

DEPARTMENTAL UPDATES FROM

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

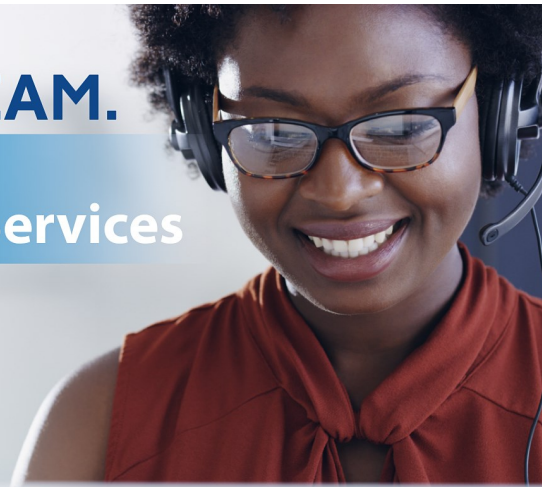
August 2021

JOIN OUR TEAM.

Virtual Hiring Event for Patient Access Services

Friday, August 20
1 - 3 PM

Get your Zoom pre-registration:
email PASJOB@upstate.edu



Patient Access Services is hiring for Ambassadors, Outpatient Administrative Specialists in Admitting and the Emergency Departments, Call Center Representatives, Central Scheduling, Verification, Central Registration and Pre-registration.

Some positions are UUP, some CSEA, including provisional appointments. Email PASJOB@upstate.edu or go to the jobs page on Upstate.edu to apply.

This is a great time to refer friends and family to apply to work for Upstate! They can join our virtual job fair to learn more.

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REGISTRATION TIPS

- When an **RTE** response shows an additional payor(s), review the coverage(s) for eligibility and assign accordingly
- When running a **Self- Pay** query for Medicaid; You need the **name, DOB, and SSN**
- Acceptable **Photo ID** should be checked with every registration. The only acceptable forms of Photo ID are: **Driver's License, Non Driver's License, Military ID, Sheriffs ID, Passport**
- Be sure to complete all registrations, use the **sidebar checklist** to verify. No items should be left unverified
- When taking a **patient photo**, please ask them to remove their mask momentarily while the picture is taken
- Be sure to review your personal scorecard at least 5 times a month at minimum
- Remember to always ask and complete the Travel Questionnaire
- 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

LUNCH AND LEARN SESSIONS

Bring your Lunch

The August Lunch & Learn (WebEx):

RTE Tips

Wednesday August 18th @ 9 am

Friday August 20th @ Noon

Friday August 20th @ 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 you are unable to attend one of the above sessions, please complete the mandatory session on Blackboard.



Quote of the Day

“ A brand is defined by the customer’s experience. The experience is delivered by the employees. “

—Shep Hyken

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Medicaid Products and how to properly assign the coverage. Keep in mind that all Medicaid and Medicaid products will e-verify, even if it is the incorrect Medicaid plan. (For example, if a patient had Molina Health to start with, but per the RTE response they now have Fidelis Medicaid, the plan will still e-verify for the Molina, even though this is not correct. Another example is the patient has straight Medicaid, but per the RTE the patient now has BC Medicaid. These are examples where the RTE has to be read carefully, or the incorrect insurance is applied. Always check the ID numbers to make sure they are correct. In addition the patient's name and date of birth needs to be verified, as the could also be incorrect and RTE with still e-verify.

Follow these 4 steps :

- 1) Run the **RTE** for the plan
- 2) **Read** the RTE to make sure it is the same plan
- 3) If the plan is **different** , then create the new plan
- 4) Be sure to **add the correct ID number** for that plan



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.

August Class Schedule: 8/19-8/20

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

**Need
to
KNOW**



The following information has been provided by Cheryl Gerstler , Program Engagement Specialist at NY Project Hope.

