

DEPARTMENTAL UPDATES FROM

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

April 2023

NYS Civil Service HELP Pilot Program

We are excited to participate in the pilot for NYS Department of Civil Service in the Hiring for Emergency Limited Placement (HELP) Program.

During this program, the NYS Civil Service Exam requirements are suspended for the Hospital Patient Services Clerk 1, SG07 title.

You'll see many of our HPCS 1 positions throughout our department are now posted as "non-competitive". For consideration for this title, you must meet the minimum qualifications of one year full-time clerical, secretarial or patient care experience in a healthcare setting.

This is a state position with CSEA benefits without the need to take the corresponding Civil Service exam. Please reach out if you have questions.

Nappi Wellness Institute Opening Dates

6/2—Grand Opening Event

6/13— 1st & 2nd floors open: Connect Care, Geriatrics, Lab, Radiology, Integrated Care, Pharmacy

6/27—5th floor open: Joslin Diabetes Center

7/11—4th floor: Family Medicine, Global Health, Pediatrics

7/25— 3rd floor: Adult Medicine, University Internist and Inclusive Health Services

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REGISTRATION TIPS

- **RTE** must be initiated on the **date of service** for every encounter.
- **Verify** all items on the **checklist** before proceeding.
- Check to see if the **Driver's License Photo ID** has expired. If so, ask for the **updated copy**.
- **Abbreviations** are not known and recognized by all reading them therefore, try not to abbreviate. **Spell out** medical conditions for clarity.
- Always validate the patient's **email address**.
- If loading a **Generic Insurance** always include a billing address.
- Always check to see if the patient has an active **MyChart**. If not, offer to sign them up.
- Do not forget to **term out** all **old insurances** that are no longer being used by using T (appointment date) minus one.
- Always double check the **spelling** of the first and last name of every patient when registering. Also, ask for a **middle name** or **initial** if one is not listed.



Happy Spring

LUNCH AND LEARN SESSIONS

Bring your Lunch

The April Lunch & Learn

Topic: **Stroke**

Hosted by Michelle Vallelunga MS, RN,
CNRN, SCRN

Wednesday April 26th @ 2 :00 p.m.

Thursday April 27th at Noon

Sign up is available in Self-Seve. A Webex invite will be sent via email the day of the scheduled session to those that sign up.

Room C1071 in the Cancer Center will be available for those who wish to attend in person.



Quote of the Day

“ Treat your customer, as you want to be treated”

———— Catherine Pulsifer

ANNOUNCEMENTS

Insurance Corner – Monthly Alert

Important information

What you need to know when registering a homeless patient who resides at an emergency shelter expect for the Crossroads Program.

Please note when registering a homeless patient, the shelter addresses listed below are not to be used for the patient's address in Epic. Not even in the Temporary Address fields.

Recognize the addresses listed below are shelters, not a residence, and follow the Homeless procedure when registering a homeless patient.

Note: The Crossroads Program at the Rescue Mission is an exception to this as it is a residency location. Registrars must use the 120 Gifford Street Crossroads for the patient's address.

Rescue Mission Administration Building (155 Gifford Street)

Rescue Mission Shelter (120 Gifford Street)

Rescue Mission Day Center and Emergency Shelter (122 Dickerson Street)

Catholic Charities Men's Shelter (1074 S Clinton Street)

Follow this procedure in Epic:

- On the Demographics screen, scroll down to the Additional Demographics section and answer **Yes** in the Homeless field.
- Once **Yes** is selected in the Homeless field , the address of **750 E Adams Street, Syracuse, NY 13210**, will automatically populate in the Address field. This should be left as is and not changed.
- This should only be changed if the patient no longer resides in a shelter and now has a private residence.

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 quarterly in the newsletter.

Top Five Departments Enterprise Wide with the highest percentage for the First Quarter of 2023.

Upstate Connect	31.31%
PM&R Concussion in Clinic Hospital.....	11.61%
Vascular Lab Towne Center.....	11.11%
Preadmission Testing Hospital.....	10.92%
Urology Private Practice T5.....	10.43%



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.



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.

April Classes Canceled

ANNOUNCEMENTS

Good morning Patient Access Services!

This is YOUR week! Your leadership team had planned some fun events to show you how much we appreciate you! You are the first person many of our patients speak to on the phone, see as they enter for their health care or respond to their emails to the organization. You are the friendly face or voice answering their questions, ensuring they know they are in great hands here at Upstate.

Or, you may be one of the small team of special people that support Patient Access to ensure our Amtelco system is easy to use and running smoothly, 24 hours a day. Or, you may be part of our prestigious Patient Access quality and training team. Or, perhaps you provide administrative support to the leadership team. All of you play a critical part in the success of the Upstate Patient Access Services team!

We are so grateful for what you do every day !

Sincerely,

Shelley



ANNOUNCEMENTS



Congratulations to Tracy Frier who is retiring from Upstate after 40 years of employment. Tracy is retiring from the Finance Department. Tracy participated in working overtime in the emergency room for the last several years.

Tracy writes: I just wanted to let you know that after 40 years with Upstate I will be retiring at the end of month.

I want to say a big **THANK YOU** for giving me the opportunity to be a part of the ED Registration for the last 3 ½ years. I'm very grateful to ED Reg Team, that they kept me busy and positive, especially during the dreary covid days!

