

## DEPARTMENTAL UPDATES FROM

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

June 2024

### PAS Employee Recognition

Recognizing the hard work and dedication of employees is not just a gesture of appreciation; it's the cornerstone of a thriving workplace culture. This year PAS leadership would like to congratulate the following employees for their years of service.

#### 40 years:

*Lisa Gaspe-Admitting-Congratulations on upcoming retirement!*

#### 35 Years:

*Andrea Luce-Performance Improvement Division*

#### 30 Years:

*Donna Destefano-DT CR*

#### 25 Years:

*Kelly O'Hara-CS, Jody Williams-Data, Sharonda J. Richardson-PID*

#### 20 Years:

*Bernard Smith-CC ED Reg*

#### 15 Years:

*Dawn Johnson-DT CR, Tabatha White-MDD*

#### 10 Years:

*Etrenidall Bey & Olivia Cheung-Nappi*

#### 5 Years:

*Shannon Burley-UC CC, Marc Buselli-ACC, Lori Covington-ED Reg, Maggie Durham-Pre-reg, Steven Johnson-Admitting, Tom Sekovski-UC CC, Mark White-Nappi*

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# ANNOUNCEMENTS

-- *City/Zip* field to enter zip code. The correct county will be defaulted

Welcome Back Amanda Demperio!

Amanda will be returning to Patient Access to assume the manager role of Patient Access Services at Nappi. Announced last month, Kristen Henry was promoted to Associate Director at Upstate Connect. Amanda previously worked for Patient Access following the Community acquisition for about 3 years before moving into the ambulatory settings working with Urology, Midwifery and most recently the Transplant Clinic. Amanda will be starting in her new role June 20<sup>th</sup>.

would like to sign up

Use the *Not Collecting Button* and select the *appropriate reason*, when no co-pay is being collected

• Be sure to *add a HAR note*

• Always review the *RTE re-*  
and benefit details



when to the HAR

*sponse* for cover-age

## REGISTRATION TIPS

- **Guarantor demographics** should list the address where **medical bills/statements** should be sent
- **Patient demographics** should list the address where the patient receives mail
- When obtaining **verbal consent** from a family member of a patient, always get a **phone number**
- A **second witness** is always needed when taking a **verbal** for a consent
- Include the billing address when creating **Generic Insurance**
- Capture all **phone numbers** for the patient including the **area code**
- Be sure to verify the **PCP information** on record with each registration
- Check to see if a **co-pay** needs to be collected with each registration and attempt to collect and/or document the **Not Collected** reason



## LUNCH AND LEARN SESSIONS

**Bring your Lunch & Learn**

**Topic: Press Ganey**

**Hosted by Jim Legault**

**Monday June 17th 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: 260 262 523 313**

**Pass code : my8Ypr**

### Quote of the Day

**“ I consider each customer as a family member who deserves nothing but the best service. ”**

**—Tammy Toh**

# ANNOUNCEMENTS

## Monthly Alert



### Important information



### Guarantor Assignment

When registering a **Worker's Compensation** or **No-Fault**, be sure to select the correct guarantor type. Once created, the guarantor information will pre-fill with the patient's name if age 18 or older. If under 18, select/enter the correct guarantor information.

If you do not have all the necessary insurance information such as subscriber name, address, dob, and the insurance carrier, and policy number, create the correct guarantor type without coverage information. This will cause the encounter to hit a missing registration item work queue for follow up. If no insurance information is entered, the bill will go out to the guarantor on file.

Always add a HAR note and Registration note explaining the situation and any known coverage clues. HAR notes are used by billing as the method of communication. Registration notes are viewed amongst registrars for follow up. Provide the patient with the card that advises to call us with the insurance information.

Side note: The finance department has 45 days to submit a claim due to timely filing guidelines.

Keep in mind that additional documents are needed for each specific scenario.

For a Worker's Compensation, in addition to our standard consents, we should have the ADT-A-9 consent completed.

For No-Fault the ADT-NF-3 and ADT-NF-4 consents are required for all in patient encounters.

There should always be a Personal Family Guarantor and coverage assigned to every patient at the patient level. This information is needed in the event that the Worker's Compensation or No-Fault denies the claim.

Continue to scan both front and back of the patient's private insurance card, even though the encounter is dealing with a WC or TPL.

