

DEPARTMENTAL UPDATES FROM

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

JANUARY 2020



This Mission is achieved through our shared values:

We drive innovation and discovery

by empowering our university family
to bring forth new ideas and
to ensure quality.

We respect people by treating all with grace and dignity.

We serve our community by living our mission.

We value integrity

by being open and honest
to build trust and teamwork and
to embrace diversity and inclusion.

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REGISTRATION TIPS

- When loading a **generic insurance** be sure to include the **billing address**
- When completing the subscriber info section -be sure to complete both the **Covered through** field and **Employer Size**
- Use correct **capitalization** format when typing **addresses** in Epic., as the address information entered prints as typed on patient correspondence
- Be sure to complete all registrations, use the **side checklist** to verify. No items should be left **unverified**
- Be sure to check the previously scanned photo image on file, to make sure it is visible and legible
- Always completed a thorough search for the **PCP** before selecting **Provider not in System**
- Make sure to capture the patients **preferred name** if one is mentioned
- When entering an address in Epic, always use the City (or ZIP) filed and enter the zip code in this field. This will automatically complete the State, Zip, County and Country fields



LUNCH AND LEARN SESSIONS

Bring your own Lunch

Topic: POS Collections

Tuesday 01/28 @ 12:00 Galleries
Oneida Conf Room

Wednesday 01/29 @ 12:00 Community
Campus Library

Thursday 01/30 @ 2:00 Cancer Center
Conf Room C1071



Quote of the Day

“Whether you are big or small, you cannot give good customer service if your employees don’t feel good about coming to work.”

— Martin Oliver, MD

STAFF KUDOS

Press Ganey Survey results:



Ed Rios-comment patient made-" Someone waiting for us when we walked in - - Nice.

I didn't get the gentlemen 's name but he was wonderful. he got me admitted plus we had laughs. made me feel relaxed. I think he was of Spanish descent I only say that so you can find him and tell him he did a heart warming job

Ed Rios- comment patient wrote-2153302791 Actually you should have EXCELLENT as an option because the Gentleman which admitted me was Excellent in every respect. The entire Hospital is Excellent in my opinion. Thank you for being there for everyone's CARE



Nice compliment for **Ed Rios** for going above and beyond!!

Submitted by Tonya Lacey

Eddie ROCKS :)!!! Yesterday we were very short staffed and it was very busy in the ED. I was at the greeter desk and the line was almost out the door with patients checking in or coming to see loved ones. Ed was bringing a patient to be checked in. After he instructed the patient to wait in the line to be checked in he immediately, logged on the computer next to me to give me a helping hand with arriving patients. Eddie wasn't assigned in the ED but he still made it his business to help a coworker in need. I truly appreciated him stepping in like that! I keep saying how thankful I was that he jumped right in to assist me and he looked at me and said "We are a TEAM, no problem at all" Eddie assessed the situation and took the initiative to assist me without even being asked. That is Upstate STAR Quality!!!!!!

Thank You,

STAFF KUDOS

Nice compliment for **Nicole Bello** in the Ambulatory Call Center

Submitted by

Christina June & Shannon Austin

Hey Ladies,

Its hard to hear the negative all the time so here is a positive !

I returned a call to a patient and she raved at how sweet Nicole B was.

She was very pleased.

Good job Nicole



Thank You
FOR MAKING
A DIFFERENCE

Nice compliment for **Upstate Staff**

Shelley,

At my Bible study this morning one of the participants told about his wife falling on ice Saturday and breaking a hip.

He complimented our Upstate staff's courteous, welcoming and professional demeanor time and again. From the ER nurse to the cashier in the cafeteria , he gave examples of Upstate folks going out of their way to be kind and considerate during a difficult time.

This man is the former CEO of a local business and knows a thing or two about customer service. He said it was clear Upstate had invested in training people for customer service and that investment was paying off.

All the best,

Charles

P.s. Your folks were great to my family when we went through a very serious crisis a few years back.

I've wanted to thank you in person many times, but I'm pretty sure I would not be able to say much more than "Thank you" before my voice would crack.

STAFF KUDOS

Nice compliment for **Ed Rios**

Submitted by Lisa Gaspe

I received a nice compliment from a visitor named Barbara Johnson. Barbara states her mother has been a patient of ours for many years and Barbara has always had a positive experience with Ed Rios. She states Ed is always cheerful and willing to help her whenever he sees her. She wanted him recognized for his customer service skills. Thank you Ed!



A Big **THANK YOU** to all **persons** who worked in the **ED**

Submitted by Otencia Hanley

Otencia writes I would like to send out a big Thank YOU for those persons who worked in the ED during the entire year for 2019 and especially on the holidays, as recent as both on Thanksgiving and Christmas Day. We had some of our own staff as well as staff from other departments who faithfully showed up. As you know staffing the ED is very challenging so we really appreciate those persons who came in on any of the holidays to help. I would also wish our team as well as friends of the ED and PS prosperity and health in 2020.

Thanks,



Nice compliment for **Melinda Mattison**, CRR in Upstate Connect

Submitted by Carol Fynmore, Radiology Department

I would like to share with you a very professional positive experience I had on a call with Melinda Mattison CRR in Upstate Connect. She assisted the Radiology Department-Women's Imaging at 550 Harrison with a very urgent matter that involved our Radiologists phone not working in their reading room. The doctors call out to the tech room after reading mammogram, ultrasound images with results, much of the time with patients waiting anxiously to know.

Melinda took a comprehensive script to send to telecommunications and marked it urgent for us. Our whole situation was resolved in a very timely manner. We all wanted to thank her and let her know how appreciative we are.

