

DEPARTMENTAL UPDATES FROM

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

May 2021

Why is [Upstate Research](#) Important?

By Shelley White, MS, CHAM, FACHE

In 2020, you've experienced first hand the value of research. Researchers, including ours at Upstate, were working on RNA-based vaccines well before the pandemic. For this reason, the world was ready with a covid vaccine in record time.

Upstate researchers have numerous projects ongoing. All of which may have a significant impact on our and families future health.

So what are [clinical trials](#)? Clinical trials are research studies to determine whether new drugs or treatments are safe and effective. Frequently, impactful, state-of-the-art new treatments can be provided to our patients through clinical trials before they are available to the general public. Nowhere is this the more case than in treating cancer.

At SUNY Upstate, our researchers conduct hundreds of clinical trials for a wide range of drugs and treatments each year. Researchers encourage the participation of men, women, and sometimes children, from all gender, ethnic and racial groups. Choosing to participate in a clinical trial is an important decision.

You can help! Upstate can only reach out to patients that have given up permission to contact them. For example, there's a clinical trial seeking adults over the age of 65. If patients over age 65 have given permission, researchers may reach out to inform these individuals about the study and invite them to participate. Of course, at any point, the patient may simply decline and may be contacted for a future study that may be of interest. Read the article of page 5 to learn more and please join us for the Lunch and Learns May 20th and 21st.

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REGISTRATION TIPS

- If **RTE response** shows a coverage change, be sure to update the account with that new information
- If an Insurance card is **linked** on the documents table, the name of **payor** displays automatically
- **Insurance Cards** need to be checked with every registration. Scan both front and back of all cards and label the payor name
- All **insurances listed** on the IFS must also have an **insurance card scanned**
- Know the difference between **Illness** and **Injury** when completing the **claim form**. **Allergic reactions** and **overdoses** are considered **injuries** on the claim form
- 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
- Always ask the patient if they have a **middle initial** if one is not listed

LUNCH AND LEARN SESSIONS

Bring your own Lunch

The May Lunch & Learn (WebEx):

Upstate Initiative on Research Recruitment

Guest Speakers attending include
Dr. D. Amberg (Vice President for Research)
& Mary Lou Watson (Research Admin)

Thursday 5/20 at Noon

Friday 5/21@ 2:00 pm

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

“ Success Is The Sum Of Small Efforts,
Repeated Day In And Day Out “

— Robert Collier

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Take note that the **Claim Information Record** has a new look.

[New Claim Information Record](#)

To create a new record, Click the New Claim Information Record, found in the upper right-hand corner found on the Claim Information Selector.

Name the claim using the proper naming convention of: **Date and Body Part**

Date: is going to be the date of the accident or injury or the date the symptoms started for an illness.

Body Part: If there is a left or right body part involved, always include that. If there is more than one body part injured, name it as multi-trauma.



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.

May Class Schedule: 5/20-5/21

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.

ANNOUNCEMENTS



Important Information

Please remind patients/employees to report any work related accident to Human Resources. Billers are dealing with a high volume of eligibility denials for State Insurance Fund Claims. When HR is contacted there is no claim on file being found.



Note: There has been an increase in account errors pertaining to address, phone numbers, and employment discrepancies between patient, guarantor and subscriber.

These discrepancies have been an ongoing issue, especially with employment info.

Always remember to use the **Pull Info Button** when appropriate so the accurate information is populated.

(We need to get the Incorrect/Missing Employer error rate down)



Just a reminder...

The search for an **Employer Name** in the Epic system is very broad.

Always ask the patient to spell the Employer Name prior to your search. Also typing just part of the Employer Name will populate some options before using **Other**. **AskAsk.....and Ask**

ANNOUNCEMENTS



Anyone Interested in a Contest ????

Have you been diligently asking patients if they are interested in participating in clinical trials? Do you understand why we ask patients to do so? If not, let me help you out!

One third of University Hospital's mission is to improve the health of the community we serve through education, biomedical research and healthcare.

Recruiting for research will provide the Upstate Researchers with a pool of patients to choose from for research or clinical trials based on specific criteria. You would be helping the people in the community gain access to new treatments not yet available to the public and you would be helping contribute to medical research overall.

Front desk staff should routinely ask patients if they are interested in being contacted in the future to learn about clinical trials they may be eligible. Registrars then update the Research Recruitment indicator located under the Additional Demographics button on the Interactive Face Sheet. The available options are **Ok to Contact** and **Do Not Contact**. *The undecided option has been removed.* Also, as a reminder for front desk staff an edit will display if the Research question was never answered and if the Research Question was asked more than **6 months ago** and answer is **No**. Researchers need permission to reach out prospective participants.

