PATIENT ACCESS NEWS

UPSTATE UNIVERSITY HOSPITAL

DEPARTMENTAL UPDATES FROM
PATIENT ACCESS SERVICES, UPSTATE CONNECT, AMBASSADOR SERVICES, AMBULATORY CALL CENTER

January 2024

Why POS Collections Matter *Kaniesha Mason*

Point of service collections is a healthcare revenue cycle management metric that refers to the process of collecting patient payments at the time of service. This metric is important because it helps healthcare organizations improve their cash flow, reduce bad debt, affords the hospital the opportunity to expand research, education, and resources for continuous improvements to patient care. Also, collecting upfront eliminates the cost associated with mailing statements and/or paying collection agencies.

In 2023, PAS collected cumulatively $2,458,906 (24% increase from 2022) in point or service and/or pre-service collections. It is a goal of our institution to inform patients of their out-of-pocket responsibility prior to rendering services (with the exception of the Emergency Department), as doing so demonstrates good customer service.

Real Time Eligibility (RTE), payor websites, and insurance cards offer detailed information related to copay, coinsurance, and/or deductibles. We've found that simply changing the way in which we attempt to collect money owed helps.

The following scripting is recommended:

"Your insurance requires a copay of $50 copayment. How would you like to take care of that today? We accept cash, check, or credit card payments."

Tips for successful collections:

- **Be consistent,** ask every time!

- **Understand why** we collect at the point of service.

- **Know where to find** copay/balance due information.

- **Learn how to ask for money** (use judgement and empathy)!

- **Know where to document** why copay was not collected.

- **Know *financial assistance options*** to offer to patients who may need help paying their medical bills.

Happy New Year

REGISTRATION TIPS

- Do not forget to **term out all old insurances** that are no longer being used.

- When registering a patient and the **DOB** in the system is different than what the patient is providing, do not change the **DOB** on file, instead create a new patient record. The records can be merged later if the two in question, are in fact the same patient.

- Be sure to use the **Mark for Merge** Tool when merging two **patient records**.

- If loading a **Generic Insurance** always include a billing address.

- Peds Patient **12 years old-17 years old**. Due to HIPPA parents cannot access their child MyChart once they turn 12. Make sure to add the child's email address to their record once they turn 12, and delete the parents email as well.

- Be sure to verify the **PCP information** on record with each registration.

- Capture all **phone numbers** for the patient including the **area code**

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: RTE Review

Common Insurance Errors

Hosted by Tricia Eldred

Tuesday January 23rd at 2pm

UH Cancer Center

Room 1076 A/B/C

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.

Meeting ID: 222 041 370 826

Pass Code: Mg2pdN

Quote of the Day

"There are no traffic jams along the extra mile. "

———— **Roger Staubach**

ANNOUNCEMENTS

Monthly Alert

Securing a verbal consent

Important information

There are times when registrars may need to obtain verbal consents from a patient however, written consent should be obtained whenever possible. Many forms can also be pushed to MyChart for signature.

If a patient is physically unable to sign, follow the steps below:

- Type **"Verbal"** in the Description field

- Enter the Status for the Document in the Status Field

- Select the **Relationship** to the patient of the person giving consent

- Enter a comment explaining why verbal consent was obtained

(Examples: patient broke their fingers and is unable to write, altered mental status, stroke, and covid)

When collecting a verbal for a minor, indicate that the patient is a minor and document the relationship (mother/father) of the person who is giving consent for the child.

- There must be **2 witnesses** listed on the consent

    1. The registrar collecting the verbal

    2. Another staff member (may be clinical or administrative)

- Print **Verbal** on the Topaz E-Signature pad screen with the stylist

- Click **Accept**

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

TakeNote

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.

NAHAM Contact Hour Guide

The CHAA and CHAM certifications require achievers to earn contact hours to-wards maintaining their certification. Contact hours are separate from the ongoing work experience required for recertification and are specific to education, training, and other activities related to patient access or healthcare. NAHAM offers year-round opportunities to earn contact hours, including the Annual Conference, webinars, volunteer opportunities, and more.