As NY continues to reopen and folks navigate through new changes caused by COVID-19, people continue to seek emotional support to help them cope with the transitions, stress and anxiety. In response to this need, NY Project Hope is proud to introduce [Move Forward with Hope: New Online Wellness Groups](#)

Attached you will find more information about these virtual discussion groups that we hope you will share throughout your communications channels. In addition, new blog posts, coping tips and more can be found on our social media pages. You're welcome to follow us on [Facebook](#), [Instagram](#), and [Twitter](#) and share our posts on your page.

Please contact me at Cheryl.Gerstler@omh.ny.gov if you have any questions. Thank you so much for your support of NY Project Hope!

NY Project Hope Coping with COVID



Here to Talk | Here to Listen | Here to Support



Whether you need to talk to someone or learn about resources in your community, our trained crisis counselors are available for you.

1-844-863-9314
8am-10pm / 7 days

Self-Care Isn't Selfish- It's Smart...



- Take care of your emotional health
- Take care of your body
- Unwind
- Pace yourself
- Connect with others
- Be your own advocate
- Set boundaries
- Accept changes as part of life
- Nurture a positive view of yourself
- Keep things in perspective and

Coping Tips for Stressful Times...



- Limit media exposure
- Breathe slowly and deeply
- Progressive muscle relaxation
- Mindfulness activities such as meditation
- Access social supports
- Distract yourself

Want to learn more
on your own time?



Confidential | Free | Anonymous



Office of
Mental Health

A program of the NYS Office of Mental Health
Funded by FEMA

The schedule of sessions is listed on the next page.

ANNOUNCEMENTS

NY Project Hope Coping with COVID



Move Forward with Hope

New Online Wellness Groups from NY Project Hope



As our state reopens and New Yorkers navigate through new changes caused by COVID-19, people continue to seek emotional support to help them cope with the adjustments, stress, and anxiety. In response to this need, NY Project is proud to introduce **Online Wellness Groups!**

These virtual discussion groups, facilitated by trained crisis counselors, are free and provide a supportive space for individuals similarly impacted by COVID-19. You may attend as many groups as you'd like and they are all free, confidential, and anonymous. Sessions begin on Monday, July 26th.

Mondays @ 2 pm	Mental Wellness Monday This group gives education and support related to anxiety, depression, and stress that was brought on due to the coronavirus.
Tuesdays @ 2 pm	COVID Longhailer Support for COVID longhailers with information about the chronic effects of the coronavirus, how that affects mental wellness, and what we can do for ourselves.
Wednesdays @ 12 pm	Wellness Wednesday All things wellness are discussed on Wednesday to support you in addressing the stress related to COVID.
Wednesdays @ 4 pm	Teen-2-Teen This group gives a time and a space for teenagers to freely talk about how the past year has affected their lives and how best to move forward
Thursdays @ 8 pm	The Impact of COVID on Relationships Relationships are difficult under normal circumstances and the pandemic has added more strain and stress. This group discusses communication and connection in the face of COVID.
Fridays @ 6 pm	Moving Forward Friday We're moving into a new phase of living with the coronavirus. This group focuses on how to handle re-entry anxiety and move forward with hope.

Participation is open; no registration is required. Mechanisms are also in place to respect the privacy of participants. For more information, visit our website at NYProjectHope.org

NY Project Hope is a statewide program of the NYS Office of Mental Health and is funded by the Federal Emergency Management Agency.

NY Project Hope
Coping with COVID

Learn more here...



ANNOUNCEMENTS

Need
to
KNOW



TPL –No Fault Tips to keep in mind when registering a patient that was involved in an automobile accident.

Lisa Gaspe has asked that we try to ask these questions when registering the patient involved in any type of automobile accident.

- Ask if the patient was in their own vehicle
- Ask the patient who their auto insurance is through: (Geico, Allstate, Travelers, etc.)
- If they are not sure of the auto insurance company, ask for the insurance agent name
- If the patient owns their own vehicle, they have to know one of these things. Lisa Gaspe in Admitting has access to the DMV website and can look up policy information.
- Ask if the police or any other type of emergency vehicle was called.
- Enter this information into **HAR notes**
- If the insurance information is not known, always add the correct guarantor type, in this case it would be the TPL for No-Fault and enter a HAR note. Ask the patient to call us and provide this information so the No-Fault can be billed.



