

DEPARTMENTAL UPDATES FROM

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

July 2021

Telecommuting

The Governor's Office of Employee Relations has directed that all state employees be informed that the statewide telecommuting pilot will expire Friday, July 2nd.

Your leadership team is working together for a longer term solution as many of our work groups are successfully working part time or full time remotely. Combined in Patient Access, we have 44 employees working full time from home and over 20 that do a hybrid of remote and in-office.

Your manager will direct you whether your work group will be returning on campus, remaining at home or a hybrid of both. Please talk with your manager if you are unsure.

Throughout July, we hope to solidify our strategy for the long-term.

Recruitment:

Please take a look at the positions available on page 10. Some of our best staff came from recommendations from current employees. Do you have friends or family looking for jobs? We have a variety of positions open within the various programs within Patient Access or throughout Upstate. Invite them to join us in one of [America's Best Large Employers!](#)



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REGISTRATION TIPS

- Patients that are injured while on a *motorcycle* are not registered as No-Fault/TPL for the majority of the cases. Ask the patient if they have *special coverage*. If no special coverage, then assign *PF Guarantor* and their *personal medical* insurance.
- Always read RTE to see who the subscriber is. The spouse, parent, or patient could be the subscriber. RTE will provide this information.
- If *RTE* returns a response of *not active* for a coverage, it should be *termed* and removed from the HAR and IFS.
- Always check to see if a *health care proxy* has been previously scanned and is still valid. If so, the *health care proxy acknowledgment* should be documented as a *yes*.
- An *expiration date* can now be added in the document table when a *driver's license* is *expired*.
- Be sure to review your *personal scorecard* at least *5 times* a month at minimum.
- Always enter the patients *legal name* when creating a new patient record in Epic. The preferred name should be added in the preferred name field and will be used as a nickname for the patient.



LUNCH AND LEARN SESSIONS

Bring your Lunch

The July Lunch & Learn (WebEx):

Customer Service / Patient Experience

Wednesday July 21st @ 9 am

Friday July 23rd @ Noon

Friday July 23rd @ 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 not final; failure is not fatal: it is the courage to continue that counts.”

– Winston Churchill. ...

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: *Subscriber Entry Errors*

We've noticed a recent increase in subscriber entry errors. The subscriber information can be found by reading the **RTE** response provided. When entered incorrectly, the encounter is returned to a work queue for correction, thus delaying billing.

The following information must be included in the subscriber fields, the subscribers address, DOB, employer and social security number.

When the information (*name or date of birth*) in Epic is different from the information listed on the insurance card, RTE (Real Time Eligibility), or insurance policy for either the member or subscriber, this information needs to be updated in Epic. Please review the scenario's below that outline the approved desk procedure.

- Patient's name listed in Epic is **Barbara Jones** however the RTE response and/or insurance card reads as **Barb Jones** and the **patient is the subscriber**, enter the name from the RTE response or insurance card in the **Alternate Subscriber Name Field**.

Note: If the Subscribers Date of Birth in Epic is different from what RTE or the insurance has on file, enter the DOB returned from RTE or the insurance card in the **Alternate Subscriber DOB Field**.

- If the patient is **not the subscriber** and there is a subscriber name discrepancy between the insurance company and Epic, click on the **Subscriber Demographics** hyperlink and update the subscriber information to match the information returned from the insurance company.
- Patient's name listed in Epic is **John Smith** however the RTE response or insurance card reads **Johnny Smith** and the **patient is a member on the plan**, enter the name on the insurance card in the **Alt Name on Card field**, under the Member Information section.



Insurance Basic Classes Schedule

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.

July Class Schedule: 7/15-7/16

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



Apply by August 31 to Earn Your NAHAM Certification in the Fall!

Preparing for and taking a [NAHAM certification exam](#) provides you an in depth look at Patient Access priorities and responsibilities, including patient experience, regulatory compliance, and resource management. Earning your NAHAM Certification proves you are a well-rounded patient access professional and a true asset to your Patient Access team.

Invest in your future and take your career as a Patient Access professional to the next level with certification. Apply by **August 31** to sit for your [Certified Healthcare Access Associate \(CHAA\)](#) or [Certified Healthcare Access Manager \(CHAM\)](#) exam during the October testing window.

Getting Started

To apply for a certification exam, please sign into the NAHAM website using your user account. You may begin a new application through [Certification Central](#) under the "Certification" tab. Please note that you may register for in-person or remote proctoring for the October testing window.

