

## DEPARTMENTAL UPDATES FROM

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

May 2023

## THE FINAL COUNTDOWN!



Nappi Wellness Institute will be opening June 2, 2023! This newly designed space will bring key ambulatory services under one roof with a needed focus on wellness, healthy aging and brain health, including Alzheimer's disease research and care.

Our Patient Access Services team is eager to move into our new space! Please enjoy these updated pictures of the Central Registration areas within Nappi!



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# REGISTRATION TIPS

- Collect missing **SSN numbers** whenever you can, as they help with patient identity
- Always use the **City/Zip field** to enter the zip code
- Complete a **proper name search** adhering to the departmental policy before creating a new patient record
- **Capitalize the first letter** in a street name, as the name will appear on correspondence exactly how you enter it
- Always select a **Not Collected Reason** if unable to collect a copy
- When registering a No-Fault or Workers Compensation guarantor at the encounter level, be sure to always add Personal Family guarantor and coverage at the patient level
- Know the difference between **Illness** and **Injury** when completing the claim info form. Ask “*Is this visit related to an accident or injury?*”
- Scan both **front** and **back** of all **insurance cards** and enter the name of the insurance in the description field on the documents table.

## LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

**Topic: Facilitated Enroller/Finance**

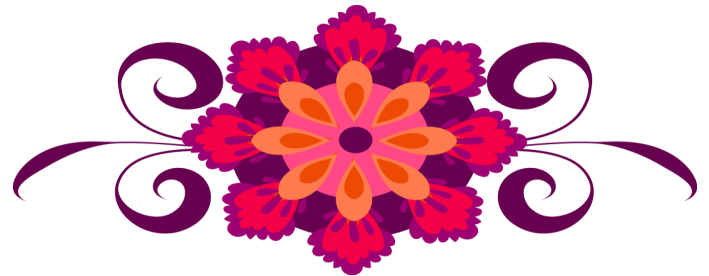
Hosted by Matt McDougal and David Harris

Thursday May 25th @ 2:00 p.m.

Friday May 26th at 12:00 p.m.

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

“ If you want to lift up yourself up, lift up someone else ”

——Booker T. Washington

# ANNOUNCEMENTS

## Insurance Corner – Monthly Alert

### Important information

*What you need to know when registering a No-Fault/TPL encounter.*

No Fault Coverage can cover an array of various type of losses that are connected to an automobile. The following types of injuries are covered under No-Fault.

- Patient slams their finger in the car door
- Trunk closes on the patient's head as they are taking something out of their trunk
- A pedestrian is walking and a car rides up on the sidewalk and hits the person
- Someone could be riding on their bicycle and get hit by a car
- The patient is a passenger in a friends vehicle while in an accident
- Patient is injured while riding in an UBER or LYFT
- Patient is involved in a car accident

**Note:** *A helpful tip to remember when registering a No-Fault encounter is that the coverage always follows the vehicle not the driver.*

Select the **TPL Guarantor and Coverage** and be sure to enter the correct subscriber (person who carries the insurance). The personal health insurance coverage should not be attached to the TPL guarantor. We should however, ensure that we have the personal family guarantor and coverage listed at the patient level. This affords us the opportunity to bill the personal family guarantor and coverage should the TPL coverage deny the claim.

There are times when the name of the coverage is known however, the policy number is unavailable. (*For example; patient presents to ED with broken arm resulting from a car accident while in their neighbors car.*) In this scenario, the registrar would create the TPL guarantor type **only** and add a HAR note with possible coverage information. **Never** add partial or erroneous insurance information on an encounter because once the system edits are satisfied, a bill will go out the payor resulting in claim edits and/or denial. If no coverage is added to the encounter, the claim will hit a missing registration items work queue for follow-up and/or once the encounter closes a bill will be sent to the guarantor on record.

