

DEPARTMENTAL UPDATES FROM

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

June 2023



30 Years of Service:

- Shelley White—Patient Access-Admin/Admitting

25 Years of Service:

- Bridget Doohar—Patient Access—Central Registration
- Zainab Dougherty—Patient Access—Community
- Patricia Dubrulle—Patient Access—Preservices

20 Years of Service:

- Kaniesha Mason—Patient Access-Admin/Admitting

15 Years of Service:

- Christine Hotaling—Patient Access—Community
- Anne Otterness—Patient Access-Admin/Admitting
- Taressa Smith—Upstate Connect
- Mary Wagner—Ambulatory Call Center

10 Years of Service:

- Loretta Owens—Patient Access—PID/Float Team

5 Years of Service:

- Jacqueline Barrett—Ambulatory Call Center
- Whitney Camby—Patient Access Pre Services
- Ananya Choudhury—Upstate Connect
- Michael Frances Jr—Patient Access Emergency Dept
- Lisa Green—Ambulatory Call Center
- Mary Hoare—Patient Access-Admin/Admitting
- Laura Hand—Patient Access Community
- Cora LoVetere—Patient Access Community
- Kimberly Luckette—Ambulatory Call Center
- Derek Markle—Patient Access PID/Float Team
- Alex Ortiz—Upstate Connect
- Brett Parsons—Patient Access Nappi

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REGISTRATION TIPS

- When entering a **VA AUTH NUMBER** it should always start with **2 letters (VA)** followed by **10 characters**.
- When registering a patient keep in mind that **there is a Legal Sex Field** which contains an **option of unknown**. This should be selected if the patient indicates they are not identifying with male or female and have a legal document indicating such. A driver's license would display the **letter X**.
- Be sure to complete all registrations and use the **side bar checklist** to verify. The checklist should only be validated with a green check, after interviewing the patient and verifying the information entered.
- Always ask the patient if they have a **middle name or initial** if one is not listed. If the patient doesn't have a middle initial, add a permanent comment indicating such.
- Copy both the **front and back** of all **insurance cards** and label the payor name in the document table.
- Be sure to review your **personal scorecard** in Epic at least **5 times** a month at minimum.

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Documents/Advanced Directives

Thursday June 22nd @ Noon

Friday June 23rd at 2:00 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 on Thursday and Room C1076 A/B.C for the Friday session.



Quote of the Day

“ I consider each customer as a family member who deserves nothing but the best service. ”

—Tammy Toh



ANNOUNCEMENTS

Monthly Alert

Important information

Health Care Proxy Importance

The New York Health Care Proxy Law allows you to appoint someone you trust—for example, a family member or close friend—to make health care decisions for you if you lose the ability to make decisions for yourself.

By appointing a health care agent, a patient can ensure that health care providers follow their wishes. The agent can also decide how the patients' wishes apply as their medical condition changes. Hospitals, doctors, and other health care providers must follow the agent's decision as if they were the patient's. A Patient may give the person selected as their health care agent as little or as much authority as they want. The agent can make all health care decisions or only certain ones. This form can also be used to document the patient's wishes or instructions with regard to organ, eye and/or tissue donation.

Your role as a registrar is to check at every registration for inpatient & ED visits, and annually for outpatients visits, whether or not the HCP has been completed. If one has been completed, and is on file, then we should be going over that document with the patient to make sure everything listed is still accurate.

If an HCP is not on file, you should be asking the patient if they have a completed one available and/or if they would like to complete one. There is now an electronic version of the HCP form available for completion on the documents table within Epic. Also, the patient handbook has a blank HCP and instructions on how to complete the document if a patient wishes to complete at a later time. Registrars should update the Epic HCP document type in accordance with the departmental guidelines.

If the patient does not have an HCP completed and on file, the patient should be made aware of the following in order of descending priority will be making decisions on their behalf:

1. *A Court Order, Health Care Agent appointed pursuant to a Health Care Proxy,*
2. *Guardian authorized to make medical decisions,*
3. *Spouse or Domestic Partner,*
4. *Adult Son/Daughter (18 years of age or older),*
5. *Parent, Adult Sibling (18 years of age or older);*
6. *Close Friend or relative with knowledge of the patient's views.*

This information can also be found in the Patient Handbook on page 32 for reference.

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) Carol to schedule.



Insurance Basic Classes Schedule

Note: The Insurance Basics Class is being restructured and undergoing some changes. There will be an Insurance Basics class at the end of June. Dates and times will be announced to staff as soon as they are available.

ANNOUNCEMENTS



National Association
of Healthcare Access
Management



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.



Take Note

Huntington School, SCSD, is looking for used children's clothes for the upcoming school year. Many of the children have 'accidents' during school and need to be changed in order to finish out the school day. Their supply has been completely exhausted. If you have any clothing for girls or boys that your children no longer use, please contact Lisa Gaspe at ext 4-5045 or by email and I will gladly pick up the items. Thank you!

