

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

Departmental Updates

September 2019



UPSTATE PATHWAYS TO WELLNESS

Upstate has a wealth of wellness resources on the Pathways to Wellness web site. Did you know that Upstate will help you quit smoking?

For Employees, Contactors, Students, Residents, Volunteers and Staff

Upstate Medical University is a Tobacco Free Campus. Employees, Students and Volunteers can get support to quit smoking. Contact Carolyn Walczak for both. Downtown Campus and Community Campus at 464-3519. Carolyn provides coaching and 8 weeks supply of gum/lozenges or patches to support you as you quit. For more information visit the [Smoking Cessation Program](#).

There are many great tips on the [Self Care](#) site including tips on being mindful, meditation and [gratitude](#).

Take a few minutes to review the site and perhaps pick a tip or 2 to try in September as a small step towards improved wellness.

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WELLNESS TIP #21:

Get enough sleep. It helps lower stress, sharpens memory, and reduces food cravings.

[MORE TIPS](#) ▶

Registration Tips:

- Never compromise the integrity of a registration. A **thorough registration** includes updated demographics, review/completion of consents, insurance, and Point of Service Collections
- Under patient contacts be sure to complete both **Emergency Contact** and **Permission to Discuss Fields**
- Incomplete/Missing **Travel Questionnaires** have been on the rise. Be sure to complete at every inpatient and emergency room visit
- **ADT Patient Handbook** needs to be offered at every Inpatient & ED visit and annually in outpatient clinics
- Remember to verify whether or not a **Health Care Proxy** was previously scanned in the EMR. Review with the patient to see if proxy information is still valid then update the **HCP Acknowledgment Field** appropriately
- The effective date for a **workers compensation** is always the date of the accident
- Select a **Mark for Merge reason** each time you are marking a patient for Merge
- Remember to always review and capture the current **Primary Care Physician** at the time of registration

Bring your Lunch & Learn Sessions

Topic: Fall 2019 Epic Upgrade Demo

Overview + Q&A Session

Thursday 9/19 @ 2:00 Cancer Center
Conf Room 1076 A/B

Friday 9/20 @ 12:00 Community Campus
held in the Community Room downstairs



Quote of the Day

“ Kindness and courtesy are at the root of a positive customer service experience.

——Shep Hyken



Importance of a Proper Interview....Kaniesha Mason

The role of a registrar is critical as it jumpstarts the revenue cycle. Our first priority is identifying the correct patient followed by reviewing and completing all patient demographic fields, insurance, and consents appropriately. Entering accurate information has always been at the forefront, however sometimes shortcuts are inappropriately taken to expedite the registration process.

What's at stake when we do this?

- **Delayed Payments or Denials-** incomplete and/or erroneous information will cause issues with claim edits & payors and could potentially result in denials for untimely filing which negatively impact our revenue cycle. Our goal is to enter the correct information at the time of registration.
- **Negative Patient Experience-** entering incorrect PCP, demographic, or Insurance information may cause unnecessary phone calls to our patients to resolve billing or continuity of care issues. There are many automated functions that occur following a registration therefore we must enter accurate information for the system to work as intended. Patients will share their experiences at Upstate good or bad with others. We want to be known for providing excellent care and customer service.

Never compromise the integrity of the information entered. Follow approved desk procedures and use HAR notes whenever possible to communicate with others that may be involved in completing the patients record. HAR notes are the best way to communicate between the front desk and billing staff. Keep in mind that Epic is an enterprise system, meaning all information entered is shared with other departments for billing, treatment, and payment purposes. Reach out to your supervisor or the Epic training team with questions regarding approved desk procedures.

Tips for completing a proper interview at the time of registration

1. Avoid asking questions that lead to yes/no answers.
Example: "Do you still reside at 123 Maple St" instead ask "Can you confirm your current address?"
2. Review the entire IFS with the patient, as previously entered information may no longer be valid.
3. Always compare the RTE response and coverage assigned. Ensure that the coverage is effective and pertains to the encounter in which you are registering.
4. Use the recommended scripting when presenting consents and always review consents for proper completion.
5. As a checks and balance, be sure to pay attention to the registration bypassed warnings that display at the end of the registration. Resolve any missing items while the patient is in front of you as it is much harder to fix after the fact.



Staff Kudos

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

Site: Breast Care Center

Positive

1897235357
1897238869

very professional check in staff. friendly and made the process easy.
Both ladies in the registration are are fantastic!



Nice compliment for **Patty Barnes** for exceptional team work

Submitted by Bridget Doohar

I want to recognize Patty for going above and beyond today! Central Registration was short staffed because someone left sick. She willingly covered 2 W. This is typically staffed by registration. She was so positive when she came up to relieve me, she simply asked what she needed to do and told me she hadn't worked there before.

We reviewed what she needed to do and I asked her to call me if anyone comes in for lab work. She was so positive and upbeat. I really appreciate her willingness to do something that wasn't in her normal role but helped my team out!

This to me illustrates **EXCEPTIONAL** team work!



Staff Kudos

Nice compliment for **Christine Hebert** from a customer

Jackie states Chris has a great deal of compassion in her calls and takes the time to explain the options to patients.

