

## DEPARTMENTAL UPDATES FROM

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

January 2022

### Excited for Nappi Wellness Institute!

It's just over a year away before we move into the new Nappi Wellness Institute!



The Nappi Wellness Institute is more than bricks and mortar. A focus of its design and the services offered within the building are aimed at providing more seamless care for patients. Instead of seeing specialists in a variety of locations, the building will feature many key medical services in one location that will improve access to care, provide an opportunity to address patient care needs more seamlessly and foster greater collaboration and coordination of care between providers for patients.

Our team of Patient Access leaders partnering with leadership in the ambulatory clinics and IMT, is working hard to prepare: implementing the latest in Epic enhancements, expanding MyChart services for the patient, planning for Ambassador and registration services and staffing.

We are committed in offering a seamless range of services from self-serve/high-tech to highly personalized..

I welcome your questions and suggestions. Check in periodically to the Upstate [Nappi Wellness Institute](#) web page for the latest news.

*Shelley*

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# REGISTRATION TIPS

- When **registering a patient**, please ask the patient for a **middle initial**, in addition to **their name and date of birth**, as patient identifiers, to make sure you are registering the correct patient.
- Follow the standard naming convention for **DOC Guarantor** types:

For **State DOC, Facility name.**

County correctional facilities should have a guarantor name entered as **Correctional, Facility Name.**

- Only **verify** the **checklist** if the patient has been interviewed and the registrar has made the necessary changes. We are finding out-dated information with a green checked checklist
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss Fields**
- When taking a patient photo, please ask them to remove their mask momentarily while the picture is taken



## LUNCH AND LEARN SESSIONS

### Bring your Lunch

The January Lunch & Learn (WebEx):

POS Collections

Wednesday 1/19 @ 9:00 a.m.

Thursday 1/20 @ 12:00 p.m.

Friday 1/21 @ 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

“ How you think about your customer influences how you respond to them .”

—— Marilyn Suttle

# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### Important information

**Issue:** Incorrect registration of **VA patients**.

There has been an increase in claim denials regarding VA registrations. Follow the workflow process provided on the tip sheet attached, to assure the claim goes out the door with no issues.

The VA Hospital Authorization number has 2 Letters and 10 Digits. Make sure no special characters or spaces are used in the Auth # field in Epic to prevent claim edits.

In ambulatory, the referral workflow for VA requires an authorization for every visit and must be attached to the visit or a denial is issued. To access the VA quick reference sheet, click the following link. [VA Reference Sheet](#)

**Quick Tip:** For outpatient visits, always Schedule the appt from the referral so it automatically attaches to visit. If the referral is not on file, one must be created.



### 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.

**January Class Schedule: 01/20-01/21**



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 December.

Obstetrics & Gynecology Private.....	35.58%
P M & R Physical Therapy 550 HAR .....	36.68%
Upstate Connect.....	30.96%
Urology Private Practice T5.....	28.57%
P M & R Concussion Clinic Hospital.....	8.33%



# ANNOUNCEMENTS



## Great news from Holly Haines McCurdy –Training & Development

Professional Development & Learning (PDL) is launching a new micro-credentialing opportunity beginning in January 2022. While PDL continues to offer various development options for all Upstate employees, we have added these credentialing opportunities to provide a higher level of recognition for development. These credentialing pathways require that participants announce their intent to complete, participate in required and elective courses, attend specific content hours, and engage in a pre/post assessment. There will be three pathways for employees across campus to earn a micro-credential:

Leading Self- This track is open to all employees in a non-supervisory role who desire to grow both personally and professionally.

Learning to Lead - This track is designed for the relatively new supervisor/manager with 2 years or less experience in their role here at Upstate.

Leading Others - This track is designed for more experienced supervisors/managers having between 2 - 5 years of experience in their current role here at Upstate.

Click [here](#) to understand more about this new and exciting opportunity. Information sessions will be available throughout January.



# STAFF KUDOS

Compliment for **Martha Prater** in MD Direct

Submitted by Shannon Austin

Kudos received for Martha Prater in MD Direct from Dr Leslie Kohman. Marty moved mountains, going above and beyond to secure a Primary Care Physician appointment for one of Dr Kohman's patients that had been trying for months to establish locally.

Per Dr Kohman- Wow, this is an amazing service! I will ask you again.



