

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

**Departmental Updates**

**February 2019**



## GUEST SERVICES UPDATE

The University Hospital main lobby construction is moving along quickly now. From March 1st to ~May 1st admitting and registration will relocate to the west wing in the space near the new pharmacy that's undergoing renovation today. The renovation is on target to be completed by the end of this year.

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## Registration Tips:

- Under patient contacts be sure to complete both ***Emergency Contact*** and ***Permission to Discuss Fields***
- All ***insurances listed*** on the IFS must also have an ***insurance card scanned***
- Capture all ***phone numbers*** for the patient including ***area code***
- Enter the name of the ***insurance*** in the documents table for the ***corresponding insurance card***
- Know the difference between ***Illness*** and ***Injury*** when completing the ***claim form***. ***Allergic reactions*** and ***overdoses*** are considered ***injuries*** on the claim form
- Never use ***Outside Provider*** as the ***PCP***
- If loading a ***Generic Insurance*** always include a billing address
- Never compromise the integrity of a registration. A thorough registration includes updated demographics, insurance, and Point of Service Collections

Bring your own Lunch & Learn Sessions

Topic: POS Collections Hands on (Part II)

Wednesday 2/27 @ 12:00 CG Library

Thursday 2/28 @ 2:00 Weiskotten Hall

Library Computer Room 222 C

Happy  
Valentine's  
Day

### Quote of the Day

"If you can dream it, you can do it."

—Walt Disney



**Just a  
reminder...**



You can contact the PID (Performance Improvement Division) Team line at **4-5562** for registration assistance.

Hours of operation are 7:00 am to 4:30 pm with voicemail box available.

*This line is to be used for routine registration questions.*

# Staff Kudos

## Patient survey complimenting **William Works**

### Pre-Admission Testing Patient Satisfaction Survey

Please rate the services you received from our facility. Fill in the circle with the answer that best describes your experience. **If a question does not apply to you, please skip to the next question.** Space is provided at the end of the survey for you to comment on your visit.

SURVEY QUESTION	RATING SCALE				
	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
1. Degree to which you were treated with courtesy/respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2. Explanation the nurses gave you about what to expect during your visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. Explanation the nurses gave you about pre-operative instructions (i.e. any special bathing), and when and where to go the day of surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. Degree to which nurses addressed your questions and concerns related to your upcoming procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. Degree to which the Anesthesia provider addressed your questions and concerns related to your upcoming procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. Explanation the Anesthesia provider gave you of the various anesthesia options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. Our concern for your privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Response to concerns/complaints made during your visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
9. Speed of the Pretesting (or visit) process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
10. Did you receive a confirmation / instruction phone call prior to your appointment with us today?	Yes <input checked="" type="radio"/>		No <input type="radio"/>		
11. Do you feel you were kept waiting longer than necessary, before or during your visit?	Yes <input type="radio"/>		No <input checked="" type="radio"/>		
12. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care you received?	Worst care possible: 0 1 2 3 4 5 6 7 8 9 <u>10</u> Best care possible				

Comments:  
*and he made me laugh and smile which is quite a challenge.*

Did anyone impress you during your visit?  
 Yes  No

If yes, please tell us who and why:  
*Bill was a bright spot in my morning! I'm not a morning person.*

Patient's Name (optional):  
*Khonda Hoffman*

Telephone Number (optional):  
*315-345-4736*

Date: *1/3/19*



## Patient survey complimenting **Mary Hoare**

### Pre-Admission Testing Patient Satisfaction Survey

Please rate the services you received from our facility. Fill in the circle with the answer that best describes your experience. **If a question does not apply to you, please skip to the next question.** Space is provided at the end of the survey for you to comment on your visit.

