

DEPARTMENTAL UPDATES FROM

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

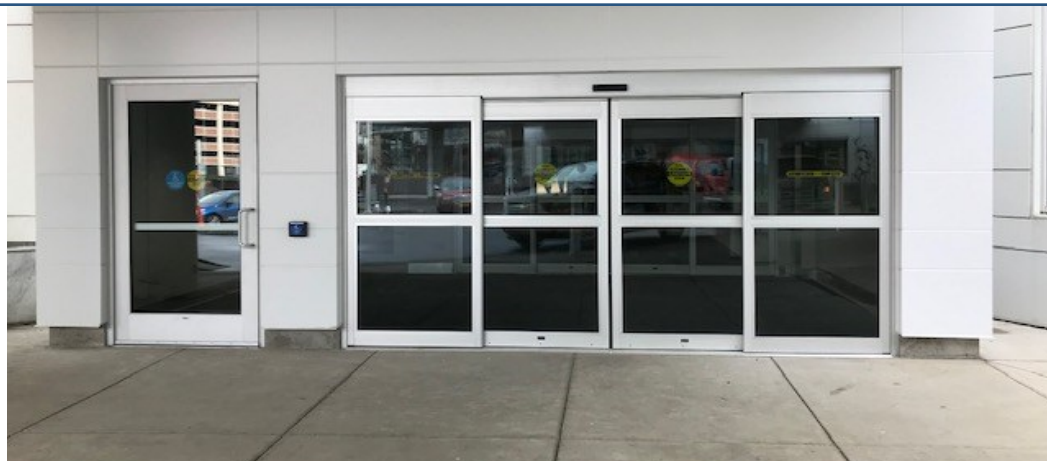
March 2020

THANK YOU!!

The month of February was a tough one! While the managers have been actively recruiting new staff, we were also plagued with illness. We experienced a record flu season for patients but also for staff. I wish to extend a heartfelt THANK YOU to all the staff that stepped up and worked where ever needed. We had all sorts of creative staffing. We had pre-services staff from the Galleries in Central Reg at Community, department trainer working as an Ambassador to cover breaks, float team leader in the Community ED. The Floats and PID team were EVERYWHERE, and sometimes multiple locations in a single shift.

Thanks you!

Shelley



New University Hospital Entrance is Open!

The revolving doors have been removed and the new entrance is open! This has been a long time waiting. The public entering the hospital are now greeted with a large beautiful Update logo carpet and a much wider entrance.

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REGISTRATION TIPS

- Only enter a **preferred name** , if it is different than the patient's first name
- When entering an address in Epic, always use the **City (or ZIP) field** and enter the zip code in this field. This will automatically complete the State, Zip, County and Country fields
- Remember to create a **No-Fault Guarantor** when a **motor vehicle** accident is involved
- Review previously **entered coverages** prior to creating new coverage
- Never use **Outside Provider** as the PCP
- Always check the document table to see if a **Health Care Proxy** has been previously scanned
- A review of **previously signed consents** is needed at every visit ,to ensure proper completion
- Use **Pull Info** on the Guarantor and Subscriber sections to pull through the **employment information** when appropriate



CBS featured an interesting story about Epic.

Click on the link below to view.

<https://www.epic.com/>

LUNCH AND LEARN SESSIONS

Bring your own Lunch

- The ADT and CPW training teams are joining forces to host quarterly **Bring Your Lunch and Learn** Sessions for all staff.

- This will be the 3rd combined session and it will cover Accessing Tips Sheets and Spring 2020 Upgrade

Friday 03/27 @2:00 Cancer Center
Conf Room C1076 A/B

Monday 03/30 @12:00 Galleries
Cayuga Conf Room 4th Floor

Tuesday 03/31 @12:00 Community
Campus Library



Quote of the Day

“ It doesn't take an instant more, or cost a penny more, to be empathetic than it does to be indifferent”

———— Brian Lee

STAFF KUDOS

Nice compliment for **Anne Otterness** in Bed board Admitting from a patient



Submitted by Lisa Gaspe

ANNE- THANK YOU AGAIN FOR SHARING
MY CHALLENGES WITH ME AS I SEE THEM
I CANT SAY ENOUGH HOW MUCH I VALUE
AND APPRECIATE OUR CONVERSATION. THANK
YOU FOR YOUR TRUTH, AND HEARING ME.



