

DEPARTMENTAL UPDATES FROM

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

April 2022

National Patient Access Week!

April 3-9, 2022

It's time to celebrate all you do from answering calls from the public, providers, patients and staff, to scheduling, pre-registration, greeting patients and families, guiding patients as they navigate the care they need, assisting referring providers access the services of Upstate, ensuring the phone systems help our call center staff and many more behind the scene critical rolls all of you perform.

Patient Access Week celebrates the contributions our department makes to the revenue cycle and overall success and reputation of our hospital system. I would like to thank my registration staff at Community for their dedication to our Upstate Values as they have kept up morale, improved on accuracy, and been very flexible with helping to fulfill the needs of the department and the expectations of our patients. We've all learned a lot and grown together during the uncertain times of the last few years, and I'm proud to be part of this team!

Megan P. Carey, CHAM, Patient Access Manager

To The Entire Galleries Team- Whether you're in the office or working remotely, we hope you feel how much you are appreciated, not only during our celebration week but every day. Your adaptability, flexibility and dedication continue to amaze. Thanks for all you do and enjoy your week! 🌻🌻

Galleries Leadership

Our staff in Patient Access should be celebrated daily, not just one week a year, for all their hard work and challenges they face every day.

To our ambassadors: Thank you for serving our visitors with a smile and for helping people find their way throughout the hospital. Thank you for keeping up with the ever-changing visiting hours over the past two years AND for putting up with the unruly visitors and their temper tantrums. Your commitment to your job has shown through over the past couple of years and I thank you for hanging in there with us. Thank you!

To the bed board staff: Thank you for your wealth of knowledge and your years of commitment you have at the board. You deal with the craziest of phone calls for people who just 'happen' to dial Admitting to the saddest of calls and experiences talking with the families of our deceased patients. . I know that you all exhibit professionalism and you handle each external and internal customer with great aplomb. I have the utmost confidence in each and every one of you. Thank you!

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REGISTRATION TIPS

- There is a new (to New York) Medicare Advantage plan called MediGold. At this time, please assign as Medicare Managed Care Generic.
- Scan both **front and back** of all **insurance cards** scanned. Be sure to also **label** each **payor** for all insurance cards scanned.
- Always check to see if a **Health Care Proxy** has been previously scanned. If yes, then the **Health Care Proxy Acknowledgment** should be documented as a “**yes**”
- Be sure to review the **HCP information** that is on file with the patient at each visit
- Be sure to complete all registrations, use the **sidebar checklist** to verify. No items should be left unverified
- When registering a patient and the **DOB** in the system is different than what the patient is providing, do not change the **DOB** on file, instead create a new record. Records can be merged later if the two in question are in fact the same patient.
- Review your check-in DAR to determine if a patient completed the pre-check in process. If so, honor what was updated via MyChart and Thank the patient for using this feature.
- An **expiration date** can now be added in the document table, when a driver’s license is expired.



Happy Spring

LUNCH AND LEARN SESSIONS

Bring your Lunch

The April Lunch & Learn (WebEx):

Staff Safety

Guest Speaker is Captain Taylor who was requested by PAS Staff, to speak about employee safety.

Tuesday 4/19 @ 9:00 a.m.

Wednesday 4/20 @ Noon

Thursday 4/21 @ 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.



Quote of the Day

“ Customer service is an opportunity to exceed your customer’s expectations”

———John Jantsch

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: RTE insurance entry errors. It is very important and necessary for the entire RTE response to be read. The steps to follow when an RTE response is received is: **Read/Review/Scroll down on RTE responses.**

Below is an example of a plan that came back as e-rejected, but further down under Other Entities, it states Contact the Following Entity for Eligibility Benefit info and clearly shows **All Savers**. The patient was indeed eligible for the All Savers coverage, but was advised their insurance was not eligible.

Note: This happens often with plans that are part of one network but administered by another. Many “Aetna” plans do this as well. Often the “other entity” is not RTE enabled, so verification would have to be done by other means.

Verification Response History for E-UHC UNITED HEALTH CARE/UHC UNITED HEALTH CARE

Response as of: 1/20/21 **E-Rejected**

Alerts Patient Alerts Subscriber Info Details

Alerts

Eligibility
Patient is NOT Eligible for coverage

Patient information

Name:
Date of Birth:
Sex:
Relationship to Subscriber:

Subscriber information

Name:
Member insurance ID:
Date of Birth:
Sex:

Details

Benefit Type	Service Type	Insurance Type	Related Entity Name
Contact Following Entity for Eligibility Benefit Info	Health Benefit Plan		Vendor: ALL SAVERS

Health Care Facility: Provider: UPSTATE UNIVERSITY
HCFA Provider ID: 1578554630



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.