# 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

## TakeNote

Advocates for Upstate Medical University is taking applications through June 28 for Nellie Hurley scholarships for Upstate employees and volunteers. To be eligible you must have been employed by Upstate or active as a volunteer for a minimum of six months prior to the application deadline. Scholarships, for undergraduate studies only, in health-related fields at accredited institutions, are for fall semester 2024. **Application forms** should be completed and returned to [advocates@upstate.edu](mailto:advocates@upstate.edu) (or to CAB 311) by June 28. For more information on eligibility and applying.

Jonathan Adler

Administrative Coordinator

Advocates for Upstate Medical University

750 E. Adams St.

CAB 311

Syracuse, NY 13210

315-464-5610

[Upstate.edu/advocates](http://Upstate.edu/advocates)

# ANNOUNCEMENTS

**Monthly Employee Spotlight**-The newsletter will feature 3 employees monthly that would like to participate and share some background information about themselves. We hope you enjoy learning more about your teammates!



## EMPLOYEE SPOTLIGHT



**SCAN TO SUBMIT  
YOUR Q & A!**

### FREEDOM TORRENCE OAS-EMERGENCY DEPT.

- Q. How long have you worked in Patient Access?  
A. 1 Year, 10 Months
- Q. What was the first job you ever had?  
A. "Stocking at Gap and Banana Republic".
- Q. Do you have any hidden talents?  
A. "I have performed on stage and on screen".
- Q. What is your favorite vacation spot?  
A. Bahamas
- Q. What is your favorite hobby, activity or creative outlet?  
A. "Modern warfare 3 or a new book...I am always gaming or learning".



### JONATHAN MAYNARD OAS-EMERGENCY DEPT.

- Q. How long have you worked in Patient Access?  
A. 1 Year
- Q. What was the first job you ever had?  
A. Shoveling snow in the neighborhood.
- Q. If you could be any animal, what would it be?  
A. "Wolf....because they are amazing".
- Q. What is one thing you can't live without?  
A. Books
- Q. What is your favorite hobby, activity or creative outlet?  
A. Singing

### R'MANI PARNELL SR. REGISTRAR-PID/FLOAT

- Q. How long have you worked in Patient Access?  
A. 10 Months
- Q. If you could have any superpower, what would it be?  
A. "Superwoman,...I love helping/saving people".
- Q. What is a fun fact that most people do not know about you?  
A. "I was a boxer".
- Q. If you could be any animal, what would it be?  
A. "An elephant....they are so adorable".
- Q. What is your favorite hobby, activity or creative outlet?  
A. Coloring





# STAFF KUDOS

Compliment for **Victoria Harriger**

Lisa,

Yesterday, we had a particularly difficult situation with a young man who was in an accident. We were trying to get grandparents and children of the patient up to see him while managing other things. I mentioned this to Victoria Harriger who kept an eye out for the family and alerted us when they arrived. We were able to escort the family up quickly and they were able to be with their loved one. Unfortunately, the patient did not survive, however he was with loved ones in his final hours.

I greatly appreciate her help with this and hope that we can continue to work with and support the ambassadors in the future.

Respectfully,

Fr. Eric Malcom



Kudos for **Tracey Chesbro**, MD Direct

Tracey provided referrals to prospective patient. Patient stated , "Tracey was just wonderful.

I don't know what I would have done without her help"

Thanks

Shannon



# STAFF KUDOS

Compliment for **Tricia Eldred**

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Tricia Eldred LISA  
GASPE-  
patient  
access  
Department/Unit Patient Access UH  
Reason for Recognition Tricia went above and beyond to help me with an insurance website issue. Really appreciative of her taking the time  
Your Name (Optional) Kim Duvald  
 Patient /Family  Faculty  Staff  Volunteer  Other

NICE WORK

Congratulations to **Mariya Yakuta** on completing your training in the Ambulatory Call Center!  
From Cheryl and Melissa



Compliment for **Jodeann Harris** in the ED

On February 23rd, 2024, my mom and sister were in a terrible car accident. Both were brought to Upstate in separate ambulances. Jodeann was at the check in desk when I arrived. She was so sweet. At first my sister wasn't coming up as being registered there. Jodeann kept going back in the system checking for her name and keeping me updated. And she realized my sister was there just under an alias name. She kept me updated on when I was allowed back to see my mom. She was just so caring and compassionate. Having someone as calm and sweet as Jodeann be our first face of contact during this tragedy, really made things a lot easier. Thank you so much again Jodeann, I appreciate you so much! ♥ Carey-daughter/sister of accident patients.

