

DEPARTMENTAL UPDATES FROM

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

May 2022

New Appointment Reminder System Coming Soon!

Upstate Connect is upgrading the automated appointment reminder system to a new two-way reminder that is integrated with Epic, June 8th. Patients will receive a phone and/or text message with the appointment information 5 days prior to the schedule appointment and 1 day prior, and prompted to either confirm, cancel or reschedule.

The patient's response of confirm or cancel will be updated real-time to Epic. The request to reschedule will prompt the patient to call the corresponding phone number for scheduling for that department. The patient will also be prompted to be transferred to Pre-Registration for those appointments handled by PAS Pre-Registration.

Additionally there is a "No Show" campaign that can call/text the patient as soon as their appointment is reflected in Epic as a No-Show. This will prompt the patient to follow the link to reschedule (or call the scheduling phone number for that department).

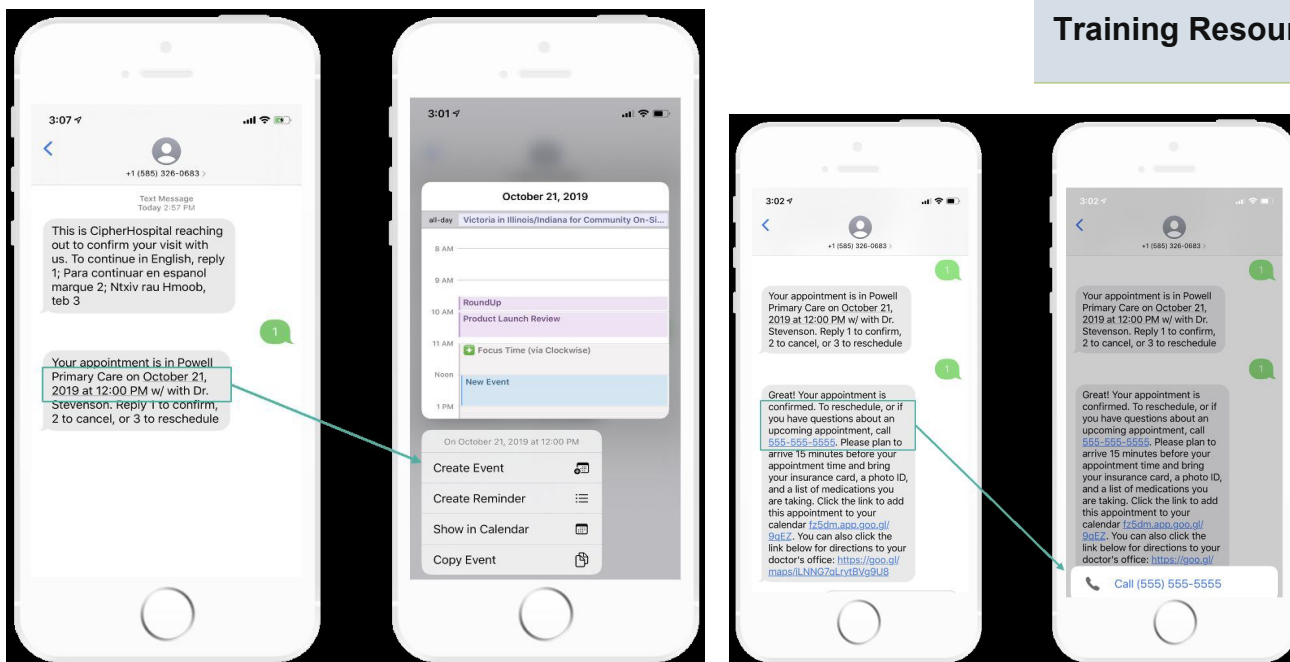
Another enhancement in the text reminders is the easy option for patients to save the appointment to their calendars and link to Maps for easy directions.

There will be training offered in May for front-end Epic users to understand how the patient's appointment reminder responses appear in Epic.

If you're not already included in the Appointment Reminder process, you may reach out to Ananya Choudhury for more information.

Inside This Issue:

Registration Tips	2
Insurance Corner	3
Research Recruitment	4
Need To Know	5
Medicare Info	6
Kudos	7 & 8
Top Collectors	9
Positivity Pack	10
Open Positions	11
Birthdays	12
Training Resources	13



REGISTRATION TIPS

- All **insurances listed** on the IFS must also have an insurance **card scanned**.
- If **RTE response** shows a coverage change, be sure to update the account with that new information.
- Always ask the patient if they have a **middle initial** if one is not listed.
- Verify **email addresses** to ensure that the spelling is correct.
- Be sure to complete all registrations, use the **side bar checklist** to verify. The checklist should only be validated with a check, after interviewing the patient and verifying the information.
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss** Fields.
- Always read RTE to verify the subscriber. A 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.
- Do not forget to **term out** all **old insurances** that are no longer being used.