SURVEY QUESTION	RATING SCALE				
	VERY POOR	POOR	FAIR	GOOD	VERY GOOD
1. Degree to which you were treated with courtesy/respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
2. Explanation the nurses gave you about what to expect during your visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
3. Explanation the nurses gave you about pre-operative instructions (i.e. any special bathing), and when and where to go the day of surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. Degree to which nurses addressed your questions and concerns related to your upcoming procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
5. Degree to which the Anesthesia provider addressed your questions and concerns related to your upcoming procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
6. Explanation the Anesthesia provider gave you of the various anesthesia options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
7. Our concern for your privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
8. Response to concerns/complaints made during your visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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12. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care you received?	Worst care possible: 0 1 2 3 4 5 6 7 8 9 <u>10</u> Best care possible				

Comments:  
*Everyone was nice and professional.*

Did anyone impress you during your visit?  
 Yes  No

If yes, please tell us who and why:  
*Mary receptionist was very helpful, patient and happy to assist in getting all info.*

Patient's Name (optional):  
 \_\_\_\_\_

Telephone Number (optional):  
 \_\_\_\_\_

Date: \_\_\_\_\_



# Staff Kudos

Highlighted monthly will be Press Ganey Survey results



**Donna Conte**-comment patient made-" Not feeling well and entering the ER it was important for me to feel I was going to be taken care of and the person taking my information was a BIG smile for me. She made me feel that I was in good hands as soon as I approached her window. "

**Nicole Pierce**-Staff member answered any question I had regarding insurance and went out of her way to look into a problem I had.

**Shayla Kaltenborn**- The two triage folks, and the young lady as the insurance representative staff I found to be very personable and respectful.

**Brett Parsons**-Patient wrote "got right in with very little wait. Very kind registration staff"

Kudos for **Diane Mills**

Submitted by Linda Naples

Linda writes- Diane went above and beyond what I asked of her. As a result, I was able to be very helpful to the patient.

Thanks Diane!



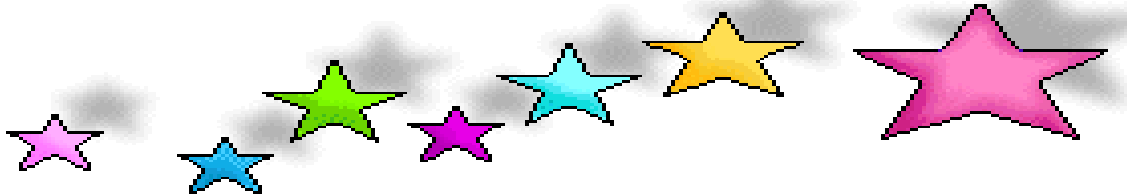
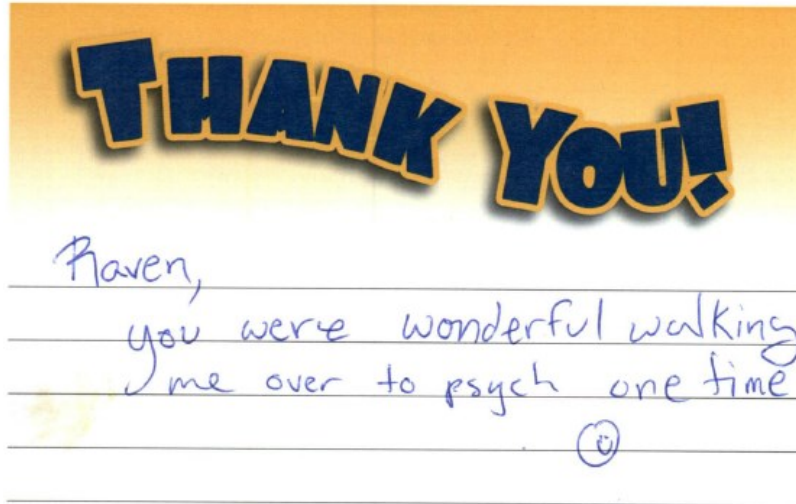
Nice compliment for **Asia Betton**