**Congratulations on receiving the BEE Award!**



*Thank You*  
FOR MAKING  
A DIFFERENCE

# STAFF KUDOS

Compliment for **Kimberly Durand**



## THANK YOU!

Kimmy - is a nice lady  
very helpful to patients  
and warm hearted,  
Has a kind demeanor,  
Dive

## THANK YOU!

I  
It had been an extreme pleasure to work with  
Kimberly Laven NP. I came in with immense  
Pain & headache. Sometimes it is not the pill that  
needs to be the treatment, treatment and each other  
with kindness, attention & full service ~~with~~ without  
the need to further divergence or redirect.  
I FEEL WARMTH, UNDERSTANDING & full cooperation  
RECEIVED 12/18/20 KIM & DANIEL PAT XXXX DIVE



# Nappi



## Nappi Wellness Institute

### Upstate Stars:

Compliments for **Kim Durand**

#### RECOGNIZING AN UPSTATE STAR:

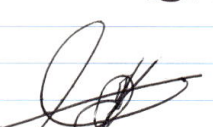
Staff Name(s) Kim  
 Department/Unit Connect Care  
 Reason for Recognition Shes nice and kind polite just a All Arangd good person  
 Your Name (Optional) Rhonda Harris  
 Patient/Family  Faculty  Staff  Volunteer  Other

#### 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

Thank you for great teamwork.



Kim & NP Durand had beyond exceptional. It was my first visit I had been very anxious. They made it feel like a breeze. ☺  


### Good morning Kimberly,

Please see the wonderful recognition e-mail below from Desma Leonard acknowledging you for providing with excellent care and treatment.

Thank you for providing the patient and family centered care we strive to achieve and for your continued support of the mission of Upstate.

With appreciation,

Megan

Megan M. Chase

Caregiver's Name: **Kimberly Durand**

Caregiver's Department/Unit: Patient Access Nappi At Connect Care

**Share your story with us:** I am so Grateful To Be A Patient At Nappi Wellness Center I am Truly Blessed To Experience This Wonderful Place Shout Out To You Guys   
 Shout Out To Ms.Kimberly Durand Thank You A Million Times over For Everything



# Nappi

**UPSTATE**  
NAPPI WELLNESS INSTITUTE

Nappi Wellness Institute



**CELEBRATING AMBULATORY CARE**

*You make our team special*

Thank you for great teamwork.

**UPSTATE** | Ambulatory  
UNIVERSITY HOSPITAL | Services

My procedure team was absolutely amazing, compassionate & caring at my bedside for my thoracentesis. It is the 2nd time with them and I couldn't be happier. Jim @ the front desk was very kind & Kate the RN was so helpful to find out certain info for me that I was confused about. HIGHLY recommend, so happy! ♥



# TOP COLLECTORS WAY TO GO

*POS Collectors (listed by number of accounts) for the month of May*

*Molly Schaefer .....Collected on 203 accounts (\$36,126)*

*Randi Proctor....Collected on 160 accounts (\$20,241)*

*Genevieve O’Leary.....Collected on 132 accounts (26,848)*

*Lorrelle Ash.....Collected on 60 accounts (\$14,628)*

*Shayne Mitchell..... Collected on 58 accounts (\$6,248)*

**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.***



# OPEN POSITIONS

## 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

Reyla Swift	6/2	UC Call Center
Linny Hernandez	6/5	Verification
Shaleyia Peterson	6/5	UH CR
Loretta Owens	6/6	ED Reg
Shante Taylor	6/6	Nappi
Laura Rockwell	6/7	Nappi
Robin Gilfilian	6/8	PID
Lorraine Banda	6/10	ED Reg
Cora LoVetere	6/10	CC CR
Brenda Passardi	6/10	PID
Diane Mills	6/15	Verification
Olivia Cheung	6/17	Nappi
Harmony Mantor	6/19	Verification
Gabri-el Rose	6/21	UH CR
Shawnasia Hoke	6/22	UH CR
Carol Andrews	6/23	All
Whitney Camby	6/24	Pre Registration
June Kim	6/25	Nappi
Shayne Mitchell	6/28	UH CR



## Welcome to the following new employees:

Jimasia Brown	ED Reg
Heather Fenton	Admitting
Tamairah Rohadfox	Nappi

**T** OGETHER  
**E** VERYONE  
**A** CHIEVES  
**M** ORE



## MOVERS & SHAKERS

Donna DeStefano will be retiring at the end of May  
 Toby Bryant accepted an OAS Position in ED  
 Dicy Robinson accepted an OAS Position in ED

# 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