

DEPARTMENTAL UPDATES FROM

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

April 2021

National Access Week is Here!

Resilience Through Adversity

Hi fellow Access professionals!

There is much to celebrate this year. Please join us to celebrate with Access professionals across the county, our journey of the past year. What a year it has been. Every one of you played a pivotal role in Upstate's response to the pandemic. Here are just some highlights:

- ◆ Upstate Connect took on the incoming calls, both day and night of an outside Upstate practice when nearly all of their office staff were covid+.
- ◆ Over 80 staff were set up for remote work in March 2020. This was a huge feat by our Data Support team!
- ◆ Innovating Emergency Department registrations to be by phone for potential covid+ patients, utilizing registration staff working remotely.
- ◆ Implemented a covid testing scheduling line & email in 48 hours. At its peak, staff were handling over 1,600 calls per week!
- ◆ Registration for Upstate Virtual ER, 7 days per week
- ◆ Provided registration support at the Community 1K testing site
- ◆ Patient Access was registering thousands of covid specimens per week as Upstate was testing students & travelers throughout the state
- ◆ Patient Access led a team to implement streamlined covid testing for Upstate employees using Self-Serve and MyChart. Trained over 40 non-PAS staff to assist with various covid call center and registration responsibilities. THANK YOU to all of those that helped!
- ◆ Patient Access and call center staff were continually cross training to fill multiple roles every day. Many of you working one role during the day and helping elsewhere evenings & weekends.

Thank you to all of our "adjunct" Patient Access staff throughout the campus that joined us in our covid efforts.

A HUGE Thank you to our partners in IMT who helped us innovate every step of the way!

Inside This Issue:

| | |
|---------------------------|------------|
| Registration Tips | 2 |
| Insurance Corner | 3 |
| Announcements | 4-5 |
| Kudos | 6-8 |
| Kudos cont'd | 9 |
| Top Collectors | 10 |
| Positivity Pack | 11 |
| Open Positions | 12 |
| Birthdays | 13 |
| New Employees | 13 |
| Training Resources | 14 |



REGISTRATION TIPS

- A **Photo ID** should be checked with every registration. Acceptable forms of Photo ID are: **Driver's License, Non Driver's License, Military ID, Sheriffs ID** and **Passport**
- Check **Insurance Cards** with every registration. Remember to scan both **front** and **back**
- Capture all **phone numbers** for the patient including the **area code**
- Ask the patient if they are interested in participating in research for recruitment. If **No** is on file, ask again in a year. If **undecided** is on file, ask at every registration.
- Check to see if a **health care proxy** has been previously scanned. If so, the **health care proxy acknowledgment** should be documented as a **Yes**
- Always ask the patient if they have any **other insurance**
- And, validate the patient's **e-mail address**

LUNCH AND LEARN SESSIONS

Bring your own Lunch

The April Lunch & Learn (WebEx):

Topic will cover Emotional Support and supportive community services. Participants will learn coping tips and relaxation exercises.

Presenter is Cheryl Gerstler, M.Ed.

Wednesday 4/21/21 @ 12:00 p. m.

Thursday 4/22/21 @ 12:00 p.m.

Friday 4/23/21 @ 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

“ Treat your customer, as you want to be treated “

———— Catherine Pulsifer



ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Excellus Payor and all related plans are now mapped to create the correct insurance plan when a query is run through RTE . Data elements will **populate** from the query response such as ID #, Group #, and Subscriber information. To find the correct Blue Cross Plan use the first three letters(prefix) on the BC Plans list to find the correct plan. If the prefix is entered, and no plan is found, then refer to the BC prefix list to find the plan.

With BSBS plans now being mapped in Epic, reminder to obtain the Home Plan information for BCBS prefixes that are not found on the BCBS Prefix List. Proper mapping depends on accurate information. Reading the RTE is important as it will come back with an alert if the BC plan is a custom plan.

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.

April Class Schedule: 4/15- 4/16



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

Just a
reminder...

Great News –the Patient Handbook is now available via MyChart . The patient must have an active status for their MyChart in order to access it. At the top of Story board it will state whether or not the MyChart is active. The registrar can choose the MyChart Access if the patient prefers to access the Handbook via MyChart and declines a physical book. Note: We have to offer the patient handbook, which provides their patient rights, for every ED or Inpatient visit and annually for Outpatient visits.



Effective Monday March 22, 2021, you will notice a change in the order of the items listed in the **Additional Demographics** form.

