PATIENT ACCESS NEWS

UPSTATE UNIVERSITY HOSPITAL

DEPARTMENTAL UPDATES FROM
PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

December 2021

The No Surprises Act: Uninsured/Self-Pay Patients:

Beginning January 1, 2022, self-pay patients may request a complete "good-faith estimate" for all scheduled services. The service is considered self-pay if the patient is un-insured, the service is non-covered or care is provided by a non-participating provider.

Schedulers must be knowledgeable:

- Know if your clinic offers services that may be considered non-covered or have non-participating providers,

- Know that the patient is un-insured at the time of scheduling, and,

- Who to contact to get an estimate for the patient (the answer is the Financial Resource Center at 464-5043).

It's important to note that these estimates have a short time line from the date the service was scheduled.

- If a service is scheduled at least three days in advance, the good faith estimate must be provided no later than one business day after the date of scheduling; or

- If a service is scheduled at least 10 days in advance, the good faith estimate must be provided no later than three business days after the date of scheduling; or

- If an estimate of expected costs is otherwise requested by an unin-sured or self-pay individual, the good faith estimate must be provided no later than three business days after the request.

Refer to the [Patient Access Services website](#) for reference material and additional information.

REGISTRATION TIPS

- When *registering a patient* use a *middle name or middle initial* and the *patient's date of birth* ,as patient identifiers, to make sure you are registering the correct patient.

- If loading a *Generic Insurance* always include a billing address

- Always validate the patient's *e-mail address*

- Be sure to value the *Research Recruitment* field and check when last asked and documented with every registration

- Be sure to complete all registrations, use the *side bar checklist* to verify. No items should be left unverified

- Always read *RTE* to see who the subscriber is. The spouse, parent, or patient could be the subscriber. RTE will provide this information.

- Under patient contacts, be sure to complete both *Emergency Contact* and *Permission* to *Discuss* Fields.

LUNCH AND LEARN SESSIONS

Bring your Lunch

The December Lunch & Learn (WebEx):

Get Your Bounce Back

Presented by Mary Ann Stark

Monday 12/22 @ 9:00 a.m.

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

Wednesday 12/24 @ 2:00 p.m.

Sign up is available in Self-Serve. These sessions will be held via Zoom this month, and once your signed up in Self Serve, an invite will be sent via email with the link to join . If your unable to attend one of the above sessions, please complete the mandatory session on Blackboard.

Quote of the Day

" At the end of the day, it's not what you say or what you do, but how you make people feel that matters the most."

—— **Tony Hsieh**

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: **When a patient presents with no insurance.**

Sometimes a patient may say they have no insurance or is waiting to hear back from Medicaid. One way to check if a patient has insurance is to do a free standing *Medicaid Query* using RTE.

What you will need to run this Medicaid Query is the patients *Name, Gender*, *DOB* and *Social Security Number*. All of these items are needed in order to run a free standing Medicaid Query.

Steps to follow:

- On the IFS in the guarantor section click *Add Coverage* link

- In the create new coverage section: enter *Medicaid* in the *Search field*

- Select *Straight Medicaid* on the Payor/Plan screen

- Next who is the *subscriber* for this coverage: Select the *patient* for the Subscriber

- Most of the information is filled in, patient *social security number* must be entered if not populated

- Click the *Send button* (lighting bolt) to send to RTE

- Once the response is returned, select the response received button.

- If the patient is in the Medicaid data base, the response will tell us that the patient is *Eligible*

- If the patient is not in the Medicaid Data Base, the response will tell us *Could not be Processed*

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.

No December Classes –to be resumed in January

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.*

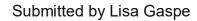Great job to the following departments ! Let the percentage continue to rise.

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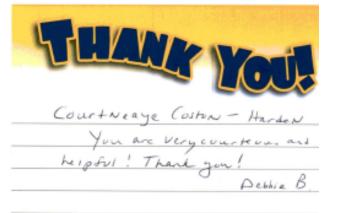

Top Five Departments Enterprise Wide with the highest percentage for the month of November.

