

**DEPARTMENTAL UPDATES FROM**

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

April 2020

# Upstate Strong!

Wow, a lot changed in a month! I've been so impressed with the response by Upstate to manage this pandemic! Patient Access Staff have truly stepped up as well. Many staff are stepping up to learn new roles, volunteering to work alternate shifts to fill needs, and helping fellow coworkers. We've been quite creative. You are providing remote user support by Zoom video conferencing platform. Interviews and training is also being completed with Zoom. You've been giving your all during the work day and beyond.

It's also time to take care of yourself and family. Get some rest. I've found for me that I need to have quiet time without news, especially the national news. Spend time outdoors (with at least 6' distancing) and exercise. Great time to eat well. There are great wellness tips on the Upstate Pathways to Wellness page: <https://www.upstate.edu/health/wellness/>.

Next week we would traditionally be pulling out all the stops to celebrate **National Healthcare Access Personnel Week**. Your leadership team decided to postpone our celebration until we can come together to celebrate. We appreciate everyone's hard work and dedication all year. It just doesn't feel like the right time to celebrate. Trust, us...we will soon enough!

**Give back.** There's a critical need for blood products in Central New York. Click the image on the right for more information and times to give blood in a safe setting. There are more sessions being added.

Stay well!

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# REGISTRATION TIPS

- Remember when a **system generated** guarantor is present (minor), do not write over this one, but create a new one
- Remember to always ask and complete the **Travel Questionnaire**
- Always check in the document table to see if a **Health Care Proxy** has been previously scanned
- When not collecting a co-pay, use the **Not Collecting Button** to document
- Remember to always update the patient's **Communication Preferences**
- Always validate the **cell phone number** so text messages can be sent
- For **dual coverages** run Medicaid first then Medicare. **Medicaid and Medicare** will map the correct coverage for their product.
- The **effective date** for a **workers compensation** is always the date of the accident

## LUNCH AND LEARN SESSIONS

Bring your own Lunch

- Due to Covid-19 situation, there will be no April lunch and learns.



FYI

Office Hours with Shelley White will be postponed until further notice. Feel free to email for an appointment to talk by phone. Stay well!



### Quote of the Day

“Our attitude towards others determines their attitude toward us.”

\_\_\_\_Earl Nightingale

# ANNOUNCEMENTS

Need  
to  
KNOW



The Spring Upgrade is being delayed, new date TBD. Jack LePorte has created system update bulletins covering the various upgrade changes. They are available in the What's New Section of the Learning Home Dashboard as well as the EPIC Documents Website (DMS). Jack will present the changes at a later date, to be determined.

<https://epic.upstate.edu/intra/document/index.php?kword=spring+2020&strrole=Any&numcid=10&stage=1&submit=Search>



Important  
information

## ***New Question to Ask During Registration***

Effective March 27, 2020, end users will see a new Patient Type, Clinical Student at Upstate in the Patient Type category list on the Demographics form during registration.

All Front Desk staff needs to ask patient's "**Are you an Upstate student or a student elsewhere completing clinical hours here at Upstate?**" This information will be used for COVID-19 Reporting.

Refer to the system bulletin at: [Clinical Student at Upstate Patient Type for COVID Reporting](#)

Just a  
reminder...



As of **March 23, 2020**, patients will be sent an Instant MyChart Activation email once they either have made an appointment, checked in, checked out (Ambulatory) or have been discharged from the Emergency Department or Inpatient, if they do not already have an account. This feature is now added to Epic to help patients get information on testing more quickly.

**The System Update Bulletin is located on our Epic Document web site:**

[https://epic.upstate.edu/documents/intra/sub\\_instant\\_sign\\_up\\_email\\_for\\_mychart.pdf](https://epic.upstate.edu/documents/intra/sub_instant_sign_up_email_for_mychart.pdf)

[https://web.upstate.edu/epic/documents/intra/assisting\\_patient\\_with\\_mychart\\_instant\\_activation.pdf](https://web.upstate.edu/epic/documents/intra/assisting_patient_with_mychart_instant_activation.pdf)

# ANNOUNCEMENTS

Upstate has been a large part of my Life for the past 32 years. Over the last 3 decades, I gained a new family-like community, experiences, and opportunities for growth both personally and professionally. I am very grateful for my time spent here at Upstate! I look forward to a new adventure in this new milestone of my life.

*Eileen Quimby*

## Congratulations Doreen and wishing you a Happy Retirement

Hello and Good Bye to all My coworkers and Friends who I have worked In Patient Access with over the years. Service In worked 10 years( and still work OT in the Downtown ED) meeting and working with some strong, and great skilled coworkers who enjoy there Job serving Our CNY communities.

