PATIENT ACCESS NEWS
UPSTATE UNIVERSITY HOSPITAL

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

February 2021

If your thinking about taking the CHAA exam in the near future, keep these facts in mind. Designed for Patient Access associates, the CHAA designation shows that you meet industry standard criteria on a variety of topics related to Patient Access Foundations, Pre-Arrival, and Arrival. Currently, more than 5,000 Patient Access professionals are CHAA certified.

Three Reasons to Become Certified

Earning your NAHAM Certification is the best way to showcase your knowledge, problem solving abilities and dedication in the Patient Access profession. NAHAM established the CHAA certification to promote the highest standards of Patient Access services through the credentialing of those working as healthcare access associate.

Becoming a Certified Healthcare Access Associate (CHAA) or Certified Healthcare Access Manager (CHAM) validates that your knowledge and skills align with industry standards.

Earning your NAHAM certification benefits both you and your organization.

Through the CHAA examination , candidates demonstrate proficiency by answering examination questions that evaluate their knowledge of facts, concepts, and processes required to complete the tasks related to Patient Access foundations, pre-arrival and arrival.

https://www.naham.org/page/CertCHAAAppExam

The application deadline for the next testing period is February 28th.

If interested in taking the CHAA exam, please see your manager for eligibility requirements and details.

Presently **37%** of our department is CHAM/CHAA certified. We look forward to increasing this percentage in the coming months!

Hello, February.

REGISTRATION TIPS

- Be sure to complete all registrations, use the sidebar checklist to verify. No items should be left unverified

- Always check to see if a *Health Care Proxy* has been previously scanned. If yes, then the *Health Care Proxy Acknowledgment* should be documented as a *"yes"*

- Guarantor and Subscriber addresses and phone numbers should *only be linked* to the Patient, when the *Patient is the Guarantor* and *the Subscriber*

- Please note that some, but NOT all *Aetna Medicare HMO* plans have issued new *ID numbers* as of *1/1/2021*. If RTE for Aetna Medicare shows as not eligible, ask the patient if they have received new cards/or check the website.

- All *insurances listed* on the IFS must also have an *insurance card scanned*

- When taking a *patient photo*, please ask them to remove their mask momentarily while the picture is taken

- Capture all *phone numbers* for the patient including the *area code*

- When registering a patient and the *DOB* in the system is different than what the patient is providing, do not change the *DOB* on file, instead create a new record. Records can be merged later if the two in question are in fact the same patient.

LUNCH AND LEARN SESSIONS
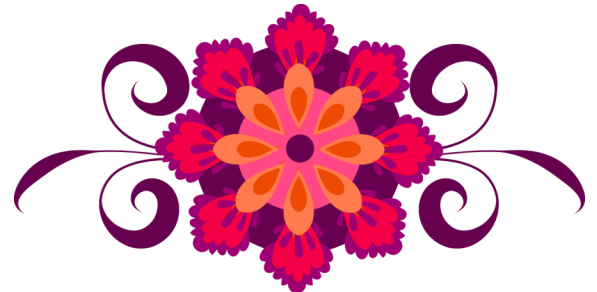
Bring your own Lunch

The February Lunch & Learn (WebEx):

VA Insurance

Wednesday 2/24/21 @ 12:00 p.m.

Thursday 2/25/21 @ 12:00 p.m.

Friday 2/26/21 @ 2:00 p.m.

Sign up is available in Self-Serve. A Webex invite will be sent via email the day of the scheduled session 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

" There are no traffic jams along the extra mile."

——— Roger Staubach

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: We are finding an increase of errors with missing or outdated insurance cards. With the beginning of each year, insurance companies may issue new insurance cards. Please be sure to ask the patient at the time of registration, if a new card is available. Always cross reference the information listed in the coverage section with the insurance card to ensure that the proper identification number, subscriber number, and any other pertinent information is listed correctly. If a new card was issued, scan both the *front and back* of the insurance card and *label the payor* in the document table. Scanned insurance cards often aid us in resolving insurance entry errors.

No MATTER how long the winter, SPRING is sure to FOLLOW.

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 a.m. to 4:30 p.m.

February Class Schedule: 2/18-2/19

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) Carol to schedule.

PRESS·GANEY.

Compliment for : **Christina McCrea** –Community Campus The Clerk that took care of this patient was Christina McCrea (GREAT JOB Christina!)

The lady that registered me when I first came in and the triage nurse were both over the top excellent at their jobs. The med student doctor seemed a little unsure of his decisions but his supervising physician clarified.

Compliment for : **Helen Stevens**-This is a comment for the Downtown Campus – The Registration person that this patient was referring to was Helen Stevens (GREAT JOB Helen!)

Krishna was wonderful and although I don't remember the two doctors names all we're wonderful including the registration girl. I saw a nurse walking down the hall that took care of my mom but I wasn't able to catch her to let her know how absolutely wonderful and grateful I was at how Upstate treated my mom. I have a lot of experiences with individuals I take care of in my own family members. And I have nothing absolutely nothing bad to say about the care given and their respect and attentiveness of all the staff especially the nurses. I can't say enough.

Nice Work!

Shout out to **Ed Rios**, **Reime Drazek**, and **Kim Austin** on resolving hundreds of encounters in the claim edit work queue. Thank you for all of your hard work. You guys are amazing!

Submitted by Kaniesha Mason

FANTASTIC WORK!

Nice compliment for the **Shylah Brown** from Carol Fynmore

Submitted by Bridget Dooher

Good Afternoon,

I just wanted to recognize your temp employee Shylah Brown for the excellent job she did on Thursday 12/31/20 at our registration desk for Women's Imaging and Breast Care Center.

