

DEPARTMENTAL UPDATES FROM

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

March 2022

More on the Nappi Wellness Institute:

It's moving along with quickly now. The first patients are expected to be seen in the new space in February of 2023, less than a year away!

The tentative move-in plan will be floor by floor with the 1st and 2nd floor including Lab & Radiology going first, followed 2 or 3 weeks later by the Joslin Center, then the 4th floor followed by the 3rd floor.

The Nappi Sched/Reg team is working on staffing plans for Ambassadors & Central Registration along with a plan for patient communications.

For ongoing updates, visit www.upstate.edu/nappi and choose the "For Staff" section.

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Happy
St. Patrick's Day!

REGISTRATION TIPS

- Verify the **physician** name and address on file for each encounter.
- Remember to also **unlink addresses** under **patient contacts** and **coverages**.
- Always double check the spelling of the patient's **Name** and **DOB** with each new patient registration.
- Use **HAR Notes** to provide additional details.
- Be sure to review your **personal scorecard** at least **5 times a month** at minimum.
- When entering an address in Epic, always use the **City (or Zip) field** and enter the zip code in this field. This will automatically complete the State, Zip, County and Country fields.
- **Auto Creation** does not always automatically select the correct insurance plan. The registrar must read **RTE** and then **select/create** the correct plan.
- The **Patient Handbook** is available in **My-Chart**. Remember to update the document status accordingly.



LUNCH AND LEARN SESSIONS

BRING YOUR LUNCH & LEARN

The March Lunch & Learn (WebEx):

Guarantor's Patient Overview

Wednesday 3/23 @ 12:00 p.m.

Thursday 3/24 @ 9:00 a.m.

Friday 3/25 @ 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 by the end of the month.



Quote of the Day

"May your troubles be less and your blessings be more, and nothing but happiness come through your door. "

— Irish Proverb

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: There has been an increase in Guarantor entry errors whereas the parent or legal guardian is assigned on an encounter on a patient that is over 18. Once a patient is 18 years of age, a new personal family guarantor must be created, with the relationship equal to self, if one does not already exist.

There is a field titled Guarantor's patient, which is being used for MyChart billing functionality. The Guarantor patient field should be the associated patient record for the guarantor, if possible, or it should be left blank if not the same. There will be a warning message that populates advising a correction must be made.

Note: If the patient and guarantor are not the same, delete the Guarantor's patient field so no name appears.

There is a video created by Jack LePorte available on Blackboard, titled Guarantor Patients Field Overview which covers this workflow.

The screenshot shows a web form for 'Guarantor Demographics'. The 'Name' field contains 'YELLOW,GEORGE' and the 'Guarantor's patient' field also contains 'YELLOW,GEORGE'. A red box highlights these two fields. Other fields include 'Service area' (UPSTATE MEDICAL UNIVERSITY), 'Account status', 'Address' (6073 Colonial Drive), 'City (or ZIP)' (N SYRACUSE), 'State' (NY), 'ZIP' (13212), 'Country' (ONOND, USA), 'SSN & type', 'Sex' (M), 'Birth date' (1/26/1954), 'Home phone' (315-678-5555), 'Work phone', 'Mobile phone', and 'Email' (george@aol.com).

New UUP Shift Differential - Emergency Department

I'm excited to announce the implementation of shift differentials for our UUP staff working for PAS in the Emergency Department. This includes both OAS and Team Leaders, effective March 3rd, 2022.

I've been working with HR for several years to additionally include CSEA in an enhanced shift-differential package. HR continues to work on approval for CSEA; I hope that will be added soon.

Shift differential includes*:

Weekday evenings	\$3.00/hr (\$24/shift)
Weekday nights	\$4.00/hr (\$32/shift)
Weekend days	\$3.00/hr (\$24/shift)
Weekend evenings	\$3.00/hr (\$24/shift)
Weekend nights	\$4.00/hr (\$32/shift)

*shift differential applies for qualifying shifts as noted above and must work a minimum of four (4) hours which fall between the hours of 6:00 pm and 6:00 am. Shift differential is based on shift start time.

