

DEPARTMENTAL UPDATES FROM

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

March 2021



SPRING CLEANING—2021 VERSION!

Gimmers of Hope

Each month I feel reflective when I get ready to send this newsletter. For most of 2020, I was providing covid-19 updates and offering some perspectives. It's hard to believe it was March one year ago that we began this journey.

As we face March of 2021, I genuinely feel glimmers of hope! We're starting to see signs of Spring (although I see horizontal snow squalls out my window right now): birds nesting, squirrels roaming, day light until almost 6pm and my horses shedding like crazy! There's also hope in seeing some normalcy return to our lives with covid-19 numbers declining and a promising number of vaccines in production.

It's been a rough road for sure. We've been like a cocoon, wrapped up in a dark place. It's time to shed and become a butterfly. Okay, that sounded way too corny.

But, I think of this time as Spring Cleaning, 2021 style:

Can you spare 10 minutes? Can you add 1 positive activity per day such as 10 minutes of extra physical activity, or 10 minutes to talk with someone you haven't talked to in awhile, 10 minutes cleaning out a messy drawer (honestly, most stuff in a messy drawer just need to be thrown away), or simply 10 minutes to yourself?

Nutrition—can you eliminate one food or snack each week that you know isn't really very good for you. Notice I said per week and not per day...we have to be realistic, right?

Please share your stories with me for next month. We need to support and inspire each other. Hang in there...it's almost Spring 2021!

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REGISTRATION TIPS

- **FYI:** Presently there is an issue with Tricare RTEs. RTE is showing as not eligible through RTE, but the Humana Military website shows them as eligible. Check the Humana Website for eligibility and hold off from terminating any Tricare coverages until more information is provided
- 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
- Remember to always ask and complete the **Travel Questionnaire**
- Be sure to complete all registrations, use the **side checklist** to verify. No items should be left unverified
- Do not **link the address** if the patient and the guarantor aren't the same
- Be sure to review your **personal scorecard** at least **5 times** a month at minimum
- FYI for AARP Supplement Coverage: Review the card and/or website to determine if the coverage is actually a Medicare supplement that pays the hospital directly (Plan F or Plan G) before creating coverage



LUNCH AND LEARN SESSIONS

Bring your own Lunch

The March Lunch & Learn (WebEx):

NEW
**Make it an
Epic Day**

Upgrade PAS Lunch and Learns

- **Monday, March 22, 2021** WebEx at 3:30 pm
- **Tuesday, March 23, 2021** WebEx at 12 pm
- **Wednesday, March 24, 2021** WebEx at 12 pm
- **Thursday, March 25, 2021** WebEx at 2 pm
- **Friday, March 26, 2021** WebEx at 10 am

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

“ To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity.”

————— **Don Alden Adams**

ANNOUNCEMENTS

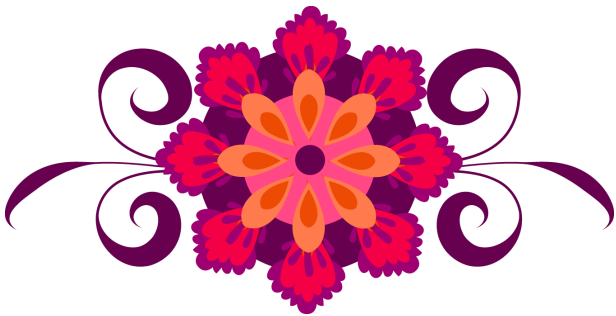
Insurance Corner – Monthly Alert



Issue: We are finding an increase of errors with **MPN** OP Hospital Only Insurance being added as secondary coverage with the Empire Plan. MPN is a subsidiary of the Empire Plan and should only be added as secondary coverage on the HAR, for **occupational** and **physical therapy**.



Note: **MPN** coverage should only be listed as secondary when billing for physical or occupational therapy.



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.