The section that holds the **Research opportunities question** has been repositioned on the form. The question: **Is the patient willing to be contacted about research opportunities?** Is now located about the **Communication Preferences and MyChart Signup** buttons.



IMM Information

When to secure and how to complete.

An IMM should be secured on every patient who is being admitted to the hospital within 48 hours of admittance.

The **Signature of the Patient or Representative**, the **Date** and the **Time**. If all are not completed, the consent is null and void.

A yellow sticky note with a red pushpin at the top left corner. The text on the note reads 'Important Information' in a blue, handwritten-style font.

Important
Information

A red rectangular stamp with a distressed, ink-like texture. The words 'IMPORTANT' and 'REMINDER' are written in white, bold, uppercase letters, one above the other.

IMPORTANT
REMINDER

The claim form naming convention should always follow this format .

The **Date of the Injury** or the date the **symptoms** started for the **Illness**, and the **Body Part** involved. The body part should always include a right side or left side of the body if appropriate. Nothing else should be listed when naming the claim. If multiple body parts are injured for a workers comp or No-Fault, then multiple trauma should be listed for the body part and the specific body parts listed in the Injury description box.

ANNOUNCEMENTS

Upstate's Got Talent!



CALLING ALL TALENT!

Singers, Dancers, Comedians, Magicians, Actors, Artists, Bands, Individual Talent, Group Talent, Family Talent and more

Share Your Talent — The Options Are Endless!

All employees are invited to participate in the virtual Upstate's Got Talent Show contest and present your talent!

On Fridays in May at 3 PM we plan to showcase videos of our talented Upstate employees.

To sign up for a spot send an email to goodwork@upstate.edu by **Friday April 9** with: Name, Title, Department, and Talent

Video submissions of up to 3 minutes showing your talent are due by **Friday April 30**.

Content must be clean and family friendly.

Videos will be viewed weekly by your co-workers and a select panel of judges. The overall winner will be announced Friday, May 30 and will receive an engraved trophy and bragging rights as having the best talent at Upstate!

STAFF KUDOS

Press Ganey Compliments for the **ED Staff**

Submitted by Mark Geremia

Below are some Press Ganey comments left by patients seen in our ED. I would like to thank those individuals named here. Most of our staff, the Floats, and our Friends of the ED provide this kind of service to our patients. I also would like to thank everyone for the commitment to real customer service that we provide in all three of our emergency rooms.

I always look forward to sharing these positive comments.

Bernard Smith – CC ED

Everyone at the check in was personable, helpful and friendly.

Doris Price-Webb – CC ED

Person behind desk very helpful processed expedited, area was clean, glass-COVID was there separating patients.

Doris Price-Webb – CC ED

Was taken care of within 5 to 10 minutes of arrival

Ed Rios – UH ED Float

Guy at the front desk that took all my info was excellent and friendly!

Bailey Farley – UH ED

We did not wait in waiting area. The registration desk was great.



STAFF KUDOS

Compliment for Ambassador **Doug Dever** from a patient and family



Office of Family Relations.
I am writing to relate how appreciate my husband & I are for your employee Douglas Dever.
My husband is under care of the Stony Cancer Center & his many visits require wheel chair assistance. We are always happy when Douglas arrives with his wheel chair. Douglas is always kind, & very helpful to our needs.
I thank you for hiring such a caring individual as Douglas & I thank Douglas for his help.
Thanks again



Compliment for **Sharonda Jackson** and **Vicki Thomas** from two patients

Submitted by Megan Carey

I would like to submit our reflections on receiving our Covid test this morning at your hospital. Right from the start we were welcomed and assisted by the Security Guard Shawn who was very helpful. Then we were screened and processed by such a wonderful clerk, Sharonda, who upon hearing that I have minimal computer skills helped me set up the iT site to get our test results. Then we had problems linking my husband and myself, as we share the same email, so next came Vicki to the rescue who set up the link for me to access both husband and wife's test results. Clearly your professional staff went over and above to help these two seniors get set up.

We are already very anxious, worried and nervous about crossing at our Canadian border and your two staff members helped us so much and made us feel like we can find our results on line. As Canadian citizens we are very grateful we have such accommodating, helpful neighbors in our American hospitals.

STAFF KUDOS

Compliment for **Debbia Nelson** from a caller

Submitted by Melissa Yarbrough

I would like to forward you a compliment that I received today on Debbia. "The caller stated that Debbia went above and beyond to help her get an appointment that was really needed. She was caring, professional and provided over the top customer service. She provided great customer service and really went the extra mile to ensure the patient was taken care of."



