

DEPARTMENTAL UPDATES FROM

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

October 2023

The PAS Website has a fresh new look!

Help make **Patient Access Services** responsive to your needs and those of the greater Upstate community.

HAVE A QUESTION? ASK US!

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Patient Access Services

- No Surprise Bill Legislation
- Pre-Services
- For Managers
- Insurance
- Managed Care Notices
- Contact Us
- Training Resources

Patient Access Services

QUICK LINKS

- Patient Handbook [↗](#)
- UH Guide [↗](#)
- CC Guide [↗](#)
- Participating Provider List [↗](#)
- Interpreter Services
- Parking Validation

Newsletter

Bulletins

Policies

Tip Sheets

Hospital Intranet

Service Skills

Upstate Connect

Clinical Launch Pad

Epic

Help Desk

Self Serve

Community Campus

Many of the previous folders have been converted into buttons for easier access. You can now access the Newsletters, Bulletins, Policies and Tip Sheets with ease. Also, the insurance cheat sheet has been moved to the Insurance folder on the left. The *Have a Question? Ask Us!* has been moved to the top of the page and is found in the purple box.

Take a few moments to explore the new site and all it has to offer!



REGISTRATION TIPS

- When loading a **Generic Insurance** always include a billing address
- Collect missing **SSN numbers** whenever you can, as they help with patient identity and insurance look up
- With each registration, always check first if an **HCP** is on file. If not, ask if one is completed or can be completed at registration for inpatient stays and ED visits
- Always use the **City/Zip** field to enter zip code. The correct county will be defaulted
- Always check to see if the patient has an active **MyChart**. If not, inquire if they would like to sign up
- Be sure to use the **Not Collecting Button** and select the **appropriate reason**, when no co-pay is being collected
- Be sure to **add a HAR note** when no insurance is being created /applied to the HAR
- Always review the **RTE response** for coverage and benefit details



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Hyperdrive

Hosted by Emily Greenwood

Tuesday October 17th at Noon

UH C1071 Cancer Center

[Click here to join the meeting](#)

Friday October 20th at 10 am

UH C1076 A/B/Center-Room C1071.

[Click here to join the meeting](#)

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

If you have trouble with the links use the Meeting ID and Pass codes below.

Tuesday: Meeting ID: **227 923 441 39**

Pass code : **vYmtQB**

Friday: Meeting ID: **293 778 418 515**

Pass code: **C7DpGt**

Quote of the Day

“ To give without any reward, or any notice, has a special quality of its own . ”

— Anne Morrow Linderg

ANNOUNCEMENTS

Monthly Alert

Important information

The Importance of registering an account with a different guarantor type, other than **personal family**.

When registering a **Worker's Compensation** or **No-Fault**, if not already created on the encounter, the proper guarantor type should be created.

Once created the guarantor information will pre-fill with the patient's name if age 18 or older.

If you do not have all the necessary insurance information, such as subscriber name, address, dob, and the insurance carrier and policy number, create the correct guarantor type without coverage information. Once the encounter closes, the bill will be forwarded to the guarantor on file.

Always add a HAR note and Registration note explaining the situation and any known coverage clues. Hand the patient the card and advise to call us back with the needed information. A bill will be sent to the guarantor on record once the encounter closes.

Side note: The finance department has 45 days to submit a claim due to timely filing guidelines.

Keep in mind that additional documents are needed for each specific scenario.

For a Worker's Compensation, in addition to our standard consents, we should have the A-9 consent completed.

For No-Fault the NF-3 and NF-4 consents are required for all in patient encounters.

On every encounter, on the patient level, there should always be listed a Personal Family Guarantor and coverage. This is needed in case the Worker's Compensation or No-Fault is being denied.



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



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

Test Windows and Application Deadlines

Testing Window**	Application Timeline
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.



Welcome to October and of course **CYBERSECURITY AWARENESS MONTH**. Here in the Upstate IMT division we have a team of dedicated cybersecurity professionals working hard to keep our systems and network safe. Cybersecurity Awareness Month is intended to help Upstate Students, Faculty and Staff become more aware of the actions they can take to combat cybercrime. Over the **next month** you will receive tips and have the opportunity to speak with our staff about cybersecurity topics. While there are many items to consider we encourage you to focus on these 4 items:

- Use of strong passwords
- Use of multifactor authentication
- Recognize and report phishing
- Up to date software

Our team will be at several Upstate locations during the next month and will also offer a few webinars throughout the month, please take the time to see us.

