

DEPARTMENTAL UPDATES FROM

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

November 2023

Ambassador Services

We currently have [Ambassador Services](#) at University Hospital, Community Hospital and the Nappi Wellness Institute. We are working on adding Ambassadors at 550 Harrison Center and University Health Care Center. Call the numbers below for assistance or reach out if you have suggestions for services not yet listed.

Ambassadors are here to help you with:

- Wheelchair and escort services
- Assistance in and out of hospital
- Mail and fax/copy services
- Floral purchases from our gift shop (UH only)
- Parking information and validation
- Hotel information
- Language interpreter services
- Taxi arrangements
- Restaurant & business information on the SU Hill & surrounding vicinity
- Notary services
- Courtesy phone for local calls
- Cellular phone and device chargers
- Information on our wireless network
- Toiletries for long term stay visitors
- Delivery of emails from family/friends
- Bus schedules
- Smoking cessation lozenges

University Hospital—464-5030, option 1

Community—492-5538

Nappi—464-5030, option 2; for reservations: Nappi offers a reservation system by emailing (nappiambassadors@upstate.edu) or calling.

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REGISTRATION TIPS

- Always ask the patient if they have any other *insurance*
- Be sure to add a **HAR note** when no insurance is being created/applied to the HAR
- When scanning insurance cards be sure to scan both front and back then enter the name of the insurance in the description field on the documents table
- When no co-pay is being collected, be sure to enter a reason for not collecting
- Collect missing **SSN numbers** whenever you can as they help with patient identity
- Under emergency patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss Fields**.
- **Employment information** needs to be asked at every registration and completed accordingly
- When registering a patient with **Tricare**, enter the **DOD-DBN** number found on the back of the insurance card as the Subscriber ID

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: PCP Entry

Tuesday November 28th at Noon

UH C1071 Cancer Center

[Click here to join the meeting](#)

Wednesday November 29th at 2pm

UH Cancer Center Room 1071 .

[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: 272 257 657 134

Pass Code: 5UpFnS

Wednesday: Meeting ID: 294 067 836 962

Pass Code: zVdvBx



“ Most people spend more time and energy going around problems than in trying to solve them. ”

—Henry Ford, Founder Ford Motor

ANNOUNCEMENTS

Monthly Alert



The importance of PCP entry

Important information



Selecting the appropriate primary care physician at the time of registration is essential. It helps facilitate communication between University Hospital providers and the patients PCP, ensuring continuity of care.

The PCP field should always contain one of the following values:

- **Physician Name** – Review/Enter the correct physician, including address as many docs see patients at multiple sites
- **Provider Not in System** – Select after completing a thorough PCP search if the doc and/or practice site are not in the system
- **No, PCP**– Use this option if the patient states that they do not have a primary care doctor

The **Physician Name** field lists the name of the Primary Care Physician the patient treats with. If there is a physician listed, however not displaying on the Navigator, verify the physician start date. The physician must be effective on the date of service to display on the Navigator.

PCP information needs to be verified with the patient at each visit. **Never enter the PCP's name from an insurance card without verifying with the patient.** Physician's often see patients in multiple locations therefore it is important to verify the address where they provide care. **Also, do not make changes to the PCP record if the patient is seen in the following sites: Family Medicine, Pediatrics and Adult Medicine at 4900 Broad Road, Syracuse NY or 725 E Adams Street, Syracuse, NY.**

Physician Search Criteria:

- Registrars should begin their search using the first 3 letters of the Physician's first and last name if known, i.e., John Smith enter (smi, joh)
- If provider not found, search by entering the physician's full last name
- The spelling of the name could be a challenge. Ask the patient for the spelling if unknown.
- If provider is not found when searching in the Add PCP field, select the Near City, State, ZIP field, to update your search criteria.

Please join us for the November Lunch & Learn to learn more about the PCP entry process!

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 or Kaniesha Mason 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

<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.



Congratulations to **Kristen Henry** for passing the CHAM

Congratulations to the following for passing the CHAA

John Zidor

Kimberly Durand

Alex Hike

Derek Markle

Stephanie Delgado



Nappi

UPSTATE
NAPPI WELLNESS INSTITUTE

Nappi Wellness Institute



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Dreydel Johnson, Olivia Cheung, Deidre Graves

Department/Unit Nappi Ambassador Services

Reason for Recognition I am impressed daily with this team! They work so well together to ensure a positive patient experience!! Keep up the GREAT work!!

