

DEPARTMENTAL UPDATES FROM

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

July 2020

Hello Summer! Kaniesha Mason

The Covid-19 Pandemic has been disruptive to our daily lives to say the least. Whether you are working from home or on the front line, your safety is top priority. With the summer months approaching many are reluctant to travel with fear of being exposed to the virus. I have good news for you. There are fun things you can do and places you can visit locally with your family while remaining socially distant. Although we haven't been able to move around as freely as we would like to, this time in isolation has sparked creativity in many. Create your summer bucket list from the ideas below and get out and enjoy the simple yet beautiful things life has to offer.

Take a short drive to visit some of our local attractions:

- Pratts Falls, Manlius, NY
- Chittenango Falls, Chittenango, NY
- Delphi Falls, Cazenovia, NY
- Parson Falls, Moravia, NY
- Tinker Falls, Tully, NY 13159
- Wild Animal Attraction, Chittenango, NY

Don't feel like driving? Below are a few things you can do at home!

- Take up a new hobby (crocheting, sewing, fishing, gardening etc.)
- Start a home improvement project
- Journal your experiences during this pandemic as they will become part of a history lesson someday
- Project an outdoor movie
- Take an online course
- Camp in your back yard
- Go for a walk
- Start a new exercise routine
- Try new recipes
- Have a karaoke night
- Host/Attend a virtual party

Whatever you do, stay cool and stay safe!



Inside This Issue:

Registration Tips	2
Insurance Corner	3
Staff Kudos	4 & 5
Staff Kudos cont'd	6 & 7
Top Collectors	8
Open Positions	9
Birthdays	10
New Employees	10
Training Resources	11



REGISTRATION TIPS

- For a **Medicaid Managed Care** product always run the Real Time Eligibility through **Medicaid** to get the additional coverage information
- Be sure when running **RTE**, that the coverage is eligible, for the date of service in question
- Remember to create a **TPL Guarantor** whenever a motor a motor vehicle accident is involved and a **Workers Compensation Guarantor** for all work related accidents
- Always ask and update the **Admit Source** and **Referral Institution** with each registration
- Always check to see if a **health care proxy** has been previously scanned. If so, the **health care proxy acknowledgement** should be documented as a **yes**
- When taking a "**Pending Verbal**" always update the original document , do not select another one
- Always remember when **RTE** is used the **Subscriber Demographics** and **Coverage Info Sections** must be updated
- Keep in mind when adding **Tricare Coverage** the **RTE** response Effective Date is never true. Go to the website to get the **Effective Date** (DBN is unique and the Patient is the Subscriber)

LUNCH AND LEARN SESSIONS

Bring your own Lunch

The July Lunch & Learn will be a WebEx presenting the 2020 August Upgrades

Tuesday July 7 at 10 am

Wednesday July 8th at 12 pm

Thursday July 9 at 2 pm

The presentation will also be posted on the EPIC documents page -Go to the

i Page-- > Epic button > Documents - -

Type **Spring 2020 Upgrade** in the search

Quote of the Day

“ Quality in a service or product is not what you put into it. It is what the customer gets out of it. “

_____ Peter Drucker

When registering a **pediatric patient** (minor under the age of 18), please review the guarantor information listed on the account . A child should not be listed as the guarantor , if under the age of 18. Please be sure to correct the guarantor information to the appropriate person.

Steps to follow:

Change Guarantor > Click Add New Guarantor > Complete the Guarantor Account Questionnaire



Remember!

Insurance Corner – Monthly Alert

Issue: We are finding an increase in errors with Medicaid and Medicare Coverages.

Medicare: When adding Medicare know the difference between Part A and Part B. Be sure to read the RTE response to see if both parts are eligible or just Part A.



Important information



Medicare Part A covers inpatient hospital stays, care in skilled nursing facility, hospice care and some home health care. Part A does not cover outpatient ambulatory care.

Part B covers outpatient care and services such as lab tests, surgeries, and doctor visits and supplies. Patients pay a monthly premium for Medicare Part B.

