

## DEPARTMENTAL UPDATES FROM

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

October 2022

## Nappi Wellness Institute Updates

In preparing for the opening of the new Nappi Wellness Institute, a busy team of Patient Access, IMT and Ambulatory leaders are working hard to improve efficiency of referrals, scheduling and registration. One important component is encouraging our patients to use MyChart. Within MyChart, patients can “pre-check-in” for their upcoming appointment. Improving the rates of pre-check-in is an important initiative. You’ll recall we focused on this last month and provided a tip sheet to help front-end users know how to identify when a patient completed the pre-check-in process. Below are some of the results. A special call out to Internal Medicine and Peds Joslin for more than 30% of their encounters in the 3rd quarter used pre-check-in. Also noteworthy is that Peds at UHCC doubled their pre-check in rate.

CheckIn(%) Row Labels	Column Labels		
	2022_Q1	2022_Q2	2022_Q3
FAMD UHCC	8.4	10.4	16.4
GERI HAR	10.6	13.7	14.6
IHS CPOB	12.8	16.8	21.6
INTERNAL MED	14.8	20.7	32.8
JOSLIN ADLT	15.0	19.6	29.6
JOSLIN PEDS	18.8	20.6	27.2
MEDI UHCC	6.5	6.6	9.5
PEDS JOSLIN	18.1	21.7	32.0
PEDS UHCC	3.5	4.0	8.1

The building is scheduled to open for patient care early March 2023 with a phased in approach with the last department opening in May.

For more information check out the [Nappi web page](#).

### Inside This Issue:

<b>Registration Tips</b>	<b>2</b>
<b>Insurance Corner</b>	<b>3</b>
<b>Announcements</b>	<b>4 &amp; 5</b>
<b>Research Recruitment</b>	<b>6</b>
<b>Kudos</b>	<b>7</b>
<b>Top Collectors</b>	<b>8</b>
<b>Positivity Pack</b>	<b>9</b>
<b>Open Positions</b>	<b>10</b>
<b>Birthdays</b>	<b>11</b>
<b>Training Resources</b>	<b>12</b>



# REGISTRATION TIPS

- Check to see if a **co-pay** needs to be collected with each registration and attempt to collect and/or document the **Not Collected** reason
- Always run **RTE** for the **current date of service**
- Always ask the patient if they have any **other insurance**
- Enter the exact **9 Digit SSN** number. Do not enter leading zeros with the last 4 digits.
- Always validate the patient's **e-mail address**
- Be sure to complete all registrations. Use the **side bar checklist** to verify reviewed information. No items should be left unverified.
- Be sure to answer the employment questions listed on the top of the **MSPQ** form.
- Always read **RTE** to see who the subscriber is. The spouse, parent or patient could be the subscriber. **RTE** will provide this information.
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss** Fields.
- Always ask the patient if they have a **middle initial** if one is not listed.



## LUNCH AND LEARN SESSIONS

### Bring your Lunch

The October Lunch & Learn (WebEx):

Verbal Consents

Thursday 10/20 @ 10:00 a.m.

Friday 10/21 @ 2:00 p.m. & 7:00 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 listen closely and reply well is the highest perfection we are able to attain in the art of conversation. ”

——Francios de La Rochefoucauld



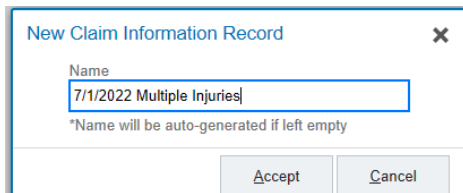
# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### **Issue: Incorrect Incident Date on the Claim Info Record**

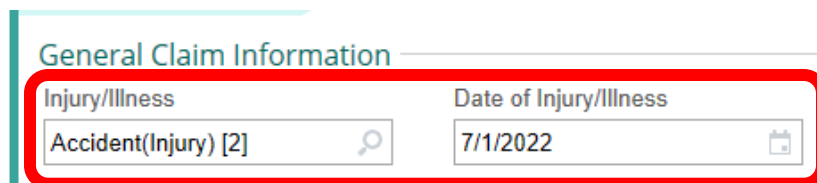
#### **Important information**

When completing the Claim Info Record it is crucial that the date entered is the date the accident/injury happened or the date the symptoms started for an illness. The claim form should also be named using date of injury/illness and body part affected. Always make sure that when naming a New Claim Info Record, the date matches the General Claim Information form.



