

## DEPARTMENTAL UPDATES FROM

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

June 2022



### 38th Annual Employee Recognition Day

A Celebration Honoring Employee Service | Thursday, June 9, 11:00 am - 1pm.

**55 Years:** Arthur Walsh-CG Switchboard

**35 Years:** Brenda Shea-Patient Access-Pre-Services

**30 Years:** Catherine Smith-Patient Access-Pre-Services

**25 Years:**

◆ Carol Andrews –Patient Access Admin/Admitting

◆ Jessica Newson-Patient Access Admin-Admitting

◆ Tammy Pais-Patient Access-Pre-Services

**20 Years:**

◆ Janice Gualtieri-Upstate Connect

◆ Megan Webb-Patient Access-Pre-Services

**15 Years:**

◆ Rebecca Erwin-Patient Access – Emergency Dept

◆ Debbie Nelson-Ambulatory Call Center

**10 Years:**

◆ Jacqueline Hardy-Patient Access-Pre-Services

◆ Margaret Hart– Ambulatory Call Center

◆ Lori Kosalkowski– Ambassadors

◆ Brian Neil-Upstate Connect

◆ Shermell Sherman-Patient Access—Pre Services

**5 Years:**

◆ Angela Galutz– Ambassadors

◆ Doris Price-Webb– Ambulatory Call Center

◆ Vicki Thomas-Patient Access CC Central Reg

◆ William Works—Patient Access DT Central Reg

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# REGISTRATION TIPS

- Always validate the patient's *e-mail address*
- Always ask the patient if they have any *other insurance*
- If loading a *Generic Insurance* always include a billing address
- Do not forget *term out* all *old insurances* that are no longer being used
- Always double check the *spelling* of the first and last name of every patient when registering. Also, ask for a *middle name or initial* if one is not listed.
- Please be sure to change subscriber address linking to a *No*
- Always check to see if a *Health Care Proxy* has been previously scanned. If yes, the *Health Care Proxy Acknowledgment* should be documented as a *yes*
- Copy both the *front and back* of all *insurance cards* and label the payor name in the document table

## LUNCH AND LEARN SESSIONS

**Bring your Lunch**

**The June Lunch & Learn (WebEx):**

**MSPQ**

**6/22 Wednesday @ 9:00 a.m.**

**6/23 Thursday @ 12:00 p.m.**

**6/24 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

**“ I consider each customer as a family member who deserves nothing but the best service. “**

**——Tammy Toh**

# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### Important information

**Issue:** Changes to the **MSPQ**. With the May upgrade you will see some changes to the MSPQ .

The Employer Information has now been added to the top of the MSPQ page and must be completed. Leaving this blank, presents an issue with CMS, and the claim is not valid without this information. Always verify the patient employment at each registration and make the necessary changes in patient demographics. If needed this information can then be pulled to the guarantor and subscriber employment fields. The updated employment information can then be carried over to the MSPQ. The completed MSPQ can be printed if the patient requests a copy.

Along with the employment information being fully completed on the MSPQ, comes the Employment Retirement Date . This field can't be left blank. The Retirement Date Policy must be followed when completing this field. When a Beneficiary cannot recall his/her retirement date but knows it occurred prior to his/her Medicare entitlement date, as shown on his/her Medicare card, report his/her Medicare A entitlement date as the date of retirement.

If a beneficiary's (or spouse's , as applicable) retirement date occurred less than **5 years ago**, you must obtain the retirement date from the appropriate informational sources: e.g. former employer or supplemental insurer.

For additional bullets and guidance on the Retirement Date Entry, see the attached tip sheet.



### 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.

**June 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](mailto:andrewsc@upstate.edu)) Carol to schedule.

# ANNOUNCEMENTS



Do not keep running RTE for the same date of service. When RTE is being initiated many times for the same date of service, we are being charged a fee, every time RTE is run. Go to the **website** for that **Payor**, to find the needed information.



Advocates for Upstate is now taking applications for the **2022 Nellie Hurley Scholarships**. Scholarships up to \$3,000 will be awarded for fall semester 2022. Those eligible include Upstate employees or volunteers who will have been active at Upstate for six months or more prior to the June 24, 2022 application deadline and who meet all other criteria. Award decisions will be made in July. Full details and an application form can be found on the Advocates website. The scholarships may be used for undergraduate studies only, directed toward any health profession at an institution accredited by the U.S. Department of Education.

For more information, contact the Advocates office at [advocates@upstate.edu](mailto:advocates@upstate.edu) or 315-464-5610.

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# ANNOUNCEMENTS



We are excited to announce that **Heather Fehrman**, Ambassador Team Leader, has received her RN degree from Finger Lakes College of Nursing & Health Sciences.

Heather has been going to school full time while working full time and it paid off as she received her Nursing degree.

Heather is scheduled to take her NCLEX board exam July 11. She will begin her Nursing career at our Community Campus.

Congratulations Heather, we are all so very proud of you!