Thank You,

Dave Hanson, IMT Director – Network Operations and Security

STAFF KUDOS

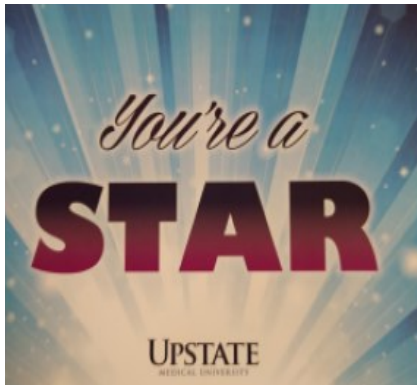
Compliments for the **ED evening and night team**

Submitted by Hayam Khalil

Good morning, the incident command was activated yesterday at 830p due to multiple traumas. Kudos to the ED evening and night team; for the best workflow, professionalism and team work, I appreciate your help **Tami**, **Lorraine**, **Nikoa**, **Lilliana**, **Jasmine**, **Jodeann**, **Thomas**, **Alex** and **John**!



Compliment for **Tabatha White**



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Tabatha White

Department/Unit Connect Care Call Center

Reason for Recognition Extremely calming,

Empathetic and helpful. I was very upset she assure me that they could start the ball rolling for some stuff being addressed she is awesome

Your Name (Optional) Upstate Patient

Patient /Family Faculty Staff Volunteer Other



STAFF KUDOS

Compliments for **Kimberly Durand**



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kimberly Durand
Department/Unit Registry connect care
Reason for Recognition Awesome manner/info

Your Name (Optional) Bobbi Amundson
 Patient/Family Faculty Staff Volunteer Other

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 DETACH

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand
Department/Unit Registration
Reason for Recognition Very pleasant easy to talk to and quick and helpful.

Your Name (Optional) Michelle Butler
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim
Department/Unit Connect care
Reason for Recognition Kim is bright and very helpful!

Your Name (Optional) mayshanel Stevens
 Patient/Family Faculty Staff Volunteer Other



STAFF KUDOS

Compliment for **Kimberly Durand**

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit Reception

Reason for Recognition ONE (FOR THE) NICEST & MOST

INFORMATIVE people I have EVER met in the
health care industry. She made my 1st VISIT
TO CONNECT CARE THE EASIEST & WELCOMING EXPER-
ENCES EVER

Your Name (Optional) PATRICK Phelan

Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit Connect Care

Reason for Recognition Fantastic service! Fixed a

scheduling issue and got me in very quickly.
Very friendly and professional!

Your Name (Optional) Katerina LaForest

Patient/Family Faculty Staff Volunteer Other

NICE WORK



TOP COLLECTORS WAY TO GO

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

Anne Otterness.....Collected on 112 accounts (\$12,330)

Marie Martinez.....Collected on 103 accounts (\$17,119)



Molly Schaefer.....Collected on 72 accounts (\$14,573)

Denneya Edwards.....Collected on 64 accounts (\$6,667)

Lorrelle Ash..... Collected on 55 accounts (\$11,384)

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.



OPEN POSITIONS

Ambassadors:

HPSC1

Temp

UH Central Registration:

HPSC1

UH ED Reg :

OAS

TEMP

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

HPSC1

OAS

UC Call Center :

Call Center Operator

Float :

HPSC2

ACC :

Call Center Representative



HAPPY BIRTHDAY

October Birthdays:

Tricia Eldred	10/01	Verification
Hannah Stillwell	10/01	Central Scheduling
Katelynn Jaeger	10/02	Verification
Michele Martin	10/02	Central Scheduling
Alexander	10/06	ACC
Lori Covington	10/07	ED Reg
Coleen Schaefer	10/09	Verification
Maggie Durham	10/10	Pre-Reg
Shelley White	10/10	All
Anne Otterness	10/12	Bedboard
Brandon Caporin	10/13	Ambassadors
Hayam Khalil	10/15	ED Reg
Marisol McCullen	10/15	ACC
Marty Prater	10/16	MDD
Robin Thomas	10/17	Data
Megan Carey	10/19	CG Cent Reg
Stacy Wieczorek	10/22	Nappi
Zianab Dougherty	10/24	CG Central Reg
Kachelah Flournory	10/25	Nappi
Rhiannon McDonald	10/29	Nappi
Yatin Zirath	10/30	ED Reg



Welcome to the following new employees:

Octavia Alenn	Nappi
Maneera Duddu	Nappi
Monica Rhyne	Verification
Gabri-el Rose	UH Central Reg
Stacy Wieczorek	Nappi
Mackenzie Young	ED Reg



MOVERS & SHAKERS

Nothing to Report!



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>

HOME

NO SURPRISE BILL LEGISLATION

Help make **Patient Access Services** responsive to your needs and those of the greater Upstate community.

HAVE A QUESTION? ASK US!

Patient Access Services

No Surprise Bill Legislation

Pre-Services

For Managers

Insurance

Managed Care Notices

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QUICK LINKS

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- [Interpreter Services](#)
- [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 5/11 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](#)