

## DEPARTMENTAL UPDATES FROM

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

September 2021

### Self Care

As we prepare to send our children off to school and for some, return to work in person, it is essential that we take care of ourselves. We are living in a stressful time where it is easy to get caught up in the busyness of everyday life while neglecting our own needs. There are many different options when it comes to self-care. It should always be a method that feels right for you. Below are a few tips on how to practice selfcare:

#### Focus on your basic needs- treat your body well so you can function each day

Get plenty of sleep so you will have the energy you need to interact with others

Eat healthy and nutritious meals. Consuming too many carbs and sugars can have a negative effect on your body

Exercise at least 2-3 times per week to maintain your health and feel better

#### Be mindful of your emotional state

Journaling or writing your thoughts out can help you process and understand your feelings to make more informed choices about what's best for you

Practicing mindfulness, meditation, and/or prayer can soothe a racing mind

Seek professional help if need be (trained medical professional, religious counselor, or social worker) confirms you have someone to talk to that is equipped to offer support

Keep in mind that Upstate offers Pathways to Wellness. There are various topics, that you have access to right at your fingertips.

Here are just a few: Weight Management Series, Diabetes Education Series, Walking Trails, Self-Care, Success Stores, Eating Well and many more.

Click in the link below to access

[Pathway to Wellness | Employee Health | SUNY Upstate Medical University](#)

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# REGISTRATION TIPS

- Remember to ask and update the **Research Recruitment** indicator. One of our goals as an organization to increase the patient participation in research studies.
- Be sure to assign the correct guarantor type for the visit. For example: For a work related injury, a **Workers Compensation Guarantor** should be assigned and for an automobile accident, a **TPL Guarantor** should be assigned.
- Never deactivate the **Personal Family** when registering a **TPL** or **WC**. The personal family guarantor should be left listed at the patient level.
- To **terminate** a coverage from a the Interactive Face Sheet click the Coverage Info hyperlink and enter the termination date in the **Member eff to field**. (use **T-1** if the date is unknown)
- Capture all **phone numbers** for the patient including the **area code**.
- Be sure to verify the patients email address at every registration or document accordingly if **no email**, or patient **refused to provide**.
- Always 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**.



## LUNCH AND LEARN SESSIONS

**Bring your Lunch**

The September Lunch & Learn (WebEx):

### RTE Tips

Wednesday 9/22 @ 9:00 a.m.

Thursday 9/23 @ 12:00 p.m.

Friday 9/24 @ 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 you are unable to attend one of the above sessions, please complete the mandatory session on Blackboard.



### Quote of the Day

“ Nothing is impossible. The word itself says I’m possible. “

— Audrey Hepburn

# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### **Issue: Unread RTE Responses**

#### **Important information**

Several new pieces of functionality have been implemented to introduce more automation for **RTE**. Auto-Creation and Query Chaining will help streamline eligibility queries and make less work for the registrar.

**Auto-Creation:** When an RTE query is sent for a new coverage, the system will try to match the response to an existing coverage before creating a new one. To match, coverage must have the same payor/plan, and match certain demographic information.

If we can't find a coverage match, we will create a new one if appropriate. When possible, the coverage will be auto created, and the user notified. If we can't determine the appropriate plan, users will be asked to choose one as they do today.

**Query Chaining:** A query chain is attempting to kick off a new RTE query based on information returned about additional or replacement insurance for that patient. Medicare and Medicaid are set up to query each other if it is determined that a patient is QMB. If the Medicaid query is sent first, we will kick off a Medicare query automatically and vice versa. If we have the Medicare/Medicaid IDs on file, these queries can be sent out automatically. If not, users will have to send out manually.

Although this functionality exists, it is essential that all RTE responses are reviewed for additional registration information. We are finding that users are not reviewing the responses, therefore missing important insurance details that could cause billing delays.



### Insurance Basic Classes Schedule

Insurance Basic Classes will be held on every 3rd Thursday and Friday every month from 8:30 a.m. to 4:30 p.m.

**August Class Schedule: 9 /16– 9 /17**

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](mailto:andrewsc@upstate.edu)) Carol to schedule.

# ANNOUNCEMENTS

Participate in Research



Featured monthly will be the top 5 departments with the highest percentage of patient participation for ***OK to Contact*** for ***Research Recruitment***.

Great job to the following departments ! Let the percentage continue to rise.

Reminder to ask the patient at registration if they are willing to be contacted about research opportunities. Our goal is to increase participation.

## Top Five Departments Enterprise Wide with the highest percentage for the month of July.

Psychiatry Private Practice T5 .....	50.00%
Cardiac Surgery Private Practice.....	45.71%
Obstetrics & Gynecology Private Practice Northeast Medical Center.....	29.11%
Hematology Oncology Medicine Private Practice Hill BD.....	28.72%
Upstate Connect.....	27.54%





