

# UPSTATE

## UNIVERSITY HOSPITAL

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

Departmental Updates

December 2019



For Chief Executive Officer, Robert Corona,MD:

When employees have asked me about our vision for Upstate University Hospital, I center the discussions around the pillars that build our reputation:

- Quality of Care
- The Upstate Experience
- Advanced Teams and Technology
- Sustainability

These pillars were selected after looking carefully at what we need to keep doing now to keep our hospital at the forefront of the best care, but also what will create the future for Upstate, where we can continue to fulfill the mission of being a smart, innovating teaching hospital.

One of the things we can be very proud of is our unique distinction as a teaching hospital. Our medical university setting means that almost all our physicians are also faculty in our College of Medicine. Many of our nurses and health providers serve as preceptors, where they teach and demonstrate skills in real time to students and those who are earning advanced degrees.

This setting is dynamic, and it makes everyone who works here part of the quest for finding the newest and most innovative ways to care. To be able to ask and answer complex questions, also means that our hospital staff is deeply knowledgeable which is why you see more fellowship training and advanced certifications here than anywhere else in Central New York. While this is a rewarding environment, the ultimate beneficiaries are our patients who will always have a team of experts behind them.

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## Registration Tips:

- When securing an **email** for a patient, be sure to read it back to make sure it is correct
- Always ask the patient if they have an email and explain that our patient surveys are sent out via email.
- When creating a W/C guarantor do **NOT** enter the date of injury on the Add Guarantor Account Questionnaire
- For patients seen in UHCC Pediatrics or Medicine, **do not remove** previously entered PCP information
- When expiring a document use one day prior to the encounter date and enter **invalid** in the description field
- **ADT Patient Handbook** needs to be offered at every Inpatient, ambulatory surgery and procedure, & ED visit and annually in outpatient clinics
- Remember to create a **TPL Guarantor** when a motor vehicle accident is involved
- Do not **link the address** if the patient and the guarantor aren't the same



The December Lunch and Learn will be a Zoom covering PCP Importance.

This will be held on December 18h at 12:00 pm for 1 hour.

Please click this URL to start or join.  
<https://upstate.zoom.us/j/130383065>  
Or, go to <https://upstate.zoom.us/join> and enter meeting ID: 130 383 065

Join from dial-in phone line:

Dial: +1 646 876 9923 or +1 669 900 6833



### Quote of the Day

“ The more you engage with customers the clearer things become and the easier it is to determine what you should be doing.”



# Take Note



This is an important reminder that as of **December 31, 2019** Medicare will only accept the new MBI number for any claims submitted. Therefore, please remember to update any accounts that still have the **HIC number** to the updated **MBI number**. This includes any Medicare managed care coverage also.

As of November 20, 2019, a new **Confirmation Message Warning** will display upon completion of any registration process to alert end users that the Medicare HIC number field is not in the new MBI format. The message also appears in the Sidebar Checklist.



Please remember to reach out to the Pre-Services department at **x45027** prior to updating a patient's surgical account if there are **ANY** insurance coverage changes.

Prior to the patient's arrival, our department has already verified existing insurance eligibility, worked on securing authorization for the procedure and documented any pertinent information regarding the existing coverages on the account. If there are insurance changes, we will have to work with the referring providers to make sure the new coverage is authorized.



## Office Hours with Shelley White

Tuesday Dec 3	1:00 pm	250 Harrison St. 6th Floor
Wednesday Dec 4	12:00 noon	CC Registration Area 1246
Thursday Dec 12	2:00 pm-3:30 pm	Galleries Shelley's Office 4th floor
Wednesday Dec 18	1:00 pm	UH Cancer Center Room C1076



# Staff Kudos



Nice Compliment for **Jackie Pilon** from Christine Hotaling for stepping in to help register.

**THANK YOU!**

*It was a very busy Sunday at the bed board. Jackie Pilon knew there were people to be registered and jumped right in to help. Thank you Jackie - it was greatly appreciated. Chris Hotaling*

Nice compliment for **Debbia Nelson**

Submitted by Sue Romano (Team Leader Ambulatory Call Center) and Shannon Austin

I just spoke with Barbara. Her husband is a patient in three clinics at UHCC. She told me that every time she calls she hopes that she will be able to speak with Debbia. She said Debbia is professional and helpful and will not quit until she can find a solution to whatever the issue is that either she or her husband is having. She wants us to know how grateful she is to her and how much she appreciates the wonder service she consistently receives from her every time she calls.



