

DEPARTMENTAL UPDATES FROM

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

July 2024

Summer is finally here! If you are familiar with Syracuse weather, you would agree that it is time to get outside and soak up the sun while it is here. If you find yourself struggling to find fun things to do in your leisure time, make a to-do list from the ideas below:

Go on a Road Trip- While driving enjoy the beautiful scenery and do not forget to stop at attraction sites along the way. Take pictures!

Explore a new city- It is always fun to visit a place that you have not previously visited. While you are there, try a popular restaurant, visit a museum, and/or take a trip to the mall.

Read a book outside- Take a blanket to a local park or sit on a swing and read. This will relax you for sure.

Ride a bike- When is the last time you rode a bike? If it has been a while, grab a bike and a helmet of course, and take a ride!

Go Fishing- Whether on a boat or standing on a dock, you will surely enjoy this outing.

Relax near the water- Visit a lake, pool, ocean, or river stream. While you are there, dip your toes in or jump in and take a swim!

Go camping- Camping or glamping is always a wonderful time! Do not forget your bug repellent and/or sunscreen. Watch out for bears!

Take a walk- Get up, get out, get moving and enjoy nature!

Watch a sunrise and/or sunset- Get up early or head out after dinner to enjoy the beauty of nature.

Go on a vacation- Vacations or staycations are a time to relax and regroup. Make the best of your time off!

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ANNOUNCEMENTS

I am pleased to announce that Megan Carey has been appointed as our interim manager of Central Registration at the downtown campus, effective June 17th, 2024. Megan brings almost twenty years of experience in PAS including Emergency Department leadership.

During this interim period, Megan will have oversight of registration, pre-services, and the ambassador services, collaborating closely with the Team Leaders to ensure continuity and smooth operation across the departments, projects, or areas of responsibility.

Please join me in welcoming Megan to her new role. She can be reached at 315-464-5045 for any questions or matters requiring her attention.



Also, Katrina Jones has been appointed as our interim manager of Central Registration at the Community campus, effective June 17th, 2024. Katrina brings almost 10 years of experience in PAS and has worked in both Emergency departments, pre-registration, and various outpatient departments and has served as a Senior Team Leader.

During this interim period, Katrina will have oversight of Central Registration at CC, the Float staff, and Peds After hours. We look forward to collaborating with her on outstanding projects.

Please join us in welcoming Katrina to her new role. She can be reached at 315-492-5520 for any questions or matters requiring her attention.

Thank you for your continued dedication and support during this transition.

Best regards,

Kaniesha M Mason

Director of Registration



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



EMPLOYEE SPOTLIGHT



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



HEATHER FENTON

Admitting/C-Reg - Community

Q. How long have you worked in Patient Access?

A. 2 Months

Q. What was the first job you ever had?

A. Cashier at the MOST

Q. Do you have any hidden talents?

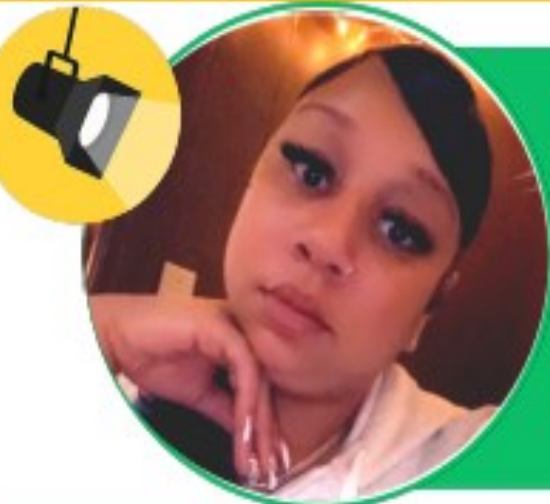
A. "I can mimic a good amount of animal sounds".

