

## DEPARTMENTAL UPDATES FROM

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

November 2022

### Recruitment Updates:

Do you know any students that would like to work part time in Patient Access? We have an opportunity to hire matriculated students into a Student Assistant title (CSEA, salary grade 6). We have evening and weekend hours available helping registration and ambassadors. Please see Lisa Gaspe if you have questions or possible candidates;

You can view our current list of job openings on page 10. We are also finalizing the list of positions needed to open the Nappi Wellness Institute this Spring. If you are thinking about a potential position in Nappi, please reach out to Kristen Henry. It's going to be an amazing place to work with a variety of opportunities.

Not sure what you may want to do? Patient Access and Upstate Connect have many positions available at many levels. I'm happy to meet with you to discuss career options and help you develop a career plan. Please reach out.

*Shelley*



Note: photo credit for the beautiful photo to the right goes to Shylah Brown.

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# REGISTRATION TIPS

- Remember to use ***pull-info button*** whenever appropriate to properly update patient information
- Always select a ***Not Collected Reason*** if unable to collect a copy
- Complete a ***proper name search*** adhering to the departmental policy before creating a new patient record
- Always ask the patient to confirm their ***name*** and ***DOB*** before placing a ***bracelet on their wrist***
- Collect missing ***SSN numbers*** whenever you can, as they help with patient identity
- Ask the patient for the ***correct spelling*** of their name, address, employer etc.,
- ***Capitalize the first letter*** in a ***street name*** , as the name will appear on correspondence exactly how you enter it
- Always use the City/Zip field to enter the zip code
- Verify the ***email addresses*** to ensure that the spelling is correct

## LUNCH AND LEARN SESSIONS

**Bring your Lunch**

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

**Pre-Check In Process**

**Monday 11/28 @ 10:00 a.m. Cancer Center  
Room C1076 ABC**

**Tuesday 11/29 @ 2:00 p.m. Cancer Center  
Room C1071**

**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

**“ We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better. ”**

**——Jeff Bezos, CEO Amazon**



# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### Important information

**Issue: Complete the Employment Information on the IFS and within the MSPQ. The MSPQ screen and the IFS employment information needs to match.**

**Note:** Note: If a patient is Medicare eligible due to age (65 or greater), and we are adding a secondary coverage, we need to ask if they are employed or if they have a spouse who is still employed. If **yes** is answered to either the patient or spouse, we need to know if the employer has 20 or more employees. If so, then this coverage is primary over the Medicare Coverage. If the patient is disabled and has Medicare coverage, and the spouse is employed and their employer has **100 or more employees**, then the spouse's coverage becomes primary and the Medicare is secondary.

When adding a secondary coverage, on the Coverage Detail screen, the **Covered through** and **Employer size** fields must be completed. If the patient is over 65 but still working, and the employer size is 20 plus, then current employment and 20-99 or 100+ should be selected.

Coverage Detail - EXCELLUS/EXCELLUS ROCHESTER

CVG Scan

**EXCELLUS - EXCELLUS ROCHESTER (Blue Cross)**

Claim address: PO BOX 22999  
ROCHESTER New York 14692 [View/edit other members on this coverage](#)

**Member Information for George Yellow**

Member relationship to subscriber: Self Insurance ID: YNZ123456789  
Member eff from: 1/1/2015 Member eff to:  
Alt member name on card: Payor member sex:  
Verification status: E-Verified

**Subscriber Info**

Subscriber ID: YNZ123456789 Group number:   
Auth phone: 800-942-4254 Group name:  
**Covered through: Current Employment Employer size: 100+ Employees**  
Alternate Sub Name: Alt Subscriber DOB:

If there is an existing commercial insurance plan on the account, in addition to the Medicare Coverage, always run and read the **RTE** response. RTE will provide clues as to whether or not there is another payor associated with the patient's record. Answer the questions correctly on the Coverage Detail screen and within the MSP. When doing so, the MSPQ will indicate the proper filing order.

# ANNOUNCEMENTS



Reminder to all to keep your contact information in Self Serve current. Instructions are listed below.

**\*\*Please share with all staff\*\***

## Mail Room

Our mail sorter machine has arrived and will be placed in service within the next few months and will expedite the sorting of incoming mail. To help this new process be successful, staff need to ensure the office location, where they would like to receive mail, is reflected in SelfServe. To update your location information, please follow the below steps:

- Access Self-Serve
- Select My-Information
- Select Employee Details
- Select Work Location and Telephone
- Click on Work Location/Contact Information
- Update your information

**Save your changes**



### 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.

**November Class Schedule: 17th and 18th**



Office Hours with Shelley White will be offered in person or 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



## Kick Off 2023 By Earning Your NAHAM Certification

As healthcare continues to advance, so should your career and knowledge within the Patient Access profession. Take your career to the next level by advancing your skillset and practices through NAHAM certification!

