

DEPARTMENTAL UPDATES FROM

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

December 2022

Appointment Reminder Update:

We are happy to announce a new feature in our CipherHealth Reminder system – No Show messages, which would go live on Monday, 5th December. The No Show message would be sent to any patient who “No Show-ed” to their appointments & would be triggered whenever the patient is marked as such in Epic (either manually or by the End of Day process). This would be 1 call followed by 1 text per patient. & it will give the patient the department phone number to schedule a new appointment.

We are hopeful that this will help us with the No Show rate.

We have reached out to several people via email to check if they would like to opt in to No Show message for their departments. If you haven't received that email & would like to opt in, please reach out to ucdata@upstate.edu with your Epic Department ID as soon as possible.

Ananya Choudhury, Upstate Connect

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WELLNESS TIPS

Www.WellNY.oer.ny.gov

- Keeping a gratitude journal could be one of the best things you do in 2023. Every day, spend a short time writing down one thing you are grateful for.
- What's your word for 2023? Choose one word that could have an impact on your life. This word could provide a vision or theme for the entire year. Write it down, share it with others, and act out your word daily. Start with journaling a few words that come to mind, then narrow it down to one.
- Physical activity is an important part of a healthy lifestyle. Click on the following link to learn more about moderate and vigorous physical activity. Which one is right for you in 2023? <https://health.gov/moveyourway/activity-planner>.



REGISTRATION TIPS

- Enter the exact **9 Digit SSN number**. Do not enter leading zeros with the last 4 digits.
- Collect missing **SSN numbers** whenever you can, as they help with patient identity.
- Always ask the patient if they have a **middle initial** if one is not listed.
- **Employment information** needs to be asked at every registration and completed accordingly.
- Know the difference between **Illness** and **Injury** when completing the claim info form
- Ask the patient for the **correct spelling** of their name, address, employer etc.
- Under emergency patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss Fields**.
- Verify **email addresses** to ensure that the spelling is correct.
- Be sure to use the **Not Collecting Button** and select the **appropriate reason**, when no co-pay is being collected.



LUNCH AND LEARN SESSIONS

Bring your Lunch

The Lunch & Learn (WebEx):

There will be no Lunch & Learn in the month of December

Happy Holidays !



Quote of the Day

“ Service, in short, is not what you do, but who you are. It’s a way of living that you need to bring to everything you do if you’re to bring it to your customer interactions . ”

——— Betsy Sanders

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

Issue: Reminder with a new year coming, patients could have insurance coverage changes we need to document appropriately.

Always be sure to ask the patient when registering them, if they have any change with their present coverage. If they have canceled a previous coverage, we need to terminate that coverage in the system.

This can be done by following these steps:

If the exact date of termination is not known, enter **T-1** in the **Member Eff to field**. If the exact date is known, then enter that date in the Member Eff to field.

Member Information for George Yellow			
Member relationship to subscriber:	Self	Medicare No:	134235678A
Member eff from:	1/5/2008	Member eff to:	
Alt member name on card:		Payor member sex:	
Verification status	E-Verified		

If they have acquired a new insurance coverage, in addition to what they have presently, we need to add that insurance on the account. With any new insurance or existing, run through RTE to make sure it is eligible. Be sure to read any mismatches to assure the coverage is being added correctly.

Always scan both the **front and the back** of **every insurance card** and **label the payor name** in the Epic Document Table.



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.

December Class Schedule: 15th and 16th

OFFICE HOURS

Office Hours with Shelley White will be offered in person or via Teams. Please call Carol at ext. 4-5035 or email Carol at andrewsc@upstate.edu) Carol to schedule.

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 November.

Upstate Connect.....	21%
Pulmonary Private Practice T5	12%
PM&R Concussion Clinic Hospital IHP.....	9%
Urology Private Practice	8%
Patient Access.....	6%



STAFF KUDOS

Compliment for **Kim Durand** in Central Registration from Richard Ciciarelli

Hi Bridget, I just wanted to give a shout out to Kim Durand for her positive attitude and pleasant demeanor every day. For myself and the visiting public and co-workers to come to work every day and see a smile on Kim's face is a great way to start the day. Kim's dedication and hard work daily is definitely noticeable by all of us here at Upstate. Thanks Kim for having such a positive attitude and great work ethic daily. Your efforts have not gone unnoticed. Sincerely, PSO, Richard Ciciarelli



Highlighted monthly will be Press Ganey Survey results



Compliment for **Kelly Hemingway** Registrar in the Community Campus Emergency Room from a patient.