LUNCH AND LEARN SESSIONS

Bring your Lunch

No Fault Presentation

The May Lunch & Learn (WebEx):

Guest Speaker is John Capuano , Assistant Director from the Consumer Assistance Unit in Albany, NY

5/18 Wednesday @ 9:00 a.m.

5/19 Thursday @ 12:00 p.m.

5/20 Friday @ 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

“ To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity. “

— Don Alden

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Selecting the correct patient to register and treat in the registration system.

When searching for a patient in EPIC, follow the **Name Search Guidelines Policy**.

It is the policy of Patient Access Services to avoid the duplication of patient records by completing a thorough name search in the hospital information system prior to registering a patient for services. This practice which ensures past medical records are linked with the current encounter assists with maintaining the integrity of the patient medical record and facilitates patient care.

Procedure: When searching for a patient name in the hospital information system, an exhaustive search must be performed to determine if the patient has an existing medical record number. The patient name search will be performed in the following format:

Step 1

Electronic Medical Record: Enter the first three letters of the last name and first name separated by a comma. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and date of birth) proceed with the registration.

If a match is not found, return to the “Patient Look up” screen and proceed with Step 2.

Step 2

Electronic Medical Record: Delete the first three letters of the last name and first name (separated by a comma). Value the patient’s DOB

Always have the patient spell their full name and provide their DOB before placing a bracelet on their wrist.



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.

May Class Schedule: -21 and -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

Need
to
KNOW



Fidelis FYI: When working with Fidelis be aware this payor has been particular with patient names, especially with multi-part names, and not even bringing back a discrepancy but just saying no – Invalid/Missing Subscriber/Insured Name. If you find you can't get a good response with RTE, take a look at the Fidelis website to see if you can spot the discrepancy.



On the IFS, In the patient's **address field**, if you see the **city** is not in all capital letters, check to see if the **county field** is valued. If not, update the address by entering the zip code in the city field.

**Important
information**

Demographics

Drive

Chittenango, NY 13037

	1-Permanent	2-Temporary
Address:	<input type="text" value="Drive"/>	Con infor
City (or ZIP):	<input type="text" value="Chittenango"/>	
State:	<input type="text" value="NY"/>	ZIP: <input type="text" value="13037"/>
County:	<input type="text" value=""/>	Eme
Country:	<input type="text" value="United States of America"/>	Corr

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 April.

Upstate Connect.....	32.34%
Obstetrics & Gynecology Private.....	26.83%
Urology Private Practice	9.19%
PM&R Concussion Clinic IHP.....	6.12%
Patient Access.....	6.08%



STAFF KUDOS

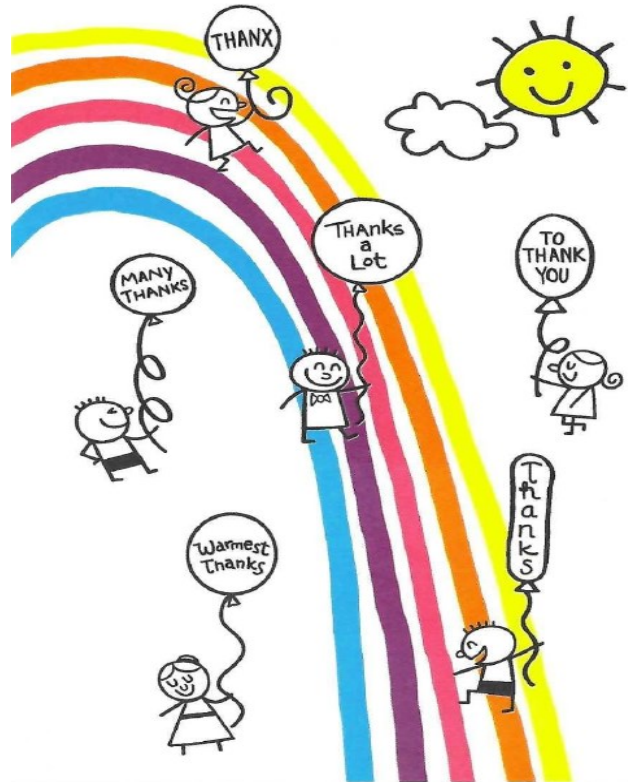
Compliment for **Ed Rios** from a patient and family

Dear Edie,
My daughter came in via ambulance on Feb 17 in the morning around 10 AM. As a mom, I was a nervous wreck! Being at the ED before the ambulance was so hard. You were so kind and patient. I also work in the medical field and it is a tough job. You were so kind and thoughtful! The way you took care of me when that "security girl" was so rude, was amazing! Upstate is lucky to have you on their team. We don't often hear about the good things we do so I just want to tell you - you are awesome + amazing at your job. Keep up the great work and Thank you again.