Should you have any questions regarding NAHAM certifications, please contact us at info@naham.org.

ACCORDING TO NAHAM CERTIFICATION HOLDERS, THE MOST VALUABLE BENEFITS OF CERTIFICATION ARE:



ENHANCED CAREER OPPORTUNITIES



KNOWLEDGE GAINED FROM EXAM PREPARATION



INCREASED VALUE TO EMPLOYER

STAFF KUDOS

Compliment for **Ed Rios**

Submitted by Katherine Taber

I just wanted to let you know that yesterday Eddie got a very nice complement from a patient. The patient stated that he had not had good experiences in the past at other hospitals. The patient went on to explain that his was the first time in a very long time that anyone has treated him as a person and not as another number. He was moved to tears that Eddie offered to call the patient's PCP to inform them that he was being seen in the ED yesterday and that he would like them to call him to make a follow up appt after his visit her. This meant the world to the patient. I would like to thank Eddie for his continued help in the ED and going the extra mile when asked. Thank you again for all your hard work.

Thank you,

Katherine Taber, CBCS

PAS Team Leader



Compliment for **Mark White** from Julie Doody, Nurse Manager of Cardiology

I just wanted to give a shout out to Mark White for doing a fantastic job getting ahold of one of our patients yesterday! We were playing phone tag with a patient who had newly diagnosed Afib and desperately needed to contact him to put him on anticoagulants immediately! I called the phone center, Mark answered and I explained the situation and requested if the patient calls back please put him through to the clinic! It is my understanding Mark called the patient himself and then transferred the call to us! He potentially saved this patient from having a stroke! Please thank him for us and recognize his commitment to putting the patient first!!!

Thanks,

Melissa Yarbrough, BSHA

Team Leader



STAFF KUDOS

Compliment for **Cody Ryder** from a patient

Submitted by Carmella Carroll

The Patient stated that “Cody did a great job. She appreciates the time and effort he took to help her.”

Great job Cody!! Keep up the great customer service.

Thank you,

Carmella Carroll

Quality Management Team Lead, Ambulatory Call Center



I'd like to thank the staff in Finance and PAS for updating the Biotech encounters. These two groups were able to resolve nearly 7k Medicaid/120 day payor encounters in under 5 business days. You all are appreciated!

Kaniesha Mason,

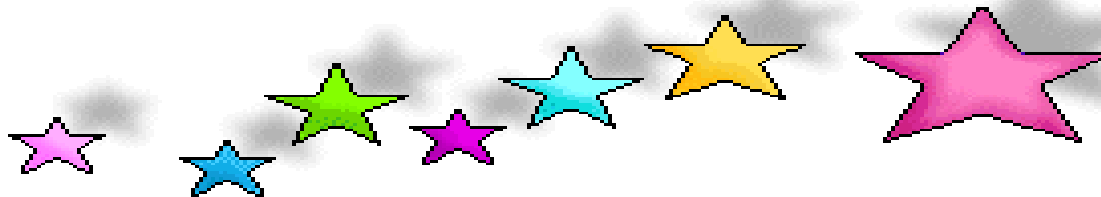
Associate Director PAS



STAFF KUDOS

Compliment for the entire **Patient Access Admitting Staff** at Community Campus

Submitted by Megan Carey



I would like to announce the promotion of **Thomas Ramos** to Patient Access ED Team Leader. Tom joined our team in December 2020 as an Outpatient Administrative Specialist. Prior to joining our team, Thomas spent 10 years in the Air Force where he obtained supervisory experience. Thomas also has an MBA with a concentration in Healthcare. Congrats Tom!!!

Mark Geremia

Patient Access



TOP COLLECTORS WAY TO GO

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

Mary Hoare..Collected on 394 accounts (\$100,172)!!



Lorelle Ash.....Collected on 63 accounts (\$5,974)

Coleen Schaefer..... Collected on 56 accounts (\$9,322)

April Sadeckas.....Collected on 45 accounts (\$3,349)

Zainab Dougherty.....Collected on 45 accounts (\$2,592)

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 !!!



