat Now

Bariatric Surgery Program @
Upstate

Webchat function

MD Direct and the Upstate Connect Call Center have been chosen to be the first line of contact when prospective patients are researching Upstate's Bariatric Surgery Program and would like to chat online with a representative.

Questions can be answered via webchat with our office where we can provide general information, assist with navigation of the webpage, as well as registration for a free weight loss seminar offered by the program.

We are excited to jump on board this opportunity, teaming up with the Bariatric Surgery Program by providing excellent customer service to members of the community that show interest in options for a healthier lifestyle.

Quote of the Day

“The only limit to our realization of tomorrow will be our doubts of today.”

—Franklin D. Roosevelt

Staff Kudos

Nice compliment for **William Primes**

Submitted by Otencia Hanley

A patient and her partner came to my desk to share feedback about Will Prime's registration. The partner was overjoyed that Will was such great help particularly in assisting them with the Health Care Proxy form.



Nice compliment for **Dan Shephard** Patient Access Ambassador from Linda Naples in Fiscal

Submitted by Lisa Gaspe

Last week Dan called me regarding an Amish family that was in the hospital. I can't recall the last name. Dan was up at the tree house and the Amish family went up there looking for me. Dan called me and acted as the in between person as the father did not want to use the phone.

I just wanted to tell o that he did a great job and I really appreciate that he showed patience and understanding.

Please tell him I said thank you. Once ,an Amish family leaves it is very hard for me to communicate with them and I appreciate Dan staying on the phone and repeating everything that I was saying.



Staff Kudos

Nice compliment for **Bernard Smith**

Submitted by Renee DeVesty

I am writing to let you know of an exceptionally positive experience I had at the Community Campus with one of your Patient Access Representatives, Mr. Bernard Smith.

I had to bring my elderly 89-year old mother in to the Emergency Room for treatment for stomach pain on a Saturday afternoon a few weeks ago. Mr. Smith was at the admission desk and was our first point of contact. The MOMENT we walked up to his window, he jumped up and went to get my mother a wheelchair. Honestly, I said nothing to Mr. Smith, he just immediately anticipated her discomfort and he sprang into action! This support and assistance was so truly appreciated due to her pain and frailness, and was also incredibly helpful as he proceeded to check her in to the system.

Mark - anticipating the needs of our patients and making them as comfortable as possible is so vital to our reputation. We encountered multiple staff members in the unit that day and none were as courteous, respectful or as accommodating as Mr. Smith was to my mother. He's an outstanding employee and I am hoping he can be recognized for his efforts to go ABOVE AND BEYOND for our patients, especially the elderly population!

Wishing you and your team a warm and wonderful holiday season!

Renee :)

Renee DeVesty

Administrative Assistant

Upstate Medical University

Office of the President, Strategic Affairs



Highlighted monthly will be Press Ganey Survey results



PRESS GANEY

Randi Proctor-comment patient made-"Randi from the front desk was very helpful & friendly. As I entered the hospital, she took me over to the ER to make sure I got started off"



The Ambulatory Call Center Team Leaders had a staff contest for the month of November measuring specific Amtelco stats, called Turkey Trott.

The race started on Oct 15th and finished on Nov 16th. Results were calculated daily with everyone moving 1 step for hitting the Amtelco goal and an additional step for each % beyond that goal.

And the winners are:

Monica Clemons-Vincent for the lowest Disconnect %

Mary Wagner for the highest Log on %

Each winner received a Turkey.

Thanks to all.

Sue Romano

Team Leader Ambulatory Call Center



Big Thank You to **Tricia Eldred** from Sharonda Jackson

Sharonda writes we now have BCBS VYT/VYB prefix and BSBS Michigan being sent over automatically to the insurance companies giving notification and WE no longer have to do it

YOU ARE THE BEST !! I'm SO HAPPY !!!

Sharonda Jackson

Pre-services Coordinator



Nice Compliment for **Shannon Keene**

Submitted by Lisa Gaspe

Good morning folks. I was in the hospital this past week visiting a sick family member and had the opportunity to witness first hand Shannon's excellent customer service at work. While I was waiting in line to get a room number for my relative, Shannon professionally responded to another visitor a head of me in a most courteous manner. I was not sure what the visitor's issue was, but Shannon was able to resolve the visitor's issue in a calm and gentle manner.

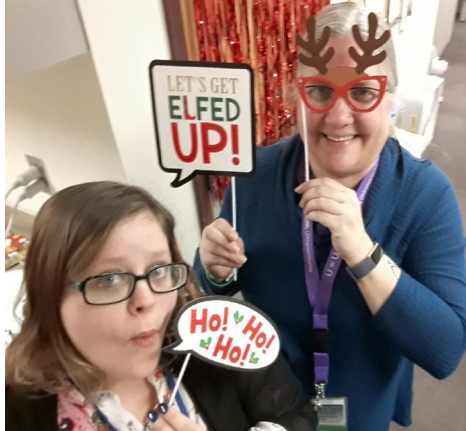
I personally acknowledged her demeanor and asked for her name to share this experience with you as I thought you would I like to know what I observed. She does not appear to be a very long term employee, but is very good at her job!