Now, are you ready for some fun? PAS is initiating a **Research Recruitment Contest** throughout the month of May where we are looking for the department/registrar that gets the most "Ok to Contact's".

The winning team will be featured in our next department newsletter and will receive a small token of our appreciation! Together, let's get patients excited and willing to participate in research recruitment.

Good Luck to Everyone!!!

STAFF KUDOS

Read all about this months Upstate Stars and the great customer service provided.



Nice Compliment for **Sharonda Jackson** from Beth Wells for her assistance with scheduling a patient and willingness to help.

Thank an Upstate Star submission from Beth Wells recognizing you for your assistance with scheduling a patient and willingness to help. Beth is very appreciative of everything you did. It's great to know your colleagues think so highly of you.

Thank you for your dedication and your continued support of Upstate's mission.

With appreciation,

Megan M. Chase

Employee Engagement Specialist

Professional Development & Learning



Compliment for **Derek Markle** and **Vicki Thomas**

Submitted by Kaniesha Mason

I would like to personally thank Derek M. and Vicki T. for their registration teamwork in the ILI clinic. The clinic volume has had some unpredictable increases over the last few months and you two have managed to stay on top of things and get the job done!

Thank you, Kaniesha



STAFF KUDOS

Compliment for **Brianna Dooher**

Submitted by Shannon Austin

Brianna Dooher was kind, engaging, professional and thorough while registering my mother for her Cancer Center appointment.

What an impressive representation of Patient Access and Upstate as a whole.

Thanks Brianna!
Shannon Austin, PAS Manager



Compliment for **Debbia Nelson** from a patient's mother

Submitted by Melissa Yarbrough

Patient's mom called in to give Debbia a compliment. She wanted her supervisor to know what a wonderful job and kind person she is on the phone.



STAFF KUDOS

Highlighted monthly will be Press Ganey Survey results



Jackie Walther-comment patient made-" The person for registration was thoughtful and personable

Jackie continues to demonstrate that a registrar can be productive and still manage to leave a positive impression with our patients.

Great Work Jackie!!

Kelly Hemingway- The woman checking us in –She showed genuine concern for me and my mom and came to speak to me about additional information she needed for the records in a very timely manner

Here is another compliment for a member of our team. The comment below came in on the Community Press Ganey Report. The employee that checked this patient in was Kelly Hemingway.

Everyone, please read the entire comment.....This is what we talk about all the time. Just take a look at all the areas this patient commented on. Our work does have an impact on a patient's experience here. **Kelly, it is not surprising that this patient was referring to you. Thank you for representing our team and department in such a compassionate manner.**

Submitted by Mark Geremia



TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 374 accounts (\$106,174)



Coleen Schaefer.....Collected on 52 accounts (\$9,085)

Diane Mills..... Collected on 46 accounts (\$16,452)

Ann David-Salati.....Collected on 34 accounts (\$11,300)

Kimberly Durand.....Collected on 31 accounts (\$1,441)

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:

(1.0) Call Center Team Leader

Ambassadors:

(5.5) Temps

(4.5) HPSC1

UH Central Registration:

(10.0) HPSC1

ED UH Reg:

(3.0) OAS Administrative Specialist

(1.0) Temp

Admitting:

(4.0) OAS Administrative Specialist Admitting

CG Switchboard:

(0.5) Clerk 1

Central Scheduling:

(1.0) HPSC2

Pre Services:

(1.0) HPSC2

UC Call Center:

(1.5) Call Center Rep



HAPPY BIRTHDAY

May Birthdays:

Rebecca Erwin	5/1	ED Reg
Zachary Sabella	5/4	ED Reg
Vicki Niedzwecki	5/5	Bedboard
Melissa DeGonzaque	5/7	Authorizations
Bailey Farley	5/9	ED Reg
William Burke	5/10	Authorization
Kim Lockette	5/11	Amb Call Center
Cory Donovan	5/12	Ambassadors
Ed Rios	5/15	Float Pool
Elizabeth Solazzo	5/17	Amb Call Center
LaToya Brown	5/22	Amb Call Center
Margaret Hart	5/22	Amb Call Center
Alex Ortiz	5/22	UC Call Center
Victoria Watts	5/23	Pre Reg
Doris Price-Webb	5/24	Amb Call Center
Katrina Jones	5/25	Float Pool
Lynn Frigon	5/28	UC Call Center
Lori Kosakowski	5/31	Ambassadors
Nancy Lewis	5/31	Switchboard



Welcome to the following new employees:

Niara McIntyre	Ambassadors
Juliet Adorno	UH Central Registration
Stephanie Martin	ED Registration
Deanna D'Arrigo	ED Registration



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

Search Upstate's Intranet

[More Search Options](#)