

DEPARTMENTAL UPDATES FROM

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

November 2021

Are you an Upstate Superhero?

Have you pledged to the Community Giving Campaign? If yes, THANK YOU! This year is even more important to give to our community. It's not too late. You can pick from a large number of charities from the United Way, Statewide Community Agencies and many Upstate Funds.

Why Give?

One of the Upstate Foundation Funds directly supports the Upstate Employee and Student Emergency Fund (fund #47677). This fund is designed to provide emergency financial assistance to staff and students of Upstate Medical University who suffer sudden, non-recurring, unplanned economic hardship due to an emergency such as an accident, illness, injury, fire or other unexpected crisis. The program is not intended to provide financial assistance for pervasive financial struggles. Economic hardship indicates current and time-sensitive financial obligations and normal living expenses cannot be met through typical means. This program is here for you when in need.

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REGISTRATION TIPS

- Scan both *front and back* of all *insurance cards*
- Check existing *Photo ID* on file to be sure it is clear and visible
- 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*
- If a *health care proxy* was previously scanned, go over the details with the patient to assure the information is still accurate
- Always validate the patient's *e-mail address*
- Be sure to address the *Research Recruitment* question at the time of registration. If a response of *No* is not indicated, ask the patient if they are interested. This question needs to be addressed every six months when answered *No*
- If unsure, ask the patient to *spell* their address, pcp name, and/or employer
- Remember to collect the *SSN* for minor patients if unavailable at initial visit.



LUNCH AND LEARN SESSIONS

Bring your Lunch

The November Lunch & Learn (WebEx):

PCP Entry

Monday 11/22 @ 9:00 a.m.

Tuesday 11/23 @ 12:00 p.m.

Wednesday 11/24 @ 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 your unable to attend one of the above sessions, please complete the mandatory session on Blackboard.



Quote of the Day

“Show value, create an experience and always strive to exceed customers expectations”

— Shep Hyken

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

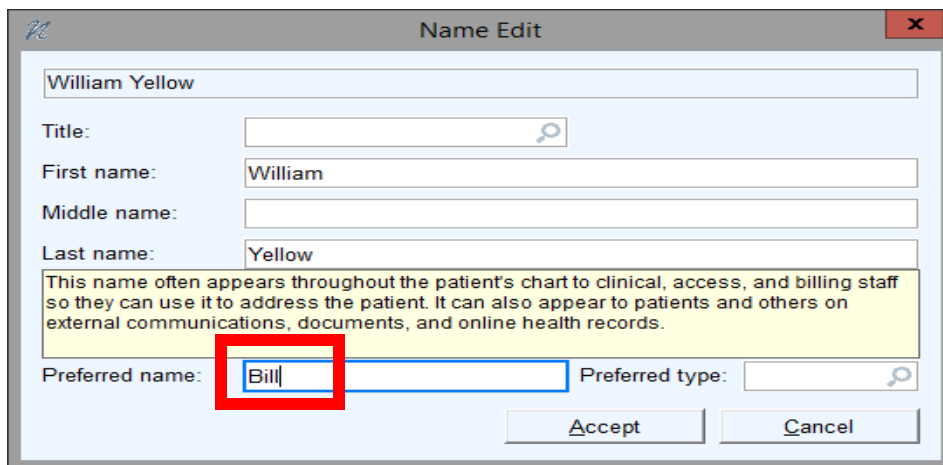
ISSUE: Patient Preferred Name and when to properly use.

A preferred name (sometimes known as a chosen name, nickname, or a name-in-use) is the use of a first name, that is different from a person's legal name.

An example of this would be if the patient's name is Patrick and he wishes to be referred to as "Pat". Or if the patient's legal name is William and he would like to be called "Bill".

We only want to use the preferred name, when the patient advises of a name that is different than their legal name. If the patient's name is William and he prefers to be called William, then nothing needs to be entered in the Preferred Name field.