Patients can have A&B, A, or B.

When Medicare is run it will e-verify and the RTE response will advise if a replacement plan or if other insurance is primary, due to such examples as disability, working or ESRD .

Always run RTE, read it closely, because those plans will e-verify even if it is wrong plan. If RTE shows the patient is **NOT eligible** for services: Click the **Ignore Response**. The system will not create the coverage and will close the RTE response.



Grab your favorite mug and join CEO Dr. Bob Corona for an exploration on what it means to be a resilient organization.

Open Q&A to follow. Spots are limited to keep this experience close to the in person events.

Send your request to ceojava@upstate.edu
Please indicate your preferred date or if either is fine.

Tuesday, July 14 Noon
Wednesday, July 29 11 AM

Coffee with the CEO has returned in a virtual format!

Please see the attached flyer for dates and times. Each session is limited to ten participants to keep the experience close to the in person events. Please RSVP with the date/time preferred to ceojava@upstate.edu at your earliest convenience.

Looking forward to connecting on Zoom !

ANNOUNCEMENTS

Patient Visitation Update

University Hospital welcomed inpatient visitors back on June 24, 2020.

Visiting hours are from 2p - 6p seven days a week. One visitor per patient per day. Specific units are not allowing visitors such as 4B, 7U, 7W and TCU. No visitors for COVID positive patients unless approved by the Administrative Supervisor. Visitors must sign in at the front desk. Nursing may specify a designated visitor using Patient FYI in EPIC which shows on the House Census. If the patient has a different visitor show up at the front desk, Ambassadors must call up to the nursing unit so patient can approve new visitor. In order to prevent multiple visitors at the same time for the same patient, Ambassadors utilize COMMENTS on the patient demographic screen and enters to-days date with the visitor's name. This will show on the House Census to alert other Ambassadors and Public Safety that patient already has a visitor for the day.



Office Hours with Shelley White will be offered via Zoom or WebEx. Please call Carol at ext. . 5035 to schedule a time.

STAFF KUDOS

Nice compliment for **Edna Ogletree**

Submitted by Amy Tetrault

Hi Edna,

We want to thank you for providing great customer service!

The e-mail below is from Amy Tetrault the coordinator for the STEMI program.

Amy took the time to send us an e-mail complimenting you on the awesome customer service she received this past weekend from you.

Thank you and keep up the wonderful customer service you provide to internal and external callers!

Hi Jewel,

Sunday morning I had to call switchboard and ask them to get me in touch with the Clinical Engineer on-call. I forget who answered the call, but she was wonderful. So on the ball, understood what I was asking for and very quickly connected me to the right person. Just hoping you could provide her with some great feedback. I really appreciated her. It was around 10:15 on Sunday morning.

Thank you !

Amy L. Tetrault

Director, Heart and Vascular Center



Nice compliment for **Andrea Luce**

Submitted by Kaniesha Mason

Nice job documenting the root cause analysis of the denials that you research monthly. Your notes provide a nice time line. Your summaries are always clear & concise. As always, thanks for all that you do! Shelley and I noticed this while reviewing together today :~)



STAFF KUDOS

Nice compliment for **Dondrea Jones**

Submitted by Bridget Doohar

So on 6/4/2020 Don had helped a patient and after her appointment she came down to registration to let us know how absolutely wonderful Don was and how exceptional his customer service was to her. She let me know that she was very stressed out and worried about her appointment and having to do it alone, but Don went above and beyond, like he always does, with his extraordinary warmth and kindness relieving her worries about her appointment and untimely really impacting her day and making it better!

Nice compliment for **Dondrea Jones**

Submitted by Lisa Gaspe

HUGE thank you.went up after a nice, Young male VERY sweet took good care of me- thank HIM-

Susan V. Murphy MBA, CHESP
Director Environmental Services-Suny Upstate



Thank You
FOR MAKING
A DIFFERENCE

Nice compliment for **Shermell Sherman** from Central Scheduling and **Taressa Smith** from MD Direct

Submitted by Shannon Austin

I received a call from Rachel at Canton Pediatrics. She wanted to thank Shermell Sherman from Central Scheduling and Taressa Smith from MD Direct for going above and beyond in helping her to obtain information about our Family Behavioral Health Program. She wanted to say that they were absolutely awesome and she thanks them so much !



