

DEPARTMENTAL UPDATES FROM

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

September 2023

SAVE *The* DATE

Tuesday,
September
19, 2023!



UPSTATE
MEDICAL UNIVERSITY

Please join us for a very special ZOOM presentation on Communications, Customer Service and Sales presented by Nancy Friedman, The Telephone Doctor.

Nancy's programs wow audiences with her tips, ideas, skills, and techniques.

Filled with fun and humor (this is NO SEMINAR – it's a cool event where you can relax and have fun). Nancy brings a treasure chest of information you'll be able to use immediately and forever. Custom designed for Upstate Medical University SUNY.

Nancy's presentation will have you laughing and learning throughout the session. Prizes (YES, prizes) and surprises are included as well as a question and answer segment where you get to ask your very own questions that may have been troubling you with clients and customers.

For a preview of what's in store for a fun filled event, log on to www.nancyfriedman.com or see her [YouTube channel](#).

Please follow her on [Instagram](#), [Facebook](#) and [LinkedIn](#) if you're on there.

Nancy is looking forward to working with you all.



Where: Join us from the comfort of anywhere!
Time: 1:00 pm – 2:00 pm Eastern
Date: Tuesday, September 19, 2023

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Microsoft Teams meeting [Click here to join the meeting](#)
Meeting ID: 255 220 363 849
Passcode: hgPUiV



REGISTRATION TIPS

- Be sure to always ask and answer all of the questions on the **MSPQ**. No question should be left unanswered.
- Capture all **phone numbers** for the patient including the **area code**
- Always select a **Not Collecting Reason** if unable to collect a copay
- Copy both the **front and back** of all **insurance cards**
- Always validate the patient's **e-mail address** to ensure the spelling is correct
- 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
- An **expiration date** can now be added in the document table when a driver's license is expired
- The **Patient Handbook** *should be* offered at every registration even if we think the patient will refuse, offer at every **Inpatient** and **ED visit**.



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Consents for Children

Hosted by

Jennifer Marsh (Peds Social Worker)

9/21/23 @ 12:00 p.m.

Sign up is available in Self-Seve. **Click the link below to access the lunch & learn.**

Join the Teams meeting

Please follow the prompts for access:

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:**

Meeting ID: 242 797 854 632

Passcode: SQPmx7

Quote of the Day

“ When you make a mistake, there are only three things you should ever do about it, admit it, learn from it, and don't repeat it . ”

— Bear Bryant

ANNOUNCEMENTS

Monthly Alert

The Importance of Patient Photo

Important information

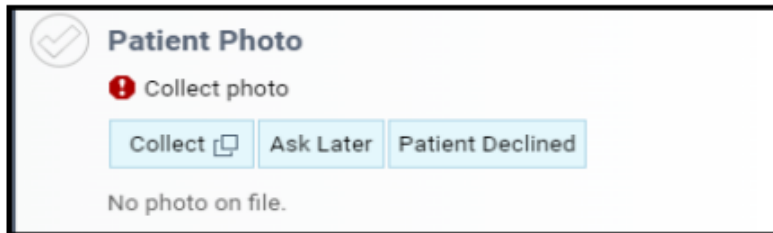
As of Wednesday, July 26, 2023, a new warning displays in the Sidebar Checklist when a patient needs to have their photo taken.

- Patient photos are proven to reduce medical errors
- Patient photos increase patient safety
- Photos can be used as a second credential for multi-factor patient authentication

The warning will include the following options:

- **Collect**– This option will take you to the photo collection activity
- **Ask Later**– The warning will disappear from the Sidebar Checklist until the following day
- **Patient Declined**– This option will cause the warning to go away for six months. Adult patients will be prompted to take new photos every five years, and patients under 20 years old will be prompted to take a photo every year. Photos are not recommended for patients under the age of 3.

Updated Content

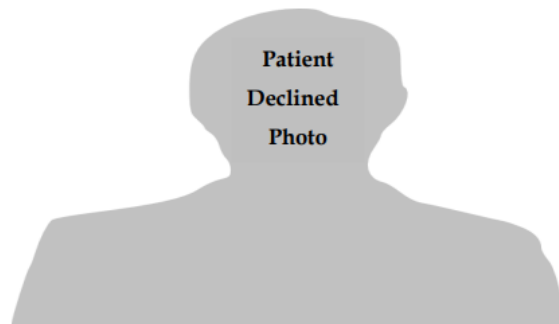


Sidebar Checklist – Photo Collection Warning

...What to do if a patient refuses to have photo taken

Pt Declines:

If a patient is adamant about not having a photo taken, take a photo of the laminated silhouette that reads “**Pt Declined**”. When this image is present, do not request to take a photo in the future.