Nappi

UPSTATE
NAPPI WELLNESS INSTITUTE

Nappi Wellness Institute

Compliment for **Heather Deroucher RN**, **Jaime Bunting NP** and **Kim Durand** Registrar

RECOGNIZING AN UPSTATE STAR:

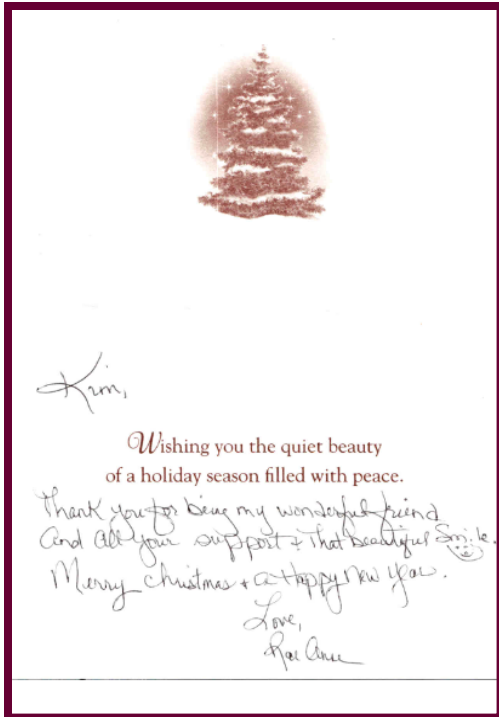Staff Name(s) HEATHER, JAIME, KIM

Department/Unit CONNECT CARE

Reason for Recognition I'm NOT ONE TO TRUST MED/MH. I MUST SAY I FEEL AT EASE W/ MY EXPERIENCE - 12/4/23 VERY PROFFESSINAL, KIND-CARING

Your Name (Optional) William M. Brown

☒ Patient /Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

Compliment for **Kimberly Durand** from Connect Care

Kim,

Wishing you the quiet beauty of a holiday season filled with peace.

Thank you for being my wonderful friend and all your support + that beautiful smile. Merry christmas + a happy new year.

Love,
Rae Anne

Compliment for **Deidre Graves** from a patient.

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) DeiDRe Graves

Department/Unit Nappi Ambassador

Reason for Recognition Would think it will be way better Service if upstate Employee's Were at front desk at uhcc - 90 pres. plaza. Also spok delt with Miss Graves very Welcoming, Polite etc Very happy she works here! Thank You!

Your Name (Optional)
☒ Patient /Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

Great Job!

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STAFF KUDOS

Compliment for **Tracey Chesbro** in MD Direct   Submitted by Shannon Austin

Tracey Chesbro @ MD Direct from a patient.

Tracey was very helpful and provided assistance to me while I navigated getting specialty appointment scheduled after my hospital discharge. She went above and beyond and was very positive and accommodating.

Compliment for **Kim Durand**

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) _Kimmy Ann Durand_

Department/Unit _Connect Care_

Reason for Recognition _♡ Kimmy is so kind she helped me with my chart set up and she is always available if I needed wheel chair assistence, she is a good person in my book! Jillian P._

Your Name (Optional) _Jillian P._

☑ Patient /Family   ☐ Faculty   ☐ Staff   ☐ Volunteer   ☐ Other

TOP COLLECTORS
WAY TO GO

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

Molly Schaefer ……………..……...Collected on 257 accounts ($49, 811)

Lorrelle Ash….Collected on 79 accounts ($10,304)

Shawnasia Hoke……......Collected on 66 accounts ($12,696)

Denneya Edwards…………………...Collected on 59 accounts ($8,041)

Sydney Wiesing…….….... Collected on 49 accounts ($6,127)

**Lets all try to make 2024 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.

WHATEVER IS TRYING
TO BRING YOU DOWN
IS ALREADY BELOW YOU.