Thank you for your time on this matter. Carol Fynmore, Radiology Department

ANNOUNCEMENTS

Are you in search of a position that is new and dynamic? Are you someone that gets bored easily and welcomes change? Do you want to be a part of a great team?



The PID Team is in search of a CSEA Grade 9 Senior Float Registrar from 3:00PM-11:30PM! We need a proficient individual that is friendly, flexible, and fast learning. As a Senior Registrar, you will get the opportunity to float to various sites within PAS. All necessary training will be provided prior to beginning an assignment. Assignments are dependent upon the shift and based on operational needs, therefore you may be floated to **any** PAS registration site. Some of the perks include working **Monday –Friday with no weekends, holidays or mandation**! If you think you'd be a good fit, refer to the HR website and apply today. You may also contact Katrina Norvell at norvellk@upstate.edu for questions or additional information!



Office Hours with Shelley White



Wednesday	01/15	10:30 am	UH E8405B
Thursday	01/16	9:30 am	Galleries 4th Floor Shelley's Office
Wednesday	01/22	1:00 pm	250 Harrison 6th Floor Conference Room
Thursday	1/23	10:00 am	Community Campus Registration CC 1246

ANNOUNCEMENTS



Applications are now being accepted for the 2020 Upstate Leadership Academy!

Any non-supervisors who are interested in applying to the Upstate Leadership Academy should talk to their manager or supervisor.

The emphasis of the Upstate leadership Academy is to help all members reach their leadership potential. Two curriculum tracks are designed to provide development opportunity based upon interest and experience. The Emergent Leadership curriculum is appropriate for individuals who wish to gain a fundamental understanding of leadership and have not held a leadership position. The Experiential Leadership curriculum is for individuals who have the foundations of leadership and/or have held a leadership position in some form (need not to be a formal role/title) who seek to understand or broaden their expertise leading at Upstate.

Schedule:

Classes begin in mid-February 2020 and will run through the end of June 2020. Participants will then work on a capstone project with graduation in the Fall of 2020.

Tentative schedule attached and available on website for planning purposes. Exact schedule to be released soon. Participants must attend all classes but in the event of a pre-schedule obligation, please advise in advance. Participants will work on a to-be-determined final leadership project that will require time outside of the formal class sessions.

Application:

Must be completed and returned to Renae Rokicki in Organization Training & Development- Jacobsen Hall Room # 417-or rokickir@upstate.edu by January 10, 2020

Applicants are expected to discuss and receive approval from supervisors before submitting application. Participants and their supervisor will be notified the week of January 27, 2010 of acceptance into the Academy.

For additional information or questions:

Visit the Upstate Leadership Academy website at <https://www.upstate.edu/hr/intra/training/leadership-academy/la-nomination>.

Contact Renae Rokicki Organizational Training & Development, at rokicki@upstate.edu or # 315-464-9443

TOP COLLECTORS WAY TO GO

Top 3 POS Collectors (listed by number of accounts) for the month of December

Steve Johnson.....Collected on 159 accounts (\$34,023)

Debra CraftCollected on 100 accounts (\$2,400)

Lorelle AshCollected on 87 accounts (\$21,878)

December was not our best month for collections , and we could only list 3 top collectors who collected on over 50 accounts.

Reminder to make sure to verify coverages and RTE responses. With the New Year starting, renewals will have new out of pocket amounts.

Lets all try to make 2020 a ground breaking year with off the chart collections !!!



SAVE TIME AND STAMPS

OPEN POSITIONS



Ambassadors:

(5.5) HPSC1

5 Temp

2.50% Temp

UH Central Registration:

(8) HPSC1

UH ED Reg:

(6) HSPC1

(2) 50% HPSC1

CG ED Reg:

1.6 HPSC1

CG PAS:

1 HPSC1

PID/ Float:

(1) HPSC2

Admitting/Bedboard:

1 Temp

UC Call Center:

1.5 Call Center Agent

CG Switchboard:

1 Temp

Ambulatory Call Center:

1 Call Center Team Leader

3 Call Center Agents

2 Temps



HAPPY BIRTHDAY

January Birthdays:

Ashley Brown	01/05	ED Registration
Walter Muraca	01/06	Verification
Dustin Adams	01/07	Data Services
Marci George	01/07	Ambulatory Call Center
Latischa Brooks	01/10	Ambulatory Call Center
Andrea Luce	01/12	PID Team
Simon Blair	01/25	UH Central Reg
Susan Romano	01/25	Ambulatory Call Center
Tamara Guinta	01/27	ED Registration
Ann David-Salati	01/28	Pre-Services
Michael Francis	01/28	ED Registration
Angela Galutz	01/28	Ambassador



Welcome to the following new employees:

Eternity Nero Ambassador

Arthur Skowronski UH Call Center



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 Home page. The page has a dark blue header with the Upstate Medical University logo and navigation links. Below the header is a light blue navigation bar with 'HOME' and 'HOSPITAL INTRANET HOME'. The main content area is divided into a left sidebar with a 'Patient Access Services' menu, a central content area with a 'Patient Access Services' header and a 'Point of Service Collections - Races' announcement, and a right sidebar with a 'Have a Question? Ask us!' section and a 'QUICK LINKS' list. A large image of three people on mobile phones is featured in the center 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 screenshot displays the 'ADT Patient Access Learning Home Dashboard'. It features several sections: 'What's New' with an 'Epic 2017 Upgrade' announcement and a 'New SUB' notice; 'Resources by Category' listing various topics like Demographics and Guarantor; and 'Quick Links' sections. The top 'Quick Links' section has 'Insurance Links' highlighted with a red box. The bottom 'Quick Links' section has 'BCBS Prefix List' highlighted with a red box. Below the dashboard is the 'PAS Website' header for Upstate Medical University, including navigation links and a search bar.