Compliment for **Angela Galutz** from Paul McNinch

Submitted by Lisa Gaspe

I think that it should be recognized the hard work that you do every day. Most every day with a smile; you have over this past year despite staffing issues and Covid-19 put a great effort in taking care of our visitors, staff, and contractors. You have truly demonstrated what it is we do as ambassadors. Your hard work, and attitude toward the job is fantastic and should be noted. Thank you again for all you do.



STAFF KUDOS

Compliment for **Megan Webb**- Central Scheduling

This patient called to share her gratitude/kudos for the assistance Megan Webb provided her today. Pt states Megan was extremely helpful with scheduling multiple appts and has wonderful customer service skills.

Just wanted to share the kind words.

Compliment for **Lewis Piriano** in Ambulatory Call Center

“ Lew was very resourceful and gave him contact information surrounding a referral and overall was very helpful and knowledgeable when answering questions. Lew went above and beyond.”

Thanks,
Mel

Compliment for **Cody Ryder** in Ambulatory Call Center

One of our other staff member received a compliment for Cody. This is what was stated:

Patient wanted to thank you for helping him schedule an appointment. He is very grateful for you.

Thanks,

A graphic with the text "Great Job!" written in a black, cursive font. The text is surrounded by several small, five-pointed gold stars. Below the text is a thick, gold, brush-stroke-like underline that tapers off to the right.

TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 442 accounts
(\$91,431)*



Diane Mills.....Collected on 57 accounts (\$16,776)

Lorrelle Ash..... Collected on 55 accounts (\$3,936)

Coleen Schaefer.....Collected on 48 accounts (\$8,817)

William Burke.....Collected on 40 accounts (\$1,991)

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 !!!





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

Ambulatory Call Center:

(1.5) Call Center Rep

(1.0) Call Center Team Leader

Ambassadors:

(4.5) HSPC1

(3.0) Temps

UH Central Registration:

(7.0) HPSC1

ED UH Reg:

(3.0) OAS Administrative Specialist

(2.0) Temps

ED CC Reg:

(4.0) OAS Administrative Specialist

(1.0) Temps

Admitting:

(1.0) Verifier

(4.0) OAS Administrative Specialist Admitting

CG Switchboard:

(0.5) Clerk 1

Central Scheduling:

(1.0) HPSC2

Pre Services:

(1.0) HPSC2



HAPPY BIRTHDAY

April Birthdays:

| | | |
|--------------------|------|-----------------|
| Jacqueline Barrett | 4/2 | Amb Call Center |
| Ann Hodges | 4/4 | ED Reg |
| Otencia Hanley | 4/6 | UH ED Reg |
| Philip Carpenter | 4/7 | ED Reg |
| Nicole Lopez | 4/13 | ED Reg |
| Arthur Walsh | 4/13 | Switchboard |
| Jewel Hunter | 4/14 | Call Center |
| Donna DeStefano | 4/16 | UH Central Reg |
| Terryonna Steward | 4/16 | Amb Call Cen |
| April Sadeckas | 4/17 | Central Reg |
| Shawn Bright | 4/20 | UH ED Reg |
| Kim Durand | 4/20 | Central Reg |
| April Fairbrother | 4/22 | Pre-Reg |
| Lorelle Ash | 4/25 | GC Central Reg |
| Lois Moore | 4/25 | Amb Call Center |
| Vicki Thomas | 4/26 | ED Reg |
| Crystal Brundage | 4/27 | Ambassadors |
| Tracey Chesbro | 4/27 | MD Direct |
| Sharonda Jackson | 4/29 | PID Team |
| Lisa McIntosh | 4/29 | Pre-Reg |



Welcome to the following new employees:

| | |
|-----------------|------------------------|
| Latoya Brown | Ambulatory Call Center |
| Clair Viscounty | Ambassadors |
| Shawnasia Hoke | Central Reg |
| Tonya Peake | Admitting |



MOVERS & SHAKERS

Sharonda Jackson transferring to the PID Team

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', 'Managed Care Notices', and 'Training Resources'. The main content area includes a 'Patient Access Services' header, a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement, and a 'Have a Question? Ask us!' section. A large image of a smiling woman on a phone is overlaid with the text 'How can we help?'. A 'QUICK LINKS' sidebar on the right provides direct access to documents like the 'Guide to Patients Rights' and 'Insurance Cheat Sheet'.

- **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

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