Pt requests to take photo at later date:

If the patient states that they wish to take a photo at a later time, **do not use the image above**. Instead leave the blank silhouette in the EMR and the patient will be asked at their next visit.

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 quarterly

Rheumatology Medicine Private Practice Homer.....	13.83%
Patient Access CC.....	8.27%
PM&R Concussion Clinic Hospital.....	8.1%
Patient Access UH.....	5.66%
Urology Private Practice.....	4.15%



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

Important
Information

Service Dogs and Visitation Rules

Submitted by Lisa Gaspe

Our Information Desk has seen an increase in the amount of dogs coming in with visitors to visit a patient. Bethany Sciotti, Director of Patient Relations, was invited to an Ambassador staff meeting to provide us with what we have to allow vs what animal we can turn away.

Bethany defined a service animal as either a dog or a mini-horse. Our staff are only allowed to ask the pet owner two questions: **1.** Is this animal required because of a disability (we can't ask what type of disability)? **2.** What is it trained to do?

A service animal does not need to be certified or licensed. The animal does not have to wear special clothing denoting them to be a service animal. We cannot ask to see proof of vaccination.

We are allowed to ask the animal to leave our premises if the handler does not have control over the animal or the animal is aggressive or is not house broken.

Emotional support/therapy pets are NOT considered Service Animals.

Using the correct **Medicare ID#** -

In 2018, Medicare transitioned from a HICN format for ID numbers to an MBI format. HICNs were formatted as 9 numbers followed by one letter (sometimes one letter and one digit). MBIs are formatted as 11 digits consisting of numbers and letters.

In EPIC, Medicare coverage must have the patient's MBI number entered as the ID#. If the coverage still has the outdated HICN format, the MBI number must be obtained and entered prior to initiating RTE or applying coverage to a HAR.

The diagram illustrates the transition from HICN to MBI Medicare ID formats. On the left, a HICN format '000-00-0000-A' is shown with a red 'X' above it, indicating it is outdated. Below it, an MBI format '1EG4-TE5-MK72' is shown with a green checkmark above it, indicating it is the current format. In the center, two sample Medicare Health Insurance cards are displayed. The top card, labeled 'Old' with a red 'X', shows a HICN: '000-00-0000-A'. The bottom card, labeled 'New' with a green checkmark, shows an MBI: '1EG4-TE5-MK72'. Both cards show beneficiary information for John Doe and John L. Smith, and their respective Medicare claim numbers.

ANNOUNCEMENTS

Take Note



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.



Note: Follow these steps when in the Epic document table regarding advance directives. If the old advance directive is displayed with **not received listed**, delete the document so the new one can be added. To delete the document, scroll to the right and click the garage can to delete.

If a new updated HCP needs to be added, expire the old one listed, and add the new one using the advance directive for HCP.

STAFF KUDOS

Compliment for **Brenda Shea**

Submitted by Kelly O'Hara

I would like to submit this compliment for Brenda Shea in the next newsletter. The patient had been on hold for a while trying to reach Physical Therapy. He hung up and called Central Scheduling. Brenda told him she would find help and call him back. She found a more direct extension for him and got back to him quickly.

Thank you!

Kelly O'Hara

Team Leader

Central Scheduling



Compliment for **Kim Durand**



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit Connect Care

Reason for Recognition Exceptional customer

care, very professional and friendly.

Any office would be lucky to

have her be the first face people

see when checking in.

Your Name (Optional) Ariel Brown

Patient/Family Faculty Staff Volunteer Other

STAFF KUDOS

Compliments for **Kimberly Durand**



Dear Friend,

At Upstate University Hospital and Community Hospital, our goal in healthcare is to exceed your expectations and to deliver excellent service.

We appreciate your help in recognizing direct care providers and staff members who make the best patient experience happen.

Please drop this comment card in any U.S. mailbox or in the Upstate Stars box in the hospital lobby.