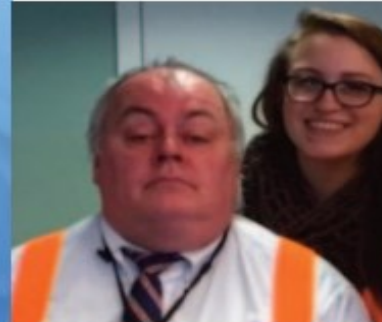
*It is with great sadness that we announce
the passing of our friend and co-worker*

DAN SHEPARD

on June 13, 2021

*Please join us in prayer for a
celebration of Dan's life and
all that he represented.*

Wed., Aug. 4, 2021
2:30 p.m.
Hospital Lobby Chapel



*Dan will be remembered as
a dedicated ambassador with
five years of service to the
Upstate community.*

UPSTATE
UNIVERSITY HOSPITAL



Daniel Shepard

Submitted by Lisa

Daniel Shepard our friend, ambassador, and beloved co-worker passed away on June 13th, 2021. Dan will be remembered for his dedication to his job, which he took very serious. Dan's unique style of colorful Converse sneakers and suspenders, his love for children, puzzles, reading, love of the bible, and movies are what he'll be remembered for. Dan loved movies and would love talking about them and sharing them. He would get very excited for Tuesdays when the new movie releases would come out on Red Box. Dan made an impression on everyone he met from the child that he would stop everything to talk with and give a sticker to, to the co-worker who asked him to be his Valentine and he surprised her with a gift card, his secret santa gifts, to the lady whose house he walked by each day and would stop to compliment her yard and say "hi". He was a man of his word, not afraid to die. Dan faced his terminal illness with courage, dignity and strength. If it was more then five minutes away he could not be bothered worrying about it. Dan was one of a kind and will be missed by all who knew him. Things to take from Dan's life are worry less, treat people with kindness, complain less and walk to the beat of your own drum.

Since Dan loved children and books, Patient Access is donating in Dan's name to Onondaga County Literacy Coalition. They will purchase books for children. If you would like to donate to our cause for Dan, please see Chris Hotaling or Lisa.

A memorial service for Dan will be held August 4, 2021 at 230 in the hospital chapel, all are welcome.

STAFF KUDOS

Compliment for the **Ambassadors** from a patient & family

Submitted by Lisa Gaspe

To: Ambassadors

THANKS A LOT!

We want to thank you all for your wonderful service. You are all so very patient and kind and we greatly appreciate your kindness!

Sincerely, D. I.

Great Job!

Compliment for **Doug Dever**, ambassador from Pam (surgical specialties)

Submitted by Lisa Gaspe

I want to thank Doug, ambassador, for always transporting me from the garage to my appointments. He is friendly, kind and extremely pleasant. His service is greatly appreciated!



TOP COLLECTORS WAY TO GO

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

Mary Hoare....Collected on 294 accounts (\$64,937)



Steve Johnson.....Collected on 146 accounts (\$35,291)

Coleen Schaefer..... Collected on 69 accounts (\$9,029)

Lorrelle Ash.....Collected on 66 accounts (\$6,069)

Zainab Dougherty.....Collected on 42 accounts (\$3,580)

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 !!!