For example, if the patient appears in the emergency room for pain from an automobile accident that happened a month ago on 7-1-2022, then the date entered should be 7-1-2022, NOT the date the patient presents for treatment.

The patient could have been treated for multiple injuries related to the accident and when the patient presents for treatment, it is imperative we are using the correct accident date. If the patient has been seen previously, multiple claim records will display. Select the appropriate one from the listing if the current visit is related to a past injury/illness.



### **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.

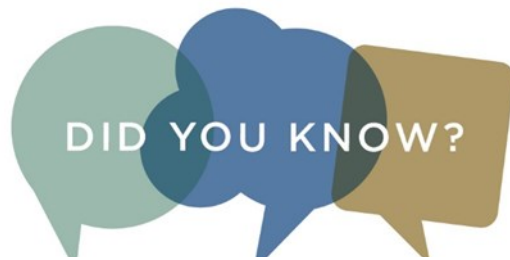
**October Class Schedule: 19th and 20th**



**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



## **Upstate Pharmacy's Medications for Hope program to 19 counties**

Starting Sept. 12, Upstate Medical University's Medications for Hope, formerly called Dispensary of Hope, will be open to all 19 counties served by Upstate University Hospital.

The program is a national non-profit drug distributor that takes billions of doses of excess drugs that would have otherwise been destroyed and disseminates them to nonprofit pharmacies and clinics for patients who are uninsured and indigent.

Upstate's Outpatient Pharmacy at Community Hospital, located at 5000 West Seneca Turnpike, became a dispensary location in July. When the program launched, it was limited to residents in Onondaga County.

Eric Balotin, Upstate's director of Retail/Specialty Pharmacy Services said the program is off to a good start and has helped qualified patients get the medicine they need.

"We are trying to make everybody aware of the program," he said. "The people who don't have insurance tend are less connected to the system, so we are trying to reach them."

Balotin said he is reaching out to local agencies and hospitals to spread the word, including the Mary Rose Clinic in Oneida and the Rahma Health Clinic in Syracuse, both of which provide care for the uninsured, and HouseCalls for the Homeless program through the Upstate Foundation. Participants do not need to be patients at Upstate to use the service.

"We really want to help," he said.

Though there is only one dispensary location, the pharmacy can ship medicine free of cost to any qualified patients living anywhere within the 19 counties that Upstate University Hospital's services.

Available medications include those to treat high blood pressure, high cholesterol, stomach ulcers, mental health, diabetes and others. Most notably this program includes insulin, which constantly makes headlines for its high cost, up to \$300 per vial.

Eligibility to participate in the Upstate's medication access program is based on the annual published Federal Poverty rates. Applicants must be at or below 300 percent of Federal Poverty Guideline and have no prescription insurance. Balotin said this threshold for someone who is single would be an income level of \$40,770 while a family of four could have an income level of \$83,250.

For more information, call (315) 464-DRUG (3784), and select option 3.

"The pharmacy is encouraging patients and providers to contact us with any questions about this program and to ask about other assistance programs which might be available to support their out-of-pocket cost," he said.

*Meaghan Murphy, left, Upstate's ambulatory care pharmacy coordinator, and Eric Balotin, Upstate's director of retail/specialty pharmacy services, are leading Upstate's medication access program, Medications for Hope.*



# ANNOUNCEMENTS

**NEED TO KNOW**

## Alerts

### Eligible PCP, No Plan Assigned/Chosen.

Patient Eligible PCP, however no coverage has been assigned/chosen. Please ask your supervisor how to proceed with insurance assignment.

When registrars see this alert, they need to assign **traditional Medicaid** as coverage along with a **HAR note** such as “Medicaid shows as Eligible PCP but no plan assigned. Coverage assigned as traditional Medicaid.”



## Pets of Upstate seeks photo submissions

Upstate Nursing’s second annual Pets of Upstate photo contest and calendar fundraiser seeks submissions and voters now through Oct. 15. The entire Upstate community is welcome to submit photographs of their pets for the contest, including Upstate staff, students and volunteers.

