

DEPARTMENTAL UPDATES FROM

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

September 2020

SUNY Chancellor's Award Winners!



Congratulations Sandra Crawley & Ed Rios!!

We're thrilled to announce Patient Access Services has two well deserving employees recently awarded the SUNY Chancellor's Award for Excellence in Classified Service.

Sandra Crawley, Hospital Patient Services Clerk 1, has worked in Patient Access nearly 19 years and has been with Upstate for nearly 30 years.

Eduardo Rios, Hospital Patient Services Clerk 2, has been with Patient Access for 9 years. Eddie was promoted to a Sr. Registrar in 2018 as our first hire in the newly formed "float team".

Both Sandra and Eddie have made a profound impact on the lives of our patients and their co-workers. They receive many heart-felt thank you's from the patients they serve. Congratulations on receiving this level of recognition and thank you for all that you do!

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REGISTRATION TIPS

- Be sure to review the **HCP information** that is on file with the patient at each visit
- Be sure to complete all registrations. Use the **sidebar checklist** to verify. Items should not be marked as verified unless the info has been verified with the patient
- The **Auto Accident State** on the Claim Form should only be valued for **auto accidents**
- When entering an address in Epic, always enter the zip code in the **City (or ZIP)** field. By doing so, the State, Zip, County and Country fields will automatically be populated
- Remember to always ask and complete the **Travel Questionnaire**
- Always ask the patient if they have a **middle initial** if one is not listed
- When completing the **WC Claim Form** do not forget to complete the following fields: **Place of Injury**, WC Employer and **Worker Comp Board Number**

Insurance Basic Classes Schedule for September

Medicaid & Medicare	9/11/20	9:00 – 12:00 PM
Commercial Plan	9/18/20	9:00 - 12:00 PM
Special Guarantors	9/25/20	9:00 - 3:00 PM



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

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Consents (Webex)

Wednesday September 16th at Noon

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

Meeting Number (access code): 172 453 9521

Meeting Password: pEg4sEPJz35

Thursday September 17th at Noon

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

Meeting Number (access code): 172 124 3072

Meeting Password: 32uwJNiCi93

Friday September 18th at 2 PM

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

Meeting Number (access code): 172 416 6495

Meeting Password: FpaY3JBNT49

Quote of the Day

“ Kindness and courtesy are at the root of a positive customer service experience”

_____ Shep Hyken

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Issue: We are finding an increase in errors with subscriber information being entered incorrectly.

When completing the subscriber information in the coverage section, please keep in mind that the subscriber is not always the patient.



Important information



Helpful Tips:

1. The subscriber is the individual who signs and is responsible for a contract with a health **insurance** plan
2. Always review the RTE for the correct subscriber information.
3. Only use the **Pull Info** tab when updating the subscriber screen when the patient is also the subscriber.

Subscriber Example:

If the patient is Sally and Sally's husband Tom carries the health insurance, then Tom the husband is the subscriber not Sally. Sally would be considered a member on the plan.



Please try to encourage patients to sign up for MyChart and see the list of benefits below.

Benefits of MyChart

- View Test Results
- Schedule Covid Testing & ER Telemedicine Visits
- Get Medical Advice
- Request an appointment
- Refill Medications
- Review Health Summary
- View Billing Summary & Pay Patient Balances
- Update Demographic Information

Triggers for Sign Up Email – Scheduling a patient appointment, Check -In and Check-Out will trigger an email for the Ambulatory departments. Discharge will trigger the email for all Inpatient and ED departments.

Patient will also be provided an activation code on the AVS (After Visit Summary) which will allow them to sign up for MyChart

ANNOUNCEMENTS

Important Covid Update:

Upstate staff or students who are experiencing symptoms of COVID-19, had an exposure, traveled to a designated state, have concerns regarding an immunocompromised individual living in the same household or need to talk with an emotional support professional, should call [315-464-8436](tel:315-464-8436). This resource line is available 24 hours a day for staff/students with covid-related questions on testing or general guidance. A registered nurse will help staff/students through their questions and Employee Student Health will follow up with individuals as needed. This resources line is for Upstate staff/students only.

The public COVID hotline is [315-464-3979](tel:315-464-3979).



We're excited to announce beginning September 1st, Patient Access will be supporting the Upstate Virtual Emergency Room. The hours are 1:00 to 9:00 p.m. 7 days a week. The public can request an appointment using their MyChart account or call [315-464-5577](tel:315-464-5577) to see one of our ED physicians for a virtual visit. Staff in UH Admitting will be answering these calls to schedule and register the visit as well as monitor appointments scheduled via MyChart to ensure the registration is complete for the visit.

VIRTUAL EMERGENCY ROOM VISITS

SEE AN UPSTATE UNIVERSITY HOSPITAL BOARD-CERTIFIED EMERGENCY MEDICINE PHYSICIAN FROM THE PRIVACY OF YOUR HOME VIA SMARTPHONE OR COMPUTER

Upstate Emergency Medicine is now offering enhanced medical access to Emergency Medicine physicians via telemergency medicine telehealth video visits.

Patients with life-threatening emergencies should call 911 or go immediately to the nearest Emergency Room.

But patients with less emergent issues and conditions are eligible for same day, telemergency medicine telehealth visits.