I would like to Thank Each and everyone for the friendship and special skill and training over the years. A special Thank You to former supervisors and Manager: George Running( retired) who hired me 1/1/2013, Then Lisa Gaspé -UH, Central Registration Department, Michael Riposa- ED Downtown ( currently IMT- health information), then off to Upstate at Community - during the merger In admitting office for about 9 months; manager Mark Geremia, To My community family Thank you for welcoming me, I made new friends and even now I still see and visit my community Family. Off To central scheduling- 250 Harrison- 6 floor hired by Shannon Austin and Kaniasha (Barnett) Mason- who is currently Associate Director Of Patient access services. who with the 6 great ladies: Kim Austin( PID Team) , Kelly 'Ohara( Patient access- Pre services), Pamela Terry( radiology Department-UH), Vickie Perry, and Loleta Felder( both have moved on ) who training me well, this was Prior To Epic system. They had their Full with Me( HA, Ha,) I doubt myself, but My ladies whip me into shape, and I thank you. as I will be retiring on April 28,2020 from Upstate Medical University it has been 18 1/2 years( total 35 1/5 Years in state services)

It is family time and CSEA Retiree activities. It is not Good bye and I will see and talk to you soon, I will all always be your Go to Lady.

Doreen E. Jacobs, HPSC 2/CSEA LOCAL 615 2 V.P.

*Also retiring in April is Rhea Chilcoat after 12 years of service in Patient Access Services.*

**Thank You**  
*for your service*



# ANNOUNCEMENTS

Happy St. Patrick's Day

From Patricia Du Brule, Edna Ogletree and Diane Mills



# STAFF KUDOS

Nice compliment for **Megan Webb** from Cheryl King

Submitted by Shannon Austin

2/28/2020

To: Megan  
Thank you SO much for  
your initiative + forward  
thinking in regards to better  
managing Fax Press! The  
collaboration + Team work with  
From: you + Kelly is going GREAT!

Well  
Done!

UPSTATE  
MEDICAL UNIVERSITY

Cher



Thank You

FOR MAKING  
A DIFFERENCE

Nice compliment for **Kelly O'Hara** from Cheryl King

Submitted by Shannon Austin

2/28/2020

To: Kelly  
Thank you for always being  
so cooperative + open-minded to  
trying new things/ideas to help  
us better manage processes -  
The collaboration + Team work  
From: with you + Megan with  
Fax Press is going GREAT!

Well  
Done!

UPSTATE  
MEDICAL UNIVERSITY

Cher



# STAFF KUDOS

Nice compliment for **Zeneyda Coakley** from Jody Williams

To: Zeneyda Coakley

Thank you for all of your hard work getting the call center software installed on all of the work stations following the windows 10 upgrade. Because of you, we had little to no interruption to normal operating procedures. Also, a big thank you for helping each end user through the growing pains of a new operating system!

From: Jody Williams



Nice compliment for **Dustin Adams** from Tammy Pais

I want to give a BIG "Thank You" to Dustin Adams in Data Services for always being so willing to help out with just about anything we ask of him. He never hesitates to help and makes everything he does look pretty dang easy. It's so very obvious how knowledgeable he is with the Amtelco system, computers and just about anything we ask for his assistance with.

We so APPRECIATE you Dustin. Thanks for all you do !!

From Tammy and all the staff in Pre-Registration





# STAFF KUDOS

Nice compliment for **Marc Buselli** from Doris Price Webb from the Ambulatory Call Center

Just wanted to let you all know what a gift Marc B is to this team-he allowed me to call him yesterday to assist me in adding the programs that allows me to work from home. He was beyond patient with me as I'm not the technology type. He gave an hour or better of his time when he was supposed to be with his family.

Doris



Nice compliment for **Latischa Brooks** at the Ambulatory Call Center Submitted by Sue Romano

Shannon, Today Tish received a compliment from a patient. She said, "I know you must be swamped and I appreciate you being there and being so nice to me." Sometimes the worst situations bring out the best in us. Tish was truly touched by this compliment. It was well deserved.

Sue Romano

Team Leader Ambulatory Call Center



Nice compliment for **Katrina Norvell** from Mark Geremia

Hello Katrina,

I just wanted to share what you have done for us in the past two weeks.

You have covered the CG for Bernard's leave (which started almost two weeks) from a death in his family and his two sick calls this week). Today, you are covering up there for Donna's sick call. Thank goodness Bernard made it in today.

All of these things are happening at the last minute and you have been unbelievably accommodating.

Additionally, I'd like to recognize Derek Markle, Brett, Parsons and Eddie Rios..... Those three guys have been fantastic downtown as we have been dealing with Tonya's leave for almost two weeks.

I have several new people in the pipeline and I am optimistic that with good training, some of our extreme shortages will be relieved.

Thank you again, Mark Geremia, Patient Access Manager



# STAFF KUDOS

Nice compliment from Hayam Khalil to **her colleagues in the emergency department**

## For Community Campus:

I want to express my gratitude and appreciation to my dears colleagues at Community Campus. For so many months now that you are away from your normal area: dealing with new rules, a lot of changes. Staff moving to different positions, and the medical epidemic that we are facing now. You have been amazing to work to keep Community ED flowing. Coming in on your pass days, weekends off and flex your schedules.