Submitted by Sue Romano, Team Leader Ambulatory Call Center

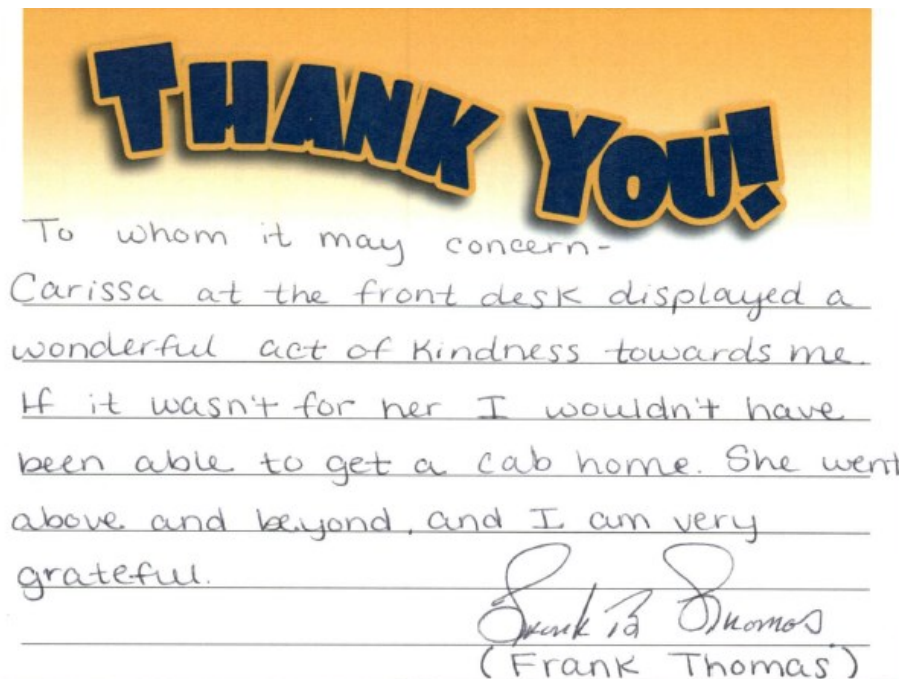
While I was at Neurology today with Elizabeth, I was asked about Asia. I told the staff there that she was a new member of our Team. They said they love her work. She has excellent documentation, and great routing. They think she is doing a great job? FYI –she was trained by Debbie!

# Staff Kudos

Nice compliment for **Raven Banks** from a patient.



Nice compliment for **Carissa Albahm** from a patient.



# Staff Kudos

*Congratulations!*



**Newly Certified Health Access Associates:**

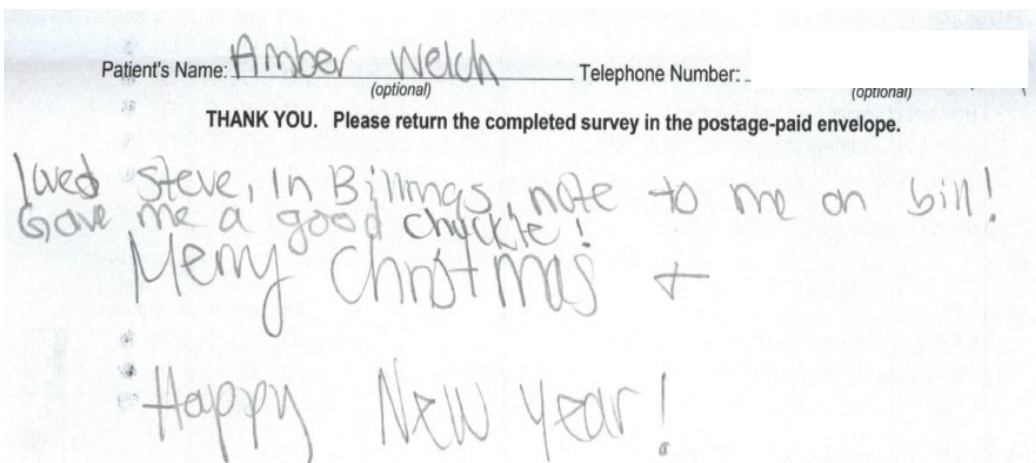
Congratulations on passing the CHAA Exam

**Mary Hoare**

**Steve Johnson**

**Reime Drazek**

Nice compliment for **Steve Johnson** from a patient





## Award Recipients



The 3rd annual Recognition Luncheon will be held on February 13th . The following individuals are being recognized for consistently meeting the Patient Access quality standard of 95% or greater (manual QA) or 95% Registrations without Bypassed Warnings (automated QA) and reached 80% or better POS Collections success rate.