NICE WORK

Kelly from registration was amazing kept checking on me and once I told her my symptoms were getting worse along with my anxiety she went and spoke to the charge nurse on my behalf to help try to speed things up. I don't have a complaint about anyone at all. However Kelly went above and beyond her job title to make sure I was comfortable and reassured me several times that I would be in good hand. Thank you Kelly

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 326 accounts (\$56,567)

Lorelle Ash.....Collected on 77 accounts (\$9,466)

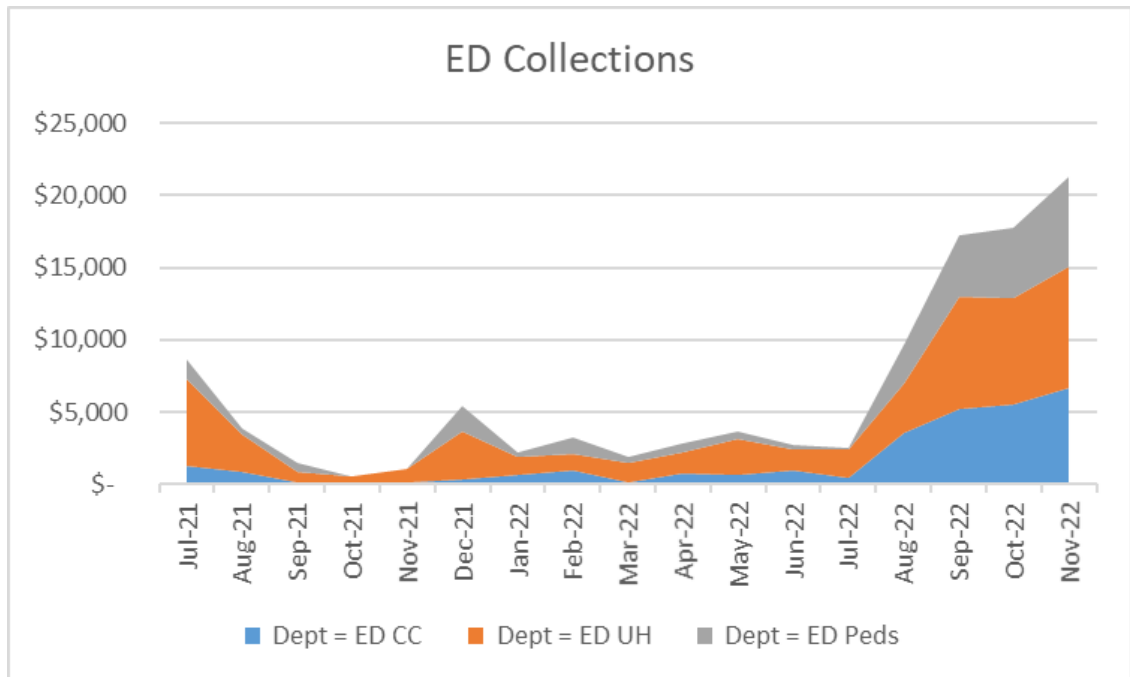
Zainab Dougherty.....Collected on 51 accounts (\$3,797)

Coleen Schaefer.....Collected on 33 accounts (\$6,924)

Molly Schaefer..... Collected on 23accounts (\$490)



A special shout out to the Emergency Department team for their exception work over the past 4 months:



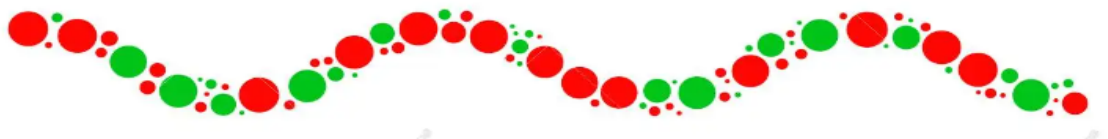


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

Pre-Services:

HPSC2 Verifiers (partially remote)

Ambassadors:

Team Leader

HPSC1's

Temp Positions

Ambulatory Call Center:

Call Center Representative (remote)

Team Leader (partially remote)

UH Central Registration:

HPSC1's

UH ED Reg :

Outpatient Administrative Specialists

CG Switchboard:

Clerk 1 Operator

Verification:

Outpatient Administrative Specialists

Central Scheduling:

HPSC2 Schedulers (partially remote)

Pre-Reg:

HPSC1 Registration (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

December Birthdays:

Cheryl Dixon	12/01	Amb Call Center
Molly Schaefer	12/03	Verification
Kristen Songer	12/10	UC Call Center
Jeannette Temple	12/12	UC Call Center
Shaquan Richardson	12/14	Amb Call Center
Kristen Henry	12/18	Nappi
Dorey Youngblood	12/18	CG Switchboard
Toia Chambers	12/20	UC Call Center
Brenda Shea	12/26	Central Sched
Lisa Gaspé	12/31	Admitting
Kelly O'Hara	12/31	Central Sched
Bernard Smith	12/31	CG ED
Jody Williams	12/31	Data Services



Welcome to the following new employees:

Denneya Edwards	DT Central Reg
Elijah House	DT Central Reg
Damian Irvine	Ambassadors
Marie Martinez	DT Central Reg
Lorraine Montreal	DT Central Reg



MOVERS & SHAKERS

Kara Kusters transferring to the Cancer Center

Shawna Warren transferring out of the department

Molly Schaefer transferring to Verification



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 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement with a link to view results. Below this is a large image of a smiling woman on a phone call, with the text 'How can we help?' overlaid. On the right side, there is a 'Have a Question? Ask us!' section and a 'QUICK LINKS' section listing various guides and handbooks.

- **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

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