# STAFF KUDOS

Compliment for the **Jackie Barrett**

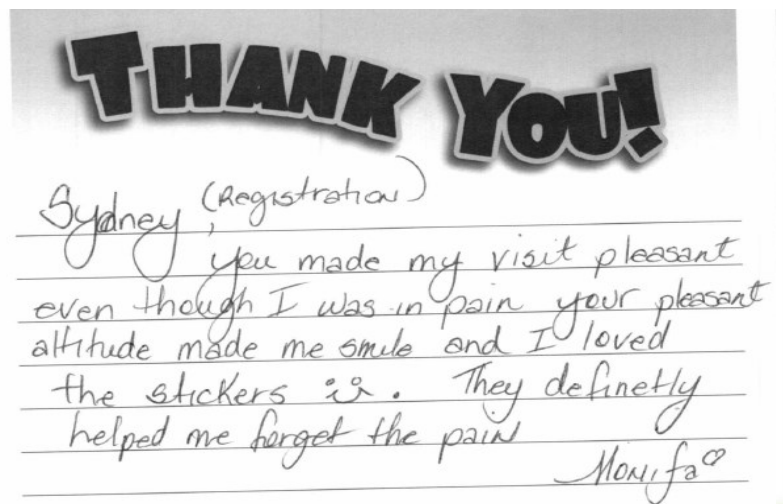
Submitted by Carmella Carroll

The Patient called because she has a New Patient Appointment and had some questions. She stated that Jackie was very nice and thoughtful along with helping her with her questions. When I spoke to the Patient she stated that she use to be a Provider and now is on the other side. She often experiences rude staff and Jackie was very polite. The Patient also stated that Jackie laughed at her jokes. That made her day

Great Job!

Compliment for **Sydney Wiesing** in Central Registration

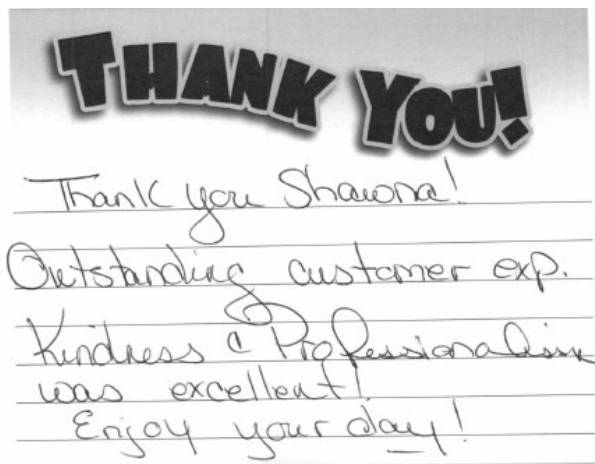
Submitted by Lisa Gaspe



# STAFF KUDOS

Compliment for **Shawna Warren**, an OAS in Admitting

Submitted by Lisa Gaspe



Compliment for **Kathy Libby McAnulty**-Central Scheduling

Submitted by Shannon Austin

Hi, I recently call to booked an appointment for a covid test because I am going to travel soon and I just want to say how grateful I am to your employee Kathy, she was so nice and very helpful at the same time and helped me so much.

I just wanted to say that because she is very dedicated to her job so just want to say Thank you. you have an amazing employee.

from: Alejandro.



# STAFF KUDOS

## Compliment for **Pre-Registration Staff**

Submitted by Tammy Pais

I wanted to shout out to my **PRE-REGISTRATION** co-workers to let them know what a wonderful job they have been and continue to do. With Vacations, Medical leaves and continuous changes in our workload, it has been very challenging to say the least. They have all shown true Dedication and Excellent Teamwork!! They do a wonderful job with communicating/ coordinating amongst themselves and assisting each other with daily tasks to assure completion every day. They have all jumped in to help with necessary coverage due to staffing shortages either by coming in early or staying late. Through all of this they continue to stay within department standards for Amtelco and Accuracy, all while providing excellent customer service to our patients and their families.

They truly are an Amazing Group, and all their hard work is noticed and **APPRECIATED!!!**



# TOP COLLECTORS WAY TO GO

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

**Mary Hoare....Collected on 366 accounts (\$76,944)**



**Coleen Schaefer.....Collected on 70 accounts (\$7,063)**

**Lorelle Ash..... Collected on 61 accounts (\$7,224)**

**Nicole Bello.....Collected on 49 accounts (\$1,910)**

**Zainab Dougherty.....Collected on 43 accounts (\$3,140)**

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:

(4.0) Temps

(2.0) HPSC1

## UH Central Registration:

(6.0) HPSC1

## ED UH Reg:

(2.0) OAS Administrative Specialist

(2.0) 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

## PID Team:

Float Team Position



# HAPPY BIRTHDAY

## September Birthdays:

Sydney Weising	9/2	UH Central Reg
Kimberly Cummings	9/6	CG Switchboard
Angela Williams	9/6	Amb Call Center
Nicole Bello	9/8	UC Call Center
Randi Proctor	9/9	GC Registration
Chris Hotaling	9/11	Ambassadors
Kathleen L-McNulty	9/13	Central Sch
Janice Gualtieri	9/14	MD Direct
Shannon Austin	9/16	Patient Access
Reime Drazek	9/17	Float Pool
Lewis Piraino	9/17	Amb Call Center
Peggy Steeprock	9/17	Ambassadors
Shannon Burley	9/18	UC Call Center
Christina Dee	9/20	Amb Call Center
Megan Webb	9/20	Central Sch
Cody Ryder	9/22	Amb Call Center
Jessica Spinalli	9/23	UH Central Reg
Mark White	9/24	Amb Call Center
Michelle Napier	9/26	CG Switchboard
Kala Adams	9/27	Amb Call Center
Kelly Hemingway	9/29	CC ED Reg



### Welcome to the following new employees:

Nannette Maurillo Amb Call Center  
Isha Mberwa Downtown CR



## MOVERS & SHAKERS

Sydney Weising taking a state position with the Ambassadors

Reime Drazek is accepting a position in the Psychiatry Department



# 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

**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** State University of New York **Patient Access Services**

Web Pages People

Search Upstate's Intranet

[More Search Options](#)