PATIENT ACCESS NEWS

UPSTATE UNIVERSITY HOSPITAL

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

December 2020

Ideas for Safe Holiday Celebrations

The holidays are a time to connect with family and friends. Obviously this year is different. Here are a few ideas on how to spread holiday cheer while remaining safe:

- Create a neighborhood "mailbox exchange". Place fun little gifts in neighbors mailboxes throughout the holidays.

- Sending holiday cards is making a comeback this year.

- Make home-made gifts to send this year. Click here for ideas from Country Living.

- For those with small kids at home, check out kid-friendly cooking kits from Baketivity that come with all the ingredients premeasured.

- Drive around town to see holiday decorations and Lights on the Lake.

- Schedule frequent video calls with friends and family using Zoom, FaceTime, Facebook, etc.

- For those with kids who will miss getting to see Santa, check out JingleRing which allows you to schedule a live or prerecorded virtual call with Ol' St. Nick.

- Minimize travel and in-person gatherings.

Holiday Tips from the CDC

REGISTRATION **TIPS**

- Remember to always ask and complete the *Travel Questionnaire*

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

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

- Be sure to review the *HCP information* that is on file with the patient at each visit

- 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 entering a 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

LUNCH AND LEARN SESSIONS

Due to the Holiday, there will be no Lunch and Learn Sessions for the month of December

Quote of the Day

" Working as a team is a big part of customer service. The best people & companies won't say " It's not my department"

——Shep Hyken

Insurance Basic Classes Schedule

Starting January 2021- the Insurance Basic Classes will be held on every *3rd Thursday and Friday* every month starting at 8:30 am to 4:30 pm .

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Issue: *Insurance updates to be aware of:*

Effective 7/1/20 *Emblem Health* has issued new ID numbers for patients. The new *ID number* with start with a *"K"* and will be unique to the patient who is the subscriber.

For *Oxford Health,* the insurance card states United Health Care on the top of the card, but if you look in the lower right hand corner of the card, it will say *Oxford. Oxford Health* is in the system and each person has a unique ID number and the patient is the subscriber. Note: do not create as United Health as this will be denied.

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**) Carol to schedule.**

Christmas Trivia

Q: In the song "Frosty the Snowman, "what made Frosty come to life?

Q: What Christmas beverage is also known as "milk punch?"

Q: What much –reviled Christmas edible is known for its long shelf life?

Q: In the early 1800's, the first gingerbread houses were reportedly inspired by what famous fairy tale?

Q: "Miracle on 34th Street" centers on what real-life department store?

Nice compliment for **Vickie Niedzwecki** who works in Admitting.

Submitted by Lisa Gaspe

Here is a compliment for Vickie Niedzwecki who works in Admitting. This is from Cora who is a nursing station clerk on the TCU at Community.

 Vickie is amazing. Leaving the hospital Switchboard to become a Nursing Station Clerk, I needed to learn the job from the group up. Vickie was and continues to be a huge asset.

Cora

Thanks to everyone from one department to the next , for stepping up and rolling up your sleeves to help with covid scheduling and registration.   Everyone's help has been greatly appreciated and continues to be appreciated everyday during this pandemic.

Thanks Everyone !!!!!!

TOP COLLECTORS
WAY TO GO

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

Mary Hoare……..……….Collected on 353 accounts ($47,374)

Lorelle Ash ………….Collected on 113 accounts ($6,165)

Vlora Hoxha…..………..... Collected on 41 accounts ($3,453)

Coleen Schaefer……………...…..Collected on 41 accounts ($6,466)

Zainab Dougherty………...Collected on 36 accounts ($2,786)

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**

Ambulatory Call Center:

(1.0) Call Center Team Leader

(2.0) Call Center Rep

ED Reg:

(3.0) OAS Administrative Specialist

Central Scheduling:

(2.0) HPSC2

Admitting:

 (5.0) Outpatient Administrative Specialists

HAPPY BIRTHDAY

December Birthdays:

Name	Date	Department
Cheryl Dixon	12/01	Amb Call Center
Erika Barnes	12/08	UH Central Reg
Kristen Songer	12/10	UC Call Center
Brian Neill	12/11	UC Call Center
Shaquan Richardson	12/14	Amb Call Center
Kristen Henry	12/18	UC Call Center
Michael Compton	12/20	Amb Call Center
Brenda Shea	12/26	Central Sched
Lisa Gaspe	12/31	Admitting
Kelly O'Hara	12/31	Central Scheduling
Bernard Smith	12/31	UH Central Reg
Jody Williams	12/31	Data Services

A BIG WARM WELCOME

Welcome to the following new employees:

Name	Department
Sara Elsafty	ED Reg
Bailey Farley	ED Reg
Glorivette Martinez	UH Central

MOVERS & SHAKERS

Edna Ogletree will be taking a position with Finance at the end of the year.

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