

## DEPARTMENTAL UPDATES FROM

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

January 2021

### Happy New Year!

I hope everyone has been able to relax a bit during the holidays. A HUGE thank you to all of our staff working through the holidays taking care of our patients.

Vaccine administration is progressing quickly. All staff that work full or part time at University Hospital, Community or any of the outpatient buildings are eligible to be vaccinated immediately. Go to one of the links below to schedule your vaccine: [Vaccine at University Hospital](#) or [Vaccine at Community](#).

Community generally has more open appointments. Check their schedule if you don't see the appointment you want at UH.

Mark Geremia, Patient Access Manager – Emergency Department, was one of the first to receive the vaccine. He has some pointers to share:

You probably already have figured this out.....but one piece of advice I can give is to first log "into and out of" your MyChart Accounts before attempting to book a vaccination.

I have walked through scheduling the vaccination with staff that claim to know their MyChart Username & Password....only to have to request a password reset in the middle of scheduling the vaccination. Had they logged into their MyChart and logged out prior to clicking on the link you send them.....the process goes much smoother.

Also, remember, you are going to get a confirmation email on the email address associated with their MyChart Account. This is important, because there is a Consent Form that they need to print and bring with you....If they forget, I have a bunch of blank forms here in my office, UH 1321.

Be Well,  
*Shelley*

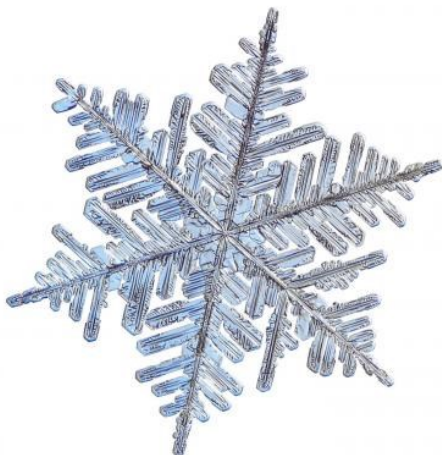
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# REGISTRATION TIPS

- Always read **RTE** including the **Eligibility**, **Exception** and **Plan Mismatch** sections. For example, the Exception information can advise to add Medicaid as secondary for Long Term Care plans. This means Medicaid should be added as secondary coverage and we should not term it.
- When securing the **General Consent** for a **COVID** patient, a **verbal consent** is allowed.
- When the **retirement date** is entered in patient contacts, it will display on the IFS face sheet and if entered in the **MSPQ retirement data field**, it will copy forward to additional MSPQ's for all future encounters requiring an MSPQ. Be sure to capture retirements whenever appropriate.
- Review previously scanned **Photo ID** . Acceptable forms of Photo ID are: **Driver's License, Non Driver's License, Military ID, Sheriffs ID, Passport.**
- **Insurance Cards** need to be reviewed with every registration. Scan both front and back of all cards.
- BC of Tx prefix VTN is now **MPD**



## LUNCH AND LEARN SESSIONS

**Bring your Lunch & Learn**

**(WebEx) reviewing MSPQ updates**

- **Wednesday, January 27th at Noon**
- **Thursday, January 28th at Noon**
- **Friday, January 29th at 2:00 pm**

Sign up is available in Self-Serve. An invite will be sent via email to those that sign up. If your unable to attend one of the above sessions, please complete the mandatory session on Blackboard.



### Quote of the Day

“Putting the patient at the heart of the business means that every procedure, process & system keeps the patient in mind.”

———Shep Hyken

# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

**Issue:** We are finding increase in errors with the incorrect **Subscriber Information**

### Important information

**RTE** must be reviewed each time it is initiated to be sure you have the correct subscriber information on the encounter. Review the Subscriber information section to determine who should be listed as the policy holder. The subscriber may or may not be the same as the patient.

If there is a name discrepancy between Epic and the payor and the patient is the subscriber, update the **Alternate Sub Name** field to match the name within the Subscriber Info section or from the insurance card. **Please note that updating the alternate sub name field overwrites the patients name on the claim and should only be updated if the patient is the subscriber.** If the patient is a member and not the subscriber with a name discrepancy, update the **Alt member name** on card. If the patient is not the subscriber with a name discrepancy, update the subscriber information accordingly in Epic.

Also, you may see a related error in your registration checklist suggesting a mismatch between the patient and the member relationship. When this happens verify the subscriber information entered and relationship to the patient then update accordingly. For questions regarding proper usage of the subscriber fields listed above, reach out to your department trainer or email [PID@upstate.edu](mailto:PID@upstate.edu).