Nice compliment for **Shannon Burley** submitted by a patient.

Called in to thank Shannon for all her help-- by helping me get in to the Camillus office right away --

I was bleeding and she went the extra mile to reach out to Dr.lee and was able help me get in right away i just wanted to thank her for all the kind words and taking her time with me . Your office should be proud of the work she does..and I just want to thank her , as well as let her know .



STAFF KUDOS

Highlighted monthly will be Press Ganey Survey results

PRESS GANEY®

Hayam Khalil

Site: UH Emergency Room

2200589560 While I was in the ER on January 3rd every single person there was wonderful to me and my wife. My wife takes notes, and so we would like to thank Hayam for checking up on us, the nurse Adrianna, Bill Linsky NP, Peter RN, resident David Carli and Drs. Bushback, Ernesto Zamora and Hess.



Nice compliment for **Bill Burke**

Submitted by Lisa Gaspe

Thank You so much for your help! Bill is always fantastic to work with!

Thanks again,

Karen Poltorak



STAFF KUDOS

Nice compliment for the **Pre-Services Staff**

From Nancy Russo to the pre-services team as she transitioned from EEG to HVC

“I just want to say it’s been a pleasure working with all of you, and say to **Jackie Pilon that you have a wonderful, professional and hard working staff, and I wish you all the best of luck going forward. Jackie, your staff has always gone above and beyond what it takes** to get inpatients scheduled and to solve problems associated with insurance authorization, scheduling, etc.”

“Leadership is based on inspiration, not domination; on cooperation, not intimidation.”

William Arthur Ward



Nice compliment for **Brett Parsons** and **Kim Austin**

Submitted by Mark Geremia (Patient Access Manager) and Otencia Hanley

Hello Everyone,

I just wanted to give a shout-out to Brett and Kim.

Brett:

Our morning supervisor was out sick and I was out of pocket for most the morning. I spoke to Brett early and asked him to keep an eye on things and that my vocera would be on should thing go side –ways. Brett didn't even hesitate. He agreed and kept things flowing.

Kim:

In the middle of the day, I contacted Kim to see if she can come down to give us a hand. Again she did. She was able to get a bunch of people arrived/registeredand she was able to give a coupe staff a lunch break.

I am pleased with everyone that worked yesterday...I would just like to give a big thanks to Brett & Kim.

STAFF KUDOS

Nominate A Star



Thank an Upstate "Star" Nomination

Submitted by Otencia Hanley

Name **Katrina Norvell**

Department/Unit PAS Float Pool

Please describe the action you observed: I wanted to send Kudos for Katrina for all of her help. Katrina has been very good about assigning floats to the various ED to cover shortages some which are last minute. On occasion, more so recently Katrina, the Team Leader, has stepped in herself to help when a float was not available. This has not gone unnoticed so on behalf of ED Leadership I would like to tell Katrina a big 'thank you'!

Great Job!

STAFF KUDOS



Award Recipients



The 4th annual Recognition Luncheon was held on February 13th. The following individuals were recognized for excellent service and quality and for their POS Collections success rate.

Service/Quality

Jessica Spinalli

Donna DeStefano

Sandra Crawley

Genevieve O'Leary

Sharonda Jackson

Kelly O'Hara

Megan Webb

Susan Kehrer

Victoria Watts

Maggie Durham

Randi Proctor

Edwardo Rios

Reime Drazek

Mary Wagner

Tracey Chesbro

Dustin Adams

Top Collectors by Total Collections 2019

1) Steve Johnson

2) Lorrelle Ash

3) Deb Craft

4) Mary Hoare

5) Zainab Dougherty



THANK YOU

STAFF KUDOS

Nice compliment for **Isabella Hightower**

Submitted by Sue Romano

Patient called and stated she was freaking out because she forgot to call in her refill. States it was her fault but person she spoke with (Isabella) put the request in and she received her medications. States this was Just Lovely, also stated since people can call and complain, she figured she could call and give a compliment !

Great Job Izzy !!



Nice Compliment for the **Ambassadors** from a patient's daughter

Submitted by Lisa Gaspe

Thank you to your entire department for the kindness you showed throughout my mother's various stays at Upstate. You definitely made a positive impact on my Mom and family. Thank you sincerely from the bottom of our hearts keep up the amazing work!