TAKE A LOOK
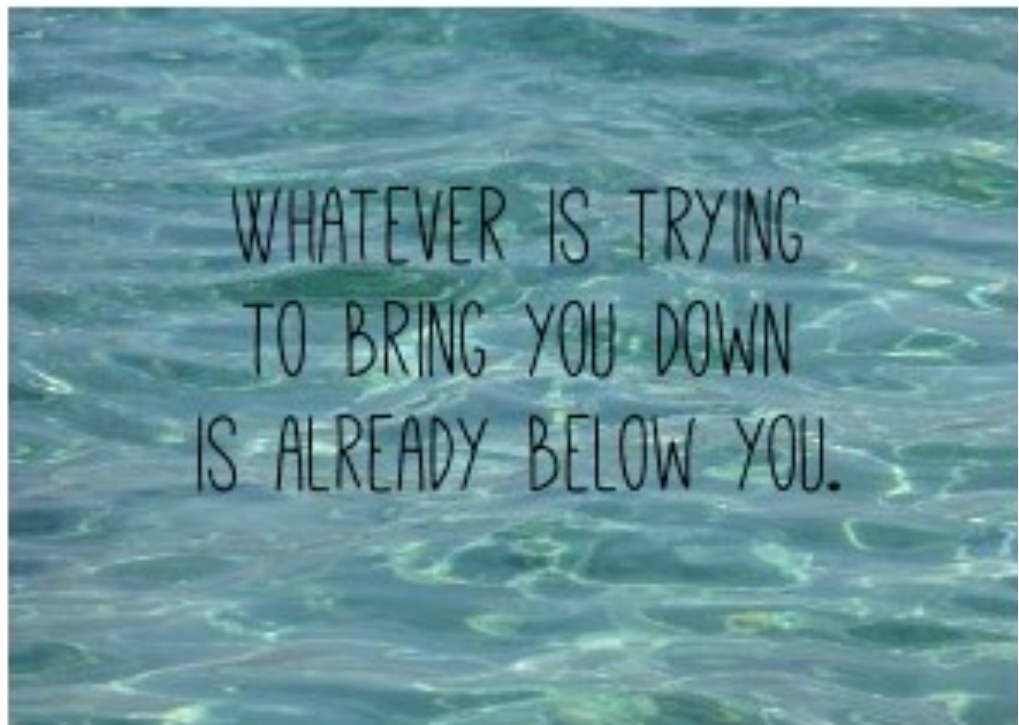
Ambassadors:

HPSC1

UH Central Registration:

HPSC1

UH ED Reg :

OAS

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

HPSC1

OAS

Upstate Connect:

Associate Director

UC Call Center :

Call Center Operator

Float :

HPSC2

ACC :

Call Center Representative

Make that job yours

HAPPY BIRTHDAY

January Birthdays:

Manda Nelson	01/02	ACC
Yvonne Hodge	01/04	DT CR
Dustin Adams	01/07	Data Services
Shylah Brown	01/09	ED Reg
Kazi Hossain	01/12	DT CR
Andrea Luce	01/12	PID
Jasmine Stokes	01/19	ED Reg
Alexander Hike	01/20	ED Reg
Jacqueline Rice	01/21	ACC
Tamara Guinta	01/27	ED Reg
Michael Francis	01/28	ED Reg
Angela Galutz	01/28	DT CR
Dicy Robinson	01/28	ED Reg
Lauren Suits	01/28	ACC
Michaela Brooks	01/30	UC Call Center
Toby Bryant	01/30	ED Reg
Andre Bak	01/31	UC Call Center
Thomas Ramos	01/31	ED Reg

A BIG WARM WELCOME

Welcome to the following new employees:

Ciera Brooks	ED Reg
Tammy Hanscom	DT CR
Ruth Hooker	ED Reg
Kazi Hossain	DT CR
Krista Hunt	ED Reg
Abeer Husham	ED Reg
Roberta Martinez	ACC
Shaylia Peterson	DT CR
Jaheel Rowe	Nappi

MOVERS & SHAKERS

No Updates

PATIENT ACCESS NEWS

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

- **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