

DEPARTMENTAL UPDATES FROM

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

August 2020



THANK YOU FOR DOING YOUR PART!

Shelley White

Thank you for doing your part to keep Upstate and our community safe and controlling the spread of the corona virus. We're thankful that our COVID admission numbers are low, and our staff and family remain healthy. Please keep up the good work and don't let your guard down.

- ◆ Properly wearing a mask over your nose and mouth
- ◆ Respecting the limits on the number of people in elevators
 - ◆ Keeping your workspace clean
- ◆ Limiting your exposure to groups outside of work

To all of you handling the calls for COVID-19 tests:

THANK YOU!

The call volume has been overwhelming. Help is on the way. We have more staff that will be handling scheduling calls and MyChart direct scheduling is very close. Hang in there! Your work is important and greatly appreciated by our community.

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REGISTRATION TIPS

- When creating a **WC Guarantor**, leave the **Date of Injury Field** blank
- Remember to enter a **HAR note** to explain the situation if you are making a guarantor change
- Always check to see if a **Health Care Proxy** has been previously scanned. If yes, the **Health Care Proxy Acknowledgment** should be documented as a **yes**
- Be sure to complete all registrations, use the **side checklist** to verify. No items should be left unverified
- When not collecting a co-pay, use the **Not Collecting Button** to document
- Always validate the patient's **e-mail address** by reading it back to them
- Only enter a **preferred name**, if it is different than the patient's first name
- **ADT Patient Handbook** needs to be offered at every Inpatient & ED visit and annually in outpatient clinics
- For a **Generic Insurance**, always be sure to include the insurance address information

LUNCH AND LEARN SESSIONS

Bring your own Lunch

The August Lunch & Learn will cover
Consents (Webex)

Wednesday August 19th at Noon

Link: <https://upstate.webex.com/upstate/j.php?MTID=m6d33d0c6faa369ed861ff4d3cdbc28f1>

Password: RGkmre98bc9

Thursday August 20th at Noon

Link: <https://upstate.webex.com/upstate/j.php?MTID=md3ff64350be44e526d7047cfdcbc1ccf>

Password: m89R6p6Mm2Z

Friday August 21st at 2 pm


Link: <https://upstate.webex.com/upstate/j.php?MTID=m63e3ba0aee9ef8319172928c49324ad5>

Password: vcK4hW2JMa3

Quote of the Day

“Knowing is not enough; we must apply.
Wishing is not enough; we must do.”

____ Johann Wolfgang



Capturing a quality photo in Epic is needed for proper patient identification. Ask the patient to remove or lower their face mask, if they are wearing one. Be sure the patient is not standing too far in the distance and not too close, where we are not seeing their entire face.



FYI

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

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

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



Important information



When a patient has **Medicare** we need to read the **RTE**, as this will tell if there is any other insurance that is primary. Other insurance could be primary due to the patient is still working, or disability or ESRD.

If other insurance is primary, be sure to complete the coverage information (covered through and employer size) to prevent the coverage order from changing.

The MSPQ must also be fully completed including all sections. The RTE response and the MSPQ,



Effective **July 20th** at noon AmEx go live via Insta Med is taking place.

This means that we can now offer our patients the ability to pay their co-pays, deposits and outstanding balances (including MyChart) using Visa, Mastercard, Discover and American Express. All four of these logos will display in Epic after this go live.

MyChart

Patients are 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. This feature has been added to Epic to help patients get information on testing more quickly. By signing up for MyChart patients have the ability to **Pre-register, review their test results** and soon to come can **schedule their own appointment** for **Covid testing**.

More to come

STAFF KUDOS

Nice compliment for **Kimberly Lockette**

Submitted by Sue Romano

Hi Melissa,

Just spoke to a patient's husband. He just wanted to let Kimberly Lockette's boss know what a wonderful job she does. He said she was very kind and helpful. He used to work in HR and that "she was a keeper". Just thought I would pass on some good news !