Submitted by Jackie Pilon

UPSTATE
UNIVERSITY HOSPITAL
750 E Adams Street
Syracuse, NY 13210

To whom it may concern,
I have requested a payment plan.
This is my first installment. Thank You so
much for considering us for this
option. We are grateful

Thank You,
Bob & Patricia



Nice compliment for **Tonya McNeal** from the Ambulatory Call Center

Submitted by Shannon Austin

Dr. Brangman,

I just wanted to let you know that Tonya, I don't know her last name, is one of the most professional employees I have encountered at Upstate. Her phone skills and manners are awesome. She went out of her way to look into the issues that I called about, etc. So often people complain, so I just thought I'd let you know that Tonya is doing a great job.

Sincerely,

Linda Watkins, Medicine Department



Staff Kudos

What a great story about team work and coming together to help a patient and family.

Submitted by Jackie Pilon

I just wanted to share what we have accomplished, I am so beyond ecstatic I along with a few others were able to assist in helping out this patient. . We had a pediatric patient coming in who needed a cleft palate repair and has been followed by Dr. Tatum for a very long time. The parents of the child were planning to find a way to pay out of pocket for her surgery to be completed here - according to mom, they were led to believe they would be able to have surgeries like this done here, because Crouse does not have the pediatric specialties the patient needed. Diane brought the case to my attention. I was able to work with Sarah Spindler to have the case approved and covered at the in network rate. I am beyond pleased with being able to bring the right people together to make this work for this family. I have talked to mom and she could not offer enough praise for our teams coming together to help.

Jackie Pilon

Pre-Services Team Leader

No act of kindness,
No matter how small,
Is ever wasted.



Nice compliment for **Shannon Keene** a greeter at Golisano

Unit: 12E

Open

1915358373

*Shannon was a greeter @ Golisano entrance, showed caring compassion, very warm & friendly. Also hats off to all nurses, aids, housekeepers, doctors -> not naming because I don't want to leave anyone out. 5 stars.



Way to go!

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

Ben BlytherCollected on 90 accounts (\$17,314)

Steve Johnson.....Collected on 89 accounts (\$26,400)

Lorrelle Ash.....Collected on 75 accounts (\$13,658)

Lorraine Franklyn.....Collected on 61 accounts (\$17,837)

Mary Hoare.....Collected on 44 accounts (\$3,986)

Zainab Dougherty.....Collected on 43 accounts (\$5,174)

William Works.....Collected on 31 accounts (\$4,122)

Courtney Glouse.....Collected on 28 accounts (\$825)

Rajaa Caldwell.....Collected on 27 accounts (\$2,251)

Harmony Mantor.....Collected on 23 accounts (\$5,290)



Announcements

Open Positions:

Admitting:

1 Preadmissions Verifier

Ambassadors:

1 Evening Team Leader

(4) HPSC1

(1) 0.5 HPSC1

UH Central Registration:

(7) HPSC1

UH ED:

(9) HPSC1

(2) 50% HPSC1

(1) 0.6 HPSC1

UC Call Center:

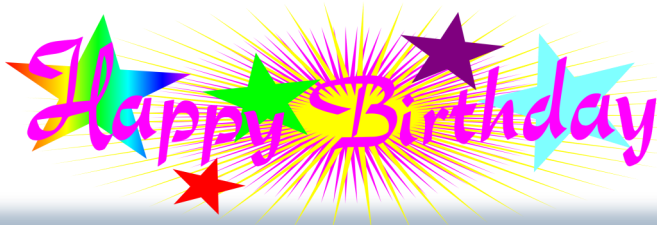
1.5 Call Center Representative

Ambulatory Call Center:

3 Call Center Representatives



Announcements



September Birthdays:

Kimberly Cummings	09/06	Amb Call Center
Angela Williams	09/06	Amb Call Center
Tricia Hand	09/07	Central Scheduling
Nicole Bello	09/08	Central Reg
Randi Proctor	09/09	CG Registration
Chris Hotaling	09/11	Ambassadors
Kathy Libby-McNaulty	09/13	Central Scheduling
Janice Gualtieri	09/14	MD Direct
Shannon Austin	09/16	Pre-Services
Reime Drazek	09/17	Float Pool
Peggy Steeprock	09/17	Ambassadors
Shannon Burley	09/18	UC Call Center
Megan Webb	09/20	Central Scheduling
Jessica Spinalli	09/23	UH Central Reg
Mark White	09/24	Amb Call Center
Michelle Napier	09/26	CG Switchboard
Kelly Hemingway	09/29	ED Registration



**A BIG WARM
WELCOME**

Welcome to the following new employees:

Gwendel Lacey	ED Registration
Shakeia McGrew	Amb Call Center
Brianna Doohar	Ambassador
Kelly Hemingway	ED Registration



MOVERS & SHAKERS

Christine Hebert is transferring to Nursing Float Pool

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' 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 expanded, showing a list of insurance providers, with 'BCBS Prefix List' highlighted by a red box. The bottom screenshot shows the 'PAS Website' header, including the Upstate Medical University logo, navigation menu (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for the intranet.