You may also e-mail me at stars@upstate.edu or fill out the form on upstate.edu/stars

Your remarks will be shared among our staff as we recognize those who go above and beyond.

Sincerely yours,
Megan Chase, Professional Development & Learning
stars@upstate.edu

PLEASE

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim

Department/Unit Conn Care

Reason for Recognition Kim calmly helped me sign in and gave me resources I needed, I appreciated her kind attitude,

Your Name (Optional) Sillian Parvolder

Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit Registration

★ Reason for Recognition Kimberly has exceptional people skills and went out of her way to answer all my questions and concerns. She went above and beyond to make me feel comfortable

Your Name (Optional) Elizabeth Martin

Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) ~~Kim~~ Kim

Department/Unit _____

Reason for Recognition Great experience, ~~Kim~~ is friendly and efficient work space was very nice. Kim was very helpful. Love the staff here connect correct. Kim

Your Name (Optional) Keystal M.

Patient/Family Faculty Staff Volunteer Other



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



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit connect care

Reason for Recognition Super helpful especially with parking -

Your Name (Optional) David Beloso

Patient /Family Faculty Staff Volunteer Other

Compliment for **Kimberly Durand**



STAFF KUDOS

Compliment for **Kimberly Durand**



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Registration
 Department/Unit Registration
 Reason for Recognition Fantastic resption
Great to see your lovely face this
morning.

Your Name (Optional) Rae Ann Hayden
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim
 Department/Unit Registration
 Reason for Recognition Wonderful
Service, deserves a raise

Your Name (Optional) Jenifer Reest
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim
 Department/Unit Connect Care
 Reason for Recognition Shes Awesome
Very nice person.

Your Name (Optional) Marcelo Reus
 Patient/Family Faculty Staff Volunteer Other



TOP COLLECTORS WAY TO GO

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

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

Oandhi Brown.....Collected on 48 accounts (\$6,056)

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

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

Coleen Schaefer..... Collected on 34 accounts (\$8,571)





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

Temp

UH Central Registration:

Team Leader (new position)

HPSC1

UH ED Reg :

OAS

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

HPSC1

OAS

UC Call Center :

Call Center Representative

Float :

HPSC2

ACC :



HAPPY BIRTHDAY

September Birthdays:

Sydney Wiesing	09/02	Verification
Kimberly Cummings	09/06	CG Switchboard
Randi Proctor	09/09	CG PAS
Christine Hotaling	09/10	CG PAS
Kathy Libby-McAnulty	09/13	Cen Scheduling
Janice Gualtieri	09/14	MDD
Shannon Austin	09/16	Pre-Services
Shannon Burley	09/18	UC Call Center
Christina Dee	09/20	ACC
Joseph Duffus	09/20	ACC
Christine Loreto	09/20	UH Central Reg
Megan Webb	09/20	Cen Scheduling
Cody Ryan	09/22	Nappi
Mark White	09/24	Nappi
Michelle Napier	09/26	CG Switchboard
Kala Adams	09/27	ACC
Tonique Sigler	09/27	UH Central Reg
Norris Gary	09/28	Ambassadors
Najei Hall	09/28	Nappi



Welcome to the following new employees:

Alana Albanese	Ambassador
Toby Bryant	ED Reg
Simone Hall	Nappi
Jodeann Harris	ED Reg
Tammy Hughes	UH Central Reg
Fredreca Johnson	ED Reg
Shayne Mitchell	UH Central Reg
Esther Owuse	UH Central Reg
Tonique Sigler	UH Central Reg
Donniesha Terry	UC Call Center
Yatin Zirath	ED Reg
Jasmine Stokes	ED Reg
Lashawn Robinson	Ambassador

MOVERS & SHAKERS

Etrenidall Bey transferred to Nappi

Marc Beringer accepted State Ambassador TL position.

Mary Wagner will be retiring at the end of August.



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 Upstate Medical University Patient Access Services Intranet Home page. The header includes the Upstate Medical University logo, the text 'State University of New York', and 'Patient Access Services'. A search bar is located in the top right corner. The main content area features a 'Patient Access Services' sidebar with a list of links: 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 'Point of Service Collections - "Races" 2017 WINNERS CIRCLE!' announcement with a link to 'View results on this PDF'. Below this is a photograph of three women talking on mobile phones, 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 with 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

[More Search Options](#)