Q. What is a fun fact that most people do not know about you?

A. "I've danced with and was sung to by 4 munchkins from the Wizard of Oz".

Q. What is your favorite hobby, activity or creative outlet?

A. "Hand embroidery".



CIERA BROOKS

Emergency Department

Q. How long have you worked in Patient Access?

A. 7 Months

Q. What was the first job you ever had?

A. Grocery store cashier

Q. If you could have any superpower, what would it be?

A. "Fairy dust to fix the unthinkable".

Q. What is one thing you can't live without?

A. "My children".

Q. What is a fun fact that most people do not know about you?

A. "I am a crafter".



SHARONDA JACKSON-RICHARDSON

Performance Improvement Division (PID)

Q. How long have you worked in Patient Access?

A. 3 Years on the PID Team (25 Years at Upstate)

Q. What is the first job you ever had?

A. "Dunk Your Junk youth program-walking around picking up trash in the neighborhood".

Q. What is one thing you can't live without?

A. "My life would be meaningless without GOD, then my family".

Q. If you could be any animal, what would it be?

A. "A bear-they hibernate in the winter. No eating or drinking...Do you know how much weight I could lose? LOL".

Q. What is your favorite hobby, activity or creative outlet?

A. "Baking and cooking new dishes. That's where I find my peace...that's why I need to be a bear"!



REGISTRATION TIPS

- If additional coverage is added during a patient's stay, do not remove the previous coverage listed for that encounter. Removing coverages also removes all the authorizations associated with the encounter.
- Collect missing **SSN numbers** whenever you can as they help with patient identity
- Be sure to use the **Not Collecting Button** and select the **appropriate reason** when no co-pay is being collected
- Always validate the patient's **email address**
- With each registration, always check first if an **HCP** is on file. If not, ask if one is completed or can be completed at registration for inpatient stays and ED visits
- Always check to see if the patient has an active **MyChart**. If not, inquire if they would like to sign up
- Always ask the patient if they have a **middle initial** if one is not listed



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: **BCA Downtime**

Hosted by **Emily Greenwood**

Tuesday July 30th 2 pm

Wednesday July 31st 9 am

UH Cancer Center, Room C1076 A/B/C

[Join the meeting now](#) (Tuesday)

[Join the meeting now](#) (Wednesday)

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: 221 849 500 868 (Tues)

Pass code : beybRR

Meeting ID: 270 465 825 171 (Wed)

Pass code: nYmffb

Quote of the Day

“ Nothing is as contagious as enthusiasm .”

— Samuel Taylor Coleridge

ANNOUNCEMENTS

Monthly Alert-Insurance Corner



Important information



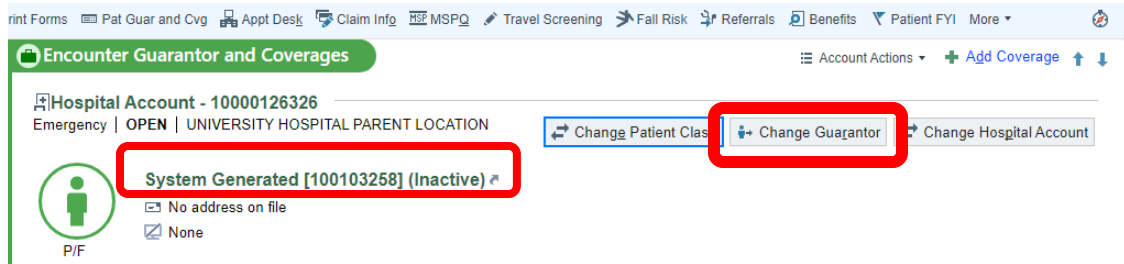
System Generated Guarantor

A system generated guarantor is automatically created upon arrival for a new patient seen in the emergency department. The patient will be defaulted as the guarantor. For minors, (patients under 18 years old), this guarantor type of system generated will need to be changed. Do not overwrite the name and/or date of birth on file as it causes system issues.