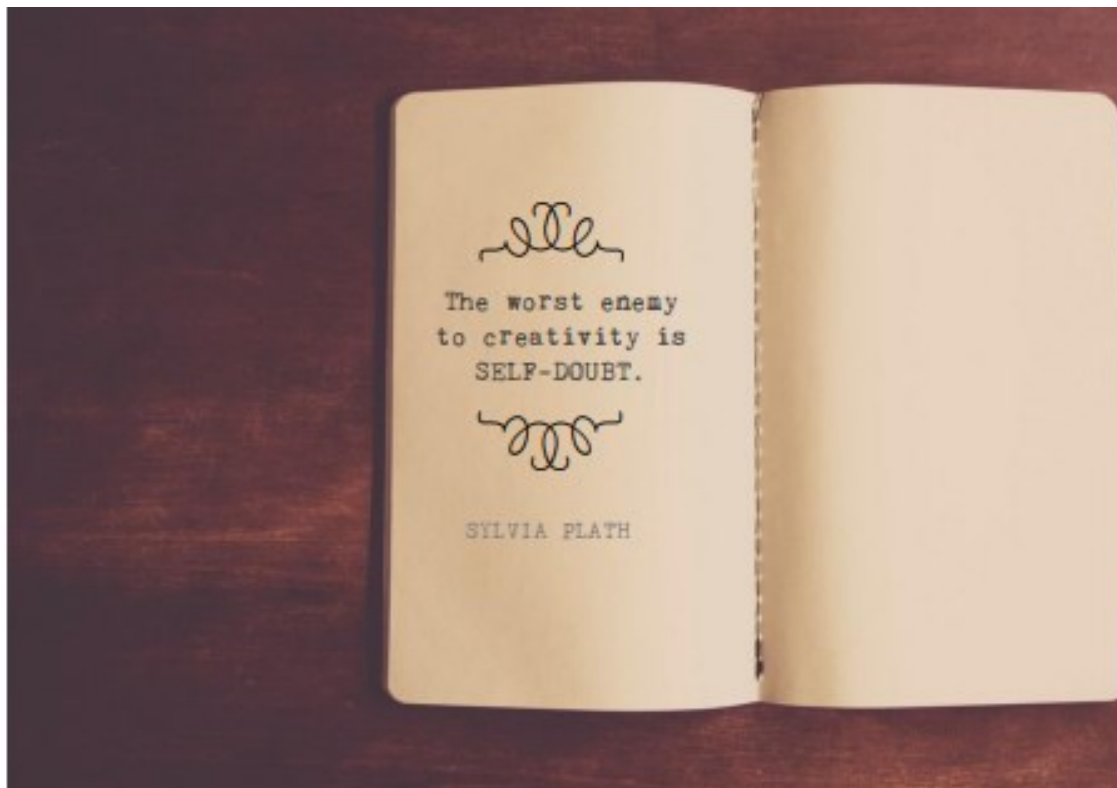


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

(3.0) HPSC1

UH Central Registration:

(6.0) HPSC1

ED UH Reg:

(2.0) OAS Administrative Specialist

(3.0) Temps

Admitting:

(3.0) OAS Administrative Specialist Admitting

Central Scheduling:

(2.0) HPSC2

Pre Services:

(2.0) HPSC2

UC Call Center:

(1.5) Call Center Reps



HAPPY BIRTHDAY

August Birthdays:

Tammy Pais	8/5	Pre/Reg
Heather Fehrman	8/6	Central Reg
Andrew Middleton	8/6	Ambassadors
Paula Webster	8/7	Amb Call Center
Tiera Betsey	8/8	Amb Call Center
Sue Kehrer	8/15	Pre-Reg
Laura Hand	8/17	CG
Lisa Green	8/19	Amb Call Center
Kaniesha Mason	8/19	Patient Access
Monique Crawford	8/21	Pre-Reg
Dazshe Ocasio	8/24	UC Call Center
Mary Hoare	8/26	UH Central Reg
Etrenidall Bey	8/29	UC Call Center
Douglas Dever	8/29	Ambassadors



Welcome to the following new employees:

Tammy Hughes Ambassadors
Kimberly Freeman Downtown Central Reg
Lorraine Banda ED Registration

MOVERS & SHAKERS

Erica Ward taking a state position
Arthur Walsh retired 7/30 after over 50 years of dedicated service
Lynn Frigon will be retiring.



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', and 'Training Resources'. 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 and a 'QUICK LINKS' section containing 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](#)