

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

Departmental Updates

October 2019

Congratulations!

Shelley White

During the interview process, our managers proudly discuss how our department invests in our employees for future career opportunities. This includes staff hired through a temporary agency. We have a large number of temporary positions in the Ambassador Services, Emergency Departments, Ambulatory Call Center, and several in other areas as needed. I am so excited that recently we have well deserving staff that have received State positions in Hospital Patient Services Clerk 1 and Call Center Representatives titles.

Nicole Bello joined Central Registration in December 2018 in a temporary agency position. She is very friendly to our patients. Nicole has always been easy going and easy to work with. Bridget suggested she look at our Hospital's website to try to obtain a permanent job. Nicole applied for a call center representative for Shannon Austin's group. Nicole met the qualifications and with her excellent work, was selected for the UUP position. She was SO HAPPY. She recently moved into a new apartment and this significant raise will really help Nicole and her family out.

Charles Edward has been with the Ambulatory Call Center since May in a temporary agency position. He has proven to be very proficient in Epic telephone encounters and referrals, all while offering excellent service to our patients. He joins the team with many years of experience working in various call centers (5+ years at Answer Group USA, Medical Answering Service & Pomco). He was selected for a promotion to a UUP Call Center Representative position.

Terryonna Steward has also been working in the Ambulatory Call Center in a temporary agency position since January. She offers excellent customer service and experienced in Epic telephone encounters and patient referrals. Because of her current and past call center experience (3+ years with Aspen Dental and Sutherland Global), was recently promoted into a UUP Call Center Representative position.

Lori Covington started in Patient Access Services in the Emergency Department as a temp then was hired provisionally* into a Hospital Patient Services Clerk 1 position last September. Lori scored well on the recent Civil Service test and was offered a permanent position.

Did you know:

Shannon Austin, PAS manager, started in Patient Access Service as a temp registrar in July 1994?

*Provisional appointment refers to CSEA position when the department hires someone into the title that has not yet passed the Civil Service test for that title. This occurs when there are long intervals between tests and there are not eligible candidates from the list. The provisional employee MUST take the next test offered and score high enough to be "reached" and offered a permanent position.

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Registration Tips:

- As of **January 1, 2020** all Medicare claims need to be submitted using the new **MBI** number
- Be sure to review your **personal scorecard** at least **5 times a month** at minimum
- Remember to always ask and complete the **Travel Questionnaire**. Note there are **three** questions that always need to be answered
- The **effective date** for a **workers compensation** is always the date of the accident
- For a **Generic Insurance** always include the insurance address information
- If the patient has more than one **insurance coverage**, make sure **all cards** are scanned in and labeled
- Be sure to check the **Photo ID** on file at time of registration to make sure it is a **visible** and an **acceptable** form of Photo ID
- When completing the **claim form** be sure to select **injury/accident** vs **illness** when appropriate

Bring your own Lunch & Learn Sessions

Topic: Patient Experience Education

Sessions will be hosted by

Karen Wentworth & Jim Legault

Friday 10/25 @ 2:00 Cancer Center

Conf Room C1076 A/B/C

Monday 10/28 @ 12:00 Galleries Cayuga/
Seneca 4th Floor Conf Room

Tuesday 10/29 @ 12:00 Community Gen-
eral Camps Community Room-Basement



Quote of the Day

“ Customer service is the experience we deliver to our customer. It’s the promise we keep to the customer. It’s how we follow through for the customer. It’s how we make the customer feel when they walk away“

—Shep Hyken, Customer Service Expert



What Is Patient Experience?

Brenda Passardi

Patient Experience Defined

Patient experience encompasses the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, and staff in hospitals. As an integral component of health care quality, patient experience includes several aspects of health care delivery that patients value highly when they seek and receive care, such as getting timely appointments, easy access to information, and good communication with health care providers.

Understanding patient experience is a key step in moving toward patient-centered care.

Patient Experience Differs from Patient Satisfaction

The terms patient satisfaction and patient experience are often used interchangeably, but they are not the same thing.

To assess patient experience, one must find out from patients whether something that should happen in a health care setting (such as clear communication with a provider) actually happened or how often it happened.

Satisfaction, on the other hand, is about whether a patient's expectations about a health encounter were met. Two people who receive the exact same care, but who have different expectations for how that care is supposed to be delivered, can give different satisfaction ratings because of their different expectations.

We want our patients to feel satisfied with their medical care and therefore walking away with a good patient experience.

The front desk registrar can also contribute to a positive patient experience. The registrar can create a warm and friendly environment for the patient and family. Customer service starts with a smile and being friendly goes a long way.