April Class Schedule: 4-21 and 4-22

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

Pre-Check in by Kaniesha Mason

Did you know that patients can complete a pre-check in via MyChart seven days prior to their scheduled clinic appointment? All ambulatory departments are set up to allow pre-check in to help with patient flow the day of the appointment. The following can be updated by the patient during the pre-check in process:

Demographic updates- once updated in MyChart will automatically update the corresponding Epic fields.

Insurance updates- patients can request to add or remove existing coverage. This request will display on the Interactive Face Sheet for the end user to verify and make the changes requested.

Consents- several consents are available for signature within the pre-check in workflow. General Consent, ADT General Consent, UH NOPP, UMAS NOPP, and the Telehealth Consent. If signed via MyChart, the form will not need to be presented/captured at the time of registration.

Questionnaires- Currently the MSPQ and Travel/Communicable Disease questionnaires can be completed via MyChart

As a registrar, you can determine whether or not a pre-check in has been completed via MyChart by reviewing your Check-in DAR. The **e PreCheck-In Status** column will display either a red X or checklist to indicate precheck-in status, and will also show the appointment status. The **e PreCheck-in/Kiosk Issues** column will indicate if the patient did not complete part of precheck-in; and by hovering on this column it will show what needs to be finished. This is a quick and easy way for registrars to assess what information needs to be captured from the patient.

e PreCheck-In Status	e PreCheck-In/Kiosk Issues
X	
X	
X	
X	
X	
X	
☑	
X	
☑	
X	
X	
X	
☑	

Regardless of the pre-check in status, registrars are responsible for verifying the sidebar checklist. It is good customer service for front desk staff to honor pre-check in information updated by the patient via MyChart. Always thank the patient for completing the pre-check in process and avoid asking them information that was updated via MyChart. Encourage pre-check in for future visits. For more information on the pre-check in process, visit the Epic Documents page on the intranet and enter precheck-in in the search window

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 March.

Obstetrics & Gynecology Private.....	44.38%
Upstate Connect.....	39.77%
PMR Physical Therapy 550 HAR.....	25.00%
Urology Private Practice T5.....	17.31%
Infusion Center Neurology Private Practice.....	5.65%



STAFF KUDOS

Continued from Page 1

To Central Reg staff: You are a great team who willingly assists each other through the busiest of times. You all exhibit great customer service to our patients. You do an awesome job pre-registering, registering, answering the busy phone calls and doing the copay research so our collections are accurate. The most outstanding quality is your ability to have fun while doing your job. You are constantly celebrating each other's birthdays, holidays and 'fun Fridays'. You make the work place enjoyable! Thank you!

To Verification, OAS's & Mary: You all have shown great flexibility over the past couple of years. In addition to your detail-oriented verification and copay collections, you've all shown how great you are at cross-training. We asked you to register...you did it, we asked you to schedule...you did it, we asked you to train on Amtelco and take phone calls...you did it. You all stepped up to the plate when it was needed the most and you all did a great job! You jumped in wherever it was needed and you never complained. We thank you!

To our Team Leaders (Bridget, Chris, Heather & Tricia) of these amazing three groups: Thank you for leading your group through these challenging times. It seemed like every day we were learning something new, trying to keep up with changes and challenges and it was with your guidance that your team succeeded. You all show a great level of patience and you are all committed to your job, your staff and the hospital. Thank you for what you do every day!

Lisa Gaspe, CHAM, Manager—Patient Access Services

To describe the Emergency Department Team, I must include a whole host of people:

We have our regular staff, the PAS Float team, and a group we call "The Friends of the ED".

ED Staff

This is truly an exceptional group of people. They come into work everyday knowing we are short staffed. This team puts in some of the toughest hours anywhere in this hospital. The Emergency Department volumes (at both Campuses) have been at record levels and this group of people push through each day. We have a number of people that are regularly putting in 12-16 hour days. This commitment is quite remarkable and the ED Leadership Team would not be able to run the operation if they couldn't rely on these very dedicated co-workers. The past couple of years have been incredibly challenging and the work that this entire team has put in, is incredibly appreciated.

PAS Float

It seems as if the Float Team lives in the ED, and our team is so grateful for the Float support that we get every month. Not only does this group of people support the operation with patient registration, but this group also helps us to train new staff. Training and keeping up with the track-board is no easy task, but our Float team rises to the occasion on a regular basis. Our ED Leadership team and our regular staff thanks the Float Team for all they do.

Friends of the ED

This is another extraordinary group of people. Some come from the Ambassador and Central Reg ranks...and some come from various clinics and from Patient Finance. You might ask yourself "who in their right mind would pick up extra time in the ED"?.....I can answer that by saying "Truly Remarkable People do". These are people coming to the ED at the end of their normal shift, or picking up some weekend hours after putting a full week in somewhere else. Our ED Leadership Team can't thank this group of people enough for the support they provide out department.