Those who submit their pet photographs are encouraged to receive votes along with donations: \$1 donation equals 1 vote. Participants with the highest donation will be featured in the 2023 12-month calendar and receive a complimentary calendar. Awards for most exotic, most Upstate spirit, funniest, best smile, will be awarded a complimentary 2023 calendar.

All proceeds benefit the Nursing Recognition Fund. Upload photos to: <https://fundraise.givesmart.com/vf/PET>. Questions? Email [NRecruit@Upstate.edu](mailto:NRecruit@Upstate.edu).

# 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 September.

Upstate Connect.....	37%
PM & R Concussion Clinic Hospital.....	30%
Periop U0SC 550 Harr.....	10%
Psych & Behavioral Science.....	8%
Patient Access.....	7%



# STAFF KUDOS

Compliments for **Demetia Golden**, **Deanna D'arrigo** and **Lorraine Banda**

Submitted by Ed Rios

I just wanted to say **THANK YOU** and **KUDOS** to Demetia Golden, Deanna D'arrigo and Lorraine Banda for their outstanding work in the ED. Our **TEAM** appreciates you ladies.



*Thank You*  
FOR MAKING  
A DIFFERENCE

Compliment for **Martha Prater** in MD Direct from Patient Relations

A patient contacted us with a compliment. She wanted us to know that Marty Prater has been very helpful and has been instrumental in getting her care. I just wanted to pass that along.

Thanks!

*Brianna Szul*

Patient Relations



Compliment for **Tricia Eldred** from Kaniesha Mason

I just wanted to send a quick note thanking you for providing your expertise this morning on the Automated Estimates call. You did a fantastic job preparing examples and highlighting discrepancies. You rock!!



# TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 290 accounts (\$59,455)*

*Lorelle Ash.....Collected on 106 accounts (\$16,409)*

*Deanna D'Arrigo....Collected on 43 accounts (\$5,145)*

*Coleen Schaefer..... Collected on 40 accounts (\$6,301)*

*William Burke.....Collected on 30 accounts (\$3,701)*

Special call out to the Emergency Department teams that collected over \$17,000. That's an 18-month high! The top 5 ED's collectors this month were:

- ◆ Deanna D'Arrigo
- ◆ Lori Covington
- ◆ Deborah Johnson
- ◆ Lorraine Banda
- ◆ Ummay Nahian







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

**Ambassadors:**

Team Leader

HPSC1's

Temp Positions

**Ambulatory Call Center:**

Call Center Representative

**UH Central Registration:**

HPSC1's

**UH ED Reg :**

Outpatient Administrative Specialists

Team Leader

**CG Switchboard:**

Clerk 1

Temp Position

**Verification:**

HPSC2

Temp Position

**Admitting:**

Outpatient Administrative Specialists

**Central Scheduling:**

HPSC2's

**Float Pool:**

HPSC2



# HAPPY BIRTHDAY

## October Birthdays:

Tricia Eldred	10/01	Verification
Hannah Stillwell	10/01	Central Scheduling
Katelynn Jaeger	10/02	Verification
Alexander Colella	10/06	Amb Call Center
Lori Covington	10/07	ED Registration
Coleen Schaefer	10/09	Central Registration
Maggie Durham	10/10	Pre-Reg
Shelley White	10/10	All
Annie Otterness	10/12	Bedboard
Brandon Caporin	10/13	Ambassador
Hayam Khalil	10/15	ED Registration
Marisol McCullin	10/15	Amb Call Center
Marty Prater	10/16	MD Direct
Robin Thomas	10/17	Data
Megan Carey	10/19	CG Central Reg
Shawna Warren	10/23	Verification
Janee Baity	10/24	ED Reg
Zainab Dougherty	10/24	CG Registration
Erika Stolusky	10/26	Pre-Services
Trinity Heller	10/30	ED Reg



### Welcome to the following new employees:

Edward Napper	UH Central Reg
Brandon Caporin	UH Central Reg



## MOVERS & SHAKERS

Coleen Schaefer transferred to Verification  
Doris Price Webb transferring to CC ED



# 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 with various helpful documents like the 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
  - Fidellis
  - 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](#)