Aetna Non-Par Plan by Jackie Pilon

Did you know Aetna created a Maximum Savings Plan that is advantageous to both the employer and subscriber? This new plan consists of decreased premiums and lower patient out of pocket amounts due whenever the patient is treated at an in network facility. Crouse has been chosen as the facility to provide care to all patients with a Maximum Savings Plan. We've discovered that the following local employers offer the Aetna Maximum Savings Plan as one of the coverage options for their employees; Lockheed Martin, UPS, and Aetna. ***It is important to note that Upstate University Hospital does not participate with this plan therefore all services require authorization.***

At this time, RTE responses do not accurately show if the Aetna coverage is a Maximum Savings or Standard plan. IMT is aware and working on a solution. For any Aetna plan, the website is the most reliable means for determining the type of plan a patient has. When verifying eligibility using the website, there are two places to look for information to determine if the patient has a Maximum Savings Plan.

First, review the “**Deductible and Out of Pocket**” section. Verbiage will say that the plan is **In Network for Maximum Savings Health Plan’s Designated Providers**. This section is advising you that the patient has a Maximum Savings Health Plan. Next, review the “**Limitations**” section. The response will show that our **NPI is not listed as a participating provider in the patient’s networks**. See screenshot below.

Out of Pocket (Stop Loss) - Health Benefit Plan Coverage

In Network Family \$6,800.00 **1.**

• MAXIMUM SAVINGS HEALTH PLAN'S DESIGNATED PROVIDERS

• INT MED AND RX

In Network Family \$1,742.26 Remainin

Limitations - Health Benefit Plan Coverage

Family **2.**

• SELF FUNDED

• OUR RECORDS INDICATE THE PROVIDER ID YOU ENTERED IS NOT PARTICIPATING IN THIS PATIENT'S NETWORK.

Also, refer to the insurance card for additional clues. The insurance card will display the employer information as well as the wording “**Aetna Premier Care Network**” when the patient has the maximum savings plan.

It is crucial that the type of plan is verified for scheduled care. Scheduled elective procedures occurring at our facility for a Maximum Savings Plan will not be covered by Aetna and patients will be responsible for the full cost of the services rendered. There is the potential for exception for services that are not offered at Crouse. Those services are evaluated on a case-by-case basis by Aetna. It is the subscriber's responsibility to call the Concierge Service for their employer. If it is confirmed that the services cannot be provided at Crouse, an in network authorization can be provided to allow the patient to have the procedure at Upstate. It is crucial to review Aetna website eligibility for each patient scheduled. Identified patients with this unique plan should be notified urgently as time is required to verify services, and either cancel the procedure or begin the review process for authorization.



As of January 1, 2020 we are required to submit all Medicare claims using the new MBI numbers.

Take Note

MSPQ-The **MSPQ (Medicare Secondary Payor Questionnaire)** uses the patient's employment information to determine the resulting filing order. It is important that the **Employer name** and **Employer size** (number of employees) are entered accurately to avoid billing errors. Note whenever these two fields are filled out incorrectly or left blank, the insurance priority displays inaccurately resulting in a COB (Coordination of Benefits) issue.



Monthly Office Hours:

10/09 UH 11:00-1:00 pm UH8800 (rescheduled from September 24th)

10/15 GAL 2:00- 4:00 pm Shelley's Office

10/23 CG 11:00- 1:00 pm CG 1246B (Admitting Area)

10/24 UH 2:00-4:00 pm C1071 (Cancer Center board room)

10/29 250 HS 6 2:30-4:30 pm 6th flr Conference Room

10/31 GAL 9:30- 11:30 am Shelley's Office

Staff Kudos

Nice compliment for **Derek Markle**

Submitted by Mark Geremia

On 9/3, Derek Markle (Float) was arriving a patient in the Community ED when he recognized the signs of a stroke in a patient. He did as trained and alerted the Charge Nurse and the patient was brought right in to CT.

The next morning, I got an email from the Stroke Team wanting to know who it was that arrived the patient. I informed them that it was Derek. The Stroke Team sent me over a pin to give to Derek for doing such a great job.

Letter of Recognition sent to Derek Markle by the Stoke Team

September 4, 2019

Dear Derek Markle,

You are being recognized for your outstanding work in identifying a possible stroke patient entering the emergency department and quickly alerting appropriate healthcare personnel. Please accept this small token of our appreciation for the excellent care that you have provided. *Time is Brain* and you are doing a great job saving both!

On behalf of our entire Stroke Team**Thank you!**

Sincerely,

Elizabeth Keesler, BSN, RN, CCRN

Stroke Program Outreach Coordinator



Staff Kudos

Nice compliment for **Doug Dever** an ambassador at the Cancer Center

Submitted by Lisa Gaspe

Hello, I got your name from the girls at the cancer center main desk. I am a radiation therapist here in the cancer center and see patients daily. More and more I have been hearing multiple patients comment about how wonderful Doug Dever is. When I ask them how they are doing every day, right away they reference that they didn't see Doug and wonder where he is. Patients miss him when he is not here! I wanted to let you know that Doug is adding brightness to our very sick patients lives that have to come here each day! Thought you should know about this positive feedback! Please consider him as a nominee for the star reward program, Anett.