There is no hospital in our community that takes care of the most vulnerable better than Upstate. One doesn't have to go far to see this.....Just step inside our Emergency Department and you will see a group of people with diverse backgrounds coming together to do what seems impossible.

Mark Geremia, CHAM, Manager—Patient Access Services

STAFF KUDOS

Compliment for **Marty Prater** in MD Direct

Submitted by Shannon Austin

Just wanted to pass along that the patient called back and wanted to thank Marty for being so helpful in assisting her in finding a new PCP. She feels that Marty is a "gift from God."

Thank you and your department for consistently going above and beyond and being amazing!

Bethany/Patient Relations



Compliment for Deanna D'Arrigo

Submitted by Mark Geremia

Hello Deanna,

Yesterday Bridget Dooher made a point of sharing with me how nice it is to work with you. Not only are you very productive, but you are incredibly nice to your co-workers, and our patients. It is so great to see that the challenges of the ED don't effect your personality and work ethic.

Thanks so much!

Mark Geremia

Emergency Department Registration Manager



STAFF KUDOS

Thank you to the **PID Team** for always jumping in to help out whenever needed:

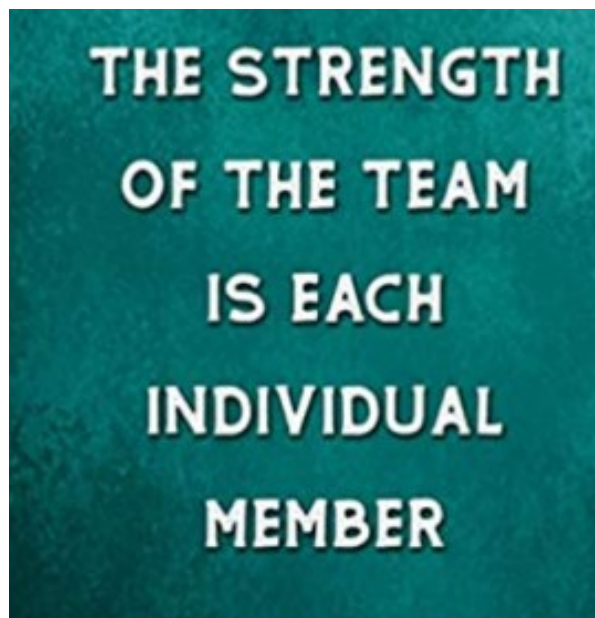
Katrina has been supporting the front desk staff at the Community Campus, covering vacations and vacancies for the past several months. This has been a tremendous help and we appreciate you!

Robin, Sharonda, & Andrea continue to assist with covid scheduling calls at suite 1k. They often trouble shoot issues and resolve problems. Thank you for consistently doing a stellar job!

Brenda is flexible and accommodating. She works diligently on setting up new hire training to meet the departmental need.

It is my pleasure to work with such a wonderful team!

Kaniesha



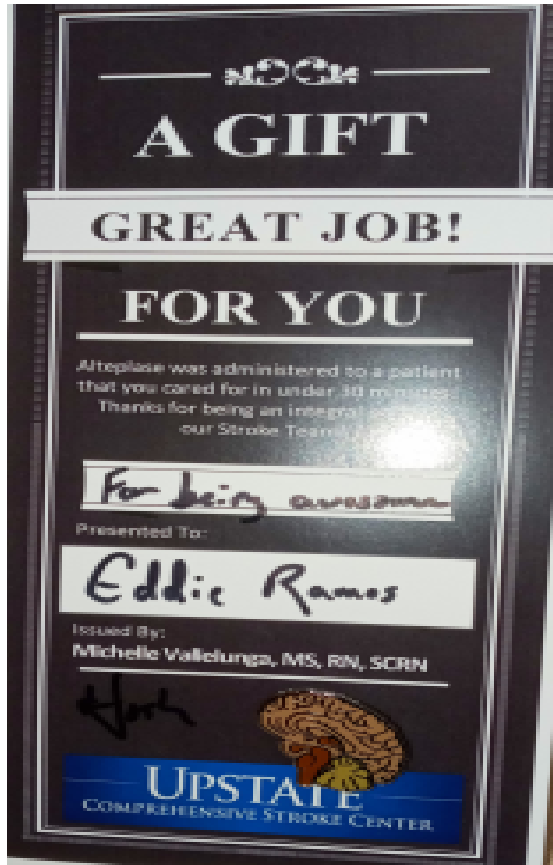
STAFF KUDOS

Compliment for **Ed Rios**

Submitted by Kaniesha Mason

Congratulations Ed ! You are a rock star ! Thank you for always doing a stellar job!