Click on the link below to reference the TPL/PF/No-Fault Guarantor Grid

<https://www.upstate.edu/ihospital/intra/pas/pdf/17-0529-tpl-pf-guarantor-grid.pdf>



# Meet the Nappi Team!



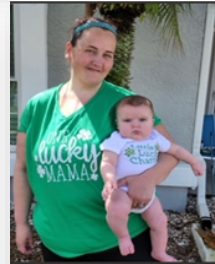
**Your Name:** Kristen Henry  
**Current Title:** Nappi Wellness Institute Registration & Ambassador Services Manager  
**Department:** Patient Access Services Nappi

- 1. Please describe what you do and/or what you are responsible for:** I am responsible for the oversight of the PAS Nappi department. Ensure effective orientation and onboarding of new NWI staff by time each department opens in new location.
- 2. What is your favorite aspect of your job at Upstate?** I love watching staff strive and reach their full potential!
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** When I was 19 I worked at a liquor store, by far the most interesting job I've held.
- 4. What kind of hobbies and interest do you have outside of work?** I like to work out, watch my children play sports, and read.
- 5. What is your hidden talent?** I thrive under pressure, give me a deadline and a heavy task!



**Your Name:** Brett Parsons  
**Current Title:** Nappi Wellness Institute PAS Team Leader  
**Department:** Patient Access Services - Nappi

- 1. Please describe what you do and/or what you are responsible for:** I'll be responsible for the supervision of the day-to-day activities of PAS staff in the Nappi Wellness Institute.
- 2. What is your favorite aspect of your job at Upstate?** Interacting with the diverse population of the community we serve.
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** Before becoming a state employee I worked at Community Hospital as a Catering to You Associate serving inpatient floors their daily meals and taking patient orders.
- 4. What kind of hobbies and interest do you have outside of work?** I'm an avid LEGO builder and also enjoy woodworking.
- 5. What is your hidden talent?** I learned how to play guitar during the first year of the pandemic and can play a handful of songs.



**Your Name:** Shannon Marcotte  
**Current Title:** NWI Patient Access Services Team Leader  
**Department:** Patient Access Services—Nappi

- 1. Please describe what you do and/or what you are responsible for:** Supervising and assisting in the day-to-day activities of the Patient Access Staff at Nappi. Acting as a liaison between health care teams and patients and their families promoting open lines of communication.
- 2. What is your favorite aspect of your job at Upstate?** Networking, and seeing Upstate grow. I am extremely excited to see what the Nappi Wellness Institute will bring for our community!
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** I have worked at Upstate almost 20 years, but I worked at the amphitheater for Guest Services.
- 4. What kind of hobbies and interest do you have outside of work?** Spending time with my son, Elliot; husband Stephen and our four children. Love being outside in the sunshine. Love doing projects with Elliot and spending time with friends and family.
- 5. What is your hidden talent?** I like to bake; and measure with my heart!

# Meet the Nappi Team!



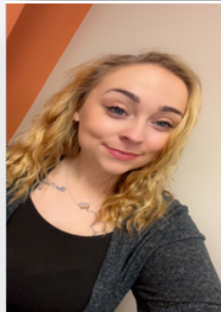
**Your Name:** Alisha McDowell  
**Current Title:** Patient Access Associate  
**Department:** Patient Access Services Nappi

- 1. Please describe what you do and/or what you are responsible for:** I am a Patient Access Associate-I am responsible for checking patients in and providing great customer service!
- 2. What is your favorite aspect of your job at Upstate?** My favorite aspect of my job is to have job security and to work in a healthy work environment.
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** Before working for Upstate my most interesting job was being a Level 3 Teacher Assistant. I enjoyed working with children and watching them learn.
- 4. What kind of hobbies and interest do you have outside of work?** I love to decorate my home, go shopping, take weekend trips and/or go on vacations with my kids!
- 5. What is your hidden talent?** I used to sing in church; I like to sew and I am crafty.



**Your Name:** Shante Taylor  
**Current Title:** Clerical Specialist  
**Department:** Patient Access Nappi Wellness Institute

- 1. Please describe what you do and/or what you are responsible for:** I register patients, perform front desk duties.
- 2. What is your favorite aspect of your job at Upstate?** The patient satisfaction.
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** Walmart was definitely an interesting job!
- 4. What kind of hobbies and interest do you have outside of work?** I like to bowl.
- 5. What is your hidden talent?** I don't have a hidden talent. Maybe working at Nappi will help me discover one!



