

DEPARTMENTAL UPDATES FROM

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

May 2024

Mental Health Awareness Month Kaniesha Mason

Did you know that mental health awareness month was established in 1949 to increase awareness and importance of mental health and wellness in American's and to celebrate recovery from mental illness?

It is a goal of the PAS department to provide management training for leaders to help the better understand and recognize signs and symptoms of stress, anxiety, or depression in their team members and encourage them to seek help as needed from a qualified mental health professional.

The leaders in the Emergency Department are kicking off a new initiative in support of mental health awareness. The following will be implemented:

- ◇ Daily ten minute mental breaks
- ◇ Stress balls provided for staff
- ◇ Utilize the meditation rooms located in the Chaplin's office and Cancer Center
- ◇ Healthy snacks provided for staff
- ◇ Share mental health resources available at Upstate
- ◇ Schedule staff for onsite yoga classes
- ◇ Provide mental health awareness pins

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REGISTRATION TIPS

- Collect missing **SSN numbers** whenever you can as they help with patient identity
- Enter the exact **9 Digit SSN** number. Do not enter leading **zeros** with the last 4 digits
- Verify **email addresses** to ensure that the spelling is correct
- If loading a **Generic Insurance** always include a billing address
- Be sure to use the **Not Collecting Button** and select the **appropriate reason** when no co-pay is being collected
- Be sure to complete all registrations and use the **side bar checklist** to verify. The checklist should only be validated with a green check after interviewing the patient and verifying the information entered
- Capture all **phone numbers** for the patient including the **area code**



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Safety and Security

Hosted by Erica Taylor Chief of Police

Tuesday May 21st 2pm

UH Cancer Center, Room C1071

[Join the meeting now](#)

Please click on the link above to access the lunch & learn. Please follow the prompts for access.

Join the Teams Meeting by clicking on the link above or typing the address listed below in a web browser window.

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

<https://www.microsoft.com/microsoft-teams/join-a-meeting>

Meeting ID: 273 779 587 408

Pass code : 3YekHB

Quote of the Day

“ If you cannot do great things, do small things in a great way.”

—— Napoleon Hill

ANNOUNCEMENTS

Monthly Alert



Important information



Verbal Consent Documentation Requirements

The General Consent (form # 41676) allows us to treat the patient and bill their insurance. With proper completion, it acts as a legal instrument. This is why it is crucial for the consent to be completed in its entirety.

There are times when registrars may need to obtain verbal consent from patients, however, written consent should be obtained whenever possible.

Follow the steps below to complete verbal consent:

- 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 Comments explaining Why verbal consent was obtained (i.e. patient broke their fingers and unable to write, altered state, stroke and covid are just some examples)

When taking a verbal for a minor, indicate the patient is a minor and document if mother, father or who is giving the consent for the child.

- There must be **2 witnesses** listed on the consent. The registrar taking the verbal and one other person is required. This can be a member of the clinical staff or another registrar.
- 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

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

Take Note

Just a billing reminder on what payer should be billed when the patient has Medicare and Martin's Point or USFHP? When the patient has both of these coverages, the Martin's Point/USFHP is billed primary with no Medicare assigned to the HAR. Medicare is assigned at the patient level but not the HAR level.

Thank you

Upstate University Hospital

Elaine Doughty

Billing Manager

Pre-Services Cash Drawer this

How about a shout out to the team...?

They have all worked very hard to improve the collections and increase the number of calls to reach as many patient's as possible.

Last year January, February, March and April the pre-service drawer total was \$131,703 per the enterprise payment summary report (\$95,939 according to Megan Doctor's report after refunds).

This year January, February, March and April the pre-service drawer total is \$325,490 per the enterprise payment summary report.

I'm excited about that!

So can we just give a Big Hooray to the Insurance Verifiers for the 40% increase in collections over last year at this time?

I feel they all deserve recognition.

The top 3 collectors

Diane Mills	\$26,325
Linny Hernandez	\$21,479
Heather Wilhelm	\$18,369

Fricia L Eldred, CHAM

Insurance Verification Team Leader



ANNOUNCEMENTS



Pictures from Access Week

SU Day for the Emergency Department



Attendance Excellence Award: Becky Erwin

Top POS Collector Award: Deanna D'Arrigo (collecting over \$32K)

POS Excellence Award: Deborah Maddox & Doris Price-Webb

Most Motivating Award: Michael Francis & Katrina Norvell

Most Fun to be Around: R'mani Parnell

ED Employee of the Year: Freedom Torrence



ANNOUNCEMENTS



More Access Week Pictures



ANNOUNCEMENTS



Congratulations to **Kaniesha Mason** and **Hayam Khalil** for receiving this leadership recognition award presented by the ED staff. The speech below was presented by Freedom Torrence on behalf of the emergency room staff to Kaniesha and Hayam for their leadership and for making a difference.