Kaniesha



STAFF KUDOS

Compliment for **Sandra Crawley**

Submitted by Bridget Doohar



Every week the Patient Experience Department receives hundreds of comments from our patients. Every week one of our very own staff gets recognized by our patients for her outstanding customer service. On Thursday, January 27, The Patient Experience Department recognized Sandra Crawley, registrar in Central Registration for the past 30 + years. Sandra is the only person whose name is consistently mentioned with positive comments on how she has made our patients feel. Here are some of the most heart-warming comments that were read:

"Always the young lady that greets me at the welcome desk and checks me in !!! Very upbeat, happy makes me laugh, makes you forget why you're there That's exactly how a receptionist should make a patient feel it's too bad you couldn't bottle her up and have her train every one of your people she's excellent!!!!!"

"*Sandra Crawley the registration person is a wonderful, kind and caring person. *Sandra always brings a smile to my face every time I register. *Sandra is an asset to 30th radiology and patient access service and Upstate as a whole."

"Sandra is the most positive person I've ever encountered at a front desk anywhere inc Disney. She puts you at ease, helps you relax and is very efficient. I would say Sandra should be promoted to be in charge of customer service for the whole hospital but I'd hate to see her go. She really is the best person at a front desk I've ever seen."

"The receptionist straight in the door (I believe her name is Sandra) is AMAZING. Her smile could be seen behind her mask. She is a ray of sunshine."

"I think her name was Sandra ... She checked me in. If I could have her at our practice I would take her in a heart-beat. Best energy I've ever come across."

Sandra was overwhelmed by the comments; the lovely bouquet of flowers and she also received a jacket from the Patient Experience Department. Sandra states she can feel and sense the fear patients have as they come into the Breast Care area, where she works. She treats them like family, she is warm and welcoming, jokes around with them and lets them know she cares. The patients remember Sandra upon their return visit and some even wait so they can be registered just by Sandra.

Sandra, we all want to thank you for your years of service and your dedication to our patients. Sandra will be retiring at the end of June and will be doing some traveling with her spouse, Nick. We invited her back to work per-diem - - once again she smiled & laughedat our suggestion! Thank you Sandra 🙏

TOP COLLECTORS WAY TO GO

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

Mary Hoare....Collected on 227 accounts (\$53,862)



Genevieve O'Leary.....Collected on 205 accounts (\$48,453)

Lorelle Ash..... Collected on 99 accounts (\$16,754)

Coleen Schaefer.....Collected on 88 accounts (\$17,090)

Diane MillsCollected on 83 accounts (\$32,613)

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

(3.0) Call Center Reps

Ambassadors:

(6.0) HPSC1

(1.0) 50% HPSC1

(5.0) Temps

(1.0) 50% Temp

UH Central Registration:

(10) HPSC1

(1.0) Temp

(1.0) CC Peds After Hours full time

ED UH :

(9.0) OAS

(1.0) Temp

Pre-Services:

(1.0) HPSC2

Admitting /Verification:

(1.0) OAS

Call Center:

(2.0) Call Center Rep

(2.0) 50% Call Center Rep

(1.0) 50% Temp

Central Scheduling:

(4.0) HPSC2

PID/Float Pool:

(1.0) HPSC2

(1.0) Temp

Switchboard:

(1.5) Clerk I

(1.0) 50% Clerk 1



HAPPY BIRTHDAY

April Birthdays:

Jacqueline Barrett	4/2	Amb Call Center
Philip Carpenter	4/7	ED Reg
Nannette Maurillo	4/13	Amb Call Center
Arthur Walsh	4/13	CC SB
Donna Destefano	4/16	UH Central Reg
Terryonna Steward	4/16	Amb Call Center
April Sadeckas	4/17	Central Reg
Kim Durand	4/20	Central Reg
April Fairbrother	4/22	Pre-Reg
Talira Jones	4/22	CC SB
Lorelle Ash	4/25	Central Reg
Lois Moore	4/25	Amb Call Center
Roshinie Singh	4/25	ED Reg
Vicki Thomas	4/26	ED Reg
Chrystal Brundage	4/27	Ambassador
Tracey Chesbro	4/27	MD Direct
Sharonda Jackson	4/29	PID Team
Lisa McIntosh	4/29	Pre-Reg



Welcome to the following new employees:

Suliat Afolabi	Ambassadors
Zakia Hill	Pre-Services
Talira Jones	CC Switchboard



MOVERS & SHAKERS

Janie Thompson transferred to Cancer Center



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 Upstate Medical University Patient Access Services Intranet Home page. The header includes the Upstate Medical University logo, the text 'State University of New York', and 'Patient Access Services'. A search bar is located in the top right corner. The main content area features a 'Patient Access Services' sidebar with a list of links: 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, Training Resources, and Hospital Intranet Home. The main content area displays 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 three women talking on mobile phones, 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 with 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](#)