Apply by November 30 to sit for your exam during the January 2023 testing window.

[Apply Now](#)



## Start the Conversation

Deciding to earn your certification is an important commitment that might require funds or support from your health system. NAHAM provides resources that can help guide these conversations with your supervisor.

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[Certification Justification Letter](#)



[Certification Marketing Email](#)



[Certification Justification Toolkit](#)

## Apply by November 30

To apply for your certification exam, please sign into the NAHAM website using your user account. You may begin a new application through Certification Central under the "Certification" tab. Please note that you may register for in-person or remote proctoring for the July testing window.

If you have any questions regarding NAHAM certification, please contact NAHAM.



Starting Jan. 1, 2023, a newly updated Certified Healthcare Access Manager (CHAM) exam will be offered to certificants sitting for the exam. How can you prepare? [Begin your certification application](#) and [review the updated study guide](#) to take the first step to elevating your Patient Access career.

[Learn More](#)

**Note:** PAS will pay for testing for PAS state employed staff. Staff interesting in pursuing certification should talk with their supervisor.

# ANNOUNCEMENTS



Upstate Connect Call Center, CG Switchboard and UC Data all pitched in to have age appropriate non-food treats for the Children's Halloween Parade. I am only representing their efforts by being here at the Treat Stop while they are working.



Kudos for the following from Lisa Gaspe

I want to thank **Loretta Owens** for volunteering to leave her day shift and come back on the evening shift to help the staffing at the Information Desk, she did it two days in a row and we are all very grateful to her.

I appreciate **Heather Fehrman** who is working both a day & evening shifts to cover all the unexpected staff openings at the Information Desk. She did this without being asked.

I overheard two women telling both **Angela Galutz** & **Sabrina Kane** how much they've appreciate the ambassador's kindness during their loved-one's admissions here at Upstate. The ambassadors were informative and very helpful.

# 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 October.

Upstate Connect.....	36%
Urology Private Practice T5 .....	16%
Preadmission Testing Hospital 550 Har.....	10%
PM&R Concussion Clinic Hospital IHP.....	8%
Psychiatry Private Practice T5.....	7%



# TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 244 accounts (\$50,824)*

*Lorelle Ash.....Collected on 61 accounts (\$7,068)*



*Deanna D'Arrigo.....Collected on 58 accounts (\$7,050)*

*Genevieve O'Leary.....Collected on 56 accounts (\$15,333)*

*Zainab Dougherty..... Collected on 47 accounts (\$3,290)*

**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.***



## Pre-Services:

HPSC2 Verifiers (partially remote)

## Ambassadors:

Team Leader

HPSC1's Ambassadors

Temp Positions

## Ambulatory Call Center:

Call Center Representatives (remote)

Team Leader (partially remote)

## UH Central Registration:

HPSC1 Registrars

## ED Reg :

Outpatient Administrative Specialists

## CG Switchboard:

Clerk 1 Operator

## Verification:

Outpatient Administrative Specialists

## Central Scheduling:

HPSC2 Schedulers (remote)

## Pre-Reg:

HPSC1 Preregistration (remote)

## PID :

HPSC2 Performance Improvement team (remote)

\*Note: positions noted as remote are currently telecommuting or working a hybrid schedule with some shifts in the office. Telecommuting is currently approved by SUNY through 12/31/22.



# HAPPY BIRTHDAY

## November Birthdays:

Makya Jacobs	11/4	Ambassadors
Maliegha Jacobs	11/4	Ambassadors
Kara Kusters	11/8	Verification
Tom Sekovski	11/16	UC Call Center
ShannaKay S.-Brown	11/16	PID
Derek Markle	11/19	Float
Janie Thompson	11/19	Amb Call Center
Marc Buselli	11/21	Amb Call Center
Genevieve O'Leary	11/22	Verification
Dawn Johnson	11/24	DT Central
Zeneyda Coakley	11/28	Data



**A BIG WARM WELCOME**

## Welcome to the following employees:

Oandhi Brown	DT Central Reg
Norris Gary	Ambassadors
Amber Gray	ED Reg
Shaquella Newby	Amb Call Center
Dicy Robinson	ED Reg
Shamika Robinson	CG Central Reg
Jeanette Temple	UC Call Center
Janie Thompson	Amb Call Center
John Zidor	ED Reg
Gibran Azan	ED Reg
Jeffrey Richardson	ED Reg
Christina Loreto	ED Reg
Alisa Silkworth	ED Reg



## MOVERS & SHAKERS

- Donna Conte Retired
- Doris Price-Webb transferred to ED Reg
- Shawna Warren transferring to Payroll
- Amber Gray-1K Covid Registration Group
- Shamika Robinson –Pediatric After Hours

# 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, 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 'Patient Access Services' header, followed by 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 a smiling woman on a phone call, 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 containing 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