

DEPARTMENTAL UPDATES FROM

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

October 2021

[37th Annual Employee Recognition Day](#)

A Virtual Celebration Honoring Employee Service | Thursday, October 7, 11:00-11:30am

Each year, Upstate hosts a celebration to honor those employees who have reached a 5-year milestone in their years of service. This year, we honor those employees with a special online ceremony.

First Name	Last Name	Department	Years of Service
Elizabeth	Solazzo	Ambulatory Call Center	20
Shannon	Austin	Patient Access-Admin/Admitting	25
Tricia	Eldred	Patient Access-Admin/Admitting	15
Mark	Geremia	Patient Access-Admin/Admitting	10
Linda	Hernandez	Patient Access-Admin/Admitting	30
Harmony	Mantor	Patient Access-Admin/Admitting	15
Walter	Muraca	Patient Access-Admin/Admitting	20
Victoria	Niedzwecki	Patient Access-Admin/Admitting	20
Tonya	Peake	Patient Access-Admin/Admitting	10
Philip	Carpenter	Patient Access-Cc Central Reg	5
April	Sadeckas	Patient Access-Dt Central Reg	15
Coleen	Schaefer	Patient Access-Dt Central Reg	5
Donna	Conte	Patient Access-Emergency Dept	15
Hayam	Khalil	Patient Access-Emergency Dept	5
Edgardo	Rios	Patient Access-Pid/Float Teams	10
Teresa	Engelbrecht	Patient Access-Pre Services	45
Tiffany	Jennings	Patient Access-Pre Services	5
Susan	Kehrer	Patient Access-Pre Services	5
Lisa	Mcintosh	Patient Access-Pre Services	5
Jacqueline	Pilon	Patient Access-Pre Services	20
Dustin	Adams	Upstate Connect	10
Tracey	Chesbro	Upstate Connect	10
Martha	Prater	Upstate Connect	5
Kristen	Songer	Upstate Connect	10
Michelle	Stine	Upstate Connect	5

Inside This Issue:

Registration Tips	2
Insurance Corner	3
Go-Live Upgrade	4
Announcements	5
Kudos	6
Kudos	7&8
Top Collectors	9
Positivity Pack	10
Open Positions	11
Birthdays	12
Training Resources	13



REGISTRATION TIPS

- MyChart patients can elect to use *paperless billing* instead of receiving statements
- Always double check the spelling of the first and last name of every patient when registering. Also, ask for a middle name if one is not listed
- If loading a *Generic Insurance* always include a billing address
- Under patient contacts, be sure to complete both *Emergency Contact* and *Permission to Discuss Fields*
- Enter the name of the *insurance payor* in the documents table for the *corresponding insurance card*
- When registering a patient and the *DOB* in the system is different than what the patient is providing, do not change the *DOB* on file, instead create a new patient record. The records can be merged later if the two in question are in fact the same patient.
- Be sure to use the *Mark for Merge* Tool when merging two patient records
- Do not forget to *term* all *old insurances* that are no longer being used

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

The October Lunch & Learn (WebEx):

Customer Service Part II

Wednesday 10/27 @ 9:00 a.m.

Thursday 10/28 @ 12:00 p.m.

Friday 10/29 @ 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

**“YOU NEVER GET a second chance
TO MAKE A FIRST IMPRESSION”**

—Andrew Grant



ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: For this month's insurance corner a list of common errors that have been continuously found each month will be shared below.

- Old insurance not termed. When RTE is returned as not eligible, the insurance must be removed using **T-1** and the new coverage must be added

- **Missing MBI/CIN** numbers– The MBI is needed for Traditional Medicare and Medicare Replacement Plans. The CIN number is used for Medicaid and Medicaid Managed Care Plans. When working with either payor, Medicare or Medicaid be sure to fill in the MBI/CIN in the Coverage Info section.
- **Incomplete Subscriber information**–Once you click create coverage, click the subscriber section and complete the following: **Subscriber** address, date of birth, gender, social security number if there is one, phone number and employer information. Note: if the date of birth is unknown, use **1-1-1901** as the subscriber date of birth.
- **Incorrect Filing order** –Review RTE to see if other insurance is returned and update the coordination of benefits (filing order). List them in the order RTE is advising.
- **Alternate name**- When the patient is the subscriber, and there is a name discrepancy, update the alternate name field on the coverage info form to match what the insurance company has on file. When the patient is a member and there is a name discrepancy, use the alternate member field. Never complete both.
- When on the **Payor Plan** screen, be sure to select the appropriate plan which was returned by RTE. Note the payor plan screen does not list the appropriate coverage, the end user must search the list to select the correct one.