**Your Name:** Lorraine Montreal  
**Current Title:** Patient Access Associate  
**Department:** Patient Access Services—Nappi

- 1. Please describe what you do and/or what you are responsible for:** Registering patients and getting them to their appointments, so they can receive the proper care.
- 2. What is your favorite aspect of your job at Upstate?** Being a liaison for patients.
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** I worked at a College of Nursing which made me want to be more involved in the healthcare field.
- 4. What kind of hobbies and interest do you have outside of work?** Outside of work I enjoy going hiking, swimming, going on adventures, and dancing in the kitchen with my kiddo.
- 5. What is your hidden talent?** Making people happy.



**Your Name:** Cody W. Ryder  
**Current Title:** Patient Access Associate  
**Department:** Patient Access Services Nappi

- 1. Please describe what you do and/or what you are responsible for:** Check in/out, registration
- 2. What is your favorite aspect of your job at Upstate?** I love face to face interactions with my patients.
- 3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** St. Joes because that's what got me interested in healthcare and helping people.
- 4. What kind of hobbies and interest do you have outside of work?** Netflix, hanging out with friends, shopping, FOOD.
- 5. What is your hidden talent?** I'm very smart with technology (IT type of situations), to the point where I have solved the problem before IT got there.

# Meet the Nappi Team!



**Your Name:** Kachelah A. Flournory  
**Current Title:** Senior Patient Access Associate  
**Department:** Patient Access Services

**1. Please describe what you do and/or what you are responsible for:**

I will be responsible for ensure patient have an effortless registration for any and all appointments within the Nappi Wellness Institute. I will act as a liaison for patient and internal departments.

**2. What is your favorite aspect of your job at Upstate?**

Every employee is different. No one looks the same, we all have different backstories, different outlooks on life, but the same end goal, to help the patient.

**3. Before working at Upstate, what was the most unusual or interesting job you've ever had?**

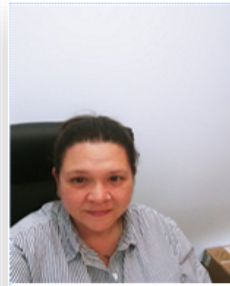
I use to work at Spencer's Gifts, for those of you that know, you know.

**4. What kind of hobbies and interest do you have outside of work?**

Within the last couple of years I have picked up golfing. It started as a modified softball swing but it is developing into a nice golf swing.

**5. What is your hidden talent?**

A random/hidden talent is I can listen to multiple people/conversations at once. I like to say I can hear out of "both ears at once".



**Your Name:** Rusti Billings  
**Current Title:** Clerical Specialist II  
**Department:** Patient Access Services Nappi

**1. Please describe what you do and/or what you are responsible for:** Patient check in. I am responsible for making sure all patient information is correct at time of arrival.

**2. What is your favorite aspect of your job at Upstate?** Work life balance and also challenging.

**3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** St. Joes imaging.

**4. What kind of hobbies and interest do you have outside of work?** I enjoy camping and spending time with my fur baby.

**5. What is your hidden talent?** Believe it or not, squirrel calling.



**Your Name:** Mark White  
**Current Title:** Senior Patient Access Associate  
**Department:** Patient Access Services Nappi

**1. Please describe what you do and/or what you are responsible for:**

I will be responsible for helping prepare our department to go live at the Nappi Institute. I will be completing patient registrations and also assisting co-workers with any questions or concerns they have with registration.

**2. What is your favorite aspect of your job at Upstate?** My favorite aspect of my job is being able to work with a diverse group of people and also working FOR a diverse patient base.

**3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** Working for Schwan's Frozen Foods was a very interesting job and provided a great opportunity to work on my face-to-face communication skills.

**4. What kind of hobbies and interest do you have outside of work?** I enjoy fishing, gardening, and walking my dog. Spending time with the family and supporting my children with their activities.

**5. What is your hidden talent?** I would say cooking.



**Your Name:** Najei Hall  
**Current Title:** Patient Access Services  
**Department:** Nappi Wellness Institute

**1. Please describe what you do and/or what you are responsible for:** My job is to get patients checked in for their appointments, help assist patients to appt if needed

**2. What is your favorite aspect of your job at Upstate?** Being able to provide a great knowledge of care for patients

**3. Before working at Upstate, what was the most unusual or interesting job you've ever had?** My most un-usual job I ever had was being a Construction worker

**4. What kind of hobbies and interest do you have outside of work?** I love to read and spend a lot of time with my daughter and family time with my daughter/family

**5. What is your hidden talent?** I am a great caregiver and I love to do hair!



# 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.***



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.