Anett Marcarian

Radiation Therapist



Nice compliment for **Harmony Mantor**

Submitted by Tricia Eldred

Tricia writes Kudos to my newest team member for following up so well with this patient from the UK and a big thank you to everyone that helped this couple while they were at Upstate.

Thanks!

Trish

Thank you Harmony, we knew we could rely on you to sort this out. Rosie and I are just a little tired but well with only good things to say about your hospital.



Staff Kudos

Highlighted monthly will be Press Ganey Survey results

PRESS GANEY

Cheryl Spinks – Cheryl from ED Registration is a star

Sandra Crawley & Charlene Bostic– Site Breast Care Center

1915363281 Very friendly, helpful and welcoming.

1939967413 The entire staff were professional and friendly. Especially the woman that checked us in at reception. She should train others throughout your health care conglomerate. She was awesome!



Nice compliment for **Reime Drazek**

Submitted by Joann Mederios-Billing

Elaine,

I just wanted to take a moment to recognize a job well done by Reime Drazek. I received an MVP SSI denial stating the patient was not eligible for benefits for the submitted dates of service. Reime did a great job of documenting the fact that the UHC RTE response shows MVP was the primary payer. There was a note that MVP was checked for coverage and that coverage was terminated. The alt subscriber field was also updated with the name that MVP has on file for the patient. With all of this information, I did not need to send the SSI denial back to Patient Access for review. I was able to complete the SSI denial by printing a hardcopy claim from SSI and mailing it to MVP for a denial. Thanks to Reime for a great job.

Thank you,

Joann M. Mederios-Patient Financial Services-Biller

University Hospital

Way to go!

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

Steve JohnsonCollected on 123 accounts (\$26,400)

Debra CraftCollected on 123 accounts (\$2,977)

Ben Blyther.....Collected on 95 accounts (\$17,314)

Lorelle Ash.....Collected on 76 accounts (\$13,658)

Lorraine Franklyn.....Collected on 62 accounts (\$7,837)

Zainab Dougherty.....Collected on 47 accounts (\$5,174)

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

April Sadeckas.....Collected on 35 accounts (\$4,257)

Harmony Mantor.....Collected on 31 accounts (\$5,290)

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



Announcements

Open Positions:

Ambassadors:

- (1) Ambassador Team Leader
- (5) HPSC1 Ambassadors
- 5.5 Temp Ambassadors

UH Central Registration:

- (8) HPSC1 Central Registration

CG Outpatient Registration:

- (1.0) HPSC1
- (0.6) HPSC1

UH ED:

- (10) HPSC1
- (0.6) HPSC1
- (0.5) HPSC1
- 1.0 Temp

CG Switchboard:

- 1 Clerk

UC Call Center:

- 1.5 Call Center Agent
- 1.0 Temp

Ambulatory Call Center:

- 2.0 Call Center Agent

Bed board:

- (1.0) HPSC2



Announcements



October Birthdays:

Tricia Eldred	10/01	Inpatient Verification
Sandra Crawley	10/03	Central Registration
Lori Covington	10/07	ED Registration
Daniel Shepard	10/07	Ambassador
Linda Bishop	10/08	Central Scheduling
Coleen Schaefer	10/09	Central Registration
Maggie Durham	10/10	Pre-Reg
Shelley White	10/10	PAS/Upstate Connect
Annie Otterness	10/12	Bedboard
Debra Craft	10/14	Central Registration
Tiffney Guinta	10/14	ED Registration
Hayam Khalil	10/15	ED Supervisor
Marty Prater	10/16	MD Direct
Robin Thomas	10/17	Data
Megan Carey	10/19	CG Registration
Raven Banks	10/21	Ambassador
Zainab Dougherty	10/24	CG Registration



Welcome to the following new employees:

Breana Scott

Central Reg



MOVERS & SHAKERS

Shannon Keene is leaving the State and moving South

Loretta Owens is moving to Pre-Services

Leah Roth is transferring to Perinatal



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 Upstate Medical University Patient Access Services Intranet. The header includes the Upstate logo and navigation links. The main content area features a sidebar with a list of resources, a central announcement for 'Point of Service Collections - Races' 2017 winners, and a 'Have a Question? Ask us!' section. A 'QUICK LINKS' section is also present on the right side. A banner image at the bottom of the main content area shows three people talking on the phone with the text 'How can we help?' overlaid.

- **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 three main sections: 'What's New', 'Resources by Category', and 'Quick Links'. The 'Quick Links' section is highlighted with a red box and contains 'Insurance Links' and 'Upstate Links (new window)'. Below this, there is a detailed view of the 'Insurance Links' section, also with a red box around the 'BCBS Prefix List' link. The bottom screenshot is the 'PAS Website' header, showing the 'INTRANET' logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for 'Upstate's 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

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