# 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 May.

Obstetrics & Gynecology Private.....	.38.40%
Upstate Connect.....	30.99%
Urology Private Practice (Oneida).....	30.38%
Urology Private Practice T5 .....	14.38%
PM&R Concussion Clinic Hospital .....	12.73%



# STAFF KUDOS

Compliments for **Sandra Crawley** from a patients and families

Submitted by Lisa Gaspe

- Sandra Crawley is always a treat. She is the best registrar I've ever interacted with.
- The woman who checked me in was so pleasant and super sweet. Definitely comforting when arriving for stressful or anxiety producing appointments.
- Registration staff were fantastic
- The woman who checked me in is always SO pleasant. Nice, kind, funny, respectful. I wish I knew her name to give her credit.
- Sandra that checked me in was very friendly and immediately put me at ease
- Sandra offered the most amazing first impression I have ever experienced. Disney and Trader Joe's, look out. You have competition. I'm excited to return in 6 months just so I can see her.
- Ladies in the registration area were very professional and nice ID: 3162978957 Sandra is a gem! The other registration person is also very good!
- 1-Love the woman at registration!
- From Sandra at front desk to the last person I saw, pleasant experience ID
- Very Pleasant staff, I was registered very quickly.
- The ladies at registration are very nice and helpful.
- The lady that checks you in is always upbeat and great!
- Sandra at the front desk is phenomenal
- The lady at reception, she always takes the time to talk with me and is always warm and friendly Dr. Charlamb is amazing! **But honestly, I don't have her name, the women at the desk who checked me in. Her personality and demeanor were so comforting and just what I needed that day. I hope you can determine who that was and thank her. She was African-American and sitting at the first computer.**
- Sandra. She is funny, as well as understanding and goes out of her way to help patients. My husband was wondering why it was taking me so long, and Sandra came back to see how much longer I was going to be. She was joking around with him but she also told him that it was taking long because the doctor was thorough and she was correct.
- Sandra Crawley is always amazing, positive, friendly, calming. It was my first visit with Dr. Lai, and she was very nice as well
- Sandra, not sure if she goes by Sandy. Talk about making a first impression! I'm excited to see her for my follow up.



# STAFF KUDOS

Compliment for **Alex Colella** and **Kala Adams**

Submitted by Melissa Yarbrough

Patient would like to give you both Kudos for going above and beyond in helping him today. He appreciates that excellent customer service you both provided!

Thanks,

Melissa Yarbrough, BSHA

Team Lead

Ambulatory Call Center



Kudos for **Devin Leonard**, MD Direct

Devin is an excellent coworker. She does a great job assisting me with processing 100's of MD Direct emails received weekly via the Upstate "Find a Doc" website. She is committed to helping me respond to emails while completing her own work. I appreciate her willingness to help and can count on her every day. Thank you Devin, Janice Gualtieri, MD Direct





# TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 282 accounts (\$67,011)*

*Coleen Schaefer....Collected on 80 accounts (\$11,860)*



*Lorelle Ash..... Collected on 80 accounts (\$7,650)*

*Diane Mills.....Collected on 66 accounts (\$26,868)*

*Patricia Dubrule .....Collected on 41 accounts (\$25,540)*

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) Call Center Agents

(1) 50% Call Center Agent

## Ambassadors:

(7.5) HPSC1

(7.0) Temps

## Ambulatory Call Center:

(5.0) Call Center Representatives

## UH Central Registration:

(8.0) HPSC1

(3.0) Temps

## UH ED Reg :

(8.75) OAS

(2.0) Temps

## CC ED Reg :

(2.0) OAS

(1.0) Temp

## CC UH :

(3.0) OAS

## CC Switchboard:

(1.5) Clerk 1

(0.5) Temp

## Admitting /Verification:

(2.0) Verifiers

## Central Scheduling:

(2.0) HPSC2

## Float Pool:

(1.0) HPSC2

## Pediatric After Hours at CC:

(1.0) HPSC2



# HAPPY BIRTHDAY

## June Birthdays:

Linny Hernandez	06/05	Verification
Loretta Owens	06/06	Pre-Services
Robin Gilifilian	06/08	PID Team
Lorraine Banda	06/10	ED Reg
Cora LoVetere	06/10	Central Reg
Brenda Passardi	06/10	PID
Diane Mills	06/15	Pre-Services
Harmony Mantor	06/19	Verification
Shawnasia Hoke	06/22	UH Central Reg
Carol Andrews	06/23	All
Whitney Camby	06/24	Pre-Reg



## Welcome to the following new employees:

Shonnbreia Days	UH Central Reg
Naomi Hammons	UH Central Reg
Alexander Hike	ED Reg
Yvonne Hodge	UH Central Reg
Shawnasia Hoke	UH Central Reg
Makya Jacobs	Ambassador
Ummay Nahian	ED Reg

## MOVERS & SHAKERS

Tom Sekovski promoted to Senior Call Center Agent in UC Call Center

Heather Fehrman graduated from Nursing School

Christine Hotaling taking a position at Community Campus

Sandra Crawley retiring after 31 years

Peggy Steeprook leaving Upstate

Kayla Angrick leaving Upstate

Suliat Afolabi leaving Upstate



# 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, 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 listing various guides and services like 'Guide to Patients Rights', 'UH Inpatient Handbook', 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