

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

Departmental Updates

June 2019

Developing Future Leaders

Shelley White, MS. CHAM, FACHE

Where do you want to be in the next 5 years?

Have you thought about that question? Do you want a position with growth and opportunity? There are so many avenues at Upstate for ongoing development and growth. Even in our division we have many leaders that started working at Upstate as a temporary agency employee and worked their way up to where they are now. We supported staff with ongoing education. Upstate also has numerous programs at no cost and programs to help with tuition.

[Upstate Professional Development Resources](#)

Talk with your supervisor to share your goals. We can help you clarify your career path and find opportunities for you to get the knowledge and experience so you're ready when the next opportunity appears within our division or elsewhere within Upstate.

"I start with the premise that the function of leadership is to produce more leaders, not more followers." - Ralph Nader

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Registration Tips:

- Under patient contacts be sure to complete both ***Emergency Contact*** and ***Permission to Discuss Fields***
- Be sure to check the ***photo image*** on file at time of registration to make sure it is both ***visible*** and ***legible***
- Make sure to capture the patient's ***preferred name*** if one is mentioned
- The ***Alt Subscriber/Member*** name fields should not be filled in ,when no discrepancy shows on RTE
- Remember to ask for an ***email address*** for the patient
- If the patient has more than ***one insurance coverage***, make sure ***all cards*** are scanned and labeled in the document table
- Do not ***link the address*** if the patient and guarantor aren't the same



Trivia Corner -test your knowledge monthly

If the patient has a completed DNR on file, would the Health Care Proxy Acknowledgement be a yes or a no ?

Answer is found on page 9 of the newsletter

June Bring your own Lunch & Learn Sessions

Topic: Patient Experience

There will be mandatory sessions in June covering the topic of Patient Experience.

Dates to be announced.



Quote of the Day

Customer service is not a department,
it's everyone's job.

Author unknown —



Staff Kudos

Congratulations to **Hayam Khalil**- On behalf of ED Leadership, a heartfelt thank you is extended.

Hayam

Hayam, your peers were asked to select an individual who they thought should be recognized for just being awesome and they chose you! Thank you for being a great role-model! I endorse all of the wonderful sentiments that were expressed below. Keep up the good work Upstate Star. ~ Otencia on behalf of ED Leadership

Hayam is a delight to work with, always friendly, helpful and caring ~ *Deanna Corde*

I appreciate Hayam's positive attitude and friendliness - Dusti Thomas

Here is my note about my appreciation for Hayam. She is a great person to work with, always helpful in showing me how to learn new things at work and is fun to work with during a shift just by making a busy or stressful shift go by faster by talking and making each other laugh. She also leaves me little random treats etc, one day it will be jello, some other time it will be a cookie or something just for the heck of it and never knowing when or what I am going to get! Also giving us Christmas candy when not even celebrating the holiday! I have a blast when I work with Hayam and enjoy working with a great co worker/friend! Congrats Hayam!!!! Thanks for being awesome!!! :) ~ *Laura Hood*

Hayam has been there for me since day one. When I first started here at Community she was always there helping me learn the ropes and understand the process. I'll always be grateful for the kindness and hospitality she's showed me! ~ *Derek Markle*

A dependable, hardworking, and dedicated individual. Hayam is always there to answer questions and assist her co-workers. — Lori Covington

Great job Hayam! * *Philip Carpenter*

I chose Hayam for our Oscar Nomination because she inspires me with her hard work and dedication. Hayam is a great team player and very knowledgeable. She will help you in any way to make our department function properly. We are blessed to have her. Congratulations my sister! *Bonnie Smith*

Hayam, being recognized by your co-workers says a lot about your character. A manager or supervisor says nice things here and there and that's because we have to. It's part of our job....But when people you sit with all day long do this, it is very special. I absolutely think your co-workers got it right. You are a very thoughtful employee and your work and character are very much appreciated. ~ *Mark*

Staff Kudos

Nominate A Star



Submitted by Cheryl King recognizing **Kathy Libby Mcanulty** for her professionalism.

5/2/19

To: Kathy

I have already rec'd out standing positive feedback about you from other areas outside offices! Your courteous professionalism really stood out to them & they wanted to be sure I was made aware!

Thank you!! You Rock! Keep Up the Great Work!
UPSTATE MEDICAL UNIVERSITY
From: Cheryl



IMPORTANT NOTICE

THE SIGNIFICANCE OF HAR NOTES



The HAR is used to keep track of charges, payments and adjustments related to hospital billing. It is usually specific to a single patient encounter and must be linked to not only a single patient but also a single guarantor and allows an entity to bill for hospital services. HAR notes are added to provide additional documentation to an account. These notes can assist with billing to provide them with the necessary information to get a claim processed in a timely fashion. If there are questions regarding an additional payor that an RTE response returned, we can add a note explaining if the coverage being reported is/is not relevant to the account.