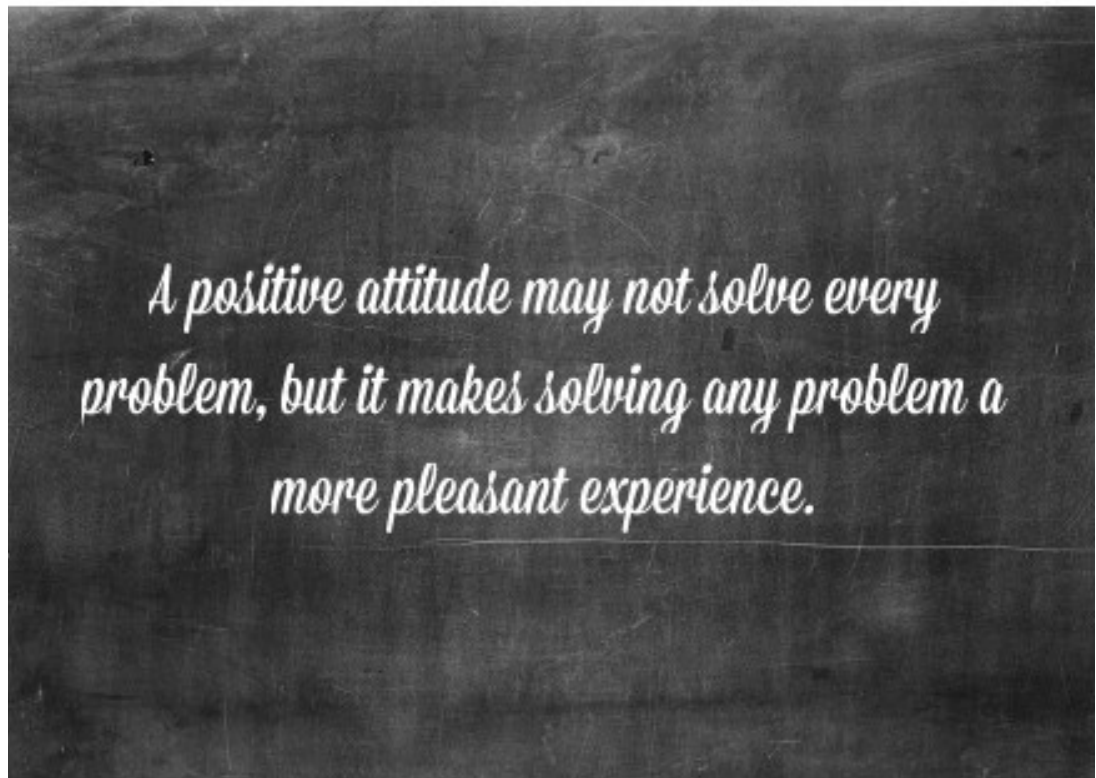


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

(1.0) Call Center Rep

Ambassadors:

(4.0) Temps

(1.0) HPSC1

UH Central Registration:

(6.0) HPSC1

ED UH Reg:

(2.0) OAS Administrative Specialist

(3.0) Temps

Admitting:

(2.0) OAS Administrative Specialist Admitting

CG Switchboard:

(0.5) Clerk 1

Central Scheduling:

(1.0) HPSC2

Pre Services:

(2.0) HPSC2

UC Call Center:

(1.0) Call Center Rep



HAPPY BIRTHDAY

July Birthdays:

Shaquana Woodley	7/3	UC Call Center
Ananya Choudhury	7/4	Data
Deanna D'Arrigo	7/4	ED Reg
Steven Johnson	7/7	Admitting
Melanie Carbone	7/9	Amb Call Center
Jacque Hardy	7/9	Pre Reg
Devin Leonard	7/9	MD Direct
Terry Engelbrecht	7/11	Central Schedule
Brett Parsons	7/12	Float Pool
Pamela Dinneen	7/16	Amb Call Center
Brianna Dooher	7/18	UH Central Reg
Debbia Nelson	7/19	Amb Call Center
Melissa Yarbrough	7/20	Amb Call Center
Shermell Sherman	7/21	Central Schedule
Donna Conte	7/23	ED Reg
Karen Rice	7/28	ED Reg
Jessica Newson	7/29	Admitting



Welcome to the following new employees:

Shawna Warren	Admitting
Andrews Middleton	UC Call Center
Charles McKeon	ED Reg
Shatwyna Baldwin-Sease	Ambassadors

MOVERS & SHAKERS

Brianna Dooher is taking a state position with Pre Testing

Jamila Abuhamda is moving out of state

Thomas Ramos has accepted a Team Leader position in ED Reg

Erica Ward is taking a state position in Ambassadors



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 Upstate Medical University Patient Access Services Intranet Home page. The header includes the Upstate Medical University logo, the text 'State University of New York', and 'Patient Access Services'. A search bar is located in the top right corner. The main content area 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' section with a 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement and a link to 'View results on this PDF'. Below this is a photograph of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with 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