Submitted by Katrina Jones

JUST CAN'T THANK YOU ENOUGH!

Thank you for being so kind! You're awesome!
Patti Collins
(Emily Isabel's mom)



STAFF KUDOS



Congratulations to **Kelly Hemingway** for passing the CHAA exam!!!!

Job well done.



TOP COLLECTORS WAY TO GO

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

Genevieve O'Leary.....Collected on 190 accounts (\$53,062)

Mary Hoare....Collected on 140 accounts (\$39,749)

Lorelle Ash..... Collected on 71 accounts (\$13,517)

Coleen Schaefer.....Collected on 70 accounts (\$11,440)

Diane MillsCollected on 67 accounts (\$25,630)

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 !!!



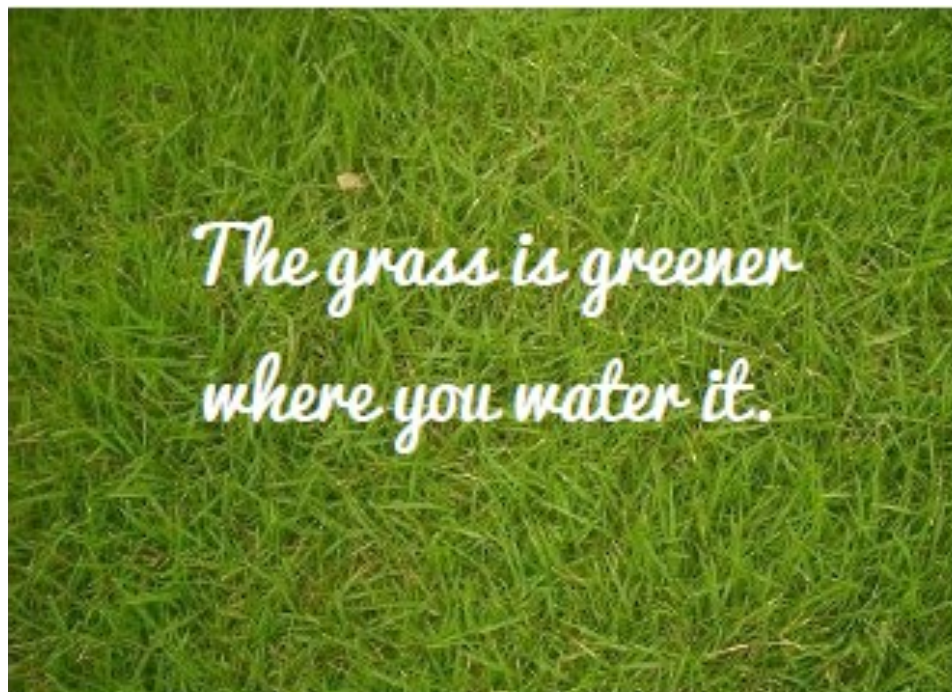


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

UC Call Center:

(3.5) Operators

(1.0) 50% Temp

Ambassadors:

(7.5) HPSC1

(8.5) Temps

UH Central Registration:

(9.0) HPSC1

(1.0) Temp

ED UH :

(8.0) OAS

(2.0)Temp

Admitting UH:

(3.0) OAS

Pre-Services:

(2.0) HPSC2

Admitting /Verification:

(1.0) OAS

Central Scheduling:

(3.0) HPSC2

CC Switchboard:

(1.5) Clerk I

(1.0) 50% Temp

Ambulatory Call Center

(1.0) Team Leader

(3.0) Call Center Reps



HAPPY BIRTHDAY

May Birthdays:

Rebecca Erwin	5/1	ED Reg
Vicki Niedzwecki	5/5	Bedboard
Melissa DeGonzague	5/7	Authorizations
William Burke	5/10	Verification
Kim Lockette	5/11	Amb Call Center
LaSaun Dixon	5/14	ED Reg
Ed Rios	5/15	Float Pool
Elizabeth Solazzo	5/17	Amb Call Center
LaToya Brown	5/22	Amb Call Center
Margaret Hart	5/22	Amb Call Center
Alex Ortiz	5/22	UC Call Center
Victoria Watts	5/23	Pre-Reg
Doris Price-Webb	5/24	Amb Call Center
Katrina Jones	5/25	Float Pool
Lori Kosakowski	5/31	Ambassador
Nancy Lewis	5/31	CG Switchboard
Alisha Mcdowell	5/31	Amb Call Center



Welcome to the following new employees:

Janee Baity	UH ED
Deborah Johnson	UH ED
Joshua Hughes	UH Admitting
Timothy Lounsbery	UC Call Center
Hannah Stillwell	Gen Scheduling



MOVERS & SHAKERS

Crystal Brundage is transferring to Employee/Student Health

Cody Ryder is transferring to Family Medicine



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

More Search Options