Insurance Basic Classes Schedule

Insurance Basic Classes will be held on every **3rd Thursday and Friday** every month from 9:30 a.m. to 4:30 p.m.

October Class Schedule: 10/28 – 10/29

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



Epic Go Live : OCTOBER 23rd

Listed are the dates and times that Jack LePorte, Principal Epic Trainer will be holding informational sessions covering the go live updates. Dates and times will be listed in Self-Serve. You can find the classes by using the Tracker Code of Epic inpatient-ADT Upgrade. Jack will send you an invite through Web-ex once signed up.

Tuesday October 12th 10-11 am and 2 to 3 pm

Wednesday October 13th Noon

Thursday October 14th 9:30 –10:30 am and 2-3 pm



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 August.

Upstate Connect	46.80%
Internal Medicine.....	47.40%
Cardiac Surgery Private Practice.....	33.33%
Obstetrics & Gynecology Private.....	32.50%
Family Medicine Private Practice.....	22.79%



STAFF KUDOS

Compliment for **Tammy Hughes** in Central Registration

Submitted by Lisa Gaspe

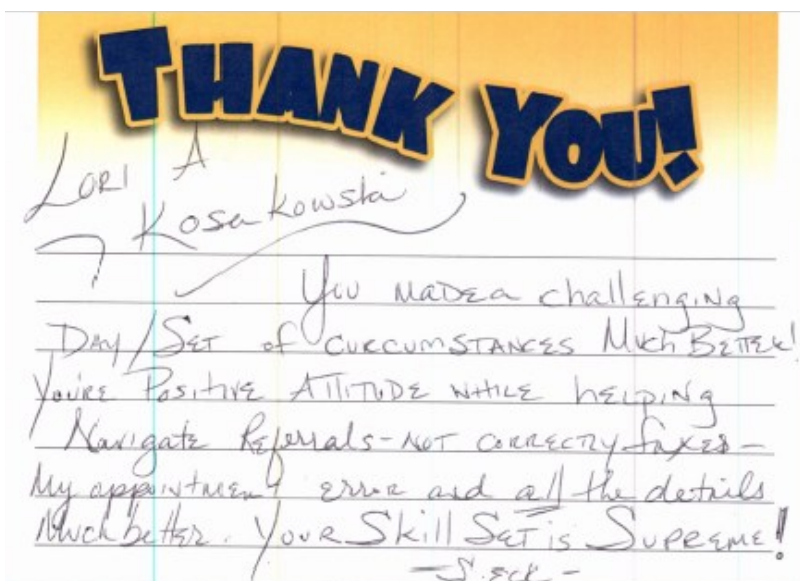


Today, as the greeter in patient registration, Tammy exhibited the most outstanding grace and patience while balancing multiple and demanding personalities and tasks. Tammy is amazing; her calm, kindness, and comprehensive understanding of care is an exemplar model of best practice in hospital care.



Compliment for **Lori Kosakowski**

Submitted by Megan Carey



STAFF KUDOS

Compliment for **Sharonda Jackson-Richardson** from Andrea Luce

Good morning,

I saw you had patient late yesterday with a middle initial discrepancy, and I think last week was a DOB discrepancy. Just wanted to say I think the way you have communicated with Jessica about the discrepancies and what you need from her in order to correct them has been great! Very nice!

Glad you are on our team!!

Andrea



Compliment for **Shawnasia Hoke** registrar in Central Registration

I had a patient yesterday (a very busy 3 year old) who had labs ordered and foster mom decided to have them drawn after her appointment with us since they live a distance away. I called her today with some information and she told me about her experience. She said that when she registered the girl that registered her was very pleasant. She went to lab and was told that the orders were not in the system (after she waited for over an hour). She went to go leave and saw the girl clocking out at the registration desk. She asked how it went and foster mom told her what happened. The girl from registration said "come with me" and brought her to the lab herself. She spoke with the person at the lab and explained the orders were in there, she had seen them herself. When told they were not she used the stairs and ran back to her desk to print the orders herself and ran them back up the stairs. Foster mom was very grateful as they had been there for hours at this point and they live a distance and did not want to make another trip. Foster mom wanted to make sure that registration clerk's manager was made aware that she went above and beyond to help her. She did not catch her name but she checked in MR 3752854 on 09/20/21 slightly after 4 pm. She was described as early 20's, petite, long braids with blonde streaks. I wasn't sure who her manager would be but if you could either pass this along or send me her info so I can that would be great.

Thanks,

Michele Lamb, RN



STAFF KUDOS

Compliment for **Lois Moore**

Submitted by Carmella Carroll

A Patient's Mother wants to thank Lois for helping her out with her Son's prescription. She was very grateful for her service.