**Debra Craft**

**Monique Crawford**

**Sandra Crawley**

**Zainab Dougherty**

**Reime Drazek**

**April Fairbrother**

**Lorraine Franklyn**

**Mary Hoare**

**Vlora Hoxha**

**Dawn Johnson**

**Steve Johnson**

**Susan Kehrer**

**Cora Levetere**

**Justina Luis**

**Jackie Pilon**

**Randi Proctor**

**Ed Rios**

**Curtis Scrivens**

**Victoria Watts**

**William Works**





The HIC# field under the traditional Medicare plan in Epic was removed. There are still issues with it displaying on the IFS if it was previously valued.

HIC # field does not need to be updated to the MBI# on traditional Medicare coverage.

Do not initiate RTE solely for the purpose of having the response update the HIC# field.



### VA Choice and PCCC Programs

We have recently been informed there has been a 6 month extension on the **VA Choice and PCCC programs**. Because the programs are being administered through a different party (now TriWest) a new plan is being created in Epic. The plan will be called **VA Choice PC3**.

**More to come!**

If one of your goals for 2019 is to become **NAHAM**-certified patient access professional, now is the time to take action! The application deadline for the January testing window has recently passed, but the application deadline for the April exam is **February 28th**.

Talk to your supervisor to learn more about how to sign up for the exam or go to the **[naham.org/certification](http://naham.org/certification)** site for additional information.





# Way to go!

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

### Community ED –Registration Top Collectors

Donna Conte.....Collected on 40 accounts (\$3,965)

Laura Hand.....Collected on 13 accounts (\$1,240)

### UH ED-Registration Top Collectors

Jim Huba.....Collected on 17 accounts (\$1,785)

Ataliya Green.....Collected on 16 accounts (\$2,650)



### UH Central Registration Top Collectors

Deb Craft.....Collected on 102 accounts (\$2,705)

Mary Hoare.....Collected on 55 accounts (\$12,335)

### CG Central Registration Top Collectors

Lorelle Ash.....Collected on 97 accounts (\$7,630)

Lorraine Franklyn.....Collected on 94 accounts (\$20,678)

### Float Pool Registration Top Collectors

Jackie Pilon.....Collected on 37 accounts (\$1,223)

Curtis Scrivens.....Collected on 29 accounts (\$4,132)

### Pre-Services Top Collectors

Ann David-Salati .....Collected on 17 accounts (\$4,724)

Patty Dubrule .....Collected on 8 accounts (\$4,492)

**Congratulations to Steve Johnson (Insurance Benefits Specialist), for exceeding his monthly goal of \$50,000 !!!!!**

**Great job to all !!!!**



# Announcements

## Open Positions:

### Ambassadors:

2.5 HPSC1

2 Temp

### Central Registration:

(3) HPSC1s

1 Temp

### Pre-Services:

1 HPSC2

1 TH Staff Asst 1

### Upstate Connect:

(3) TH Staff Asst 2 (2 in Call Center & 1 in Data)

2 50% TH Staff Asst 2

### ED:

1 HPSC2

6 HPSC1 (100%)

4 50% HPSC1

### Amb Call Center:

2 TH Staff Asst 2

### CC/Peds After Hours:

1 80% HPSC1



# Announcements



## February Birthdays:

Gail Craig-Thompson	2/8	CG Ambassador
Ronette Owens	2/11	CG Ambassador
Bridget Dooher	2/12	Central Registration
Jackie Pilon	2/18	Float Pool Registrar
Taressa Smith	2/23	MD Direct
Cheryl King	2/24	Central Scheduling
Michelle Stine	2/26	UC Call Center



## Welcome to the following new employees:

Terryonna Steward	Amb Call Center
Michael Compton	Amb Call Center
Danielle Jones	Amb Call Center
Shante Taylor	CG Switchboard
Shirley Roberts	UH Ambassador
Marnique Rogers	UH Ambassador

No MATTER  
how long the winter,  
SPRING  
is sure to FOLLOW.  


## MOVERS & SHAKERS

Mikiesha Judge will be leaving Upstate  
Kristen Huntley will be leaving Upstate



# 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