

DEPARTMENTAL UPDATES FROM

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

June 2020



ONE DAY AT A TIME

Shelley White

Honestly I couldn't think of what to say this month. Our society has been faced with unimaginable challenges that seem to keep piling on in unexpected ways. When I wrote the May newsletter, who would have thought that today we'd be facing protests in our local communities, across the nation, and throughout the world.

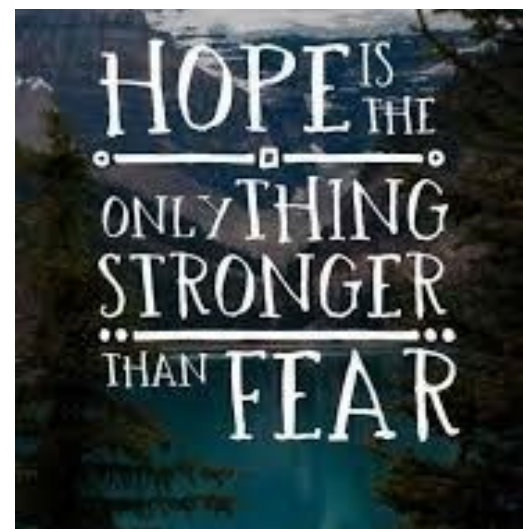
The year 2020 has certainly rocked our world. Our collective health has been threatened, and now our humanity. More than ever we must support each other and be kind. Never have we been challenged to this degree. Time to speak up and reach out. Let's commit to using these experiences as stepping stones towards a better future.

Please join the virtual Community Conversation on Race Thursday, June 5 at 4pm. To participate in the event, register here: <https://attendee.gotowebinar.com/register/3793657471265901323>

To submit questions or comments in advance, email the Office of Diversity and Inclusion at askodi@upstate.edu.

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REGISTRATION TIPS

- **For Patient Contacts** please indicate Yes or No for both the **Emergency Contact** and **Permission to Discuss**
- Reminder of the change for **WellCare of New York Medicaid/CHP/Essential Plan/MLTC** members becoming **Fidelis Care members** effective **6/1/20**
- Do not forget to look in the document table to see if a previous **Health Care Proxy** has been completed
- Reminder that the **Patient Handbook** can now be offered through MyChart if active
- New document status of **Pending Verbal**. This is to be used when the patient is not able to communicate and the family has to be called to receive verbal consent
- Front Desk users do not add commercial insurance coverage under **TPL** or **WC** guarantor types
- Do not **link the address** if the patient and the guarantor aren't the same
- Be sure to review your **personal scorecard** at least **5 times** a month at minimum
- Scan both **front and back** of all **insurance cards** and **label the payor name** in the document table

LUNCH AND LEARN SESSIONS

Bring your own Lunch

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

FYI

Office Hours with Shelley White will be offered via Zoom or WebEx. Please call Carol at ext. . 5053 to schedule a time.

Quote of the Day

“ Make every interaction count, even the small ones. They are all relevant.”

_____ Shep Hyken

The Advocates Nellie Hurley Scholarship

Named after a former nurse at Community General Hospital who set up scholarships in the 1960's.

The Advocates are offering Undergraduate Scholarships for Tuition & Related Expenses for Upstate Medical University (all campuses).

Active Employees & Active Volunteers 2020-2021

Application Deadline-June 26, 2020

Please visit our website for the criteria and application.

<https://www.upstate.edu/advocates/grants-scholarships/scholarships.php>

ANNOUNCEMENTS

Insurance Corner – Monthly Alert



Important information



Issue: We are finding an increase in errors with Excellus. The **Federal BC Plan** should be created as an Excellus Rochester Plan, not as an Excellus HMO or Generic Plan. Note : the plan is listed on the BC Prefix list for your reference and use.

Prefix VYK has an alert on the RTE advising to create the **Custom Plan**. This alert is for the Syracuse City School and City of Syracuse which started on 4/21/20. Reminder to always use the prefix, when adding a coverage, if one is available.



Congratulations to **Dazshe Ocasio** for becoming an official Call Center Team Member! Dazshe worked in the call center in a temporary employee for 2.5 years. On Thursday June 11th Dazshe will become a state employee! We are excited to have her become a permanent part of our team.

Dazshe does not complain, she is a steady worker , dependable and an awesome team player!

Congratulations Dazshe!

Nice compliment for **Amy Boots** from Otencia Hanley

Amy Boots' primary job is at Upstate Orthopedics with Medbest. Her primary area was closed/had reduced staffing so upon her request we were able to make some special arrangements to allow Amy to continue working but with Patient Access in ED Registration beginning at the end of April. She is returning to her primary job on June 1st as they are resuming normal operations. Amy learned the job well and was helpful in this role for her short time here so I just wanted to say thank you to her from all of us in ED Registration.



STAFF KUDOS

Nice compliment for **Terry Steward** from a patient

Submitted by Sue Romano

Hello,

I wanted to let you all know that I received a phone call today from a patient that wanted to compliment, Terry. She wanted us all to know that Terry was very kind and patient with her. She said that she knows that this is a very busy time for us and she really appreciates Terry taking the extra time to be kind to her.

Great Job Terry !

Thanks,

Melissa Yarbrough

Team Lead



Nice compliment for **Dan Shepard** from Julie Briggs

Submitted by Lisa Gaspe

Hi Lisa,

I just wanted you to know about Dan.....He has done the extra mile this week! Every day I call over to the Front Desk to get the visitor badge color.....and everyone has become my friends! They are always so chipper and happy on the phone and I really love the great attitudes! This week Dan sent me a "good morning email" with the color of the day listed! I was so impressed ... he was looking to save me some time in my day and I really appreciate him for it!

Just wanted you to know you have a super great bunch of people!