Thanks,

Cathy McCormick, Geriatrics



Thank You

FOR MAKING
A DIFFERENCE

Nice compliment for the **Ambassador Group**

Lisa- I have been back on campus recently and I have to say I have been very impressed with your team of Ambassadors and how warm and friendly they are. It seems as if they recognize how scary the masks may be and they are using tone of voice, smiling eyes, and just projecting good will to be comforting to patients. It is so nice to see.

Susan Bland-Medics, Sr. Patient Relations Specialist



Nice compliment for **Andre Bak** Call Center Representative

Andre Bak took call from my daughter. My daughter was making her first ever call to the answering service because she needed medical advice. While my daughter is an adult, she is on the autism spectrum and has severe anxiety when doing anything new. I was making her do this so she would have the skill to do it if I was not there. Andre was patient and understanding, he stayed calm and polite even though my daughter was having a lot of stress and asking for everything to be repeated. Because of the patience and compassion

STAFF KUDOS



Congratulations!

Congratulations to **Ed Rios** and **Sandra Crawley** who both received the Chancellor's Awards for Patient Access. This award is for providing outstanding customer service.



Great Job!

Nice Press Ganey compliment received for Ambassador **Doug Dever**

Most RN's & Nurse assistants were knowledgeable & competent. Ambassador "Doug deserves special recognition.



Nice compliment for **Margaret Hart** from a patient.

"The patient said Peggy was kind, caring and patient with her today and appreciated being able to call Upstate and have someone to help her with all of her needs."

Thank you,

Melissa Yarbrough, BSHA

Team Lead , Ambulatory Call Center



STAFF KUDOS

Nice Compliment for the **Emergency Department Staff** from Tonya Lacey

This was a very busy weekend ! I wanted to take the time out to acknowledge **EVERYONE !!** We worked together as a TEAM and got the Job done ! I truly appreciated all the help and support from the team ! I could not have managed without ANY of you !

Sheri Edwards, OMG this isn't the first time that you came though for me. You are such a huge support! I can truly say that you exemplify the word teammate! You stayed working with me even when your shift was over! You are definitely a ray of sunshine energy and positivity! I always enjoy working with you.

Curtis Scrivins, You rocked out! You were such a huge help! I couldn't thank you more for being the go to guy for all the questions that I could not answer. You stepped up and took initiative and gave me support and guidance when I needed it. Thank You P.S. You came through in a way that I could NOT! you came back in 4 AM and stayed until I got in at 645 am. Now if that isn't dedication and being a TEAM PLAYER !

Lorriane Henning, You are 1 tough cookie! I really love having you around, you make sure that I remember I can handle what comes my way! You always say "Your the Boss" Your help on the weekends are the so needed and you get the job done! Your a team player, a woman with staying power! (3AM) I appreciate you so much! I love the fact that you always have candy :)

Mark Geremia, You are the man for a reason! what would I do with out you? Thank You for ALL that you do! In times of pure confusion, when I cant seem to figure things out, you swoop in and help me figure it all out. You are a exceptional leader. I can always count on you to come through as a manager should. You come in and become "one of us" that speaks volumes. You show up and help out. I appreciate that you come in so that I could go home and attempt to get rest! Thank You!!

Becky Erwin, Your help is soooo appreciated! You come in on your "days off" to help the team succeed! You seem to always be there and I really feel that your dedication goes beyond measure. Your here to assist when you don't have to, but you understand the struggle and your a caring team member with a huge heart. Thank You!

Edmund Winwah, You made it through a busy weekend and you came back for more! Thats called "staying power" and being a team player! I am proud of you for showing up and helping out as much as you can! You got some registration completed and collected some copays! You stayed a few hours extra to keep the teams flow consistent. I appreciate you!