Obstetrics & Gynecology…………………………………..…......**41.40%**

P M & R Physical Therapy 550 HAR …...…………….……….…….……**40.00%**

Upstate Connect…………………………………………….…......**32.56%**

Orthopedics Private Practice………………………..……....**11.11%**

Cardiac Surgery Private Practice………………..……..……….…...**10.53%**

STAFF KUDOS

Compliment for **Courtenaye Coston-Hardeman**

Submitted by Lisa Gaspe

You're a **STAR**
UPSTATE
MEDICAL UNIVERSITY

THANK YOU!

Courtneaye Coston – Harden
You are very courteous and
helpful! Thank you!

Debbie B.

GREAT WORK

Compliment for **Crystal Brundage**

Submitted by Lisa Gaspe

You're a **STAR**
UPSTATE
MEDICAL UNIVERSITY

THANK YOU!

Crystal at
Information Desk
Excellent person

High Marks
Jack Adler Husband
of Nancy Villavieal

STAFF KUDOS

Compliment for the entire staff of **Ambulatory Call Center** received from a patient

Submitted by Melissa Yarbrough

Patient who expressed thanks and gratefulness for her care from our Ambulatory Call Center Staff and the whole Neurology team at UHCC. Patient stated that everyone she has come in contact with has been wonderful, very helpful and caring. The patient spoke highly of everyone's efforts especially over the last year when the pandemic was so disruptive."

Thank You,

Melissa

Melissa Yarbrough, BSHA

Team Lead, Ambulatory Call Center

Compliment from Ambulatory Call Center Agent to Team Leader, **Carmella Carroll:**

Thank you so much for the faxing out of epic information. I appreciate all the work you did to give us instructions.

TOP COLLECTORS
WAY TO GO

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

Mary Hoare….Collected on 243 accounts ($54,765)

Coleen Schaefer……….Collected on 76 accounts ($10,400)

Lorrelle Ash..…………..……... Collected on 59 accounts ($9,439)

Isha Mberwa ……….……….Collected on 43 accounts ($6,589)

April Sadeckas …….….……Collected on 42 accounts ($4,086)

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.

Ambulatory Call Center:

(1) Call Center Team Leader

(2) Call Center Reps

Ambassadors:

(1) HPSC1 Ambassador Community General

(6) HPSC1 Ambassadors UH

(2) 50% HPSC1 Ambassadors UH

(6.5) Temp Ambassadors UH

UH Central Registration:

(9) HPSC1

(1) Temp

Central Scheduling:

(2) HPSC2

ED UH :

(1) Team Lead

(5) OAS ED Reg

(4) Temps

Pre-Services:

(2) HPSC2

PID Team:

(1) HPSC2

Admitting:

(2) OAS

Switchboard CG:

(1) Temp

(1.5) Clerk 1 CG

UC Call Center

HAPPY BIRTHDAY

December Birthdays:

Cheryl Dixon	12/01	Amb Call Center
Kristen Songer	12/10	UC Call Center
Brian Neill	12/11	UC Call Center
Shaquan Richardson	12/14	Amb Call Center
Kristen Henry	12/18	UC Call Center
Michael Compton	12/20	Amb Call Center
Tammy Hughes	12/21	Ambassadors
Brenda Shea	12/26	Central Scheduling
Lisa Gaspe	12/3	Admitting
Kelly O'Hara	12/31	Central Scheduling
Jody Williams	12/31	Data Services

A BIG WARM WELCOME

Welcome to the following new employees:

Kara Kosters	Verification
Roshinie Singh	ED Registration
Autumn Stoneburg	ED Registration
Trinity Heller	ED Registration

MOVERS & SHAKERS

Thomas Ramos taking a position with MedBest

Kristen Henry will be taking a position with Cardiology

PATIENT ACCESS NEWS

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

- **No-Surprise Billing—Latest News and Links**

- **Tips and Tricks: Outlining approved workflows**

- **PAS Newsletter: Including updates and Registration Tips**

- **PAS Bulletins: Highlighting specialized desk procedures**

- **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)**

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