Your Name (Optional) Kristen Henry

Patient /Family Faculty Staff Volunteer Other



Welcome to the following new employees:

Olivia Cheung - Ambassador

Laura Rockwell - Ambassador

Kristin Hall - Patient Access Associate

Kai Dixon - Clerical Specialist II



New Services - Integrated Care 11/6

Extended Hours Connect Care 7:00am-7:00pm Tuesday & Thursday

Ambassador Services offered at Nappi Wellness Institute - To reserve assistance or request an on-demand assistance call 315-464-(option 2) or email NappiAmbassadors@upstate.edu.

STAFF KUDOS

Compliment for **Yatin Zirath** from Harmony Mantor in verification

Yatin Zirath created a perfect note for a TPL that came in today.. this makes me happy 😊



Compliment for **Dominic Mosley**

Submitted by Megan Carey

I received the following compliment from a pediatric patient's parent for Dominic Mosely: "The gentleman that checked us in was an absolute delight to talk to. He was so very friendly & polite and he really set the tone for our whole visit".

An elderly lady made a star for **Connor Ransier**, ambassador team leader, for all the help he has provided to her !



STAFF KUDOS

Compliment for Ambassador **Angela Galutz**

George was very helpful as well

Information Desk staff survey

1. Was the Ambassador helpful & professional? YES NO
2. How has your overall experience been with the Information Desk staff?
 Excellent Good Fair Poor
3. Is there any way we can be of more help to you & your family?
Everyone is helpful and kind.
4. Are there any services you would like us to offer?
None comes to mind.
5. Ambassador name (optional) *Angela was very kind and helpful!*



Compliment for all at **Connect Care** from a regular patient.

*To All my girls,
And, might I add,
THANK YOU,
Thank you,
THANK YOU!*

*I look forward to seeing you
all each time I come.
You are all a great friendly face
each time I come.
Love,*



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS



Compliment for **Jasmine Stokes**

I'm emailing to let you know that per Ed Rios, Nurse Susan from The Peds ED gave a huge Kudos to our registrar Jasmine Stokes for her professionalism, great attention to details, admires the way she works, and overall being a great registrar.



TOP COLLECTORS WAY TO GO

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

Marie Martinez.....Collected on 154 accounts (\$25,478)

Anne Otterness....Collected on 100 accounts (\$18,640)



Lorrelle Ash.....Collected on 75 accounts (\$17,513)

Sydney Wiesing.....Collected on 65 accounts (\$8,180)

Katelynn Jaeger..... Collected on 64 accounts (\$9,420)

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

UH Central Registration:

HPSC1

UH ED Reg :

OAS

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

HPSC1

Patient Access Associate

Clerical Specialist II

Float :

HPSC2

Ambulatory Call Center:

Call Center Representative

Upstate Connect:

Upstate Connect Associate Director

Call Center Representative



HAPPY BIRTHDAY

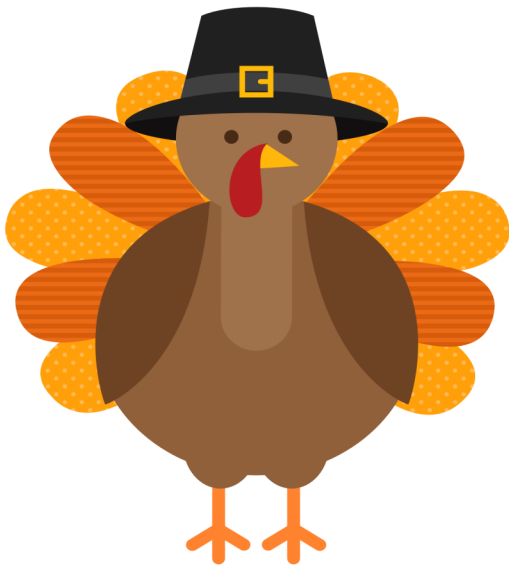
November Birthdays:

Rmani Parnell	11/9	Float Pool
John Zidor	11/10	ED Reg
Tom Sekovski	11/16	UC Call Center
Derek Markle	11/19	Float Pool
Janie Thompson	11/19	ACC
Marc Buselli	11/21	ACC
Genevieve O'Leary	11/22	Verification
Dawn Johnson	11/24	DT Central Reg
Marla Hill	11/27	Nappi



Welcome to the following new employees:

Kathryn Brown UC Call Center
Audra Pelsue Float
Lasia Pitts UC Call Center



MOVERS & SHAKERS

Lilliana Padro's last day with ED 10/24/23



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

Contact Us

Training Resources

Patient Access Services



QUICK LINKS

- [Patient Handbook](#)
- [UH Guide](#)
- [CC Guide](#)
- [Participating Provider List](#)
- [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 5/1 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](#)