STAFF KUDOS

Compliment for **Kim Durand** from Julie in the Cancer Center



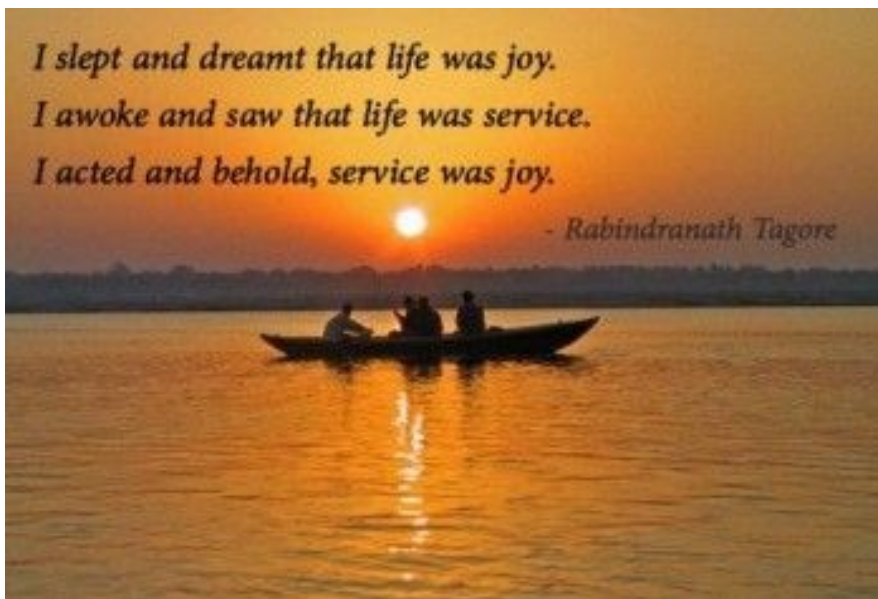
THANK YOU!

Just want to thank Kim D
in Registration for assisting and
and supporting us at check in.
We value and appreciate her
work ethic. It is evident
that our patients like her
as well. Julie - Upstate Cancer
Center



*I slept and dreamt that life was joy.
I awoke and saw that life was service.
I acted and behold, service was joy.*

- Rabindranath Tagore



Golden Duck Award given to **Doug Deaver**

GOLDEN DUCK AWARD!

Lucky Duck...
you have been selected to receive the
Upstate Cancer Center
"Golden Duck Award"!



Named after the beloved duck that temporarily took residence in our Healing Garden, the Golden Duck award is bestowed upon an Upstate Cancer Center staff member that has demonstrated exemplary patient service. The Golden Duck Award shall be presented quarterly with the prior recipient forwarding the Golden Duck trophy to the next awardee.

The duck symbolizes vigilance, protection, balance, adaptation, grace, and strength. So, get your ducks in a row and embrace your inner duck to receive this esteemed recognition. You won't want to duck out of this award!

STAFF KUDOS

Golden Duck Award given to **Doug Deaver**

Here were the sentiments from the staff that nominated Doug for the Golden

Name of Golden Duck Award Nominee	Doug Deaver
Your Name (Nominator's Name)	Kara Redden
Your Email Address	reddenk@upstate.edu

In a few sentences, please share why you're nominating this person for the Golden Duck Award.

Our Cancer Center patients comment on how great Doug is with them and that he helps keep them calm. He always knows what they need when they come in. He is always ready with a wheelchair. He is always very friendly when they first walk in the door. Great Guy all around !!

Doug is the epitome of a Golden Duck recipient. A joy to have at the Cancer Center, always willing to go the extra mile for patients.

Greeting patients at the door by name with wheelchair in hand, making them feel welcomed. Doug is always down for staff banter and never short of corny jokes and random facts. Doug is a duck-worthy employee !!!

Over the years, I witnessed Doug's incredibly hardworking ethics as an ambassador in the Cancer Center. Doug plays a crucial role on our team by assisting our patients to their appointments. He always provides a happy, comfortable and safe transports while putting our patients at ease. Our patients look forward to seeing Doug-he certainly makes their day brighter. He is most deserving of our Golden Duck Award ! Thank you for all you do Doug!



Thank You
FOR MAKING
A DIFFERENCE

TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 383 accounts (\$76,318)

Molly Schaefer.....Collected on 93 accounts (\$14,717)



Lorrelle Ash.....Collected on 68 accounts (\$6,279)

Philip Carpenter.....Collected on 65 accounts (\$8,528)

Laura Hand Collected on 45 accounts (\$4,070)

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.



Ambassadors:

HPSC1

Ambassador Team Leader

UH Central Registration:

HPSC1

UH ED Reg :

OAS

CG ED Reg :

OAS

Verification:

HPSC2

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

PAS Associates

Senior PAS Associates

Clerical Specialist 2

HPSC1

Admitting:

HPSC2

CG Switchboard :

Clerk 1

Float:

HPSC2



Make that job yours



HAPPY BIRTHDAY

June Birthdays:

Linny Hernandez	06/05	Verification
Loretta Owens	06/06	Float
Robin Gilfilian	06/08	PID Team
Lorraine Banda	06/10	ED Reg
Brenda Passardi	06/10	PID
Cora LoVetere	06/10	ACC
Diane Mills	06/15	Pre-Services
Harmony Mantor	06/19	Verification
Shawnasia Hoke	06/22	UH Central Reg
Carol Andrews	06/23	All
Whitney Camby	06/24	Pre-Reg
Carmella Carroll	06/30	ACC



Welcome to the following new employees:

Marie Martinez	Admitting
Dominic Mosley	CG Central Reg
Jonathan Maynard	ED Reg



MOVERS & SHAKERS

Lori Covington promoted to ED Team Leader
Amber Gray transitioned to Pre Reg



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, and Training Resources. The main content area includes a 'Patient Access Services' header, a news item about 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!', and a 'Have a Question? Ask us!' section. A 'QUICK LINKS' sidebar on the right provides direct access to documents like the 'Guide to Patients Rights' and 'Insurance Cheat Sheet'. A banner image at the bottom of the main content area shows three people on a phone call with the text 'How can we help?'.

- **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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