

DEPARTMENTAL UPDATES FROM

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

February 2022

PAS Leadership Opportunities

Shelley White, MS, CHAM, FACHE

The division of Patient Access Services has numerous pathways to leadership roles. Along with the training and support offered through Upstate's Professional Development and Learning staff, the road to leadership has never been easier.

To learn more, go to the Professional Development and Learning [webpage](#) to review their Learning to Lead programs. In most circumstances, the department will cover your costs of the program.

Today we have openings in the following leadership positions:

- Sr. Registrar—Float Team— Patient Access Services
- Sr. Call Center Representative—Ambulatory Call Center (posting pending)
- Team Leader—Ambulatory Call Center
- Team Leader—Upstate Connect Call Center
- Team Leader—Emergency Registration
- Manager—Upstate Connect

All managers within Patient Access will serve as mentors when asked. We're here to help you along your career ladder, even when that leads to roles outside our department. Please reach out to any one of us if you have questions about these open positions or other opportunities.

Inside This Issue:

Registration Tips	2
Insurance Corner	3
Research Recruitment	4
Did You Know	5
Heart Walk	6
Kudos	7
Top Collectors	9
Open Positions	10
Positivity Pack	11
Birthdays	12
Training Resources	13



REGISTRATION TIPS

- Be sure to **unlink the address** for emergency contacts and insurance subscriber. All address links should be set to **No**
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss Fields**
- When taking a **patient photo**, please ask the patient to remove their mask momentarily. Masks should not be captured in patient photos
- Verify **email addresses** to ensure that the spelling is correct
- After a patient turns 18, be sure to review/revise the guarantor information on file. Create a new **guarantor record** with the relationship as self whenever appropriate
- Always read RTE to see who the **subscriber** is. The spouse, parent, patient, or sibling could be the subscriber. RTE will provide this information. Also ensure that the relationship to the subscriber is listed accurately
- Always check to see if a **health care proxy** has been previously scanned and is still valid. If so, the **health care proxy acknowledgment** should be documented as a **yes**.

LUNCH AND LEARN SESSIONS

Bring your Lunch

The February Lunch & Learn (WebEx):

RTE Overview

Ambulatory/PAS Quarterly Session hosted by: Mary Pidgeon

Tues February 15th: 8:00 am & 12:00pm

Wed February 16th: 12:30pm & 3:00pm

Thurs February 17th: 8:00am & 12:00pm

Frid February 18th: 12:30pm & 3:00pm

Use the link below to join a session

<https://upstate.webex.com/meet/pidgeoma>



Quote of the Day

“ Most people spend more time and energy going around problems than in try to solve them .”

— Henry Ford

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: There has been an increase with guarantor errors. When registering an account be sure you are using the correct guarantor type .

(WC) Workers Compensation Guarantor should be selected for any work related injury. The work related coverage should be added.

(TPL) Third Party Liability Guarantor should be used for an automobile accident, bicyclist accident or pedestrian related accident. The automobile insurance should be added to this guarantor type.

When registering a foster child the guarantor type should be **Personal Family**. **Be sure to list the social services as the guarantor.**

When registering an inmate the guarantor type should be **Personal Family with the (DOC) Department of Corrections** listed as the guarantor.

Please note: A Personal Family guarantor is needed for every patient at the patient level. Refer to the **Quick Reference and Guarantor Assignment & Coverage** card for additional information:

<https://www.upstate.edu/ihospital/intra/pas/pdf/quick-reference-guarantor-assign-card-3.pdf>



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.

February Class Schedule: 2/17-2/18



OFFICE HOURS

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.

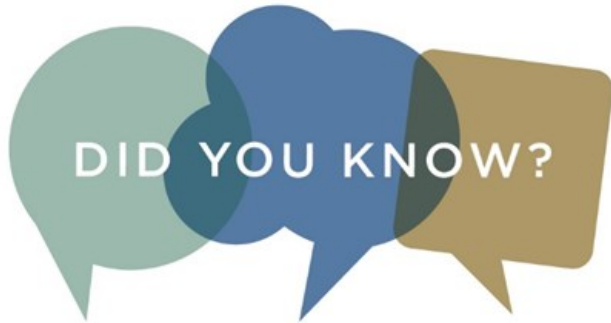
Reminder to ask the patient at registration if they are willing to be contacted about research opportunities. Our goal is to increase participation.

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

Upstate Connect.....	26.55%
Obstetrics & Gynecology Private.....	23.71%
Urology Private Practice	15.57%
Family Medicine Private Practice.....	8.55%
Orthopedics Private Practice.....	8.00%



ANNOUNCEMENTS



Submitted by Kaniesha Mason

Do you need a change in scenery? Are you interested in learning to register in various departments? Do you prefer face to face interaction with patients? Do you enjoy creating a great experience for patients and visitors? If you answered yes to these questions please apply to our PAS Senior Registrar vacancy. These are promotional HPSC 2 positions that work Monday-Friday, with no holiday or weekend schedule. If you are currently in a HPSC1 or NSC1 position, you may be eligible for a one-time promotion (70.1 transfer). Please reach out to Christine Boskovski in Human Resources internally at extension 4-4921 to discuss eligibility requirements. For more details regarding the Float Registrar position, click on the link below:

<https://careers.pageuppeople.com/872/ci/en-us/job/501752/hospital-patient-services-clerk-2>



ANNOUNCEMENTS

Just a reminder...



Good Faith Estimates are now live. Just a reminder that fiscal is asking that departments utilize the notes section appropriately in the Appointment Desk.

This is just a reminder that we rely on the note section for the following information.