“Meekness is not weakness. It’s power under control. It’s ambition grounded with humility and lived out in confidence, not arrogance. Quiet and appropriate confidence is way more attractive than loud and outspoken arrogance. Those who know the most many times are the ones who say the least. Humble leaders are willing to pass on the credit but absorb the criticism, push others higher while making themselves lower, and put the team’s desires ahead of their own. A leader’s job is to shepherd, not necessarily to always shine. It’s about the mission, the team, and the tribe, not about you and your ego. Leaders today should be more conductors than solo artists.” That was a quote from **Brad Lomenick**. Kaniesha Mason And Hayam Khalil have been shown to embody these beliefs. Therefore, it is with great pleasure and honor that I am here today to present them with these awards. This is from everyone in the PAS department. We truly appreciate you both and wish you every happiness!



Heartiest congratulations to you both!

STAFF KUDOS

Compliment for **Kim Durrand**

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 She was amazing helping me get signed up for mycHART.

Your Name (Optional) John Taylor

Patient/Family Faculty Staff Volunteer Other



STAFF KUDOS

Congratulations to **Jessie Diamond** on completing your training in the Ambulatory Call Center. From Melissa and Cheryl.

Thanks,

Melissa

Melissa Yarbrough, BSHA

Team Lead

SUNY Upstate Medical University

Ambulatory Call Center



Compliment for **Doug Dever** from the family of a patient

Good morning,

My mother Priscilla is a patient at the Regional Oncology Center. There is an attendant at the front desk by the name of Doug (I do not know his last name but he is a tall, pleasant man). At any rate, I just wanted to let you know that he does an excellent job taking care of my mother who needs a wheelchair transport for her appointments. Doug has always been very friendly and courteous to my mother when he wheels her to and from her appointments. When I drive her to her appointments, she always mentions him as we approach the hospital and looks forward to seeing him.

Doug represents the best in customer service.

Please pass this message to him and provide him with the recognition he deserves.



STAFF KUDOS

Kudos for **Marc Behringer** , **Marsha Knobel**, **Lashawn Robinson** and **all ambassadors**

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?
N/A
4. Are there any services you would like us to offer?
N/A
5. Ambassador name (optional) Marc B

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?
-
4. Are there any services you would like us to offer?
-
5. Ambassador name (optional) Marsha !!

THANK YOU! 4-12-24

Just a shout out to Lashawn Robinson for excellent service!
Lashawn transported my Aunt from Vilet parking right to her sister's room in rehab. (Bobby's room)
Lashawn was extremely personable, helpful, efficient and a breath of fresh air. Well done Lashawn! Keep up the great work! Theresa Wolf and Sheron McCatcheon.

NICE WORK

Nappi



Nappi Wellness Institute

HAPPY BIRTHDAY

May Birthdays:

Lorraine Montreal	5/7
Kristin Hall	5/12
Dreydel Johnson	5/18
Alisha McDowell	5/31



Welcome to the following new employees:

Bette Baum
Tamairah Rohadfox



MOVERS & SHAKERS

Nothing to Report



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 287 accounts (\$59,490)

Lorrelle Ash....Collected on 116 accounts (\$30,070)

Amber Spice.....Collected on 72 accounts (\$9,385)

Shawnasia Hoke.....Collected on 67 accounts (\$6,842)

Randi Proctor..... Collected on 58 accounts (\$1,833)

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

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 :

Call Center Representative

Secretary II



HAPPY BIRTHDAY

May Birthdays:

Becky Erwin	5/1	ED Reg
Kelly Oram	5/3	Ambassadors
Vicki Niedzwecki	5/5	Bedboard
Lorraine Montreal	5/7	Nappi
Kimberly Luckette	5/11	ACC
Deborah Maddox	5/11	ED Reg
Kristin Hall	5/12	Nappi
LaShawn Robinson	5/13	Ambassadors
Ed Rios	5/15	Float
Elizabeth Solazzo	5/17	ACC
Dreydel Johnson	5/18	Nappi
Jessie Diamond	5/21	ACC
Margaret Hart	5/22	ACC
Alex Ortiz	5/22	UC CC
Victoria Watts	5/23	Pre Reg
Doris Price-Webb	5/24	ED Reg
Katrina Jones	5/25	Float
Nancy Lewis	5/31	CG SB
Alisah McDowell	5/31	Nappi



Welcome to the following new employees:

Mariya Yakuta	ACC
Bette Baum	Nappi
Kellie Henry	Admitting

T OGETHER
E VERYONE
A CHIEVES
M ORE



MOVERS & SHAKERS

Lorraine Banda took state position
 Kelly Oram moving to Florida

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](#)