## 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.

**Note: May Class Schedule: The Insurance Basics Class is being restructured and undergoing some changes. The availability of the class will be announced, once all changes have been implemented.**

# ANNOUNCEMENTS

## Galleries ACCESS WEEK celebrations! 🎉

Just a snip it of the festivities. We were having too much fun to stop to take pics

### Farm Day



### Favorite Concert Tee Day



Until next year!



# ANNOUNCEMENTS

## Patient Access Week Pictures





# ANNOUNCEMENTS

## EPIC Cheers Immersion Visit

Earlier this month, we had a fantastic opportunity to host a handful of EPIC Cheers (CRM) experts during Access Week for what was called an Immersion visit. Lucky for them, they arrived just in time. Noah, Taylor, Andre, Wei & Nyigel caught a glimpse of just how we like to welcome our guests. Fun themed days, eating lots of delicious food, playing games & roller skating all while working hard!

These 4 super smart (and young!) Cheers Developers and a Cheers Quality Manager traveled from EPIC Headquarters in Madison, WI to initially meet with PAS/ACC leadership and our local IMT support. Their primary focus was to understand just exactly what our call centers do, how we are using the application, what is working well and what improvements we would like to see within our workflows to make our agents call process as seamless as possible. After the initial brainstorming session, they got down to business, sitting alongside many different agents to listen and observe the groups currently using the Cheers module in EPIC to document each call answered.

The highly successful visit ended with the Cheers team sharing several improvements that are already available to us, training our IMT support on the spot for updates they can make real time, as well as a takeaway of our wish list for bigger and better enhancements that need further development.

The visit was a collaborative effort between EPIC in Madison, Upstate IMT and the fantastic teams of Ambulatory Call Center, MD Direct and Central Scheduling. Our Cheers experts could not express enough how they were thoroughly impressed with the diversity of each call we receive, and the confidence you all displayed when providing the excellent service you do!

They now know what we've always known 😊 Thank You again to everyone that helped to make their visit a valuable one!

**Shannon Austin**  
PAS, ACC & MDD Manager



# ANNOUNCEMENTS



National Association  
of Healthcare Access  
Management



Congratulations to **Katelynn Jaeger** for passing the CHAA.



Listed below is the test window and dates for anyone interested in taking an upcoming exam.

## Test Windows and Application Deadlines

<u>Testing Window**</u>	<u>Application Timeline</u>
January	apply between September 1 and November 30
April	apply between December 1 and the last day of February
July	apply between March 1 and May 31
October	apply between June 1 and August 31

\*\*Exam windows are open all month for testing.



# STAFF KUDOS

There are surveys located at the Info Desk in UH Central Registration at the Info Desk .  
There are several kudos listed below but not all visitors signed their names.

- **Makya Jacobs** provided excellent service
- Damian Irvine** assisted me in locating my food delivery
- Makya Jacobs & Marc Behringer** were great, signed Rebecca Marten
- Wonderful to have a friendly face in a sad time, thank you **Felicia (overtime person)**
- Angela Galutz** is extremely awesome!