- Whether the patient is a true self-pay
- What type of visit the patient is coming in for: New patient vs Follow-up etc.
- Why they are being seen (diagnosis if known)

These are important pieces of information that will help the process flow smoothly.



American Heart Association.

Heart Walk

Submitted by Jackie Pilon

The annual American Heart Association walk is back and being held as an in person event. This year's walk is being held at the SRC Arena on Sunday April 24th with an outdoor walk and activities along the way. Our team has previously been captained by Jewel Hunter but due to her retirement she has asked me (**Jackie Pilon**) to take over as our captain.

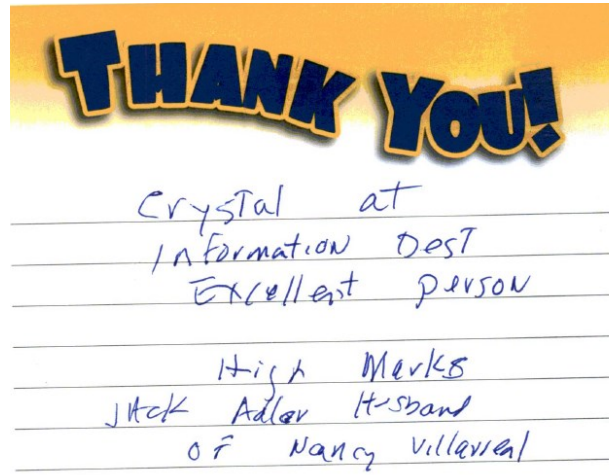
The walk is a big deal that happens every year to help the American Heart Association raise money for important scientific research. I have agreed to be our Coach and lead a team but I need all of you to join and keep hearts beating across the country! With a little heart, we can save lives. **Head on over to the Heartitude team page, https://www2.heart.org/site/TR/HeartWalk/FDA-FoundersAffiliate?team_id=687256&pg=team&fr_id=6419** and join today. Any employee who joins the team and raises \$35 in donations or more will be eligible to receive a free t-shirt sent directly to them to wear for the event. Together we can make a difference for our friends, our family, and our patients.



STAFF KUDOS

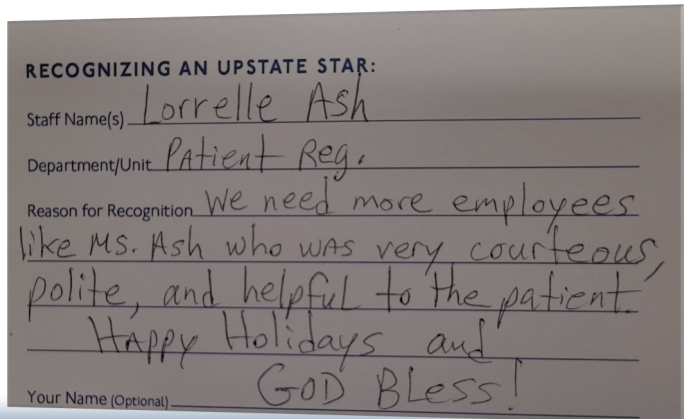
Compliment for **Crystal Brundage**

Submitted by Lisa Gaspe



Compliment for **Lorrelle Ash**

Submitted by Megan Carey



STAFF KUDOS

Compliment for the **Ambassadors/Information Desk Staff**

Submitted by Lisa Gaspe

Dear All,

Many thanks for your
smiley welcome. Carl, Lynn
and Lesly (the great) helped
to brighten our days. Donald
was a patient from June 29th to
September 2nd. We were in and out
of ICU 3 times. He was unable
to tolerate dialysis. He

Nice Work!



TOP COLLECTORS WAY TO GO

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

Mary Hoare....Collected on 239 accounts (\$55,306)

Lorrelle Ash.....Collected on 39 accounts (\$2,810)

Coleen Schaefer..... Collected on 38 accounts (\$8,550)

Diane MillsCollected on 32 accounts (\$9,387)

Patricia DubruleCollected on 27 accounts (\$8,345)

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:

- (1) Team Leader
- (2.0) Call Center Rep

Ambassadors:

- (5.5) HPSC1
- (7.5) Temps

UH Central Registration:

- (9) HPSC1

ED UH :

- (2.0) Team Leaders
- (4.0) OAS ED Reg
- (5.0)Temp

CG ED :

- (1.0) OAS
- (1.0) Temp

Pre-Services:

- (2) HPSC2
- (3.0) HPSC2 Central Scheduling

Admitting/Verification:

- (1) OAS

Switchboard CG:

- (1.5) Clerk 1

UC Call Center:

- (1) UC Call Center Manager
- (1.0) Team Leader
- (2.0) Full Time Call Center Agent
- (2.50%) Call Center Agent

PID/Float Pool:

- (1.0) HPSC2



HAPPY BIRTHDAY

February Birthdays:

Kristen Ciereck	2/3	Ambassadors
Bridget Doohar	2/12	Central Reg
Jackie Pilon	2/18	Pre-Services
Taressa Smith	2/23	MD Direct
Cheryl King	2/24	Central Sched
Michelle Stine	2/26	UC Call Center



Welcome to the following new employees:

Dorey Youngblood	UC Call Center
Barbara Jakubowski	Amb Call Center
Sabrina Kane	Ambassador



MOVERS & SHAKERS

Jewel Hunter retiring after 33 years with Upstate
Andrew Middleton transferring to Ophthalmology
Alisha McDowell transferring to Amb Call Center
Carmella Carroll transferring to PMR
Mark White is transferring out of the 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', 'Policies', 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 link to view results. Below this is a large image of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section listing various guides and handbooks.

- **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 of New York **Patient Access Services**

Web Pages People

Search Upstate's Intranet

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