PATIENT ACCESS NEWS

UPSTATE UNIVERSITY HOSPITAL

DEPARTMENTAL UPDATES FROM
PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

October 2020

COVID-19 UPDATES

Guest Access to MyChart

Beginning October 2nd, non Epic and non-MyChart users can self-schedule covid tests at the Upstate Water Street or NBT Stadium for the Onondaga County School systems. This will significantly improve the process for the community while improving the process for our staff scheduling and registering for these encounters.

MyChart Proxy Access

Also available starting October 2nd, is a web form whereby parents can request proxy access for their child's MyChart account which includes covid test results.

Covid Testing at Water Street Moving to Fairgrounds

To better prepare for inclement weather, the drive-thru Water Street site will be moving indoors to the Horticulture Building at the NYS Fairgrounds, **October 20th**.

Thank you to everyone that is playing a part in supporting Upstate's Covid-19 efforts. All you play a key role in keeping our Community safe.

Hello October!

REGISTRATION **TIPS**

- For *Medicare Plans* always use the *MBI* number

- An *expiration date* can now be added in the document table ,when a driver's license is expired

- Label the name of the payor on the insurance card in the *Document Table*

- When entering an address in Epic, always use the *City (or Zip) field* and enter the zip code in this field. This will automatically complete the State, Zip, County and Country fields

- Use the *preferred name* field whenever the patient elects to be called something other than their legal name

- Always ask the patient if they have any *other insurance*

- Use *Pull Info* on the Guarantor and Subscriber sections to pull through the employment information when appropriate

Insurance Basic Classes Schedule for October

Medicaid and Medicare	10/3/20	9:00 – 1:00 PM
Commercial Plan	10/23/20	9:00 - 1:00 PM
Special Guarantors	10/30/20	9:00 - 3:00 PM

LUNCH AND **LEARN SESSIONS**

Bring your own Lunch

The October Lunch & Learn (Webex) will cover Claim Form

Tuesday October 20th at Noon

Wednesday October 21st at Noon

Friday October 23rd at 2:00

Sign up is available in Self Serve and an invite will be sent via email to those that sign up

Quote of the Day

"You are serving a customer, not a life sentence. Learn how to enjoy your work."

——Laurie McIntosh

FYI

Office Hours with Shelley White will be offered via Conference Call or WebEx. Please call Carol at ext. 4-5035 or email Carol at andrewsc@upstate.edu**) to schedule.**

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Issue: We are finding an increase in errors with *Guarantor Assignment*

An existing Guarantor should never be changed to a different person or overwritten.

An example would be where the existing guarantor for the parent was changed and overwritten when the child turned 18. The existing guarantor needs to be deactivated and a new guarantor added.

When registering a child under the age of 18 in the ED workflow, a system generated guarantor is created. This needs to be deactivated and an new guarantor created with the correct guarantor name. Never overwrite the name as these accounts can not be merged and the system generated guarantor can not be used.

We should not be *deleting or removing* guarantors, but *deactivating* them, when no longer valid.

Tip: When registering an *Inmate-*note the Guarantor should be the *Correctional Facility*. The Guarantor Type is a *Personal Family*.

PAS/UC & ACC will be migrating to *Outlook the weekend of October 16th* There are trainings, tip sheets and WebEx's available on the IMT home page under Office 365 Migration. There is necessary information there to help with the migration.

Nice compliment for **Brett Parsons**

Submitted by Cheryl King

HI Katrina,

I wanted to let you know this yesterday But Brett is just fantastic! - Not news to you, I'm sure!

I mean, I already kind of got that vibe from him with the very minimal interaction we've ever had before, but I let him know early that I was here and available for him and to let me know if there was anything I could help with or if anything came up that might trip him up..   Nah, he was great

In addition, I also received feedback from a couple Ambulatory Call Center folks who are scattered around this week and were able to hear him on calls. They let me know how very friendly, professional, knowledgeable and helpful he sounds with each call he has and I had to make sure to pass that along to you.

Thanks again! We appreciate the help - Especially when it's such great help!

Cher

Nice compliment for **Shannon Austin**, **Jody Williams** and **Tammy Pais** from Amy Wagner

I just wanted to give a huge shout out to Shannon Austin, Jody Williams and Tammy Pais for all of their help making me feel comfortable scheduling and registering patients for the COVID testing site. All three have been very patient with all of my questions and so very helpful. Kudos to all three of them.

Have a wonderful weekend.

Amy

STAFF KUDOS

Highlighted monthly will be Press Ganey Survey results

PRESS GANEY

Compliment for : **Sandra Crawley**

TREMENDOUS COMMENTS!!!!
Our front end "rock stars " are setting the bar higher again.
"The young lady who checked me in was cheerful, upbeat, and full of life. The day I went in for my appointment, I was feeling down and glum. I don't know if she noticed that, or if this is just her normal demeanor, either way, she said or did some small thing that made me laugh and forget my woes for that moment, made me feel good about myself. She was awesome, and deserves a raise, or at least employee of the month recognition!"