It was a great pleasure and honor to have been part of your group and to have met so many nice and hard working people who I respect immensely, **especially you two ladies**. I'll miss working with you. 😊

I'm very proud to have been part of the ED team and I wish the entire ED Reg staff continued success.

A part of me is sad to say Good Bye but I'm ready for my next adventure... It's time to get busy living,!!!!

Peace Out

ANNOUNCEMENTS



Those of you who have had the pleasure of working with Brett Parsons already know how awesome he is. He has been a valuable member of the Float Pool since 2019. Within that time, we have all had the opportunity to see him grow and excel within the department. He has worked in the ED, Central Registration, the Lab, Front Desk (Ambassador), Pre-Registration and Scheduling (Suite 1K). Brett has been a role model for many employees within PAS and has trained and been the preceptor for multiple registrars throughout various departments. His patience and registration knowledge have been instrumental when orienting new staff and he is appreciated by all. Brett has proven to be a true professional and asset to Patient Access since his start with the Float Pool as a Sr. Registrar.

With that being said, Brett's last day with the Float Pool will be April 5th as he has accepted a new role as Team Leader for the Nappi Wellness Institute. I am certain that he will be successful in his new role and we wish him the best of luck in his future endeavors.

STAFF KUDOS

Thank you from Shelley White to the **registration staff in UHCC Cardiology**

A thank you from me to the registration staff in UHCC Cardiology for making my husband's arrival so easy. They thanked him for using pre-check in and he was in seeing the provider within minutes.



Compliment for **Katelynn Jaeger** from Tina Evans

Katelynn is wonderful to all of our patients. She does a great job interacting with them all and she is very kind.



Compliment for **Sabrina Kane** from a visitor Shafica Bailey

I want to thank Sabrina for all the help she provided to me when I needed a notary for my son. I won't forget you.



STAFF KUDOS



You have all be very helpful during this month of our pharmacy residency interviews. Thank you for checking in our candidates and calling me to let me know they are here. You have helped to make this process run smoothly.

Enjoy your day!
Theresa



To Lisa and Bridget – You have a great staff!!



Compliment for **Janie Thompson** from Dawn RN

Janie Thompson called me in regards to a patient. She had a very upset husband on the line because he has been waiting for six months for his wife to be seen only to have the appointment canceled and pushed out another month. Her compassion for the husband and the patient prompted her to put the call through to me. It was definitely a good catch on her part and should not go unnoticed!

Thanks for your help also!!!

Dawn RN

Melissa Yarbrough, BSHA Team Lead



STAFF KUDOS

Compliment for **Tricia Eldred** and **her team** from 10E Case Manager Michelle Weston

She informed me that Tricia Eldred & her team of Verification staff are great to work with. She bugs them constantly and they are always pleasant and willing to help. She also dropped off a bag of snacks for them.

Compliment for **Brandon Caporin, Damien Irvine & Norris Gary** from a visitor
Dominique Agnes

You are all very friendly & kind. Thank you for helping me.

Compliment for **Elizabeth Solazzo** from a patient

Elizabeth Solazzo received a compliment from a patient. The patient stated that Elizabeth has a wonderful phone voice and does a wonderful job!

Thank You,

Melissa

Melissa Yarbrough, BSHA

Team Lead

SUNY Upstate Medical University



TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 413 accounts (\$68,960)

Philip Carpenter.....Collected on 105 accounts (\$13,988)

Lorelle Ash.....Collected on 93 accounts (\$15,966)

Zainab Dougherty.....Collected on 53 accounts (11,574)

Molly Schaefer..... Collected on 52 accounts (\$13, 552)

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:

HPSC1's

Ambulatory Call Center:

Call Center Representative

UH Central Registration:

HPSC1's

UH ED Reg :

OAS's

Team Lead

CG ED Reg :

OAS's

Verification:

HPSC2's

Central Scheduling:

HPSC2's

Pre-Reg:

HPSC1's

Nappi:

PAS Associates

Senior PAS Associates

Clerical Specialist 2

HPSC1

Community General Switchboard:

Clerk 1

PID/Float:

HPSC2

MD Direct:

Physician Line Rep



HAPPY BIRTHDAY

April Birthdays:

Jacqueline Barrett	4/2	Amb Call Center
Philip Carpenter	4/7	CG Central Reg
Melissa Bernhardt	4/10	Amb Call Center
Nannette Maurillo	4/13	Amb Call Center
Arthur Walsh	4/13	CG Switchboard
Donna Destefano	4/16	UH Central Reg
Terryonna Steward	4/16	Amb Call Center
April Sadeckas	4/17	UH Central Reg
Shania Ahmad	4/19	Ambassadors
Connor Ransier	4/19	Ambassadors
Kim Durand	4/20	UH Central Reg
Oandhi Brown	4/22	UH Central Reg
Deborah Johnson	4/22	ED Reg
Lorelle Ash	4/25	CG Central Reg
Vicki Thomas	4/26	CG Central Reg
Tracey Chesbro	4/27	MD Direct
Sharonda Richardson	4/29	PID Team



Welcome to the following new employees:

Joseph Duffus	Amb Call Center
Kachelah Flournory	Nappi
Crystal Marinelli	UH ED Reg
Pauletha Paige	UC Call Center



MOVERS & SHAKERS

Brett Parsons taking a Team Leader Position at Nappi



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M ORE

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 with an email icon, and a 'QUICK LINKS' section listing various resources like '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

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