March Class Schedule: 3/18-3/19



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.



ANNOUNCEMENTS

Research for Recruitment

It is our goal to ask **every patient** if they are interested in being contacted for clinical trials or research in the future.

When registering a patient we should be asking patients that have **not been asked** and /or **are undecided** , if they would like to be contacted for clinical trials or research in the future.

Registrars will be responsible for asking every patient if they wish to be contacted for research and documenting the patient's response by clicking on the **Additional Demographics hyperlink**.

The question that needs to be asked and answered " Is the patient willing to be contacted about research opportunities ?"

The options to select from are: **Ok to Contact**, **Do Not Contact** and **Undecided**.



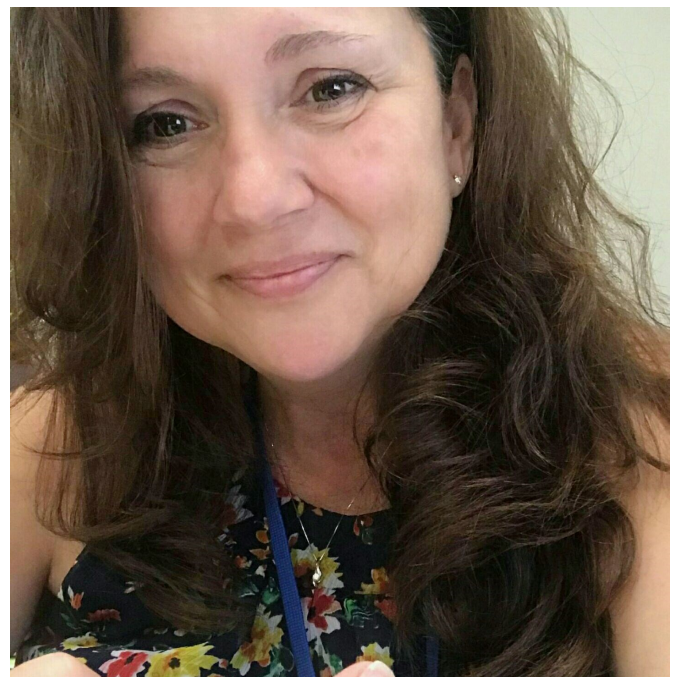
STAFF KUDOS

Compliment for **Tricia Eldred** from her team

The Verification team would like to recognize Tricia Eldred for being such an amazing Team Leader. We would like to express both our gratitude and appreciation for Tricia's constant effort and willingness to go above and beyond and for always listening to our concerns and trying to make changes for the better using our input.

Covid has changed so many things for all our departments. Her leadership, training, and sense of humor has helped us make changes to our workflow with as little stress as possible. Tricia has always had the capacity to deescalate any situation before it becomes a true problem, and she exemplifies the word team. She does so much more than lead us. She makes us love our job and work as a team. Tricia is a leader that accomplishes and truly leads her team. She works so hard to make our department a happy place to work, we appreciate her so much for that and believe she deserves recognition for being the AMAZING person that she is.

We are so proud to call her our team lead. The Verification team is truly blessed!

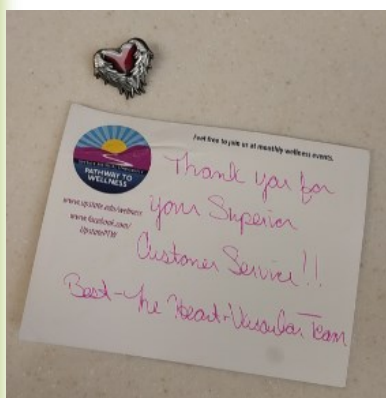
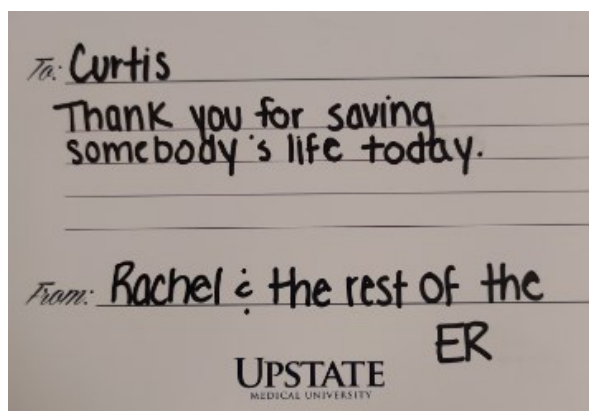


