

DEPARTMENTAL UPDATES FROM

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

March 2024

Five Essential Skills for Front Desk Professionals Kaniesha Mason

As the healthcare industry becomes highly competitive, it is essential that we show our patients the value in choosing Upstate. As Registrars, we can do so by demonstrating empathy, good customer service, and good judgement. On a monthly basis, leadership reviews Press Ganey results, and it is evident that our front-line staff make lasting impressions on our patients. Sometimes good, sometimes not so good. Below are essential skills for front desk professional that will help to improve the patient's overall experience:

- **Neat and Professional Appearance-** "You never get a second chance to make a first impression." Often, front line staff are the first person to greet a patient. These professionals are the face of the institution and set the tone for the rest of the patient's experience.
- **Effective communication-** Good communication is essential for every patient encounter in every role. This includes written and verbal communication. Interpreter services is also available to aide registrars and the patient in a two-way conversation. Be sure to know how to access this resource.
- **Problem-Solving Skills-** Know how to think on your feet and always try to find a solution that satisfies the patient! Be creative and empathetic.
- **Stay calm under pressure-** Do not take things personal and remember that patients are often not visiting our institution by choice. Do what you can to make their experience a good one.
- **Strong Interpersonal Skills-** It take a team to provide care for a patient and you might not always agree completely with everyone. In a front desk position, it is essential that you are skilled at functioning on a team and have a good relationship with a variety of people.

We work in a fast paced, busy organization however, slowing down, and demonstrating the skills above in your daily interactions with patients will surely improve our satisfaction ratings and make for a better patient experience.

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REGISTRATION TIPS

- If loading a **Generic Insurance** always include a billing address
- Review previously entered **coverages** prior to creating **new coverage**
- Always validate the patient's **e-mail address**
- Be sure to complete all registrations. Use the **sidebar checklist** to verify. No items should be left unverified.
- The **(FE) facilitated enroller form** should only be signed if the patient does not have any insurance. Do not present to patient if they forgot their insurance card at home.
- Be sure to review the **HCP information** that is on file with the patient at each visit.
- Under patient contacts, be sure to complete both **Emergency Contact** and **Permission to Discuss** Fields.
- Always ask the patient if they have any **other insurance**
- Review the **RTE response** on every encounter. Managed care plans can change from month to month. Review the response to determine the correct insurance assignment.



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Interpreter Services

Hosted by Susan Freeman

Tuesday March 26th at 2pm

UH Cancer Center

Room C1076 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: 225 074 909 697

Pass Code: : 3oifdY

Quote of the Day

“ At the end of the day, it’s not what you say or what you do, but how you make people feel that matters the most.”

—— Tony Hsieh

ANNOUNCEMENTS

Monthly Alert



Important information



Subscriber Tips

When completing the subscriber information in the coverage section, please keep in mind that the subscriber is not always the patient.

When information (name or date of birth) in the patient's file is different from what is on the insurance card, RTE (Real Time Eligibility), or insurance policy for either the member or subscriber, this information needs to be updated/documentated in a specific place within Epic. An example of this may be if the patient is newly married and the coverage is still in the maiden name.

Helpful Tips:

- The subscriber is the individual who signs and is responsible for a contract with a health **insurance** plan
- Always review the **RTE** for the correct subscriber information.
- Only use the **Pull Info** tab when updating the subscriber screen when the patient is also the subscriber.
- If the Subscriber information is different, you should utilize the field Payer- Returned Demographics
- If the Member information is different, you should utilize the Payer-Filed Name Field

Subscriber Example:

If the patient is Sally and Sally's husband Tom carries the health insurance, then Tom the husband is the subscriber not Sally. Sally would be considered a member on the plan.

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.

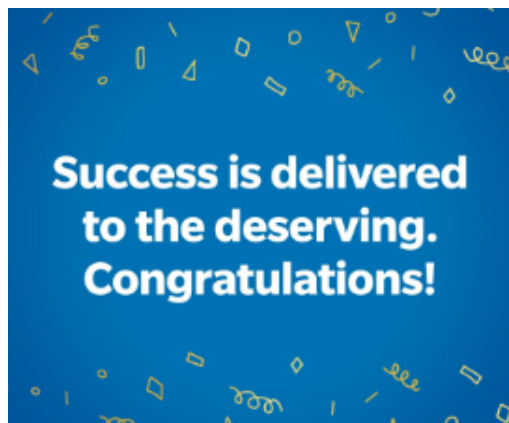
NAHAM Contact Hour Guide

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

Congratulations to **Kaniesha Mason** for being the recipient of this award.

Kaniesha shares: I'm passing along some good news. I was nominated for a Diversity, Equity, and Inclusion Award and won. This certificate was presented to me at the SNMA Black History Gala over the weekend. I'm deeply honored to receive this recognition.



STAFF KUDOS

Compliment for **Joe Duffus**

We received this nice compliment from Nicole Harf in Medical Sub Specialties regarding one of our Ambulatory Call Center staff members, Joe Duffus.

Thanks,

Cheryl Dixon

ACC Team Leader



Kudos for **Marisol McCullin**, Ambulatory Call Center

I would like to congratulate Marisol on a job well done with a call she took for one of our Neurology patients. She went above and beyond to calm and reassure the caller. The caller mentioned several times how grateful she was that Marisol took her call and how nice and patient she was with her. Thank you and keep up the great work Marisol!

Cheryl Dixon

ACC Team Leader

Compliment for **Sydney Weising**, OAS in Central Registration

Lisa Donovan in transplant just called me to tell me

“Sydney is awesome, I look forward to her being here. She is a great communicator! She helps me be more successful in my role!