Compliments for **Kim Durand**

Submitted by Bridget Doohar

**THANK YOU!**

Thank you to Kim Durand  
for going above and beyond to  
help me solve a logistical puzzle  
with "where do I go next" scheduling  
meanwhile taking care of new patients  
Seeking admission Great job Kim!  
Joe B

**THANK YOU!**

~~the~~ Kim in Registration  
was very friendly and  
kind.

Thanks for all your hard  
work  
Carrie.



# STAFF KUDOS

Congratulations to the **Central Scheduling Team** for being the inaugural winners of the Research Recruitment Award. Collectively, The **TEAM** had the highest number of accounts that the research recruitment fields were valued. Dave Amberg, VP for Research visited the Galleries to deliver everyone a Research Champion Mug as a token of appreciation.



**Nice Work!**

Compliment for the **Front Desk Staff**

Dear Front desk staff -  
I don't think people realize how heartbreaking, frustrating & difficult your job is during these COVID times. I wanted you to know I see you and I'm grateful.  
Thank you All  
A Gayle McCabe



# TOP COLLECTORS WAY TO GO

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

*Mary Hoare....Collected on 251 accounts (\$53,753)*



*Coleen Schaefer.....Collected on 84 accounts (\$13,325)*

*Lorrelle Ash..... Collected on 57 accounts (\$12,014)*

*Isha Mberwa .....Collected on 39 accounts (\$4,920)*

*Shawnasia Hoke .....Collected on 34 accounts (\$800)*

Reminder to make sure to verify coverages and RTE responses.

**Lets all try to make 2022 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:**

(2) Call Center Agents

## **Ambassadors:**

(8.5) HPSC1 Downtown Ambassadors

(1) HPSC1 Community Ambassador

## **UH Central Registration:**

(8) HPSC1

## **Central Scheduling:**

(2) HPSC2

## **ED UH :**

(1) Team Lead

(6) OAS ED Reg

(1) Temp

## **Pre-Services:**

(2) HPSC2

## **Admitting:**

(1) OAS

## **Switchboard CG:**

(1.5) Clerk 1

## **UC Call Center:**

(1) UC Call Center Eve Team Leader

(1.5) Call Center Agent

## **Float Pool:**

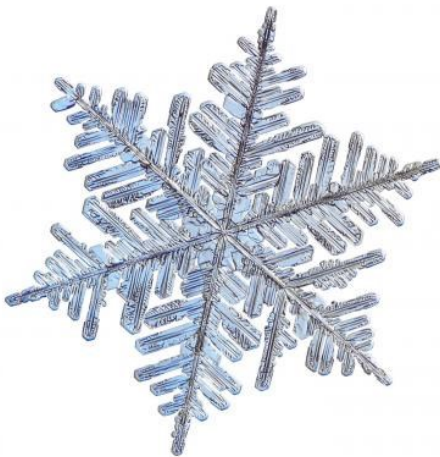
(1) HPSC2



# HAPPY BIRTHDAY

## January Birthdays:

Isha Mberwa	1/01	UH Central Reg
Walter Muraca	1/06	Admitting
Dustin Adams	1/07	Data Services
Shylah Brown	1/09	UH Reg
Paul McNinch	1/09	Ambassadors
Demetria Golden	1/09	ED Registration
Latischa Brooks	1/10	Amb Call Center
Andrea Luce	1/12	Performance Impr
Christina McCrea	1/17	ED Reg
Tamara Guinta	1/27	ED Reg
Angela Galutz	1/28	Ambassadors
Michael Francis	1/28	ED Reg
Lauren Suits	1/28	Amb Call Center
Andre Bak	1/31	ED Reg



### Welcome to the following new employees:

Nancy Russo	Ambassadors
Joe Trivison	Ambassadors



## MOVERS & SHAKERS

Lorelle Ash moved from a temp position to a provisional state HPSC1 still at CG

Shylah Brown is transitioning to Admitting

Thomas Ramos transferring to Medbest

Edmund Winwah transferring to Breast Care

Tamara Guinta taking an ED Team Lead Position

Melanie Carbone taking the open ACC Team Lead Position

Michelle Stine will be taking the Call Center Team Lead Position

Kathleen Zepp returning to CC Switchboard

# 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 with an email icon, and a 'QUICK LINKS' section listing various resources like '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](#)