Thank you **Donna Conte**, **Bernard Smith**, **Lori Covington**, **Laura Hand**, **Kelly Hemingway** and **Ashley Brown**. All your thoughtfulness is a gift I will always Treasure.

## For Downtown:

I want to thank **Anne Hodges** for the hard work, flexibility and professionalism while working in the ED. I appreciate your sense of humor, kindness and smile through the challenging time that we are facing now.

A ton of Thank you to the Overnight Shift for your understanding and supporting of your colleagues at the evening and morning shifts. Thank you **Michael Francis**, **Cheryl Spinks**, **Shawn Wright**, **Karen Rice** and **Santita Brown**.

## For the Float Pool Team:

Thank you for the commitment and the dedication to the ED, downtown and community campus. Your appreciated all the time: Float Pool Team Leader **Katrina Norvell**. Float Pool Team: **Eddie Rios**, **Reime Drazek**, **Brett Parson**, **Curtis Scrivens** and **Derek Markle**.

## For the ED Friends:

ED Friends Simply we couldn't done it without you. I didn't want to forget anyone so a big **Thank** you to Team Leader and staff at **Central Registration**, **Admissions**, **Ambassadors**, and **Financial Services**.

Thank you.

Sincerely,

Hayam Khalil

Team Leader- Emergency Department



# TOP COLLECTORS WAY TO GO

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

*Steven Johnson.....Collected on 176 accounts (\$ 46,288)*

*Debra Craft .....Collected on 74 accounts (\$1,834)*

*Phillip Carpenter.....Collected on 66 accounts (\$8,636)*

*Mary Hoare..... Collected on 54 accounts (\$4,300)*

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 !!!**



# OPEN POSITIONS



## Ambassadors:

(5.5) HPSC1

(3) Temps

## UH Central Registration:

(7.0) HPSC1

## ED Reg:

(13.0) OAS UH ED

## CG PAS:

(1.0) HPSC1

## PID/ Float:

(1.0) HPSC2

## Admitting/Bed board:

(1.0) Admission Coordinator

## UC Call Center:

(1.0) Call Center TL

(.5) Call Center Agent

## Ambulatory Call Center:

(2.0) Temps



# HAPPY BIRTHDAY

## April Birthdays:

Jacqueline Barrett	4/2	Amb Call Center
Samantha Worrall	4/3	Central Reg
Ann Hodges	4/4	ED Reg
Tonya Lacey	4/4	UH ED Reg
Otencia Hanley	4/6	UH ED Reg
Philip Carpenter	4/7	ED Reg
Nicole Lopez	4/13	ED Reg
Arthur Walsh	4/13	CG Switchboard
Jewel Hunter	4/14	UC Call Center
Donna DeStefano	4/16	UH Central Reg
Terryonna Steward	4/16	Amb Call Center
Titiana McBride	4/17	ED Reg
April Sadeckas	4/17	Central Reg
Eileen Quimby	4/17	Admitting
Amy Bauter	4/19	Ambassadors
Shawn Bright	4/20	UH ED Reg
Kim Durand	4/20	Central Reg
April Fairbrother	4/22	Pre-Reg
Lorelle Ash	4/25	GC Central Reg
Lois Moore	4/25	Amb Call Center
Vicki Thomas	4/26	UH ED Reg
Crystal Brundage	4/27	Ambassadors
Tracey Chesbro	4/27	MD Direct
Aida Paulino-Jimenez	4/27	Central Reg
Ebony Everson	4/29	Ambassadors
Sharonda Jackson	4/29	Pre-Services
Lisa McIntosh	4/29	Pre-Reg
Santita Brown	4/30	ED Reg



### Welcome to the following new employees:

Melissa Yarbrough	Ambulatory Call Center
Ebony Everson	Ambassadors
Monica Clemons-Vincent	Ambassadors
Santita Brown	ED Reg
Nicole Lopez	ED Reg
Titiana McBride	ED Reg



## MOVERS & SHAKERS

Rhea Chilcoat is retiring

Eileen Quimby is retiring



# 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, and Training Resources. The main content area displays a 'Patient Access Services' header, followed by a news item about 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' and a congratulatory message for top POS collectors. Below this is a large image of a smiling woman on a phone call with the text 'How can we help?'. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with various helpful documents and services.

- **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 'Quick Links' section on the right, which is highlighted with a red box. This section contains 'Insurance Links' and 'Upstate Links (new window)'. Below this, there is another 'Quick Links' section with a dropdown menu for 'Insurance Links'. This dropdown is also highlighted with a red box and contains a list of insurance providers, with 'BCBS Prefix List' at the top, also highlighted with a red box. The bottom screenshot shows the 'PAS Website' header, which includes the Upstate Medical University logo, navigation links (Upstate, Patient Care, Academics, Research, Library, Locations, HR, Groupwise, iPage), and a search bar for the intranet.