Indications that a HAR note needs be added:

1. The patient has Medicare Part A only and no secondary coverage
2. The RTE response is returning a mismatch that you are unable to correct (Ex. incorrect DOB or gender)
3. A coverage needs to be added to the account for denial for Medicaid to pay (Ex. RTE is reporting Excellus as an additional payor and coverage is no longer valid)
4. Any Medicaid exceptions (Ex. *No Coverage-Excess Income* or *Medicare Coinsurance Deductible Only*)

HAR notes can be added at any point during the registration process and should be detailed, clear and concise. They should be kept professional and you should keep in mind that others are reading your notes. Billing, Finance and whomever else may be involved with the specific patient account will be able to view what was entered.

We have noticed an increase in registrars documenting the accounts which is encouraged, however, many notes are being placed in the wrong location. It is imperative that all notes be placed in the **Hospital Account Notes** section of the account and **NOT** the **Add Account Note** that is attached to the guarantor. When the note is added to the guarantor, it only stays with that particular guarantor and does not stay with HAR therefore no one will be able to view any important notes pertaining to the account going forward and may result in a rejection or denial of the claim.



If you feel that anything in particular should be addressed further or has the potential to be questioned, document it in the Hospital Account Notes (HAR). It is better to be safe than sorry and it will alleviate having to answer questions or possibly risk receiving an error or worse, having a claim denied for something that was not properly addressed during the registration. No one will question you adding a HAR note but you may be questioned as to why you did **NOT** add one.



The Advocates for UMU 2019-20 Nellie Hurley scholarships for tuition and related expenses assistance are awarded to active employees and active adult volunteers pursuing undergraduate studies in an accredited institution in any health-related field and who meet eligibility criteria. Applications are being accepted until 12:00pm on June 28. More details and application forms are available on The Advocates' website or by contacting Jonathan Adler.



BREAKFAST ANYONE?

Department leaders volunteered to serve an early breakfast to guests of the Samaritan Center. Pictured from the left: Mark Geremia, Carol Andrews, Megan Carey, Jody Williams, Shannon Austin. Not pictured: Jewel Hunter & Shelley White

~~GREAT~~
Good things
come to those
who wait.
DON'T

Way to go!

Top 10 POS Collectors (listed by number of accounts) for the month May (as of noon 5/31):



Steven JohnsonCollected on 113 accounts (\$43,815)

Lorelle Ash.....Collected on 95 accounts (\$10,544)



Debra CraftCollected on 78 accounts (\$2,238)

Ben Blyther.....Collected on 76 accounts (\$18,522)

Lorraine Franklyn.....Collected on 76 accounts (\$10,842)

Mary Hoare.....Collected on 61 accounts (\$7,326)

Zainab Dougherty.....Collected on 52 accounts (\$15,751)

Courtney Glouse.....Collected on 51 accounts (\$31,536)

Meghan Snyder.....Collected on 43 accounts (\$6,655)

Lori Covington.....Collected on 42 accounts (\$6,070)



Announcements

Open Positions:



TAKE
A
LOOK

Ambassadors:

2.5 HPSC 1

5.0 Temp

Central Registration:

4.0 HPSC 1

ED REG:

1.0 HPSC 2

7.0 HPSC 1

1.5 Temp

CG Peds After Hours:

1.0 HPSC 1

Bed board:

1.0 Temp

UC Call Center:

2.0 Call Center Reps

1.0 Temp Call Center Reps

Ambulatory Call Center:

1.0 Call Center Rep



Make that job yours

Announcements



June Birthdays :

Tiffany Jennings	6/1	Cen Scheduling
Shannon Keene	6/1	Ambassador
Linny Hernandez	6/5	Inpat Verification
Loretta Owens	6/6	Bedboard
Shante Taylor	6/6	CG Switchboard
Robin Gilfilian	6/8	Performance Imprv
Kadeisha Lindo	6/10	Amb Call Center
Cora LoVetere	6/10	CG PAS
Brenda Passardi	6/10	Performance Imprv
Diane Mills	6/15	Pre Services
Charles Hickey	6/19	Central Reg
Harmony Mantor	6/19	Central Reg
Carol Andrews	6/23	Dept Secretary



**A BIG WARM
WELCOME**

Welcome to the following new employees:

Crystal Brundage	Central Reg
Perstephanie Dexter	ED Reg
Esther Owusu	ED Reg
Tom Sekovski	UC Call Center
Tazjanea Peterson	UC Call Center
Brandon Brooks	Ambassador



MOVERS & SHAKERS

Shannon Burley taking State position in UC Call Center

Harmony Mantor moving to Inpatient Verification

Justina Luis moving to Florida

Kia Wagner moving to part time in UC Call Center

Trivia Answer:

The Health Care Proxy should be answered No. The Health Care Proxy Acknowledgement would be a yes only when an HCP is completed and on file. .

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 a smiling woman on a phone call, 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:** Lists various categories with expandable arrows: Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** A section highlighted with a red box, containing "Insurance Links" and "Upstate Links (new window)".
- Quick Links (Expanded):** A second section showing a list of insurance providers under the "Insurance Links" category. The "BCBS Prefix List" is highlighted with a red box. Other providers listed 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", and "iPage". There is a search bar for "Search Upstate's Intranet" with radio buttons for "Web Pages" and "People".