

DEPARTMENTAL UPDATES FROM

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

February 2023

“Thank you for taking the time to pre-check in... I just have a couple additional questions”

Inside This Issue:

Registration Tips	2
Insurance Corner	3
Announcements	4 & 5
Kudos	6, 7, 8
Top Collectors	9
Positivity Pack	10
Open Positions	11
New Employees	12
Birthdays	12
Training Resources	13

As a registrar, do you know how to see when a patient started and completed pre-check in via MyChart? Refer to the attached Tip Sheet and ask for help. Please reach out to [Patient Access](#) for assistance.

Why is Pre-Check-in Important?

- **Patient satisfaction—Patients appreciate the opportunity to pre-check in to save time at check in—ONLY if the arriving registrar acknowledges their effort.**
- Using pre-check in your patient can sign documents, verify their insurance prior to appointment, upload insurance cards, pay copay, review their medications, confirm their contacts and demographics. All before they present to their appointment.
- Reduce time to check in from an average of 3 minutes to less than 1 minute
- Pre-check in is one important step to all that MyChart has to offer your patient: prompt access to results, prescription refill requests, request & cancel appointments, pay outstanding bills, medication reconciliation, etc.

MyChart users report higher levels of satisfaction with their provider, increasing the chance that they will return for future healthcare needs. Many patients have selected a provider in part because of the availability of MyChart, making it an indispensable part of the electronic health record.



ANNOUNCEMENTS

Recruitment is still ongoing for Nappi Wellness Institute:

Senior Patient Access Associates: Are you looking to advance in your current role here at Upstate? Consider applying for our Senior Patient Access Associate. This position is unique in that it guides you on a supervisory path by gaining skills, knowledge, and the networking needed to prepare you for your next position. This is a promotional position offering leadership experience while being an expert in the role of Patient Access Associate.

Patient Access Associates: Do you enjoy working with a diverse patient population? Do you have Ambulatory Clinic or PAS registration experience? We're looking for individuals to become experts in all Patient Access roles serving the Nappi Wellness Institute.

Clerical Specialist II: Newly developed registration role within Nappi! These positions will need to know the general workings in each specified sub-department occupying Nappi.

*Kristen Henry, CHAA, Patient Access Services
Manager, Nappi Wellness Institute
Office Phone: 4-5395, Cell Phone: 680-877-0030*

Tomorrow, February 3rd is Go Red for Women Day

American Heart Association.



On Tuesday February 21, 2023 the Epic Registration activity will upgrade to Access Navigators.

To prepare for this upcoming change, there are several one-hour labs being offered both in person and virtual that have been scheduled in Self-Serve using the search term ADTE-PICNAVLAB. **These labs will focus on the workflows used to Register an Admitted Patient.** A video recording of the virtual labs will be uploaded to the Epic Documents (DMS) and Learning Home Dashboard (LHD) the following week. Space is limited so registration is required.

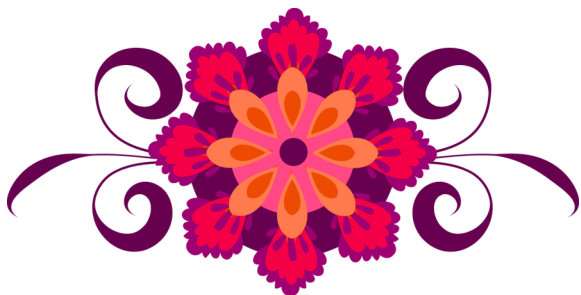
New educational materials are still in development and can be [found here](#). This includes complete workflow guides for [Patient Access](#), [Hospital Outpatient Departments](#) and the [Emergency Department](#).

The Epic Playground (PLY) will be updated on Monday the 6th so that everyone has some time to explore all the new features.



REGISTRATION TIPS

- If loading a **Generic Insurance** always include a billing address
- If **RTE response** shows a coverage change, be sure to update the account with that new information
- Be sure to complete all registrations, use the **side bar checklist** to verify. The checklist should only be validated with a check, after interviewing the patient and verifying the information
- Always read **RTE** to verify the **subscriber**. A spouse, parent, the patient, or sibling could be the subscriber. **RTE** will provide this information. Also ensure that the relationship to the subscriber is listed accurately
- Be sure **to add a HAR note** when no insurance is being created/applied to the HAR
- Know the difference between **Illness** and **Injury** when completing the claim info form
- Always rerun insurance at the beginning of the month. We have come across some Medicare accounts where the replacement plan changed at the beginning of the year. The old insurance was not run for the month and the new plan was not created.