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.

March Class Schedule: 3/17 & 3/18

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 February.

Upstate Connect.....	32.58%
Obstetrics & Gynecology Private.....	30.87%
Urology Private Practice.....	13.06%
Psych & Behavioral Science.....	10.55%
Vascular Lab CC POB.....	8.70%



ANNOUNCEMENTS

NEED TO KNOW

There has been an increase in social security numbers entry errors and how they are being entered in Epic. When entering the SSN in Epic, always enter the entire nine digit number (example **111-11-1111**). An example of what is being erroneously entered is 000-00-6614. or 000-00-####. These incorrect entries are causing billing errors. If the patient does not recall their social security number, enter all zeros and add a permanent comment on the demographic entry screen. If the patient does not have a social security number as in never received one, enter all 9's (999-99-9999). Reach out to your department trainer with questions.



Important information

News from MaryAnn Stark from the office of Professional Development & Learning

Please note that while we are now offering the opportunity to earn a micro-credential, you do not need to be in one of those programs in order to take classes.

If you are interested in learning more about the micro-credential tracks join us for an upcoming information session – follow this link for dates/times and registration: https://selfserve.upstate.edu/ais/applications/tracker/admin/class_details.cfm?id=166811&search_course_code_idpk=169698

Hope to see you in class!



ANNOUNCEMENTS

Just a
reminder...

Medicare Secondary Payer Questionnaire (MSPQ) Importance

by Kaniesha Mason

What is the Medicare Secondary Payer Questionnaire (MSPQ) and why is it important? The MSPQ is a series of questions developed by CMS that helps determine whether another party should pay before Medicare. These questions should be asked during the intake process at each inpatient, emergency room, and outpatient visit. For recurring departments, the MSPQ should be completed every 30 days or whenever a new HAR is created. For emergency room visits where the patient's medical condition prohibits the interview, a har note must be entered explaining such. It is the responsibility of the registration staff to follow up on missing data, signatures, and questions once the patient becomes medically stable.

What happens when the MSPQ is incomplete or falsified? To ensure maximum timely reimbursement, an MSPQ must be completed with the patient for all Medicare claims. The Inspector General's office performs random audits to ensure that claims are billed with all the necessary information. Missing MSPQ info could result in retraction of payments received and/or denials. Falsifying information in the MSPQ record could result in wrong coordination of benefits, which is a violation of the federal law that results in hefty fines.

Tips on completing the MSPQ

- Complete the MSPQ during the registration process for all patients who present with traditional Medicare whenever possible
 1. Patient's may become frustrated when they receive phone calls after a visit to capture this information
 2. We have 365 days to file a Medicare claim. Patient's may not recall relevant details that could affect the coordination of benefits assigned if not asked at the time of registration
- Medicare cannot be billed unless there is a properly completed MSPQ. If a patient refuses to complete the MSPQ, he/she must be registered as self-pay and a HAR note must be entered. The registrar must inform patient of this action
- Ask the questions in the MSPQ in the correct sequence as the answers help determine which payor should be billed primary
- Information obtained on the MSPQ must match the coordination of benefits. Compare the answers within the MSPQ to the insurance priority assigned
- If a patient has a Medicare Managed Care plan **and** is enrolled in an active Research study, complete a paper MSPQ and scan into the documents table under the MSPQ document type as the MSPQ is needed for billing in this instance
- Refer to the CMS website to learn more about the MSPQ and coordination of benefits at <https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html>

STAFF KUDOS

Compliment for Ambassador **Doug Dever**

Submitted by Lisa Gaspe

The compliment below was a shout out from a patient in the cancer center to Doug.

Oh, I can't forget to mention ambassador *DOUG who help me very time. He's a very valuable staff person.

A colorful, bubbly graphic that says "Nice Work!" in a playful, multi-colored font with a black outline.

Compliment for **Mary Hoare** from a patient.

Submitted by Lisa Gaspe

We are very thankful for your kindness, You are a terrific and kind lady. If I can ever do you a kindness, please let me know.

Ginger D.

