

DEPARTMENTAL UPDATES FROM

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

August 2023

Best attractions in Syracuse in August Kaniesha Mason

Besides the array of exciting events and activities Syracuse has to offer in August, we want to remind you of the classic attractions in Syracuse that are great to visit at this time of the year! You can't miss these iconic landmarks, local favorites, and places rich with cultural heritage. We hope to give you insights and inspiration into the best things to see and do to make the most of the end of the summer season. Here is a list of our top attractions in August.



Destiny USA is a large indoor mall that offers a variety of stores, restaurants, and entertainment. There is something there for everyone. Get your shopping done, enjoy a movie, comedy show, and/or grab a bite to eat.



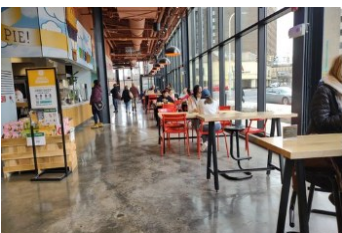
Rosemond Gifford Zoo-Take time to enjoy the wildlife trail and aviary. Enjoy the large variety of animals leopards, camels, wolves, eagles, penguins, elephants, and monkeys. Wear comfortable shoes because there's so much to see.



The newly renovated **Mets Stadium** is a great place to see a baseball game. They're known for an amazing fireworks show and makes for a great date night.



The **NYS Fairgrounds** is an amazing event where you can get great food, music, entertainment, and games. There's a ton of food trucks, rides, and vendors. This is an experience you don't want to miss. Try the fried dough, corn, milk, shark bites, pitas, and wine slushies.



The **Salt City Market** is a great place for a business meeting or simply to hangout. There is a variety of good food and desserts from different cultures. Your little ones can enjoy the outdoor play area. There are some many options and can't forget to mention the outside patio.

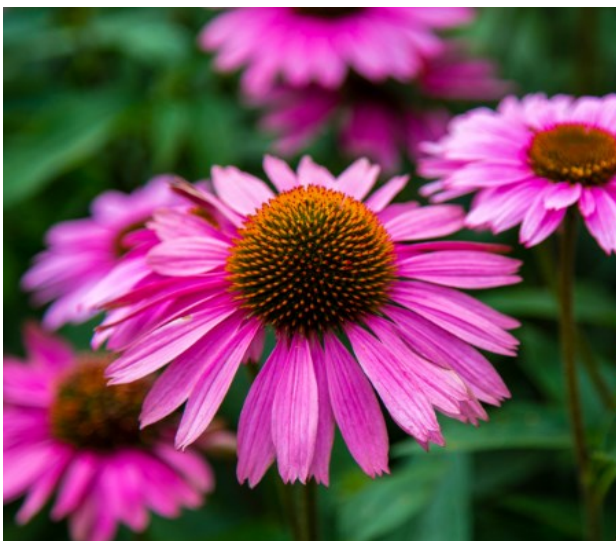
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REGISTRATION TIPS

- The **effective date** for a **workers compensation** is always the date of the accident
- When completing the **MSPQ** be sure to include answers to all questions. Employment questions pertaining to a **spouse** need to be fully completed including **employer name and address**
- Ask for a **SSN** whenever missing. Remember to use all **9's if the patient never received a SSN** and use all **zero's if the patient does not recall** their SSN number
- Enter the exact **9 Digit SSN** number. Do not enter leading zeros with the last 4 digits
- Review previously entered **coverages** prior to creating **new coverage**
- Use the **preferred name field** whenever the patient elects to be called something other than their **legal name**. Preferred names should not be listed in the legal name field.
- Check if the **Research Recruitment field** has been valued appropriately
- Always ask the patient if they have a **middle initial** if one is not listed



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Transgender Care

Hosted by

Dr. Dmitriy Nikolavsky

August 25th at 2pm.

Sign up is available in Self-Seve. Please click on the link below to access the lunch & learn. Please follow the prompts for access.

[Join the Teams meeting](#)

1. Join the Teams Meeting by clicking on the link above
2. If you have never used Teams, in the new web browser window click Cancel on the pop up and select Continue in Browser.
3. If prompted enter the Meeting ID: 210451378989
4. Pass code : zBt6nA

Quote of the Day

“ Our attitude towards others determines their attitude towards us. ”

—Earl Nightingale

ANNOUNCEMENTS

Monthly Alert

Patients Rights

Important information

A patient's bill of rights is a list of guarantees for those receiving medical care. It may take the form of a law or a non-binding declaration. Typically a patient's bill of rights guarantees patients information, fair treatment, and autonomy over medical decisions, among other rights.

