

DEPARTMENTAL UPDATES FROM

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

July 2022

Appointment Reminder Update

The new system will be launching **July 20th** with the first batch of phone and text reminders for appointments July 26th.. Our current reminders will be in place as the new system is going live to ensure a smooth transition.

The exciting new features include:

- Real time Epic Integration:
- Patients may cancel, confirm or request to reschedule their appointments with immediate update to Epic
- Reminders start at 5 days prior to appointment and 1 day prior. Reminders include by phone and text messages
- For rescheduling, patient may directly be “live-transferred” to scheduling phone number for that department
- Option to transfer to Pre-Reg is also included for those departments who currently doing so
- iOS and Android smartphones auto-detect dates and times in text messages that can be quickly added as calendar events, auto-detect phone numbers in text messages that can be clicked launch a call back to the number, and using Maps can easily obtain driving directions
- In-depth reports: email push reports, raw data exports, web-dashboards, outcomes analysis. Data will also be fed to Tableau for easy reporting
- Phase 2 includes messages immediately following No-Show appointment offering option for patient to reschedule (can exclude new patient appointments if desired). A release date hasn’t been finalized at this time.

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REGISTRATION TIPS

- Scan **both front and back** of all **insurance cards** scanned. Be sure to also **label** each **payor** for all **insurance cards** scanned.
- When registering a patient and the **DOB** in the system is different than what the patient is providing, do not change the **DOB** on the file, instead create a new record. Records can be merged later if the two in question are in fact the same patient.
- An **expiration date** can now be added in the document table, when a driver's license is expired.
- Verify **email addresses** to ensure that the spelling is correct
- The following **Nonbinary Sex Values** are to be used until further notice: **X** will be used in Epic and a **U** in ancillary systems ,so we do not run into any patient validation errors.
- On the **MSPQ** do not ever enter **1/1/1900** as a retirement date. The accurate date needs to be entered here for the claim to be accepted.
- The **Research Recruitment** question the MSPQ needs to be filled out every time. The storyboard will populate the status of what the patient previ-



LUNCH AND LEARN SESSIONS

Bring your Lunch

The July Lunch & Learn (WebEx):

Patient Experience Education

7/19 Tuesday @ 9:00 a.m.

7/20 Wednesday @ 12:00 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

“ Treat The Customer As If You Are That Customer.”

—Laurie McIntosh

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Issue: Insurance Cards and Photo ID

Important information

Insurance Card: When registering a patient it is very important to check what coverages are listed on the IFS, and if the patient has any new coverages that need to be added to the account. Check to make sure that if an insurance is listed on the account, that we also have a copy of that insurance card scanned in the document table with the payor name labeled. If the patient has a new insurance that is not listed, always scan both the front and back of the insurance card and label the payor name in the document table. It is important to scan both front and back, as the back side of the insurance card holds valuable information we may need for billing purposes. Note the copy must also be clear and legible or this is considered an error for auditing purposes. To prevent a qualifying error, the registrar must make sure both front and back of the card is scanned and the copy is clear and legible.

Photo ID: The acceptable forms of photo ID we can accept are: Driver's License, Non Driver's License, Sheriffs ID, Passport and Military ID. If scanning a driver's license, check to make sure it is not expired. If expired ask the patient to bring in the new copy next time they come. The expired date can be entered in the document table for that license.

The screenshot shows a software interface with a list of document types on the left and a form for 'Photo ID' on the right. The list includes: ADT Health Care Proxy Ackno, Photo ID, Insurance Card, ADT IMM Admission, ADT LTR, ADT General Consent, Advance Directives and Living, and UH Consent to Use & Disclos. The 'Photo ID' form includes fields for 'Photo ID' (with a dropdown menu), 'Description' (with a text input field containing 'NY Driv License'), 'Received By' (with a dropdown menu), 'Received On' (with a date and time input field showing '6/16/2022 11:57 AM'), 'Effective On' (with a date input field), and 'Expires On' (with a date input field highlighted by a red box).



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.

July 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



Breaking News:

The 2.5x overtime for eligible positions has been extended through August 30th, 2022.

A

re you in search of a position that is new and dynamic? Are you someone that gets bored easily and welcomes change? Do you want to be a part of a great team?



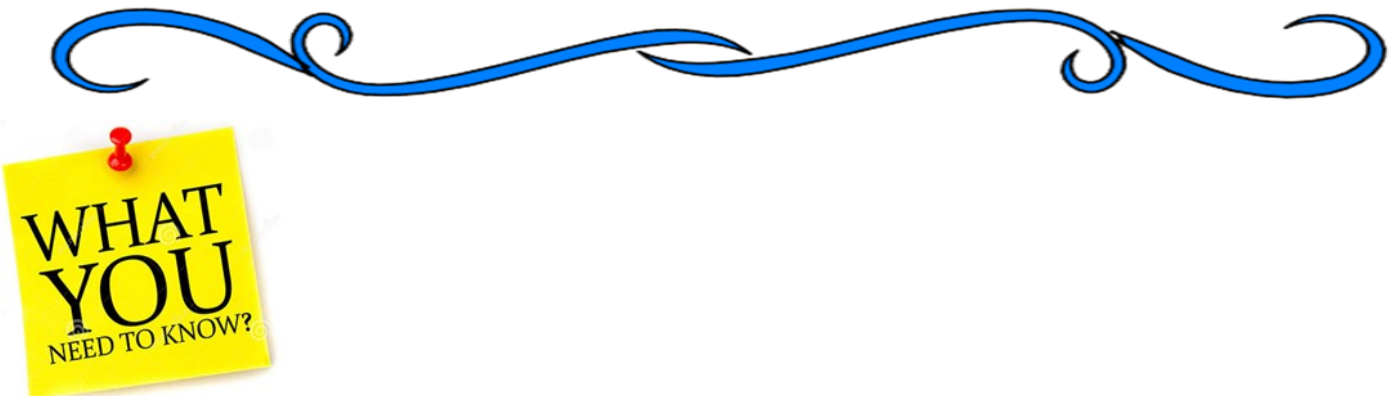
The PID Team is in search of a CSEA Grade 9 Senior Float Registrar from 11AM to 7:00PM! We are in need of a proficient individual that is friendly, flexible, and fast learning. As a Senior Registrar, you will get the opportunity to float to various sites within PAS. All necessary training will be provided prior to beginning an assignment. Assignments are dependent upon the shift and based on operational needs, therefore you may be floated to any PAS registration site. Some of the perks include working **Monday –Friday with no weekends, holidays or mandation!** If you think you'd be a good fit, refer to the HR website and apply today. You may also contact Katrina Norvell at norvellk@upstate.edu for questions or additional information!