A graphic with the words "GREAT WORK" in a blue, serif font. The word "GREAT" is on the top line and "WORK" is on the bottom line. There are decorative flourishes, including a flower and a leaf, around the text.

STAFF KUDOS

Compliment for **Randi Proctor** from Wellspring Ultrasound Tech for her outstanding patient care.

Submitted by Shelley White

Most of you don't know me, but I'm an Ultrasound Tech at Wellspring.

I wanted to take a minute to give a shout out to one of my co-workers, Randi Proctor, who is a Patient Access Clerk. We had a patient yesterday with some pretty intense emotional needs. Upon her arrival, she immediately connected with Randi at the front desk. Without hesitation, Randi not only registered the patient, but she accompanied her through both her mammogram and ultrasound (at the patient's request). Randi's presence with the patient kept her calm and comforted. We were able to successfully complete the mammo and sono, thus giving our patient the care she deserved and needed. The patient was so grateful for the experience that she had here at Wellspring.

Randi went above and beyond. She should be recognized and praised for the effort that she gave.

Working in the health care industry for many years, I have always strived to make patient care my focus. It's not always convenient or efficient when there are so many other patients that are waiting to be served. BUT IT'S SO IMPORTANT! Putting our patients at ease, especially in the world of breast imaging where anxiety is common, is critical.

I just wanted you to know. Sometimes all we hear is the bad "stuff." I wanted you to hear something good.

Bravo Randi! Bravo!



Thank You
FOR MAKING
A DIFFERENCE

Compliment for **Andrea Luce**

Submitted by Tammy Pais

Andrea is so awesome at keeping everyone up to date and informed of changes and issues.

We appreciate her !!!



TOP COLLECTORS WAY TO GO

Top POS Collectors February 2022

(Listed by number of accounts)



Mary Hoare.....Collected on 221 accounts (\$50,545)

Genevieve O'Leary.....Collected on 66 accounts (\$14,797)

Lorelle Ash..... Collected on 51 accounts (\$5,100)

Diane MillsCollected on 44 accounts (\$9,601)

Coleen SchaeferCollected on 42 accounts (\$6,583)

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:

- (1.0) Team Leader
- (2.0) Call Center Reps

Ambassadors:

- (5.5) HPSC1
- (7.5) Temps

UH Central Registration:

- (8.0) HPSC1
- (1.0) Temp

ED UH :

- (9.0) OAS ED Reg
- (3.0)Temp

Pre-Services:

- (2.0) HPSC2 Pre-Services
- (4.0) HPSC2 Central Scheduling
- (1.0) Pre-Services Team Leader

Admitting /Verification:

- (1.0) OAS

Upstate Connect:

- (3.5) Call Center Rep
- (1.0) Evening Call Center Team Leader

Community Switchboard:

- (1.5) Clerk 1

Float Pool:

- (1.0) HPSC2
- (1.0) Temp



HAPPY BIRTHDAY

March Birthdays:

Patricia DuBrule	3/2	Pre-Services
Kala Angrick	3/2	UH Central Reg
Mary Wagner	3/6	Amb Call Center
Nancy Russo	3/9	Ambassadors
Mark Geremia	3/10	ED Registration
Patrick Godek	3/12	ED Reg
Erica Ward	3/21	Ambassadors
Maria Sanchez	3/26	Ambassadors
Vlora Hoxha	3/27	Central Scheduling



Welcome to the following new employees:

Sabrina Kane	Ambassador
Jeanne Campagnola	ED Reg
LaShaun Dixon	ED Reg
Maleigha Jacobs	Ambassador
Emily Thiel	ED Reg



MOVERS & SHAKERS

Congratulations to **Jackie Pilon** for her promotion to Call Center Manager. In this new role, Jackie will be responsible for both the Upstate Connect call center and the switchboard staff at Community.

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 about 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' and a congratulatory message for top POS collectors. Below this is a large image of a smiling woman on a phone call with the text 'How can we help?'. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section with various helpful documents like 'Guide to Patients Rights' and 'Insurance Cheat Sheet'.

- **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

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