

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

Departmental Updates

August 2019

Quality Matters

I am delighted to share some of the upcoming initiatives we are working on in the very fast-paced Ambulatory Call Center!

Here are just a few:

Customer Service Training- A new training package has been arranged to assist call center staff. Of course, we will continue to enjoy the insight offered by the Service Skills Telephone Doctor training videos, but additional resources have been created to ensure we are consistently providing excellent customer service. A few of the tools include: a fold up customer service tip sheet designed for quick reference, bulletins on telephone etiquette, as well as an in-depth power point customized to provide real scenarios the staff may encounter at any time. This workshop will be interactive and fun! Stay tuned- Brenda will begin training by the end of the summer.

Quality Assurance- Collaborating with the Upstate Connect Data Team, the Ambulatory Call Center Leadership will begin using the Quality Database to monitor performance and provide feedback to the agents. Data services will isolate a determined amount of calls per agent and audit the chosen call recordings, specifically looking for outlined elements of customer service. Once their part is complete, the Team Leaders in the call center will review the EPIC encounters for accuracy based on each departments established outlines. Staff will receive a monthly scorecard similar to the one registrars are currently receiving.

Utilizing the Database will allow the Ambulatory Call Center staff to receive monthly feedback, outlining strengths or potential weaknesses for growth and ongoing development of skills.

Enhanced Kronos- Version 8.0 has many more functions including, submitting time off requests electronically, while specifying the accruals and amount of time available. Staff will be able to view and request overtime shifts, review schedules, manage time cards, and for those that float to other areas, view assignments.

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Registration Tips:

- Label the name of the **payor** on the insurance card in the **Document table**
- Remember to create a **TPL Guarantor** when a motor vehicle accident is involved
- Remember to always ask and complete the **Travel Questionnaire**
- Keep in mind when you come across **Medicare QMB**, (Qualified Medicare Beneficiary), you must also run **Medicaid**
- Front Desk users do not add commercial insurance coverage under **TPL** or **WC** guarantor types
- Use **Override Query** function whenever RTE is down for RTE enabled payors
- For **Patient Contacts** please indicate Yes or No for both the **Emergency Contact** and **Permission to Discuss**
- When multiple body parts are injured in an accident, always select **Multi-trauma** in the body part injured field

No Lunch and Learns Scheduled in the Summer months



Quote of the Day

“ To the world you may be one person; but to one person you may be the world.”

——Dr. Seuss

Important information



Excellus new website is slated to go live on August 3rd. **Note;** the first time any staff log in after the go live, they will have to update their password.



Name Standardization Policy Change

There is a revised policy on Name Standardization for one-word legal name. Epic requires us to enter the legal name of the patient in the format of Last Name, First Name in the name fields. When a patient presents and has valid identification with a one-word legal name, enter the name provided in both the last and first name fields. For example, if a patient presents with the name Archie listed on their photo id enter Archie as the first and last name. *See the screen shot below.*

Note: Valid forms of identification include:

- driver's license
- non- drivers license
- passport
- Sheriffs ID

Be sure to use the **Alt Subscriber fields** appropriately as the subscriber name in Epic must match the name on the insurance card.

Be on the look out for revisions to the name standardization and search policies. Also a training video and tip sheet will be circulated shortly for all front desk staff to view.

The screenshot shows the 'Patient Lookup' interface in Epic. The 'Name/MRN' field is highlighted with a red box and contains the text 'Archie, Archie'. Other fields include SSN, Birth Date (8/31/1980), HAR, EPI ID, Sex (Male [2]), Home Phone#, and CSN. There are buttons for 'New', 'Find Patient', and 'Clear'.

Congratulations!

Newly Certified Health Access Associate:

Congratulations to **Brett Parsons** on passing the CHAA Exam

If you're thinking about taking the CHAA exam in the near future, keep these facts in mind. Currently, more than 5,000 Patient Access professionals are CHAA certified. Designed for Patient Access associates, the CHAA designation shows that you meet industry standard criteria on a variety of topics related to Patient Access Foundations, Pre-Arrival, and Arrival.

Three Reasons to Become Certified

Earning your NAHAM Certification is the best way to showcase your knowledge, problem solving abilities and dedication in the patient Access profession.

Becoming a Certified Healthcare Access Associate (CHAA) or Certified Healthcare Access Manager (CHAM) validates that your knowledge and skills align with industry standards.

Earning your NAHAM certification benefits both you and your organization.