*Thank You*

FOR MAKING  
A DIFFERENCE

# Staff Kudos

Nice compliment for **Brianna Dooher**

Submitted by Mark Geremia

For the second time in one week, I have had a manager from another department comment on how great Brianna Dooher does at the desk.

Last week it was Allison Roberts (Social Work reports directly to Mark Buttglieri)

Today it was Tina Passett (Office of Patient Experience)

I did share these compliments with Brianna, but just thought you all should get that feedback as well.

Mark Geremia

Patient Access Manager



Nice compliment for **Mark White** from a patient

Submitted by Carmella Carroll and Shannon Austin

A nice compliment from a patient was received for Mark White in the ambulatory call center. It was relayed to the Call Center from a Nurse in Geriatrics and this is what it stated:

“This patient is pretty stern and hard to get a nice word from her. Today, unprompted she told me how nice Mark was”.



# Pictures from the NYC Upstate Bus Trip



# Way to go!

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

*Steven Johnson.....Collected on 135 accounts (\$28,290)*

*Debra Craft .....Collected on 102 accounts (\$2,412)*

*Lorelle Ash.....Collected on 79 accounts (\$13,955)*

*Mary Hoare.....Collected on 68 accounts (\$3,897)*

*Ed Rios.....Collected on 50 accounts (\$10,348)*

*April Sadeckas.....Collected on 28 accounts (\$1,019)*

*Tammy Piseczny.....Collected on 26 accounts (\$2,444)*

*Vlora Hoxha.....Collected on 25 accounts (\$3,594)*

*Meghan Snyder.....Collected on 25 accounts (\$977)*

*Robin Gilfilian.....Collected on 22 accounts (\$3,345)*



# Announcements

## **Open Positions:**

### **Ambassadors:**

(6) HPSC1

5 Temp

### **Ambulatory Call Center (new positions):**

3 Call Center Representatives

1 Team Leader

### **UH Central Registration:**

(8) HPSC1

### **UH ED Reg:**

(6) HPSC1

(2) 50% HPSC1

1 Temp

### **CG ED Reg:**

(1 ) HPSC1

(1) 60% HPSC1

### **CG PAS:**

(1) HPSC1

### **Admitting:**

1 Temp

### **UC Call Center:**

1 Call Center Team Leader

1 Call Center Agent

1 50% Call Center Agent

### **CG Switchboard:**

1 Temp



Make that job yours





# Announcements



## December Birthdays:

Cheryl Dixon	12/01	Ambulatory Call Center
Kristen Songer	12/10	UC Call Center
Brian Neill	12/11	UC Call Center
Esther Owusu	12/14	ED Registration
Charles Edwards	12/17	Amb Call Center
Aymee Brady	12/18	Data Services
Michael Compton	12/20	Amb Call Center
Rhea Chilcoat	12/24	Verification
Ataliya Green	12/26	UH ED Reg
Brenda Shea	12/26	Central Scheduling
Isabellah Hightower	12/29	Amb Call Center
Kia Wagner	12/29	UC Call Center
Lisa Gaspe	12/31	Admitting
Kelly O'Hara	12/31	Central Scheduling
Bernard Smith	12/31	CG Registration



## Welcome to the following new employees:

Lori Kosakowski	CG Outpatient Reg
Simon Blair	UH Central Reg
Gwendolyn James	Ambassadors

## MOVERS & SHAKERS

Heather Fehrman has accepted the Ambassador Team Leader evening 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', '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 three women in a call center setting, 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 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 a post about 'Epic 2017 Upgrade' and 'New SUB' (effective 10/1/2017), 'Resources by Category' with a list of topics like Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert, 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, followed by a list of insurance providers including Cigna, Excellus, Fidelis, GEHA, GHI, Humana, Medicaid, MVP, POMCO, Tricare, and WellCare. The bottom screenshot shows the 'PAS Website' header with the Upstate Medical University logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for the intranet.