The state and federal governments require that all hospital patients in New York State be given certain information and materials when admitted to a hospital.

Patient Access Services is responsible for providing the patient a copy of their patient rights. We accomplish this by providing the patient a copy of the Patient Handbook annually for Outpatient visits and at each Inpatient and/or ED visit.

This is important for meeting our patient obligation.

We can simply say "***Here is a copy of the Patient Handbook which includes your patient rights.***"

If the patient refuses to take the handbook, you then need to document, patient refused in the document table. We also offer the patient handbook in Mychart. If a patient elects to review in Mychart, select Mychart as the status in the documents table.

<https://upstate.ellucid.com/documents/view/6577>

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 will be offered from 8:30 to 4:30 on the 4th Thursday of every month.

Sign up will be available in Self-Serve.

ANNOUNCEMENTS

Take Note



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.

STAFF KUDOS



National Association
of Healthcare Access
Management



Congratulations to the following for passing the CHAA Exam!

Cody Ryder

Doris Price-Webb

Freedom Torrence

Kachelah Flournory

Mark White

Michael Francis

Rhiannon McDonald

Shannon Marcotte

Please see your supervisor if you are interested in taking the CHAA during the next testing period in October.



STAFF KUDOS

Compliments for **Dee Graves** and **Shante Taylor** from Shannon Austin

I had the opportunity to work alongside Dee Dee Graves and Shante Taylor at the Nappi Front Desk for a few days.

The enthusiasm and natural ability to provide top notch customer service that they both possess is an exciting thing to watch.

Great work, Ladies! Happy to sit alongside you and provide support anytime!

Shannon Austin, CHAM

PAS, MD Direct & Ambulatory Call Center Manager

GM to everyone:) I wanted to thank the **leadership team** for offering the training session with **Brenda Passardi** for our upcoming Chaa exam! It really help my understanding of so many terms that I honestly was not familiar with. She is an amazing teacher! and I know it will help anybody taking the CHAA exam now or in the future, or even working with Brenda on various lunch and learns that she offers. **Deanna D'Arrigo**



Compliment for **Joe Duffus**

Submitted by Melissa Yarbrough, BSHA

Dr. Hassan's office wants to recognize Joe Duffus for going above and beyond while assisting them regarding a patient referral. Great Job, Joe!!



STAFF KUDOS

Compliment for **Marla Hill**

Submitted by Allison C. Dodge



Hi Marla,

Please see the forwarded Thank an Upstate Star submission from Jody. This message recognizes you for your *dedication to your patients and willingness to help*. It's great to know your colleagues think so highly of you.

Thank you for your continued support of Upstate's mission.

With appreciation,

Allie



TOP COLLECTORS WAY TO GO

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

Mary Hoare.....Collected on 267 accounts (\$42,188)

Lorrelle Ash.....Collected on 66 accounts (\$9,587)

Denneya Edwards.....Collected on 47 accounts (\$9,914)

Deanna D' Arrigo.....Collected on 41 accounts (\$4,977)

Zainab Dougherty..... Collected on 39 accounts (\$6,361)

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

Clerical Specialist 2

HPSC1

Admitting:

OAS

CG Switchboard :

Clerk 1

Float :

HPSC2



Make that job yours



HAPPY BIRTHDAY

August Birthdays:

Shaquella Newby	08/01	Amb Call Center
Maria Phillips	08/04	UC CC
Tammy Pais	08/05	Pre Reg
Sabrina Kane	08/07	Ambassadors
Deidra Graves	08/10	Nappi
Susan Kehrer	08/15	Pre Reg
Laura Hand	08/17	CG CR
Timothy Lounsbery	08/18	UC CC
Lisa Green	08/19	Amb Call Center
Kaniesha Mason	08/19	PAS
Freedom Torrance	08/23	ED
Doug Dever	08/26	Ambassadors
Etrenidall Bey	08/29	UC CC



Welcome to the following new employees:

Diedra Graves	Nappi (June)
Marla Hill	Nappi (July)
Christopher Indeck	Nappi (June)
Curtis Jones	Nappi (July)
Nikoa Krebs	ED Reg (July)
Lilliana Padro	ED Reg (July)
Rmani Parnell	Float (July)
Allison Wainman	Nappi (June)



MOVERS & SHAKERS

Cheryl Dixon promoted to ACC Team Leader.

Mary Hoare is retiring and moving to be closer to her family.

Connor Ransier promoted to Ambassador Team Leader



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 displays a 'Patient Access Services' header, followed by a news item about 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' and a congratulatory message for top POS collectors. Below this is a large image of a smiling woman on a phone call with the text 'How can we help?'. 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

[More Search Options](#)