MRS. TALLEY



TOP COLLECTORS WAY TO GO

Top 5 POS Collectors (listed by number of accounts) for the month of February



Steve Johnson.....Collected on 193 accounts (\$47,479)

Debra CraftCollected on 121 accounts (\$3,059)

Mary HoareCollected on 69 accounts (\$10,891)

Lorelle Ash.....Collected on 61 accounts (\$6,830)

Lori CovingtonCollected on 60 accounts (\$8,286)

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



OPEN POSITIONS

Ambassadors:

(5.5) HPSC1

(4.5) Temp

UH Central Registration:

(7.0) HPSC1

UH ED Reg:

(9.0) HSPC1

(1.5)Temp

CG Outpatient Registration:

(1.0) HPSC1

PID/ Float:

(1.0) HPSC2

UH Admitting:

(1.0) Financial Advocate/Bedboard

UC Call Center:

(1.0) Call Center Team Leader

(1.0) Call Center Agent

Ambulatory Call Center:

(2.0) Temps



HAPPY BIRTHDAY

March Birthdays:

Patty DuBrule	3/2	Pre-Services
Mary Wagner	3/6	Amb Call Center
Mark Geremia	3/10	ED Registration
Cheryl Spinks	3/15	ED Registration
Curtis Scrivens	3/19	Float Pool
Vlora Hoxha	3/27	Central Reg
Nitchaborie Jones	3/28	ED Registration



Welcome to the following new employees:

Usha Timsina	ED Reg
Dondrea Davis	Central Reg
Saundra Matt	D Reg
John Rodriquez	ED Reg
Jerecia Wilson	ED Reg
Amy Butler	UH Ambassador
Samantha Worrall	Central Reg
Kala Adams	Ambulatory Call Ctr
Christina Dee	Ambulatory Call Ctr
Lewis Piraino	Ambulatory Call Ctr
Shaquan Richardson	Ambulatory Call Ctr
Elizabeth Solazzo	Ambulatory Call Ctr



Vicki Thomas transferring to CG Ambassadors



Office Hours with Shelley White

Wednesday	3/4	10:00 am –12:00 pm	250 Harrison 6th Floor Conf Room
Wednesday	3/18	10:30 am-12:30 pm	UH 8th Floor East Tower E84058
Thursday	3/19	10:00 am-12:00 pm	Galleries 4th Floor Shelley's Office
Thursday	3/19	2:00 pm-4:00 pm	Community Campus Admitting Area 1246B

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 top navigation bar includes links for Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, and IPage. The main header features the Upstate Medical University logo and the text 'State University of New York Patient Access Services'. Below the header, there is a search bar and a 'More directories' link. The main content area is divided into a sidebar on the left and a main section. The sidebar lists 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 section features a 'Patient Access Services' header, a 'Point of Service Collections - Races' announcement, and a congratulatory message for top POS collectors for the month of January 2017. A large image shows three staff members talking on the phone, with the text 'How can we help?' overlaid. To the right of the main content, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' sidebar with links to 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 a screenshot of the ADT Patient Access Learning Home Dashboard. The dashboard is divided into several sections:

- What's New:** Contains two posts. The first is titled "Epic 2017 Upgrade" with a link to "ADT PAS PowerPoint" and a date of "Wed 10/11 02:53 PM - Roman J Danyew". The second is titled "New SUB" and discusses a new field in the registration workflow titled "Gender identity" that should be updated by registration whenever a patient voluntarily states their gender preference. It includes a link to "http://epic.upstate.edu/documents/intra/sys" and a date of "Mon 9/25 11:45 AM - Roman J Danyew".
- Resources by Category:** Lists various categories such as Demographics, Guarantor, Coverage, Reg Process, ED, PEDs, Bed Board, and Auth/Cert.
- Quick Links:** Contains two sections. The top section is titled "Quick Links" and lists "Insurance Links" and "Upstate Links (new window)". The bottom section is also titled "Quick Links" and lists "Insurance Links" with a sub-section for "BCBS Prefix List" which includes a list of insurance providers: 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), and WellCare.

Below the dashboard is a section for the "PAS Website". The website header includes "INTRANET" and navigation links for "Upstate", "Patient Care", "Academics", "Research", "Library", "Locations", "HR", "Groupwise", and "iPage". The main content area features the "UPSTATE MEDICAL UNIVERSITY" logo, "State University of New York", and "Patient Access Services". A search bar is present with the text "Search Upstate's Intranet" and a "More Search Options" link.