There were a couple scenarios that were challenging and difficult and she handled them with accuracy and professionalism.

She was very pleasant with patients which should be noted also.

I Thank you for your time on this matter.

Carol Fynmore

Compliment for **Mark Geremia**, ED Manager

Submitted by Shelley White

Hi Shelley,

This week Mark Geremia helped me get my medical record/demographics updated, and I was so impressed with his positive attitude I wanted to reach out to his supervisor to give a shout out. He was so happy, personable and helpful. He's a real asset to Upstate!

Many thanks,

Laura Giarrusso
HIM Application Coordinator

Nice compliment for **Donna Destefano**

THANK YOU!

To: Bridget
Re: Donna Destefano

I just want to thank Donna for being so kind and helping me through any questions that I have regarding registration. I call her often and she is always very helpful! She also consistantly jumps in and helps us with the check in process.

with kind regards,
Julie @ Cancer Center

THUMBS UP!

Compliment for **Simon Blair** from a patient Beverly C.

GREAT WORK

To whom it may Concern:

I just want you to know that I've been coming to University Hospital for several years now and have always been treated very very well and very professionally by every one. This year the gentleman that helped me if I had a problem. I said yes, and my problem was riding on elevators. Years ago I got stuck on an elevator for 45 minutes. Everytime the elevator door opened all I saw was concrete walls. There also was no phone in this elevator. The gentleman that took care of me on 1/14/2021 said do you know where the stairs are. I told him honestly I don't. He replied I'll show you. I thanked him and he asked if I had anything else and I told him no. Then I was on my merry way up the stairs.
Thank you so much for all the wonderful people you have working there

STAFF KUDOS

Compliment for **Katrina Norvell** from Lisa Gaspe

Katrina,

I just want to Thank you for ALWAYS helping me, plus I want you to smell good !!

- Lisa

Compliment for **Brianna Dooher** from a co-worker

Submitted by Lisa Gaspe

I lost my Insurance Websites and passwords and couldn't get them back.

I would like to give Brianna Dooher a "High Five" for coming to my rescue and helping me to get them back ! She's always willing to help with anything and does so gladly ☺ I love her comradery! Thank you Brianna for always helping.

Thank you,

Peggy Steeprock

STAFF KUDOS

Nice compliment for the **Kim Durand** from Amy Wagner

Submitted by Bridget Dooher

To: Kim —
Thank you for everything you do. It's been a pleasure working with you! Just a little something for you!

From: Amy

UPSTATE
MEDICAL UNIVERSITY

You're a **STAR**

UPSTATE
MEDICAL UNIVERSITY

Great Work!
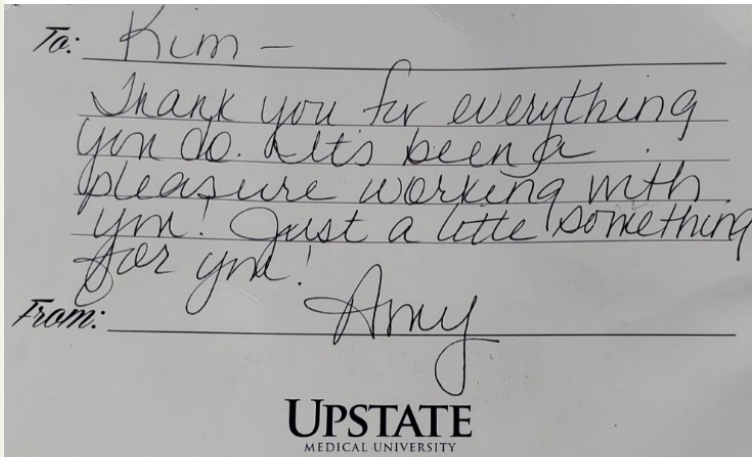
Nice compliment for the **ED Staff**

Submitted by Andrea Luce

Good morning,

I've noticed a steady decrease in the number of ED accounts that fall to WQ 92897 (ADT DNB Stop Bills). While there will always be ED accounts in this WQ due to edits, I am seeing less accts that are the result of registrar errors. Great job!!!

Thank you all!!

Andrea

Thank You!

TOP COLLECTORS
WAY TO GO

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

Mary Hoare…………………..…...Collected on 199 accounts ($29,482)

Steven Johnson …….…….…Collected on 75 accounts ($16,877)

Lorelle Ash…...……..... Collected on 73 accounts ($3,020)

Coleen Schaefer……………….…….Collected on 61 accounts ($10,361)

Thomas Ramos…………..…….Collected on 58 accounts ($9,555)

Reminder to make sure to verify coverages and RTE responses.

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

Ambulatory Call Center:

(1.0) Call Center Rep

(1.0) Team Lead

Ambassadors:

(7.5) HSPC1

(4) Temps

MD Direct:

(1) Physician Line Rep

UH Central Registration:

(4) HPSC1

ED Reg:

(5.0) OAS Administrative Specialist

(2) Temps

Central Scheduling:

(1.0) HPSC2

CG Switchboard:

(1) 50% Clerk 1

(1) Temp

UC Call Center

(2) Call Center Reps

February Birthdays:

Ronette Owens   2/11   CG Ambassador

Bridget Dooher   2/12   Central Registration

Jackie Pilon   2/18   Pre Services

Taressa Smith   2/23   MD Direct

Cheryl King   2/24   Central Scheduling

Michelle Stine   2/26   UC Call Center

A BIG WARM WELCOME

<u>Welcome to the following new employees:</u>

Ana Miranda   ED Reg

MOVERS & SHAKERS

Nicole Bello transferring to downtown Cen 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

- **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