John Farruggio

HR Benefits Manager

A Patient Access Christmas

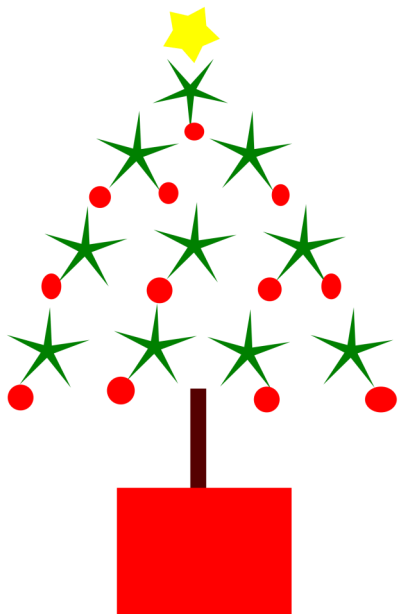
2018



The PID/Float Team Christmas Party

2018

Painting With a Twist



A Patient Access Christmas

2018

Ugly Sweater Contest Winners



Way to go!

Top POS Collectors for the month of December

Community ED –Registration Top Collectors

Donna Conte.....Collected on 40 accounts (\$3,640)

Hayam Khalil.....Collected on 22 accounts (\$2,140)

UH ED-Registration Top Collectors

Atalya Green ...Collected on 43 accounts (\$5,590)

James Huba.....Collected on 18 accounts (\$1,840)

UH Central Registration Top Collectors

Mary Hoare.....Collected on 68 accounts (\$6,707)

Debra Craft.....Collected on 64 accounts (\$1,431)

CG Central Registration Top Collectors

Zainab Dougherty.....Collected on 65 accounts (\$6,576)

Lorraine Franklyn...Collected on 53 accounts (\$3,509)

Float Pool Registration Top Collectors

Curtis Scrivens.....Collected on 97 accounts (\$8,985)

Jackie Pilon.....Collected on 88 accounts (\$7,869)

NOTE: December was an all time high month for collections over-all and the highest month ever for the EDs.



Announcements

Open Positions:

Ambassadors:

3 HPSC1's

3.5 Temp

Central Registration:

(2) HPSC1s

Pre-Services:

1 SL2 Verification TL

ED Reg:

1 HPSC2 Reg Super

7 HPSC1's

2.5 Temp

Admitting/UH Verification:

1 SL2

Upstate Connect:

(1) SL1 Call Center

(2) 50% SL1's Call Center

CG Switchboard:

(1) Clerk 1

1 Temp

Amb Call Center:

1 SL 2

2 Temps



Announcements



January Birthdays:

Walter Muraca	1/6	Admitting
Dustin Adams	1/7	Data Services
Marci George	1/7	Ambulatory Call Center
Latischa Brooks	1/10	Ambulatory Call Center
Andrea Luce	1/12	Performance Improv
Chaunice Drummond	1/17	Ambassador
Tamara Guinta	1/27	ED Registration
Ann David-Salati	1/28	Verification
Michael Francis	1/28	ED Registration
Angela Galutz	1/28	Ambassador



Welcome to the following new employees:

Christine Hebert Verification

Leah Roth UH ED Reg

Susan Green-Smith Peds After Hours CG



MOVERS & SHAKERS

Tiffany Guinta moved from Ambassadors to UH ED Reg

Nitchaborie Jones will be transferring from Central Reg to UH ED Reg

FYI-ED Manager's office has been temporarily relocated to the 3rd floor UH Rm 3710

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', and 'Training Resources'. The main content area displays a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement with a link to 'View results on this PDF'. Below this is a photograph of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with links to '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 two screenshots from a web browser. The top screenshot is the 'ADT Patient Access Learning Home Dashboard'. It features a navigation sidebar on the left with icons for home, refresh, settings, add, and a taskbar. The main content area is divided into three columns: 'What's New', 'Resources by Category', and 'Quick Links'. The 'Quick Links' section is highlighted with a red box and contains a sub-section for 'Insurance Links' with a red box around it. Below this, a list of insurance providers is shown, with 'BCBS Prefix List' highlighted in a red box. The bottom screenshot shows the 'PAS Website' header, which includes the Upstate Medical University logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for the intranet.

ADT Patient Access Learning Home Dashboard

What's New

Epic 2017 Upgrade
Link: [ADT PAS PowerPoint](#)
Wed 10/11 02:53 PM - Roman J Danyew

New SUB
Effective 10/1/2017 there is a new field available in the registration workflow titled Gender identity that should be updated by registration whenever a patient voluntarily states their gender preference.
Link: <http://epic.upstate.edu/documents/intra/sys>

In addition to the Gender Identity for transgender patients, you should also capture their Preferred Name - see the attached link for details on the preferred name field.
Link: <http://epic.upstate.edu/documents/intra/pre>
Mon 9/25 11:45 AM - Roman J Danyew

Older posts

Resources by Category

- > Demographics
- > Guarantor
- > Coverage
- > Reg Process
- > ED
- > PEDs
- > Bed Board
- > Auth/Cert

Quick Links

- > Insurance Links
- > Upstate Links (new window)

Quick Links

Insurance Links

-- If there is an insurance site which is not listed here, open your browser and go to the Insurance Links page on the PAS Webpage --

BCBS Prefix List

- 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)
- WellCare

> Upstate Links (new window)

PAS Website

INTRANET

Upstate Patient Care Academics Research Library Locations HR Groupwise iPage

UPSTATE MEDICAL UNIVERSITY State University of New York Patient Access Services

Web Pages People

Search Upstate's Intranet

More Search Options