STAFF KUDOS

Compliment for **Curtis Scrivens**

Amy Tetrault, Director/Heart and Vascular Center, Tracy Dence and Sue Rainbow, Nurse Managers of the Adult ED recognized Curtis today for what he did for a patient that was having a heart attack.

Because of his quick response, they were able to get the patient the help that he needed in record time. Amy said that they usually like to get a patient an EKG within 10 minutes and they were able to do it within 4 minutes. As a result, the patient was actually able to receive 2 procedures in the time that it would usually take to do just 1! She also mentioned that no one has the pin that was presented to Curtis and that he is the first to receive it.



STAFF KUDOS

Nice Compliment for **Vicki Thomas** received from a patient's father:

Submitted by Megan Carey

Vicki was my savior yesterday. I was trying to get Covid test results for my children so they could go back to school and couldn't get into MyChart. Vicki was leaving for the day, but heard me saying why I was there, so she logged back into her computer and figured out that my e-mail address had been entered incorrectly. She made the correction, sent me a new link, and then walked me through the set up process to make sure I was all set before I left. She was incredibly helpful, and really went above and beyond. Fantastic!"

Compliment for the **Ambulatory Call Center**

Submitted by Shannon Austin

Hi Shannon,

Earlier today I was on a call with a patient who before we disconnected wanted to thank me and those who answer the phones, stating she tells people not to discount us because we keep things running also. Again stating before we hung up thank you to all of us.

Peggy Hart

Compliment for **Thomas Ramos** from a staff member

Submitted by Otencia Hanley

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Thomas Ramos

Department/Unit Registration

Reason for Recognition very diligent and hard working - always look forward to working with him

Your Name (optional) _____

Patient/Family Faculty Staff Volunteer Other



HELP US THANK A STAR!

Great Job!

STAFF KUDOS

Compliment for **Curtis Scrivens**

Submitted by Katrina Jones

Hi Katrina,

I am writing this to let you know how much we appreciate Curtis in the AED. On Friday 2/5, Curtis was at the registration desk and quickly alerted the triage RN that a patient who had just walked in “didn’t look good”. The Triage RN assessed the patient, who was brought immediately back to the ED and had to undergo an emergent procedure. If not for Curtis’ quick thinking and actions, this patient may not be here today.

We in the AED thank him for his attention to detail and quick actions! Great job Curtis!

Tracy Dence



Compliment for **Shylah Brown** from Brenda Dano

Submitted by Lisa Gaspe

Hi Shylah. I just wanted to let you know that I appreciate the great job you did today helping advocate for the parents of a sick infant. They needed support and you made sure to limit added stressors that were within your control. You did a great job for them today.