If interested in taking the CHAA, see your manager for details.

Important
Information



Nice compliment for **Ed Rios**

Submitted by Tammy Pais

A patient contacted me this afternoon about his experience during pre-registration with you today. He just wanted us to know how sweet, really wonderful, very kind and helpful you were. He stated we should feel very lucky to have you as part of our team. (We are)!

Ed: Thank you for continuing to display such excellent customer service to patients and their families.

Tammy



Staff Kudos

Nice compliment for **Sandra Crawley** and **Carlene Bostic**

Submitted by Donna Modiszewski BSN, RN

HI,

Fabulous Front end staff !!!

There were a few comments about EVERYBODY and ALL THE STAFF is wonderful !!!

Great job everyone, thank you for all you do !

Donna J. Modiszewski, BSN, RN

Breast Care, Endocrine and Plastic Surgery Manager

Site: Breast Care Center

Girls at the front desk were super happy! That being said, they were both very pleasant and courteous.

I was seen right away, staff was so helpful in my very stressful time. It was SO nice.

Everyone was very courteous!

Was very pleased with my visit to the facility.

The entire staff was excellent as always!

I am very grateful for the thoroughness of Tammy Root.

Site: Breast Care Center

Always recommend!

I wish I had gotten her name but the receptionist at the sign in desk is just a doll. She is so welcoming and pleasant.

Site: Breast Care Center

Again, both receptionists were very upbeat, friendly, courteous, and professional.

Everyone was so great!

The reception staff is top notch. Friendly, inviting, and always pleasant. The ladies always help to calm my nerves from my initial interaction.

Everyone I encountered at the facility made a good impression on me...very professional.



Way to go!

Top 10 POS Collectors (listed by number of accounts) for the month of July

Debra Craft.....Collected on 84 accounts (\$2,310)

Steven Johnson.....Collected on 75 accounts (\$24,993)

Lorelle Ash.....Collected on 70 accounts (\$7,903)

Ben Blyther.....Collected on 67 accounts (\$10,030)

Zainab Dougherty.....Collected on 54 accounts (\$4,410)

Lorraine Franklyn.....Collected on 49 accounts (\$7,152)

Courtney Glouse.....Collected on 44 accounts (\$1,300)

Mary Hoare.....Collected on 29 accounts (\$4,258)

William Works.....Collected on 23 accounts (\$9,408)

Patricia Dubrule.....Collected on 22 accounts (\$9,000)



Announcements

Open Positions:

Ambassadors:

7 HPSC1

(1) 50% HPSC1

UH Central Registration:

7 HPSC1

UH ED:

(7) HPSC1

(2) 50% HPSC1

CG Switchboard:

(1) Clerk 1

1 Temp

UC Call Center:

1 UC Call Center TL

2 Call Center Reps

Ambulatory Call Center:

2 Temp

1 Call Center Rep



Make that job yours



Announcements



August Birthdays:

Samantha Andrieu	08/04	Amb Call Center
Tammy Pais	08/05	Pre-Reg
Heather Fehrman	08/06	Float Pool
Paula Webster	08/07	Amb Call Center
Edna Ogletree	08/10	UC Call Center
Sue Kehrer	08/15	Pre-Reg
Laura Hand	08/17	CG ED Reg
Lisa Green	08/19	Amb Call Center
Kaniesha Mason	08/19	Associate Director
Monique Crawford	08/21	Pre-Reg
Dazshe Ocasio	08/24	UC Call Center
Patricia Barnes	08/25	UH Ambassador
Douglas Dever	08/26	Central Reg
Mary Hoare	08/26	Central Reg



**A BIG WARM
WELCOME**

Welcome to the following new employees:

Brian Lostumbo Ambassador

Daemore Francis UH ED Registrar



MOVERS & SHAKERS

Evageliz Navarro will be moving to the UH ED Reg

Derek Markle has accepted the Float Pool Senior Registrar Position

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 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. 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' with two posts about Epic 2017 Upgrade and a new SUB field; 'Resources by Category' with a list of topics like Demographics and Guarantor; and 'Quick Links' which is highlighted with a red box and contains 'Insurance Links' and 'Upstate Links (new window)'. Below this, another 'Quick Links' section is shown, also with a red box around the 'BCBS Prefix List' item. The bottom screenshot is the 'PAS Website' header, showing the 'INTRANET' logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), the Upstate Medical University logo, and a search bar for the intranet.