ANNOUNCEMENTS



Nellie Hurley Scholarship applications now being accepted

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. For more information, visit: <https://www.upstate.edu/advocates/grants-scholarships/scholarships.php>. 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 or 315-464-5610.



Nations Insurance –When registering a patient with Nations Insurance only add Nations Insurance Inpatient, when the patient is being admitted. Otherwise, the account should only have Nation Outpatient Insurance listed. An account should never have both listed on the HAR.

Effective Thursday, June 30, 2022, Registrars will need to fill out the Medicare as Secondary Payor Questionnaire (MSPQ) for patients that are both **covered by a Medicare Managed Care insurance AND** are enrolled in a **Research Study**. A link to the form will automatically display in the Side Bar Checklist when both of these criteria are met. In addition, the MSPQ window will pop up if a registrar attempts to check in or admit a patient and the form is not filled out.

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 June.

Obstetrics & Gynecology Private.....	.32%
Upstate Connect.....	31%
Urology Private Practice (Oneida).....	16%
PM&R Concussion Clinic Hospital	11%
Psych & Behavioral Science Annex Private>>.....	9%



STAFF KUDOS

Congratulations!

The 2022 President's Employee Recognition Awards Committee has concluded its nomination and selection process. Congratulations to all the recipients in the following departments:

PAS-PID Team, CG Patient Access, Central Reg-Admitting, IMT-HEART, IMT Ambulatory, IMT-HIM, Golisano, Psychiatry, PAS-Float, Infectious Disease, Peds Subspecialties, Ambassador, Patient Financial Services, Testing & Innovation, Public Safety, IMT-HIS Ambulatory, Verification, PAS Central Scheduling, Upstate Connect Call Center, PAS/Preregistration, Ambulatory Call Center, Quality Services, Perinatal Center, Ambulatory Float Pool, Clinical Microbiology Laboratory, Molecular Diagnostics, Upstate Community Campus, IMT-Rev Cycle & Training, PAS-Data Services, Upstate COVID Hotline .



Compliment for **Lorrelle Ash**

Lorrelle was friendly & professional. She made the patient feel at ease and comfortable. She was resourceful in assisting our needs. Thank you!



Compliment for **Zainab Dougherty** from a patient.

She accepted us in a very timely manner for registration. She was friendly and understanding that I was nervous which made me feel better.

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 366 accounts (\$76,016)

Coleen Schaefer....Collected on 72 accounts (\$12,292)



Lorelle Ash..... Collected on 68 accounts (\$6,988)

Diane Mills.....Collected on 52 accounts (\$18,744)

Zainab Dougherty.....Collected on 40 accounts (\$3,473)

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.



UC Call Center:

Call Center Representatives

(1) Ambassadors:

Team Leaders

HPSC1's

Ambulatory Call Center:

Call Center Representatives

UH Central Registration:

HPSC1's

UH ED Reg :

Team Lead

Outpatient Administrative Specialists

CC Switchboard:

Clerk 1

Admitting /Verification:

Outpatient Administrative Specialists

HPSC2 's

Central Scheduling:

HPSC2's

PID:

HPSC2



HAPPY BIRTHDAY

July Birthdays:

Catherine Smith	7/02	Central Reg
Shaquana Woodley	7/02	UC Call Center
Ananya Choudhury	7/04	Data Services
Deanna D'Arrigo	7/04	ED Reg
Jacqueline Hardy	7/09	Pre-Reg
Steven Johnson	7/09	Admitting
Melanie Carbone	7/09	Amb Call Center
Terry Engelbrecht	7/11	Central Sch
Pamela Dineen	7/12	Amb Call Center
Brett Parsons	7/12	Float Pool
Jeanne Campagnola	7/17	ED Reg
Debbie Nelson	7/19	Amb Call Cen
Melissa Yarbrough	7/20	Amb Call Cen
Barbara Jakubowski	7/21	Amb Call Cen
Shermell Sherman	7/21	Central Sch
Donne Conte	7/23	ED Reg
Zionna Washington	7/23	ED Reg
Jessica Newson	7/29	Admitting



Welcome to the following new employees:

Shannakay Brown-Samuels	PID Team
Toia Chambers	UC Call Center
Yvonne Hodge	UH Central Reg
Zionna Washington	ED Reg



MOVERS & SHAKERS

Cora Levetere will be taking a promotion to work for NYS OPWDD



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](#)