

## DEPARTMENTAL UPDATES FROM

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

February 2024

Today happens to be Groundhog Day. I must admit that Groundhog Day is one of my favorite movies. For those who haven't seen it, the basic premise is that if you keep trying different approaches such as changing your routine or behavior, you're going to get different results, and eventually you'll get the desired results. I also asked Google and got this answer: "Groundhog Day is a journey from mindlessness to mindfulness, from selfishness to selflessness. Much more eloquent than my explanation.

Many of us get stuck in a rut doing the same things in the same way and proceed through our day mindlessly. Guess what, we're probably getting the same results as well.



Are you ready for a change? Even small changes can lead to bigger changes. Upstate offers a well of training opportunities. February is also a great time to try a new activity or hobby. Maybe even it's more simple such as a cooking class or going for a walk after work. Try it. Try something new in the month of February. You might like where it leads you next.

Lastly, I highly recommend watching this movie!

*Shelley*

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# REGISTRATION TIPS

- Review previously entered **coverages** prior to creating **new coverage**
- When obtaining **verbal consent**, be sure to document an **additional witness** on the form. This can be a nurse or another registrar. Also be sure to spell out the name of the witness. Do not use initials. The reason for verbal consent is also required. *Example, the patient is disoriented, or had a stroke.*
- If **RTE** returns an **inactive plan**, do not add the coverage. Ask the patient additional questions to determine coverage.
- Read every RTE response and verify that the coverage assigned corresponds with the information within the RTE response.
- Do not overwrite system **generated guarantors**. Instead, click **change** guarantor, then **create** a new one. Refer to Epic Tip Sheet: Changing the Guarantor on a new minor patient.
- Always use the **City/Zip** field to enter zip code. The correct county and country will be defaulted.

## LUNCH AND LEARN SESSIONS

### Bring your Lunch & Learn

Topic: MSPQ

Thursday February 22nd at 2pm

UH Cancer 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.*

Meeting ID: 296 912 502 318

Pass Code: eMGNcA



### Quote of the Day

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

———— Henry Ford

# ANNOUNCEMENTS

## Monthly Alert



### Important information



## Guarantor Review and Claim Form Tips

- When registering an account with a system generated guarantor, always change the guarantor first then add a new one. Never overwrite information on the system generated guarantor.
- A Personal Family Guarantor should not be assigned when admission is a Third Party Liability or Worker's Compensation. The PF Guarantor and coverage should be listed on the patient level.
- If the insurance information is unknown, the proper workflow is to add the correct guarantor type without the coverage. Add a HAR note explaining that the coverage is unknown and give the patient a card to call back with the needed information.
- Employer information should be secured for a worker's compensation.
- Guarantor address, is the address correct? If the patient and guarantor are one in the same, be sure to pull the address information forward from the demographics section. The bill will go to the guarantor address on file.
- The date entered on the claim form is the date of the accident or the date the symptoms started for an illness.
- Claim form should be kept simple! If a person walks in with a burn, write "burn" not a whole description of what happened.
- Know the difference between illness and injury/accident.
  1. Tip: An **Injury** is something originating **outside** of the body.

**Examples of Injury/Accident:** Gun Shot, stabbing, sexual assault, overdose, animal bite, poisoning, cut your finger on the kitchen knife
  2. Tip: An **Illness** is something originating **inside** of the body.

**Examples of an Illness:** Cold, flu, heart attack, sore throat, seizure

**Note:** we may need to ask additional questions for details so we can properly select the correct option of illness or injury/accident.

# 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](mailto: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.

#### NAHAM Contact Hour Guide

The CHAA and CHAM certifications require achievers to earn contact hours towards 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.

# ANNOUNCEMENTS



National Association  
of Healthcare Access  
Management



**Congratulations to the following for passing the CHAA**

**Sydney Wiesing**

**Rebecca Erwin**

**Molly Schaefer**

**Deanna D'Arrigo**

**Tamara Guinta**

**Lorretta Owens**

**CONGRATULATIONS!**

# ANNOUNCEMENTS

Here are the newest baristas at Perk Up Bistro! How gracious for both Dr Corona and Marilyn Galimi to take time out of their busy schedule and make our daily drinks! Fun was had by all.



The Biobehavioral Health Inpatient Unit (BBHU) will be opening Spring of 2024. This unit, along with Pediatric & Adolescent Psychiatry, will be housed in the Upstate Center for Children's Behavioral Health at 620 Madison Street, Syracuse NY. The BBHU is a 11-bed inpatient unit that provides behavioral and mental health care and one-to-one assisted living care to individuals 5-17 years of age with multiple mental and behavioral health diagnoses who also display severe destructive behavior. These diagnoses include developmental disabilities and mental health disorders. During the patient's planned admission, they will receive intensive behavior treatment sessions under the direction of behavior analysts with the goal of identifying an effective treatment plan and generalizing it into the patient's natural environment. These admissions will be registered by their own registrars and they will be responsible for obtaining any of the registration documents.

Submitted by Lisa Gaspe

# STAFF KUDOS

## Ambassador Survey kudos for January:

- Tammy Hughes** had excellent customer service
- Tammy Hughes** was very kind
- LaShawn Robinson** was professional & helpful
- Carol Andrew** was helpful at answering my questions
- Doug Dever** is fantastic. He was very accommodating during an emotional time for me.
- Angela Galutz** is excellent.
- Esther Owusu** was very pleasant and professional.
- Allana Albanese** was kind but I wish she could validate my parking for free!
- Allana Albanese** was very helpful with her directions.
- Kelly Oram** was extremely professional.
- Kelly Oram**, Allana Albanese and George the guard were all perfect, thank you.