Sincerely,

Brenda Dano MSN RN

Associate Director of Nursing for Pediatric Services



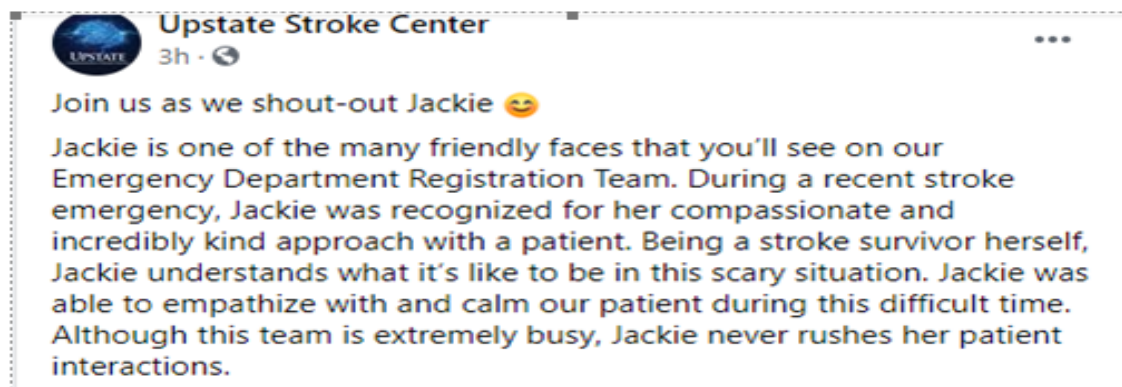
STAFF KUDOS

Compliment for Jackie Walther

Submitted by Mark Geremia

The Stroke Team came down today and presented Jackie with a "pin", a "T-Shirt", and a "Certificate".

They took this picture and put a beautiful article on their Stroke Center Facebook account.



Thanks for being a fantastic part to our Stroke Team, Jackie! We're lucky to have you as one of the first and friendliest faces when our stroke patients come to the Upstate Emergency Department.



Thank You
FOR MAKING
A DIFFERENCE

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 289 accounts (\$46,258)

Vlora Hoxha.....Collected on 45 accounts (\$5,759)

Dawn Johnson..... Collected on 36 accounts (\$1,011)

Ann David-Salati.....Collected on 34 accounts (\$9,129)

Zainab Dougherty.....Collected on 34 accounts (\$1,417)

Reminder to make sure to verify coverages and RTE responses.

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





Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

Everyone is individually capable of creating a culture of optimism, simply by refining your day-to-day thoughts, beliefs and actions to celebrate the bright side of your work, your peers, and your life. We find this philosophy to be at the very core of who we are and seek to find the positive in all aspects of our business.

Whenever you need a bit of a boost in your day, Total Wellness' Positivity Pack is there to give you direction, motivation and an extra dose of confidence. These bright, cheery cards offer words of wisdom and affirmation to help get you through a bad minute, day or week.

Every month an affirmation card will be shared.



OPEN POSITIONS

Ambassadors:

(3.5) HSPC1

(4.5) Temps

UH Admitting:

(4.0) Outpatient Administrative Specialist

Performance Improvement:

(1.0) HPSC2

UH Central Registration:

(7.0) HPSC1

ED Reg:

(6.0) OAS Administrative Specialist

(5.0) Temps

CG Switchboard:

(0.5) Clerk 1



HAPPY BIRTHDAY

March Birthdays:

Patty DuBrule	3/2	Pre-Services
Mary Wagner	3/6	Amb Call Cen
Mark Geremia	3/10	ED Registration
Jacqueline Walther	3/13	ED Registration
Cheryl Spinks	3/15	ED Registration
Curtis Scrivens	3/19	Float Pool
Erica Ward	3/21	Ambassador
Vlora Hoxha	3/27	Central Reg



Welcome to the following new employees:

Justin Collyer	UH Central Registration
Cory Donovan	UH Ambassador
Cody Ryder	Amb Call Center
Zachary Sabella	ED Reg
Regina Clemons	ED Reg
Jamila Abuhama	ED Reg
Shaquana Woodley	UC Call Center
Devin Leonard	MD Direct
Melanie Carbone	Amb Call Center
Etrenidall Bey	UC Call Center
Marie Sanchez	Ambassadors
Claire Viscounty	Ambassadors

MOVERS & SHAKERS

Vlora Hoxha moving to Central Scheduling



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', 'Training Resources', and 'Hospital Intranet Home'. 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 with an email icon, and a 'QUICK LINKS' section listing various resources like '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

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