# TOP COLLECTORS WAY TO GO

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

*Mary Hoare.....Collected on 318 accounts (\$54,229)*

*Lorrelle Ash.....Collected on 83 accounts (\$110,753)*



*Philip Carpenter.....Collected on 55 accounts (\$9,817)*

*Deanna D'Arrigo.....Collected on 43 accounts (\$5,280)*

*Coleen Schaefer ..... Collected on 38 accounts (\$17,587)*

**Lets all try to make 2023 a ground breaking year with off the chart collections !!!**



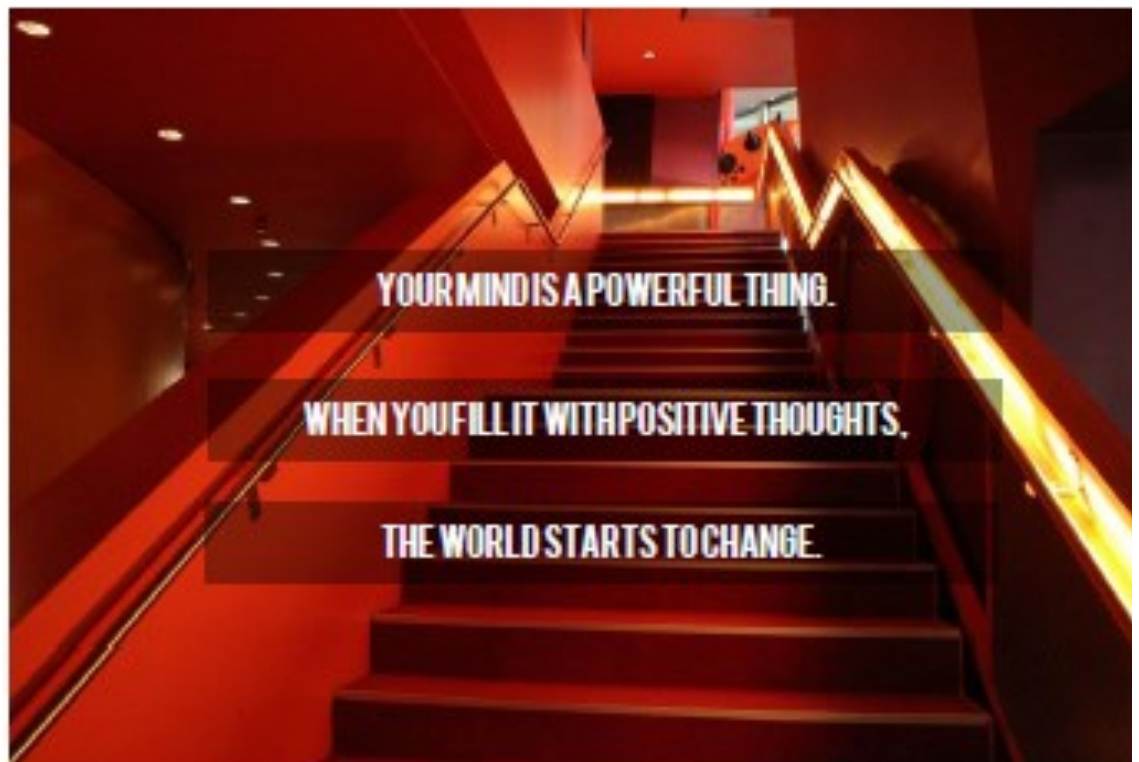


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

Temp



# HAPPY BIRTHDAY

## May Birthdays:

Rebecca Erwin	05/01	ED Reg
Brittney Florence	05/02	ED Reg
Kelly Oram	05/03	Ambassadors
Vicki Niedzwecki	05/05	Bedboard
Lorraine Montreal	05/07	Nappi
Edward Napper	05/09	UH CR
Kimberly Lockette	05/11	Amb Call Center
Deborah Maddox	05/11	ED Reg
Ed Rios	05/15	Float Pool
Elizabeth Solazzo	05/17	Amb Call Center
Margaret Hart	05/22	Amb Call Center
Benjamin Moore	05/22	UH CR
Alex Ortiz	05/22	UC Call Center
Victoria Watts	05/23	Pre-Reg
Doris Price-Webb	05/24	Amb
Katrina Jones	05/25	Float Pool
Nancy Lewis	05/31	CG SB



## Welcome to the following new employees:

Rusanne Billings	Nappi Center
Nicole Cilani	Amb Call Center
Erin Lovell-Heron	ED Reg
Benjamin Moore	UH CR
Dominick Mosley	Ambassador
Jamie Ortiz	Amb Call Center
Maria Phillips	UC Call Center
Tabatha White	MD Direct
Najei Hall	Nappi



## Returning to PAS:

Cody Ryder	Nappi Center
Alisha McDowell	Nappi Center
Shante Taylor	Nappi Center

## MOVERS & SHAKERS

Brett Parsons moved from Float Pool to PAS  
Nappi Team Leader

Erika Stolusky transferring to NYS DOT

# 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