The preferred name should be spelled out and no phonetics used.



William Yellow

Title:

First name: William

Middle name:

Last name: Yellow

This name often appears throughout the patient's chart to clinical, access, and billing staff so they can use it to address the patient. It can also appear to patients and others on external communications, documents, and online health records.

Preferred name: Preferred type:

Accept Cancel

Please be mindful that the preferred name entered, prints on patient facing documents. Also, it is good customer service to address the patient by their preferred name once it has been collected.



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

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 October.

Upstate Connect	43.38%
Obstetrics & Gynecology.....	38.35%
Cardiac Surgery Private Practice.....	27.91%
Pulmonology Private Practice.....	11.11%
P M & R Concussion Clinic.....	10.33%



ANNOUNCEMENTS

October is Breast Cancer awareness month. April Sadeckas (Central Registration) celebrated being cancer free. April's friends and coworkers celebrated her! Brianna and Sydney coordinated and had T-Shirts made recognizing our very own WARRIOR! Here are a few of our fun photos!

Submitted by Bridget Doohar



Staff were allowed to wear jeans and donated \$5.00 in Dan Shepard's name to Pro Literacy.

STAFF KUDOS

Compliment for **Coleen Schaefer**

Submitted by Bridget Doohar



THANK YOU!

Coleen Schaefer (Registration)
for being so kind and happy
in the morning. She needs
to be recognized for her kindness
Nice to meet her & her
kindness - !!
Mia



STAFF KUDOS

Compliment for **Lewis Piraino** from Melissa Yarbrough

“You are awesome at what you do! I want you to do know that you are amazing at what you do and that the customer service you provide is appreciated!”

Thank you,

Melissa Yarbrough, BSHA

Team Lead

SUNY Upstate Medical University

Ambulatory Call Center



Compliment for **Kimberly Lockette**

Submitted by Carmella Carroll

We received a great compliment for one of our employees, Kimberly Lockette.

The compliment was received from Nurse Betsy in Geriatrics in regards to Kimberly's documentation. Betsy said "She stated "Perfect example of team work. Please tell Kim thank you for doing this!"



TOP COLLECTORS WAY TO GO

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

Mary HoareCollected on 307 accounts (\$60,736)



Coleen Schaefer.....Collected on 72 accounts (\$11,530)

Lorelle Ashe..... Collected on 71 accounts (\$7,607)

Diane Mills.....Collected on 44 accounts (\$19,084)

April SadeckasCollected on 33 accounts (\$2,889)

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) Call Center Team Leader
- (1) Call Center Representatives

Ambassadors:

- (1) HPSC1 Ambassador Community General
- (9) Temp Ambassadors
- (4) HPSC1 Ambassadors

UH Admitting:

- (2) Outpatient Administrative Specialists

UH Central Registration:

- (2) Temps
- (3) HPSC1

ED UH Reg:

- (1) Team Leader
- (4) Outpatient Administrative Specialists

Float Pool:

- (1) HPSC2



HAPPY BIRTHDAY

November Birthdays:

Kathy Kelly	11/08	Central Sch
Kara Kusters	11/08	Verification
William Works	11/11	UH Central Reg
Tom Sekovski	11/16	UC Call Center
Derek Markle	11/19	Float Pool
Janie Thompson	11/19	Ambassador
Marc Buselli	11/21	Call Center
Genevieve O'Leary	11/22	Verification
Dawn Johnson	11/24	UH Central Reg
Zenedya Coakley	11/28	Data Services



Welcome to the following new employees:

Kara Kusters	Verification
Katelynn Jaeger	Verification
Kala Angrick	UH Central Reg
Shanna Felder	ED Reg
Patrick Godek	ED Reg
Trinity Heller	ED Reg
Roshinie Singh	ED Reg
Autumn Stoneburg	ED Reg



MOVERS & SHAKERS

Katherine Taber is to going to Finance



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