Brett Parsons, Thank you for picking up OT for us! I was a very Busy Saturday, and as usual you keep up with ease. You are such a necessity and huge support for us in the ED! I appreciate you! We accomplished a lot with having you with us this weekend. We will always have some OT on the weekends for you. :)

Tracey Frier, keep up the good work! Thank You for supporting us in the ED Sunday it was a busy evening and you kept up with the momentum. Your assistance is appreciated. You managed to work a complete 8 hours and still had pep in your step and a smile on your face. Your always welcome in the Ed!

Titiana McBride- Thank you for being on top of your game and getting things done!

STAFF KUDOS

ED Kudos continued from previous page:

Mary Hoare,- Thank you for showing up and helping out, you know we love watching you hustle around working hard and collecting them co pays :)

Paul Mcninch,- Welcome Back to the ED! Keep coming back and getting yourself acclimated with the area again. We've got room for you!

Dawn Marie Barletta- Thank you for your support, you are appreciated!

Dennis Watson,- Thank You for picking up that OT time! Your always professional and you get here and work hard! We appreciate you.

Jelica Price, Thank you so much for always Helping us out. You are always here at the right time. I appreciate that you get here and get to business! You answer my texts even if I text you more than once. you are so appreciated!!

Jehan Whatley, Thanks for being a part of our team! We appreciate you coming in and helping out when we need you!

Kim Luckette, Always a pleasure working with you! You have a way with the patients and this reg thing is second nature to you. I appreciate all the help you give!

Heidi Javier, Thank You for being an asset to our growing team it is always a pleasure working with you!

Thank You

Tonya Lacey

Patient Access Supervisor

UH & CC ED



STAFF KUDOS

Nice compliment for **Sandra Crawley**

Good morning! Is Sandra the primary registrar at the BCC/Women's Imaging? These comments are from today's PG report.

The woman who checked me in was fabulous. I was so nervous and scared, but she was upbeat and made me laugh. She likely doesn't know, but she made my day.

2313309312 Woman in registration area was super friendly.....great personality !

2307269483 The receptionist who attended me was extremely nice and friendly.



Nice Compliment for the **Call Center Team**

Jewel - just wanted to take a moment and commend your team for the fabulous job they are doing. The compassion and professionalism they demonstrate when transferring calls is inspiring to me. Melinda transferred a distraught daughter to me today and it was clear that in their brief conversation they had connected and she had helped this family to feel heard. Just want to say thank you amidst all this craziness! Take care.



MANY THANKS!

SUBMITTED BY SHANNON AUSTIN



I'm truly impressed with the dedication that each of you display daily, despite the many obstacles we face. Each department within our division plays an integral role in all things Upstate. How cool is it that we get to work alongside such a supportive and collaborative group of people? We have the reputation of rolling up our sleeves to get the job done, and that's what we do! Your greatness does not go unnoticed!

With a ton of thanks to give, this month, I wanted to send a shout out to those helping with the Covid test scheduling.

Central Schedulers- Cheryl and the entire gang- You guys are true ROCKSTARS! Fantastic job keeping your head up and working hard while trying to manage the enormous increase in call volume each and every day! Hang in there. We appreciate everything you do!

PreRegistration- Tammy and the crew- Thanks for the continued support, whether it is taking a million transferred calls, making call outs or just lending your expertise to ensure the COVID testing accounts are perfect. I appreciate your willingness to accept everything that is being thrown your way!

Katrina Norvell and the PID team- Thanks for your quick response to the call for help! We appreciate the daily prereg backup you are providing!

Data Team- Continued appreciation for your expertise and quick response to any request! You know I can be technologically challenged at times... LOL

Gale Riddell- MD Direct- Thanks so much to Gale for being flexible and supporting the Ambulatory Call Center! You are a true Team Player!

Carmella Carroll, Ambulatory Call Center Team Leader- Thanks for being so innovative and accommodating while creating a whole new training/re-training program for your staff! Your devotion to their success does not go unnoticed.