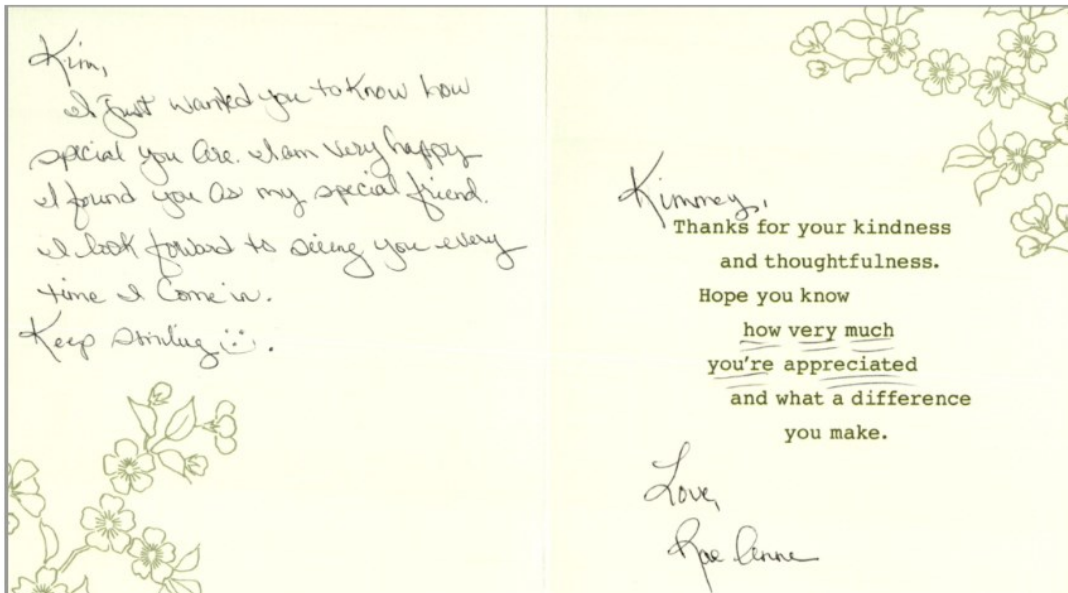


# Nappi

**UPSTATE**  
NAPPI WELLNESS INSTITUTE

Nappi Wellness Institute

Compliment for **Kim Durand** from a patient.



# TOP COLLECTORS WAY TO GO

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

*Molly Schaefer .....Collected on 171 accounts (\$25,539)*

*Sydney Wiesing....Collected on 136 accounts (\$18,481)*



*Lorrelle Ash.....Collected on 64 accounts (\$19,829)*

*Shawnasia Hoke.....Collected on 64 accounts (\$6,625)*

*Laura Hand..... Collected on 48 accounts (\$6,598)*

**Lets all try to make 2024 a ground breaking year with off the chart collections !!!**



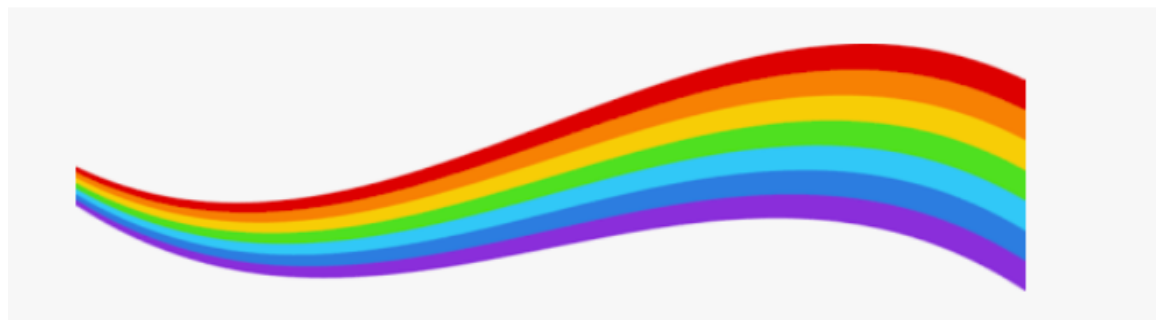


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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.***



**Ambassadors:**

HPSC1

**UH Central Registration:**

HPSC1

**UH ED Reg :**

OAS

**Central Scheduling:**

HPSC2

**Pre-Reg:**

HPSC1

**Nappi:**

HPSC1

OAS

**UC Call Center :**

Call Center Operator

**Float :**

HPSC2

**ACC :**

Call Center Representative

**Upstate Connect:**

Associate Director





# HAPPY BIRTHDAY

## February Birthdays:

Maneera Duda	2/2	Nappi
Octavia Alenn	2/5	Nappi
Bridget Doohar	2/12	UH CR
Savan Baldwin	2/16	Nappi
Roberta Martinez	2/16	ACC
Tammy Hanscom	2/17	UH CR
Jackie Pilon	2/18	UC Call Center
Damian Irvine	2/18	Ambassadors
Taressa Smith	2/23	MDD
Michelle Stine	2/26	UC Call Center
Jonathan Maynard	2/27	ED Reg



## Welcome to the following new employees:

Savan Baldwin	Nappi
Logan McAnulty	Nappi
Tina Dollinger	Nappi
Amber Spicer	ED Reg
James Ratchford	ED Reg
Katie Sperry	Pre 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





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](#)