Julie Briggs, RN, MSN, CPHQ



STAFF KUDOS

Nice compliment for **Loretta Owens** from Lisa Gaspe

I want to send a big THANK YOU to Loretta Owens for agreeing to work the bed board on Monday & Tuesdays. Loretta gives excellent customer service and everyone loves seeing Loretta come into the department, we've missed her! It's very nice of you to cover second shift for us to give Vickie some much deserved time off. Thanks again Loretta :)



Thank You
FOR MAKING
A DIFFERENCE

Nice compliment for **Andrea Luce** from Lisa Gaspe

I want to thank Andrea Luce for always being available to give us her input on problem accounts, for always finding her written documentation from 1912 as to how the process was supposed to work and for always taking the time to send out an email explaining why an account was wrong and for always keeping everyone in the loop. You are a Patient Access **treasure** and I have always enjoyed working with you. THANK YOU!!!



TOP COLLECTORS WAY TO GO

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

Steven Johnson.....Collected on 97 accounts (\$19,130)

Diane Mills.....Collected on 45 accounts (\$16,871)

Debra Craft..... Collected on 33 accounts (\$746)

Lorrelle Ash.....Collected on 26 accounts (\$1,415)

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

(2.5) Temp Ambassadors

UH Central Registration:

(6.0) HPSC1

UH ED Reg:

(1) Reg Team Lead

13 Full time Outpatient Administrative Specialist (OAS)

(2) 0.5 OAS ED Reg

(1) 0.8 OAS ED Reg

(1) 0.6 OAS ED Reg

(1) Temp ED Reg

PID/ Float:

(1.0) HPSC2

Bed board:

(1.0) HPSC2

0.5 Temp Bed board

UC Call Center:

(1.0) Team Leader

Ambulatory Call Center:

(2.0) Temps Call Center Reps



HAPPY BIRTHDAY

June Birthdays:

Tiffany Jennings	06/01	Central Reg
Linny Hernandez	06/05	Verification
Robin Gilfilian	06/06	PID Team
Loretta Owens	06/06	Pre-Services
Shante Taylor	06/06	CG Switchboard
Annyssa Williams	06/07	UC Call Center
Cora LoVetere	06/10	Central Reg
Brenda Passardi	06/10	PID
Diane Mills	06/15	Pre-Services
Harmony Mantor	06/19	Inpatient Verification
Carol Andrews	06/23	All
Whitney Camby	06/24	Pre-Reg
Melinda Mattison	06/25	UC Call Center
Carmella Carroll	06/30	Amb Call Center
Regeya Danforth	06/30	ED Reg



Welcome to the following new employees:

Regeya Danforth ED Registration



MOVERS & SHAKERS

Nothing to Report this Month

In Memory of **Cynthia L. Hagan**

The below has been posted to our in Memoriam Webpage:

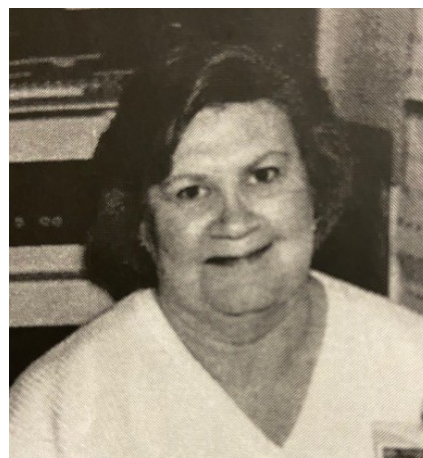
<https://www.upstate.edu/hr/memoriam.php>

Cynthia L. Hagan, Retiree

Patient Services Clerk 1, Patient Access Services

Date of Death, May 13, 2020

Approximate Time of Service 1989-2005 (16 Years)



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 includes a 'Patient Access Services' header, a 'Have a Question? Ask us!' section, and a 'QUICK LINKS' sidebar. A central image 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

My Dashboards

ADT Patient Access Learning Home Dashboard

What's New

New Status for ADT Patient Handbook

Effective April 28, 2020, the Document List will have a new category selection in the ADT Patient Handbook status category list. End users will now be able to choose **MyChart Access**. MyChart Access is used if the patient states they will access the Patient Handbook, (including a copy of Patient Rights) via their MyChart patient portal.

[Systeme Update Bulletin - ADT Patient Handbook MyChart Status](#)

Fri 5/1 11:20 AM - Jack L. Leporte

New Cross Campus Imaging Work Flow

There are times patients need to be transferred from the Downtown campus to receive Imaging Procedures at the Community Campus and return to the Downtown campus or vice versa. Nursing Supervisors are able to use the Transfer activity in Unit Manager to transfer the patient to another

Resources by Category

- eLearnings/Videos/Training
 - Accessing Playground and User ID/Passwords
 - Accessing the Epic Documents Site
 - Name Standardization - One Name Legal Names
 - Collecting Outstanding Hospital Balances using POS Payment activity
 - Importance of adding PCP, Care Team and Referring Provider
 - BCA Web Application
 - Encounter Storyboard Overview
 - Non-Encounter Storyboard Overview
 - Self Pay Query
 - Sidebar Checklist Overview
- General Registration Tip Sheets by Topic
- ED Reg (Adult/Peds) Tip Sheets by Role and Topic
- Ambassador Tip Sheets by Topic
- Bed Board Tip Sheets by Topic
- Auth/Cert Tip Sheets by topic
- Call Centers (CRM, MD Direct) Tip Sheets by Topic
- PMR Tip Sheets by Topic
- PAS Radiology Tip Sheets by Topic

Quick Links

- Insurance Websites
 - 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
 - Tricare
 - United Healthcare (can use NaviNet)
 - WellCare
- Insurance Basics Tip Sheets
- Upstate Links (new window)
- Epic/PAS Resource Links

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