TOP COLLECTORS WAY TO GO

September's Top POS Collectors (listed by number of accounts)

Mary Hoare.....Collected on 392 accounts (\$103,264)



Lorelle Ash.....Collected on 60 accounts (\$4,941)

Diane Mills.....Collected on 50 accounts (\$21,364)

Coleen Schaefer.....Collected on 41 accounts (\$5,485)

Shawna Warren.....Collected on 37 accounts (\$3,620)

Reminder to review & verify coverages and RTE responses.

Lets all try to make 2021 a ground breaking year with off the chart collections !!!



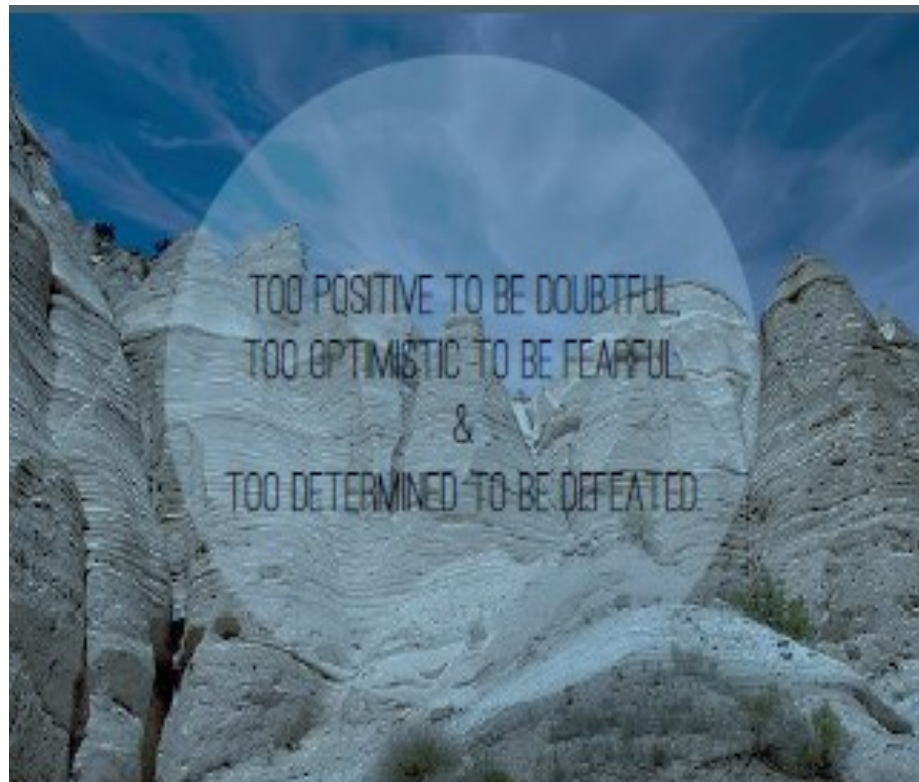


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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:

(9) Temp Ambassadors

(4) HPSC1 Ambassadors

UH Central Registration:

(2) HPSC1

(2) Temps

CG Central Registration:

(1) HPSC1 (Infusion Suite)

ED UH Reg:

(1) Team Leader

(3) OAS Administrative Specialists

Central Scheduling:

(1) HPSC2

Pre Services:

(1) Temp

(2) Provisional HPSC2

UC Call Center:

(1) Call Center Agent

PID Team:

(1) HPSC2 Float Registrar Position



HAPPY BIRTHDAY

October Birthdays:

Tricia Eldred	10/01	Verification
Katelynn Jaeger	10/02	Verification
Jacob Leichtling	10/05	ED Registration
Alexander Colella	10/06	Amb Call Center
Lori Covington	10/07	ED Registration
Linda Bishop	10/08	Central Scheduling
Edward Winwah	10/09	ED Registration
Coleen Schaefer	10/09	Central Registration
Maggie Durham	10/10	Pre-Reg
Shelley White	10/10	Upstate Connect
Annie Otterness	10/12	Bedboard
Hayam Khalil	10/15	ED Registration
Marty Prater	10/16	MD Direct
Robin Thomas	10/17	Data Services
Megan Carey	10/19	CG Central Reg
Helen Stevens	10/23	ED Registration
Zainab Dougherty	10/24	CG Registration
Venice McFarlene	10/26	ED Registration



Welcome to the following new employees:

Kirsten Ciereck	Ambassador
Betty Gibson	CG Switchboard
Cathy Smith	Central Scheduling
Erica Stolusky	Pre-Services
Demetria Golden	ED Reg
Alisha McDowell	UC Call Center
Katelynn Jaeger	Verification



MOVERS & SHAKERS

Katherine Taber will be transferring out of the department

Reime Drazek has transferred to Psychiatry



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 three women in a call center setting, 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