LUNCH AND LEARN SESSIONS

Bring your Lunch

The Lunch & Learn (WebEx):

No Lunch and Learn this month due to Epic Upgrade Training.



Quote of the Day

“ To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity . ”

——— Don Alden

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

With the new year comes new insurance for some patients. Some may continue to carry the same insurance coverage, however many times a new card is issued with a new subscriber ID number.

Securing this updated or changed insurance information is mandatory, as this allows us to run RTE and verify insurance coverage. We need to ask the patient if any coverage has changed and or, if they have received a new card. Also, always ask if they have any other insurance.

A copy of both the front and the back of the insurance card needs to be scanned into the document table and labeled with the insurance company name. The back of the insurance card contains phone numbers which may be needed. If you discover a card should no longer be used, expire that card.

We should be running RTE with every patient visit to assure the coverage is valid and eligible for that date of service. Failure to verify the insurance is eligible could result in a denial for that visit.

If RTE is down and unavailable, you can use the insurance websites to verify eligibility or calling the insurance company directly.

If a patient is not sure about their insurance, this is not a self pay situation. Self pay should only be checked if the patient has absolutely no insurance. If the patient does not have their insurance card and is not sure, ask them to call us back with the information and it will be added to the account.



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.

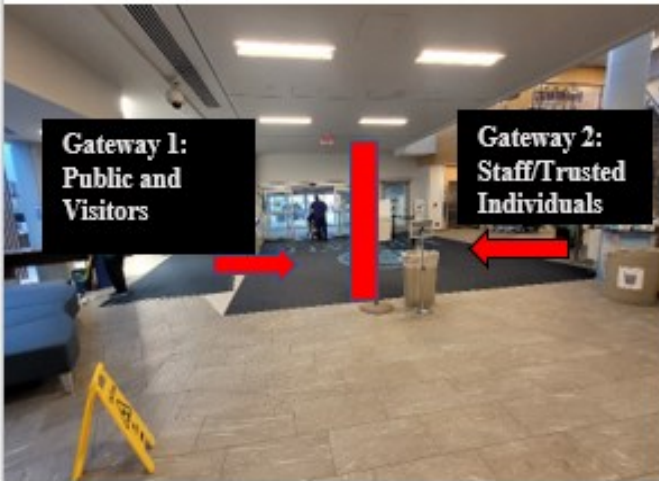
February Class Schedule: the 16th and 17th

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

New York State University Police at Upstate Medical



Main Lobby:

The Main Lobby will have representatives from University Police overseeing the system 24/7.

There will be two Gateways. One for the Public/Visitors. One for Staff and Trusted Individuals.



Upper Lobby:

The Upper Lobby will have representatives from University Police overseeing the system 24/7.

There will be two Gateways. One for the Public/Visitors. One for Staff and Trusted Individuals.

*Ballistician was created after the Parkland, Florida school shooting at Douglas Stoneman High school in 2018. It was a system created specifically for Stoneman Douglas High school to safeguard their school with low profile stealth walk through weapons detection technology that uses miniaturized military-grade sensors. The detector is portable and simple to operate.

*Weapons Detection System is currently used by the military.

*Depending on the sensitivity, it can detect vape pens, knives and guns.

*It's a proven and trusted weapons detection system.

University Police plans on deploying this in Phases:

Phase 1: University Hospital Proper- Upper Lobby and Main Lobby

Phase 2: University Hospital- Golisano Children's Lobby, Cancer Center and Community

Phase 3: Campus Wide to include Weiskotten Hall, Jacobsen Hall and other Locations

ANNOUNCEMENTS

Participate in Research



Going forward, results will be featured quarterly showing the top 5 departments with the highest percentage of patient participation for **OK to Contact for Research Recruitment**.

Results will be featured in the following newsletters, March, June, September and December .



National Association
of Healthcare Access
Management



Congratulations to **Kristen Henry** for passing her CHAA.



STAFF KUDOS

Kudos for **Christina Loreto**, **Deborah Johnson**, **Deborah Maddox** and **John Zidor**

Kudos for Christina Loreto, Deborah Johnson, Deborah Maddox and John Zidor for collaborating with Upstate pharmacy Medication for Hope Program to helping uninsured patients to get their prescriptions at reduce or no coast.

Thank you,

Hayam



Compliment for **Lori Covington**

Dec 30, 2022

Dear Laurie/Lori (sorry, not sure how you spell it!)