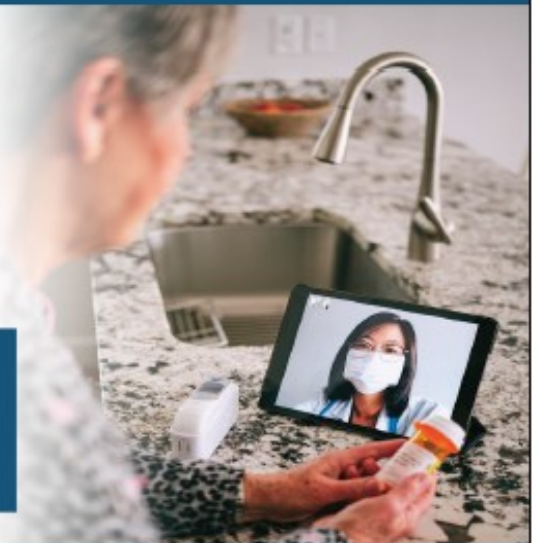
Utilizing a smartphone, tablet, or a computer with a camera, virtual ER visits allow a patient to speak with one of our board-certified providers, live and face to face, from the privacy and safety of your facility.

These visits are available to both new and existing patients of all ages.

Conditions treated include, but are not limited to:

- coughs
- colds
- minor cuts
- scrapes and sprains
- seasonal allergies
- prescription medication refills
- minor infections

No referral is necessary and all insurances are accepted. Appointments available from 1 p.m. to 9 p.m., 7 days a week.



CALL 315-464-5577 FOR QUESTIONS OR TO MAKE A TELEHEALTH VIDEO APPOINTMENT.

If you are an Upstate patient with an established MyChart account, you may schedule an appointment using the MyChart patient portal.

TO LEARN MORE VISIT WWW.UPSTATE.EDU/VIRTUALER

STAFF KUDOS

Nice compliment for the **Ann David-Salati**

Submitted by Tara Mathews

Hi Ann,

Just wanted to let you know, that because of your efforts, Dr. Hegazy was able to speak with Excellus and confirm an IP authorization.

Excellent work on this case-your notes were pivotal in getting the right level of care for this patient.

Thank you for all you do –keep up the great work !

Tara Mathews
UPSTATE State University of New York
MEDICAL UNIVERSITY
Associate Chief of Administration
Division of Hospital Medicine
Project Manager, STAR Program
Utilization Management



Nice compliment for the **Ambassadors**

Submitted by Lisa Gaspe

An everyday inpatient visitor by the name of Julie Crushank stopped by the information desk to thank the evening Ambassadors for being so kind. She said since she can't hug them during COVID, she did the next best thing and brought them all Hershey "KISS" candy. Thank you to all the Ambassadors for doing a fantastic job!



STAFF KUDOS

Nice Compliment for **Curtis Scrivens** from Nancy Farrell

Submitted by Katrina Norvell

Hi Katrina,

I work in the Adult Ed Downtown and I have the pleasure of working with Curtis. Today there was a patient who came to the ER who needed the interpreter to assist him. Curtis was so kind and took such time and care with the patient. There was two different people who came to the desk to tell me how kind and wonderful Curtis is. I just wanted you to know.

Nancy

Great Job!

Nice Compliment for **Dan Sheperd** and **Doug Dever**

Submitted by Lisa Gaspe

Hello Kristin, I just wanted to pass along that working down on the floor I've recognized all the hard work the two guys in the main lobby do, Especially Doug & Dan, Ambassadors. They are always trying to help and put on a smile for every person walking through the door and try and go the extra mile in customer service. It's always a pleasure working with them.

Respectfully,

Matthew H



TOP COLLECTORS WAY TO GO

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

Mary HoareCollected on 257 accounts (\$78,523) WOW!!

Philip CarpenterCollected on 78 accounts (\$9,074)

Coleen Schaefer..... Collected on 52 accounts (\$7,077)

Lorrelle AshCollected on 46 accounts (\$7,240)

Diane Mills.....Collected on 34 accounts (\$10,963)

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

(2.0) Temp Ambassadors

UH Central Registration:

(1.0) HPSC1

Ambulatory Call Center:

Team Leader

ED Reg:

(4.0) OAS ED Reg Outpatient Administrative Specialist

(2.0)Temp ED Reg

CG Central Reg

(1.0) HPSC1

CG Switchboard:

(0.5) Clerk 1

UC Call Center:

(1.0) Temp



HAPPY BIRTHDAY

September Birthdays:

Sydney Weising	9/2	UH Cen Reg
Kimberly Cummings	9/6	CG Switchboard
Angela Williams	9/6	Amb Call Center
Tricia Hand	9/7	Central Sch
Nicole Bello	9/8	UC Call Center
Randi Proctor	9/9	CG Registration
Chris Hotaling	9/11	Ambassadors
Kathleen Libby-M.	9/13	Central Sched
Megan Avery	9/14	ED Reg
Janice Gualtieri	9/14	MD Direct
Shannon Austin	9/16	Patient Access
Reime Drazek	9/17	Float Pool
Lewis Piraino	9/17	Amb Call Center
Peggy Steeprock	9/17	Ambassadors
Shannon Burley	9/18	UC Call Center
Christina Dee	9/20	Amb Call Center
Megan Webb	9/20	Central Sch
Jessica Spinalli	9/23	UH Central Reg
Mark White	9/24	Amb Call Center
Michelle Napier	9/26	CG Switchboard
Kelly Hemingway	9/29	CC ED Reg
Kala Adams	9/27	Amb Call Center



Welcome to the following new employees:

Marissa Griswold	Ambassador
James McCabe	UH Central Reg
Shylah Brown	UH Central Reg



MOVERS & SHAKERS

Tiffany Jennings transferring to Pre-Services
Jessica Spinalli transferring to ED Reg
Loretta Owens transferring to Float Pool
Crystal Brundage accepted a State Position
Douglas Dever accepted a State Position
Janie Thompson accepted a State Position

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

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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