Way to Go!

Nice compliment for **Jackie Pilon**

I'm an employee at Upstate and a mom who emailed to make an appointment to have my son tested for COVID at the stadium. I just wanted to recognize the amazing work of Jackie Pilon who helped me schedule the appointment. She was just amazing - she went above and beyond and I think she's an awesome representative of Upstate. She not only got my son scheduled, but she helped so much more, she helped me figure out to see the results in MyChart and was just overall friendly, positive, and helpful. Nancy Daoust told me you're her supervisor and I just wanted to let you know about this amazing work. I felt really supported by Upstate as a result of her time and attention.
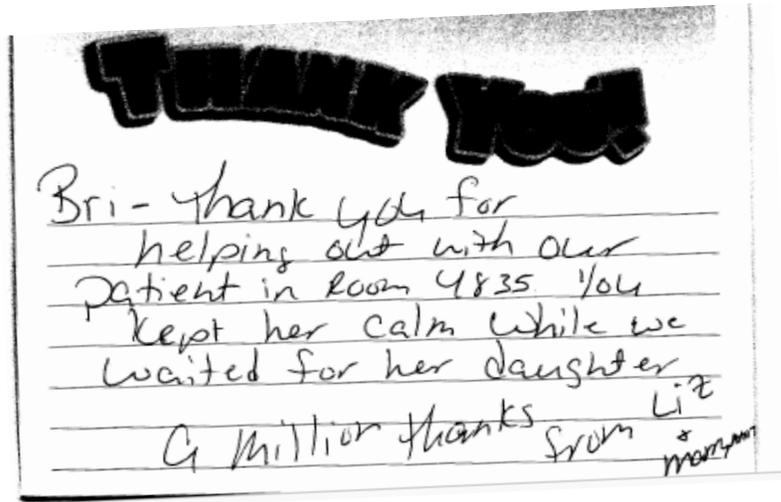
Thanks,

Lauren

Great job!

Nice compliment for **Briana Dooher**

> **THANK YOU**
>
> Bri - Thank you for helping out with our patient in room 4835. You kept her calm while we waited for her daughter.
>
> A million thanks from Liz & mom

THUMBS UP!

Happy Halloween

TOP COLLECTORS
WAY TO GO

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

Steve Johnson …….….……….Collected on 158 accounts ($33,526)

Mary Hoare …………Collected on 111 accounts ($19,247)

Philip Carpenter……..………..... Collected on 99 accounts ($6,696)

Lorelle Ash …………..Collected on 83 accounts ($4,243)

Coleen Schaefer………...Collected on 81 accounts ($4,301)

Reminder to make sure to verify coverages and RTE responses.

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

TAKE
A
LOOK

Ambassadors:

5 (1.0) Temps

UH Central Registration:

1 (1.0) HSPC1

Ambulatory Call Center:

(1.0) Team Leader

(1.0) Call Center Rep

ED Reg:

3 (1.0) OAS Administrative Specialist

1 (1.0) Temp

Central Scheduling:

1.0 HPSC2

CG Switchboard:

1 (0.5) Clerk 1

UC Call Center:

1 (0.5) Call Center Agent

1 (1.0) Temp

Make that job yours

HAPPY BIRTHDAY

October Birthdays:

Tricia Eldred	10/01	Inpatient Verification
Sandra Crawley	10/03	Central Registration
Alexander Colella	10/6	Amb Call Center
Lori Covington	10/07	ED Registration
Daniel Shepard	10/07	Ambassador
Linda Bishop	10/08	Central Scheduling
Coleen Schaefer	10/09	Central Registration
Maggie Durham	10/10	Pre-Reg
Shelley White	10/10	PAS/Upstate Connect
Annie Otterness	10/12	Bedboard
Debra Craft	10/14	Central Reg
Hayam Khalil	10/15	ED Registration
Marty Prater	10/16	MD Direct
Robin Thomas	10/17	UC Data Services
Megan Carey	10/19	CG Registration
Helen Stevens	10/23	ED Reg
Zainab Dougherty	10/24	CG Registration
Venice McFarland	10/26	ED Reg

A BIG WARM WELCOME

Welcome to the following new employees:

Melanie Carbone	Ambulatory Call Center
Alexander Colella	Ambulatory Call Center
Pamela Dineen	Ambulatory Call Center
Carol Hoskins	Ambassador
Venice McFarland	ED Reg
Maggie Pascale	ED Reg
Lauren Suits	Ambulatory Call Center

MOVERS & SHAKERS

Janie Thompson was promoted from temp to Hospital Patient Services Clerk 1 - Ambassador!

PATIENT ACCESS NEWS

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

- **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