You very kindly lent me this clipboard very early (6:45am) on the morning of November 17th - so that I could communicate with my very hard of hearing mother, Hanore. When I met the ambulance there and realized I forgot to bring my "communication tools" - I was in a panic = you truly saved the day in offering me this board & marker!!!! A small action sure, but please know that it meant the world to us in that moment!!! It allowed us to communicate with each other!!



STAFF KUDOS

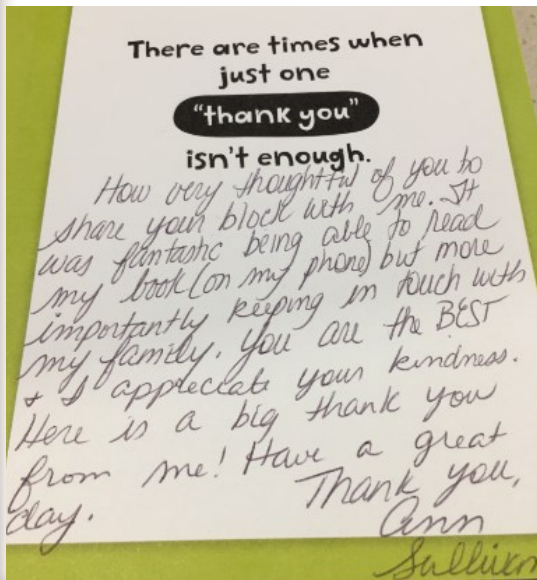
Kudos for **all staff working in the ER collecting co-pays**

A shout out to all the people working in the ER collecting copays, You are doing a great job! (the more you collect the less letters I write). Keep up the great work! Who will be the next "Copay Queen or King"!!!

Mary E Hoare, CHAA

Benefits Specialists

Compliment for **Lori Covington**



Compliment for **Loretta Owens** from Kaniesha

Good Morning Loretta,

On behalf of the ED Leadership team, I'd like to thank you for agreeing to work the overnight shift the past couple of months. In doing so, you've helped keep staff mandates to a minimum and stabilized the shift. We appreciate your flexibility and support.

Thank you so much,

Kaniesha



STAFF KUDOS

Kudos for the **Ambassadors** from a patient

Ambassadors,
Thank you all for
your warm and friendly
greetings each
morning - its
been six weeks
your smiling faces
and kind words
made each day
just a little easier
Joe MonFiletto



Compliment for **Edward Napper** from a patient.

Share your story with us: I come weekly for lab work and typically check in with Edward. I'm sure there are hundreds of patients a day he interacts with but I've the course of the last few months, Edward has learned my name, welcomes me with a smile, and has just shown great compassion and service.

Good morning Edward,

Please see the wonderful recognition e-mail below from Alexander Snow acknowledging you for providing them with excellent treatment.

Thank you for providing the patient and family centered care we strive to achieve and for your continued support of the mission of Upstate.

With appreciation,
Megan Chase

NICE WORK

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 358 accounts (\$60,450)

Lorrelle Ash.....Collected on 52 accounts (\$5,318)



Deanna D'Arrigo.....Collected on 51 accounts (\$7,540)

Zainab Dougherty.....Collected on 34 accounts (\$3,497)

Doris Price-Webb..... Collected on 30 accounts (\$3,845)

Lets all try to make 2023 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

Ambulatory Call Center:

Call Center Representative (remote)

Team Leader (partially remote)

UH Central Registration:

HPSC1's

UH ED Reg :

Outpatient Administrative Specialists

Verification:

Outpatient Administrative Specialists

Central Scheduling:

HPSC2's Schedulers (partially remote)

Pre-Reg:

HPSC1 Registration (remote)

Nappi:

Ambassadors

Senior PAS Associates

Clerical Specialist 2

Float Pool:

HPSC2



Make that job yours



HAPPY BIRTHDAY

February Birthdays:

Bridget Doohar	2/12	UH Central Reg
Damian Irvine	2/18	Ambassadors
Jackie Pilon	2/18	UC Call Center
Haylee Brinklow	2/20	Ambassadors
Taressa Smith	2/23	MD Direct
Michelle Stine	2/26	UC Call Center



No MATTER
how long the winter,
SPRING
is sure to FOLLOW.




Welcome to the following new employees:

Natacha Charles	UH ED Reg
Michelle Martin	Central Sch
Manda Nelson	Amb Call Center
Damira Washington	UC Call Center

MOVERS & SHAKERS

Devin Leonard transferred to Student Admissions
Lewis Piraino retired
Deborah Maddox took a state position in the ED
Molly Schaefer took a state position in Verification
Dawn Johnson was promoted to Senior Registration Clerk

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', and 'Training Resources'. 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 three women in a call center setting, 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](#)