What a fantastic compliment Sydney! You make a difference every day.

Bridget



STAFF KUDOS

Here are some recognition surveys done in the ED.

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

Everything was great

Comments:

Registrar Name (Optional) Becky Erwin

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

No she was fantastic.

Comments:

She was very nice and helpful.

Registrar Name (Optional) Mackenzie

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

No.

Comments:

everyone has been great

Registrar Name (Optional) Amanda Spicer

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

no way the reg could've been helpful

Comments:

Great communication

Registrar Name (Optional) Derek

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

No

Comments:

Staff was good!

Registrar Name (Optional) Derek Merkel

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO
2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR
3. Is there any way we can be of more help to you and your family?

NO

Comments:

Registrar Name (Optional) Adam Bilbon (Rmani Parnell) PI name

GREAT JOB!

STAFF KUDOS

Compliments for **ED Staff** continued.

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?

Comments:
"Registrar was nice to me"

Registrar Name (Optional) *Bmani Parnell*

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?

Comments:

Registrar Name (Optional) *Am Bmani Parnell*

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?
no way she was great

Comments:
Reg was sweet & thorough communication was well

Registrar Name (Optional) *Shylah Brown*

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?

Comments:
Nice lady

Registrar Name (Optional) *Toby Bryant*

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?

Comments:
Deanna was very helpful professional and friendly Excellent Service.

Registrar Name (Optional) *Deanna*

PAS Emergency Department Registration
TEAM STAFF SURVEY

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
 EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?

Comments:
Everyone Nice

Registrar Name (Optional) *Alex Hike*

Great Job!

STAFF KUDOS

Compliment for **Vicki Niedzwecki**

Vicky was able to assist with an urgent request to flag a patient in EPIC.

Thank you so very much, Victoria for all of your help! You went above and beyond!

Kindest regards,

Mary Mendoza

Upstate Healthcare System

Compliments for the newsletter submitted by Megan Carey from various patients.

For **Cora Lovetere**: "The receptionist was helpful and updated us on the wait time. She also provided crayons and coloring sheets to keep Eli occupied. It felt like we were in/out in a breeze. Thank you."

"I didn't catch her name, but the lady at registration was especially kind to us!"

"The receptionist spoke with me on the phone beforehand and was very kind. She told me to make our way there. When we arrived she knew exactly who we were and was so kind."

Megan P. Carey

Patient Access Manager

Compliment for **Abeer Husham** from Jessica Newson

I wanted to thank you for your note in this patient's HAR yesterday. This is exactly what we need when we ask to note the patient's chart. I just want you to know that it means a lot to the verifiers because now I know where to begin on retrieving the insurance. Thanks again!

Have a great day Abeer!

Jessica C Newson, CHAM

Upstate University Hospital



STAFF KUDOS

Compliment for **Derek Markle**

2/6/24

**PAS Emergency Department Registration
TEAM STAFF SURVEY**

1. Was the Registrar helpful & professional? YES NO

2. How was your overall experience with the Emergency Room Registrar?
EXCELLENT GOOD FAIR POOR

3. Is there any way we can be of more help to you and your family?
the staff was courteous and friendly

Comments:

Kindly Yours

Registrar Name (Optional) Derek Markle

A Thank You note from Hayam Khalil to the **ED Team** .

I am truly touched by your thoughtful and sweet gift, thank you for being incredible colleague!

Hayam



Nappi

UPSTATE
NAPPI WELLNESS INSTITUTE

Nappi Wellness Institute

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

Hi Kim!

Yes, I did get to go to the appointment, and everything went smooth, THANK YOU SO MUCH FOR YOUR HELP!!! I could not have made the appointment without your help. The Ambassadors were great, and I had a pleasant surprise at registration.....Brett checked me in!! I got there at 7 a.m. and was thinking about you.

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

Department/Unit Connect Care

Reason for Recognition Shes nice and kind polite just a All Around Good person

Your Name (Optional) Rhonda Harris

Patient /Family Faculty Staff Volunteer Other



*Kimmy,
you are my most beautiful friend. I miss you when I do not come in. Take Care.
Love,
Rae Anne*



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 257 accounts (\$40,486)

Shawnasia Hoke....Collected on 78 accounts (\$9,989)



Lorrelle Ash.....Collected on 68 accounts (\$9,982)

Laura Hand.....Collected on 51 accounts (\$5,940)

Zainab Dougherty..... Collected on 38 accounts (\$10,166)

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

Temp

UH Central Registration:

HPSC1

CC Central Registration:

HSPC1 Clerk for Pediatric After Hours

UH ED Reg :

OAS

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Temp

Nappi:

Clerical Specialist II

OAS

UC Call Center :

Call Center Operator

Float :

HPSC2

ACC :



HAPPY BIRTHDAY

Patty DuBrule	3/2	Verification
Jodeann Harris	3/5	ED Reg
Mackenzie Young	3/6	ED Reg
Nancy Russo	3/9	CG SB
Janetti Williams	3/18	UC CC
Joshua Hughes	3/19	Verification
Curtis Scrivens	3/19	Float
Erica Ward	3/21	Ambassador
Nikoa Krebs	3/22	ED Reg
Tracy Goodman	3/24	ACC
Vlora Hoxha	3/27	Central Sch



Welcome to the following new employees:

Jessie Diamond ACC
June Kim Nappi
Anthony Mioni Admitting
Reyla Swift UC Call Center



MOVERS & SHAKERS

Shermell Sherman has taken a position with Radiology

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](#)