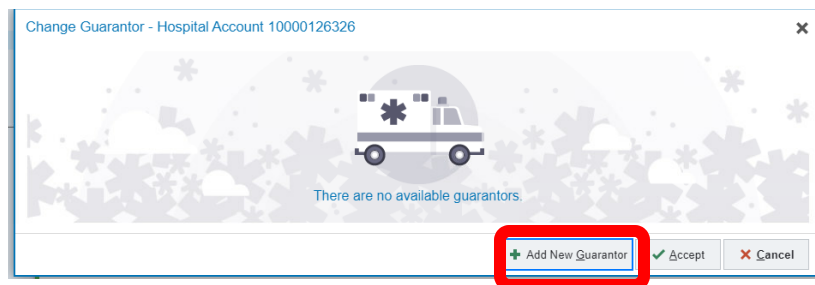
Follow the steps below to properly change the guarantor

(The encounter presently shows a system generated guarantor)

- Go to the **Change Guarantor tab**



- Next click the Add **New Guarantor**



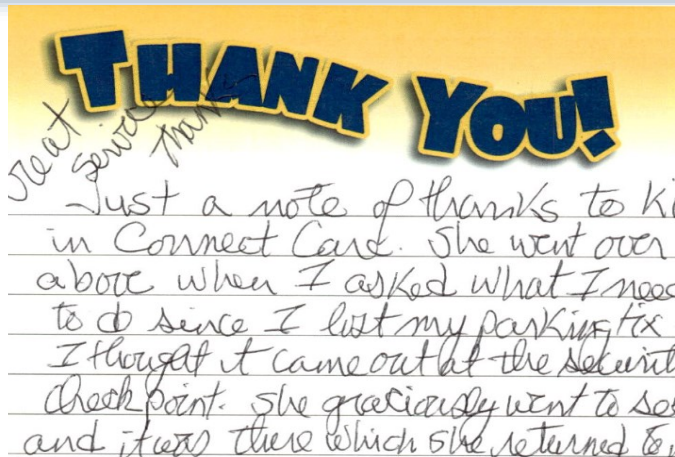
- Personal Family is automatically defaulted. Select the correct guarantor **Relationship to Patient**. **This could be the spouse, father, mother etc.**
- Next you will be asked if the guarantor selected has received care at the organization before? Either **Search** or select **No Record**.
- **Next fully complete the Guarantor Demographics section. This includes Guarantor Name, DOB , Legal Sex, SSN, City, State and Zip. The phone numbers are also required.**
- Next click your search and create to add the guarantor to this encounter.

STAFF KUDOS

Compliment for **Kim Durand**



Thank You
FOR MAKING
A DIFFERENCE



Jackie,

I wanted to reach out to let you know how much your staff contributes to the overall operations of both hospitals. The code calls at Community have been particularly challenging these past few months and they really do all they can to make sure that emergencies are handled accurately and efficiently despite our technical shortcomings. When staff call the call center whether through an emergency line or directly, it is because the call center is a key player in patient safety and outcomes. Our work on the Call Quality group frequently highlights things that need improvement, but it also makes clear the value that your staff bring to our everyday work lives. Nursing relies heavily on them to get needed resources to the bedside, and they do this well every day. Please share my gratitude with them for a job well done under stressful circumstances.

Respectfully,

Jennie

Jennie K. DeRose MHL, BSN, RN, NE-BC

Associate Director of Nursing for Administrative Supervisors

A note from Jackie Pilon

Upstate Connect has been working to build our Team and our performance. For the first half of this year, we had six team members who have strived to meet the metrics provided and exemplified the Code of Conduct, which is the foundation our team is built on. Michaela Brooks, Shannon Burley, Nancy Lewis, Alex Ortiz, Maria Phillips, and Jeanette Temple were recognized for their dedication to our customers and their team. As we grow, we are looking forward to having more staff recognized for their contributions to the success of Upstate Connect.



STAFF KUDOS

Compliment for **Hayam Khalil** from Kaniesha Mason

I'd like to give Hayam a shoutout for all her hard work related to the Roundtrip project. She assisted with workflow development, troubleshooting, testing, and worked extra hours to ensure that the ED staff were prepared. Today's go-live has been smooth except for a few minor issues, which were quickly resolved after being identified. Nice work Hayam and team. Thank you for a job well done!



Gen O'Leary	42 encounters collected on \$10,646
Heather Wilhelm	34 encounters collected on \$16,571
Coleen Schaefer	28 encounters collected on \$9921



Collectively the Insurance Team took in \$64,650 from June 1, 2024 through June 27, 2024.