STAFF KUDOS

Nice compliment for **Sandra Crawley** from a patient.

Submitted by Bridget Doohar

Hi Brig and Sandra,

Please see attached letter. This patient was here on Friday 6/26. She faxed a letter to us that afternoon, praising staff. Sandra was the very nice women who sat at the desk and checked her in.

As always Sandra is terrific. She has been a fabulous addition and she has become the "face" of the breast center. Thank you both!

Sandra I am always impressed and bedazzled by the way you work your magic out there !!!

Thank you

Donna J. Modliszewski, BSN, RN

Breast Care , Endocrine and Plastic Surgery Manager

My name is [redacted] or and I had a mammogram, MRI and office visit today at 530 Harrison Street at the Breast Center Suite D. I usually try to make my appointments close together, all in one day since I have an hour commute from Utica. Today I was having my mammogram at 7:30AM and seeing the PA Kristen after that with a breast MRI scheduled at 11:30AM. I was greeted at the office by the most delightful women who checked me in and made me smile. I only waited about 5 minutes and was taken right in to have my mammogram. While doing the procedure I asked the technician if there was any way I could get my MRI moved up. She wasn't sure but would check to see if she could. In about 15 minutes, I was sitting in the office with the nurse, then talking with Kristen and then as quickly as they could they got me right over to MRI to have my test at 8:30AM. Holy Moly!!!! Waiting in doctors' offices is very common but today I hit the jackpot.

I am not sure of all the names of the ladies that took care of me today but I would just like to give them a big rock star shout out:

A very nice women who sat at the first desk in the reception room.
A lovely young lady who did my mammogram.
A great nurse who checked me in to see Kristin the PA
Kristin the PA who answered all my questions lickity split.
A great lady in the reception area of the MRI suite
A nice nurse who did my IV in the MRI room.
Kathy the wonderfully accessorized lady who did my MRI

I hope I didn't miss anyone!

Thank you all for making my appointments run smoothly, making me feel comfortable not rushed and getting me in and out of the building in approximately an hour and a half. You women are AMAZING!!!!

Sincerely,



TOP COLLECTORS WAY TO GO

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

Steven JohnsonCollected on 139 accounts (\$28,812)

Debra Craft.....Collected on 95 accounts (\$2,137)

Philip Carpenter..... Collected on 49 accounts (\$7,483)

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

(3.5) Temp Ambassadors

UH Central Registration:

(8.0) HPSC1

ED Reg:

(3.5) OAS ED Reg Outpatient Administrative Specialist

PID/ Float:

(1.0) HPSC2

Switchboard:

(1) Temp

Ambulatory Call Center:

(1.0) Call Center Rep

(2.0) Temps Call Center Reps



HAPPY BIRTHDAY

July Birthdays:

Ananya Choudhury	7/4	Data Services
Jacqueline Hardy	7/9	Pre Reg
Steven Johnson	7/9	Admitting
Terry Engelbrecht	7/11	Central Sch
Brett Parsons	7/12	Float Pool
Brian Lostumbo	7/14	Central Reg
Brianna Dooher	7/18	Central Reg
Debbie Nelson	7/19	Amb Call Cen
Melissa Yarbrough	7/20	Amb Call Cen
Shermell Sherman	7/21	Central Sch
Donna Conte	7/23	ED Reg
Ashleigh Roberts	7/24	Ambassadors
Karen Rice	7/28	ED Reg
Jessica Newson	7/29	Admitting



Welcome to the following new employees:

Ashleigh Roberts	Ambassador
Jacqueline Walther	ED Reg
Helen Steven	ED Reg



MOVERS & SHAKERS

Steven Johnson taking a position in Verification
Mary Hoare taking the position of financial advocate for Admitting



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', and 'Training Resources'. 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

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

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