### Insurance Basic Classes Schedule

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

**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](mailto:andrewsc@upstate.edu)) Carol to schedule.

# STAFF KUDOS

PRESS GANEY

Compliment for : **Donna Conte CC ED**

The Security Guard and Donna who Admitted me-they were professional.

Compliment for **Tamara Guinta** UH ED

Tammy at registration was outstanding and very helpful



*Thank You*  
FOR MAKING  
A DIFFERENCE

On behalf of ED leadership I would like to express sincere thanks to our entire ED staff for their stick-with-it-ness in the face of the Covid-19 pandemic. The same goes for the individuals from other areas of PAS and also to our friends from other departments who picked up overtime in the ED in 2020. We are very grateful to each and every one for the role they played in helping us to keep the doors open to serve the community in what turned out to be a very difficult year. We hope to see all of the familiar faces and perhaps some new ones next year. Looking forward to better times in 2021 and beyond.

Thanks,



*Otencia S. Hanley, MSHI, CHAM*

*Patient Access Team Leader*

*Upstate University Hospital*



# STAFF KUDOS

Nice compliment for the **Central Registration Team** from a patient's family

Submitted by Bridget Doohar

For all employees  
I wish there was a way to  
thank each and everyone in the  
entire University Hospital system but  
it just isn't possible.  
Your reception area sets the tone  
for a patient's entire encounter in  
the hospital system. Your caring,  
understanding and patience is  
beyond what your job calls for.  
During my husband's frequent  
visits you have all been amazing  
to not only my husband but to me  
during my many hours in the  
waiting room.  
We hope you all have a wonderful  
holiday season. May you and your  
families stay safe and healthy.  
Thank you all an amazing bunch!

Have a  
**MERRY CHRISTMAS**  
and a very HAPPY  
**New Year!**

Thank you all,  
Joann Smith  
Daniel Smith

Great Job!

## Answers to the Christmas Trivia



Q: In the song “Frosty the Snowman, ”what made Frosty come to life? **Answer: Hat**

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

**Answer: Eggnog**

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

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

**Answer: Hansel & Gretel**

Q: “Miracle on 34th Street” centers on what real-life department store? **Answer: Macys**



# TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 219 accounts (\$30,698)*

*Lorelle Ash .....Collected on 94 accounts (\$3,495)*

*Steven Johnson..... Collected on 78 accounts (\$9,430)*

*Vlora Hoxha.....Collected on 42 accounts (\$4,092)*

Reminder to make sure to verify coverages and RTE responses.

**Lets all try to make 2021 a ground breaking year with off the chart collections !!!**



# OPEN POSITIONS

## Ambulatory Call Center:

(2.0) Call Center Rep

(1.0) Team Lead

## UH Central Registration:

(9.0) HPSC1

## ED Reg:

(3.0) OAS Administrative Specialist

## Central Scheduling:

(1.0) HPSC2

## PID Team:

(1.0) HPSC2

## CG Switchboard:

(1.5) Operator

## Upstate Connect:

(1.0) Call Center Rep





# HAPPY BIRTHDAY

## January Birthdays:

Ashley Brown	1/05	ED Reg
Walter Muraca	1/06	Admitting
Tonya Peake	1/06	ED Reg
Dustin Adams	1/07	Data Services
Marci George	1/07	Amb Call Center
Shylah Brown	1/09	UH Central Reg
Paul McNinch	1/09	Ambassadors
Latischa Brooks	1/10	Amb Call Center
Andrea Luce	1/12	Performance Improv
Christina McCrea	1/17	ED Reg
Sara Elsafty	1/23	ED Reg
Simon Blair	1/25	UH Central Reg
Tamara Guinta	1/27	ED Registration
Ann David-Salati	1/28	Verification
Angela Galutz	1/28	Ambassador
Michael Francis	1/28	ED Reg
Lauren Suits	1/28	Amb Call Center
Thomas Ramos	1/31	ED Reg
Andre Bak	1/31	UC Call Center



### Welcome to the following new employees:

Thomas Ramos	UH ED Reg
LeShonda Acquash	UH ED Reg



## MOVERS & SHAKERS

Jessica Spinali will be transferring to Wound Care  
Kim Austin will be transferring to Physical Plant



# 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 and a 'QUICK LINKS' section containing links to '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](#)