Thank you!!
~Trish

Tricia L Eldred, CHAM
Insurance Verification Team Leader
University Hospital Admitting
[750 E Adams Street Room 1321C](#)
[Syracuse, NY 13210](#)
315-464-5032

Nappi



Nappi Wellness Institute

Tamairah Rohadfox had the highest copay collection at Nappi for June - \$1575

Welcome to the following new employees:

Amanda Demperio, PAS Manager
Terea Killings-Primes



Kudos to Cody on making the dean's list.

Cody Ryder

has been named to the

DEAN'S LIST

for the **2nd Winter 2024 Semester**, having achieved a grade point average of **3.75** for full-time study.



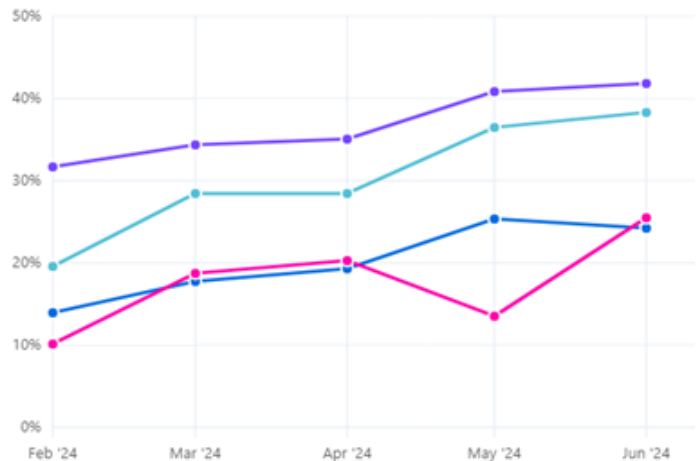
Bryant & Stratton College

Online Education June 29, 2024

Jennifer Welch, Dean of Student Service

Date

Shout out the the 3rd floor on their Kiosk usage!



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 236 accounts (\$49,954)

Randi Proctor....Collected on 92 accounts (\$6,819)

Lorrelle Ash.....Collected on 84 accounts (13,809)

Shayne Mitchell.....Collected on 75 accounts (\$10,524)

Katelynn Jaeger..... Collected on 50 accounts (\$11,084)

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

Admitting:

Manager

Outpatient Administrative
Specialist

UH Central Registration:

HPSC1

UH ED Reg :

Outpatient Administrative
Specialist

Central Scheduling:

HPSC2

Pre-Reg:

HPSC1

Nappi:

Team Leader

Sr. Patient Access Associate

Clerical Specialist II

Ambassador

Float :

HPSC2—Senior Registrar

ACC :

Team Leader

Call Center Rep

Secretary II



HAPPY BIRTHDAY

July Birthdays

Catherine Smith	7/2	Central Scheduling
Shaquana Woodley	7/3	UC Call Center
Ananya Choudhury	7/4	Data Services
Deanna D'Arrigo	7/4	ED Reg
Anthony Mioni	7/4	Verification
Steven Johnson	7/7	Verification
Melanie Carbone	7/9	ACC
Jacqueline Hardy	7/9	Pre Reg
Teresa Engelbrecht	7/11	Central Scheduling
Pamela Dinneen	7/12	ACC
Brett Parsons	7/12	Nappi
Corey Bivens	7/14	Ambassadors
Marie Martinez	7/18	Verification
Tabitha White	7/18	MDD
Debbia Nelson	7/19	ACC
Monica Rhyne	7/20	ACC
Melissa Yarbrough	7/20	ACC
Amber Spicer	7/27	ED Reg
Jessica Newson	7/29	Verification
Christopher Indeck	7/31	Nappi



Welcome to the following new employees:

Allison Dooher	Admitting
Terea Killings	Primes Nappi
Victoria Schenk	UC Call Center

T OGETHER
E VERYONE
A CHIEVES
M ORE

MOVERS & SHAKERS

Toby Bryant took state position in ED Reg
 Toia Chambers took state position in UC Call Center
 Dicy Robinson took state position in ED Reg
 Ciera Brooks took a state position and will be joining the Float Pool

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](#)