Cheryl King, Central Scheduling Team Leader- Thanks goes out to you for using every resource possible to make sure one of our sweet, elderly patients was taken care of yesterday. Awesome job showing your commitment to our patients!

STAFF KUDOS

Highlighted monthly will be Press Ganey Survey results



Compliments for **Sandra Crawley** and **Peggy Steeprock**

Access to Care

Site: Breast Care Center

Positive

2290904680	Everyone in this office makes it a very comfortable and pleasant appointment. Staff is always very caring.
2295837776	Next appt. always schedule before I leave; staff always responds to communication in a timely manner; there is a woman @ the front desk that could brighten anyone's day.
2295839203	Everyone was courteous & pleasant. Staff is outstanding.
2295843409	The lady at the registration desk is always so pleasant and has a great personality.
2301382140	always so kind and professional
2301383087	Everyone was so nice & courteous!
2301385269	The woman who was at the desk was very nice and polite! Made me feel very welcome relaxed and comfortable.
2307263155	Always have had very good experience.
2307265731	I always have a wonderful experience any time i go there
2307266922	I had a mammography prior to my appointment. Everything went quickly and everyone was extremely nice, respectful, knowledgeable and helpful through the entire process - from check-in through the mammography and through my appointment with Tammy Root.
2307268446	I just loved them all I felt right at home and relaxed.
2307268800	Sandra at the check in desk is the best. She is upbeat, friendly and always has a kind word to say!!



TOP COLLECTORS WAY TO GO

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

Mary HoareCollected on 233 accounts (\$48,218)

Debra CraftCollected on 98 accounts (\$2,349)

Coleen Schaefer..... Collected on 89 accounts (\$11,519)

Philip Carpenter.....Collected on 76 accounts (\$7,781)

Lorelle Ash.....Collected on 66 accounts (\$10,088)

Reminder to make sure to verify coverages and RTE responses.

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



OPEN POSITIONS

Ambassadors:

(5.5) HPSC1

(3.0) Temp Ambassadors

2 (0.5) Temp Ambassadors

UH Central Registration:

(7.0) HPSC1

Ambulatory Call Center:

(4.0) Call Center Rep

(3.0) Temp Call Center Rep

ED Reg:

(7.0) OAS ED Reg Outpatient Administrative Specialist

(7.0)Temp

CG Central Reg

(1.0) HPSC1

Bed board:

(1.0) HPSC2

(1.0) Temp Bed board

CG Switchboard:

(0.5) Clerk 1

UC Call Center:

(1.0) Temp



HAPPY BIRTHDAY

August Birthdays:

Tammy Pais	8/5	Pre-/Reg
Heather Fehrman	8/6	Central Reg
Paula Webster	8/7	Amb Call Cen
Tiera Betsey	8/8	Amb Call Cen
Edna Ogletree	8/10	UC Call Center
Sue Kehrer	8/15	Pre-Reg
Laura Hand	8/17	CG ED Reg
Lisa Green	8/19	Amb Call Center
Kaniesha Mason	8/19	Associate Director
Breana Scott	8/19	UH Central Reg
Monique Crawford	8/21	Pre-Reg
Dazshe Ocasio	8/24	UC Call Center
Patricia Barnes	8/25	UH Ambassador
Douglas Dever	8/26	UH Central Reg
Mary Hoare	8/26	Verification



Welcome to the following new employees:

Erika Barnes	ED Registration
Anjali Malhotra	UH Ambassadors
Jasannys Rivera-Rosario	UH Ambassadors
Sydney Weising	UH Central Reg
Shannon Marcotte	ED Registration
Edmund Winwah	ED Registration
Kristen Henry	UC Call Center



MOVERS & SHAKERS

Loretta Owens will be joining the Float Pool
Dazshe Ocasio took a State position
Doris Price-Webb transferred to ED Reg



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 a smiling woman on a phone call, 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

[More Search Options](#)