

DEPARTMENTAL UPDATES FROM

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

September 2024

PAS Services Career Opportunities Kaniesha Mason

As we continue to grow and strive for excellence, we are excited to announce that we are looking to expand our team. To meet the increasing demands and to support our goals, we are seeking talented, passionate, customer-focused individuals to join us. Below are services with career opportunities:

Pre-Registration– Accepts inbound calls from the public to complete the pre-registration process prior to the appointment. This highly skilled group provides work queue resolution and assistance with proper insurance assignment on past visits.

Scheduling– Provides scheduling support for some ambulatory departments and ancillary testing over the phone, via fax, and/or via work queue.

Ambulatory Call Center– Answer calls for sixteen ambulatory offices and can do anything from requesting prescription refill requests, routing clinical calls to department, scheduling/canceling appointments and providing customer service.

Ambassadors–Provides wheelchair assistance, oversees visitation, demonstrates good customer service skills, assists patients at CC, Nappi, and UH.

Registration– Collects patient demographics + insurance, accepts copays at the time of service, performs work queue resolution while providing supreme customer service.

Upstate Connect Call Center– Handles after hours medical messaging, answers patient information calls for the Community and Downtown campus, and announces emergency codes in a call center setting.

MD Direct– This position is responsible for providing referrals to the public, scheduling connect care appointments, and overall physician relationship building.

Interested candidates are encouraged to apply online by submitting an application and resume. We believe that our team is our greatest asset, and we're looking for individuals who are excited to contribute to our mission and be part of our success story. If you know someone who think would be a great fit, please refer them. Be sure to review our open positions found on page thirteen. Thank you for your continued support and for helping us build a stronger team!

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REGISTRATION TIPS

- Collect missing **SSN numbers** whenever you can as they help with patient identity and insurance look up
- Be sure to use the **Not Collecting Button** and select the appropriate reason when no co-pay is being collected
- Ask the patient for the correct spelling of their **name, address, employer, etc**
- Do not forget to **term out all old insurances** that are no longer being used using appt date minus one as the termination date
- Always ask the patient if they have any other insurances
- Be sure to review the patient and guarantor address during the registration process
- Be sure to review your **personal scorecard** at least **5 times** a month at minimum
- Always **validate** the patient's **e-mail address**
- **Verify MyChart enrollment** for each patient

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Inclusive Health Services/LGBTQ

Hosted by Margaret Lyttle, MPH, LMSW

Wednesday September 18th 2 pm

UH Cancer Center, Room C1076 A/B

[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: 22784551217

Pass code : NkZLtX



Quote of the Day

“ Quality in a service or product is not what you put into it. It is what the customer gets out of it .”

— Peter Drucker


ANNOUNCEMENTS

Monthly Alert-Insurance Corner

Benefits of using MyChart.

Important information

With each registration, staff should be reviewing the patient's MyChart status. If the patient does not have an active account, offer to enroll them.

 We can use the patient's email on file or add a new one. For minors, a proxy MyChart account can be created using their parent or legal guardians email address. Once the email is added to the patients record, a link to the MyChart portal site will be generated. A code and instructions on how to sign into the portal for the first time will be provided.

MyChart gives our patients access to their health information and a direct connection to their care team. providing tools to help them actively participate in their care.

MyChart is a secure means for patients to access parts of their health records through a web browser and cell-phone apps.

What is the function of MyChart?

- MyChart allows our patients to view test results and doctor's comments within days
- Schedule appointments, attend video visits with your provider, create shortcuts for appointments you schedule often
- Pre-Check in for appointments
- Get Medical Advice. Send a message to ask your doctor for medical advice and get recommendations for care
- Medication Refills
- Request a Referral
- Make payments on outstanding balances

Effective July 22nd, 2024: A warning displays in the Sidebar Checklist when a patient has either never been sent a MyChart activation code or an activation code was sent more than 30 days ago and the patient's MyChart status is listed as pending when completing an ***Admission or Emergency Department registration***. The warning states, "Patient does not have an active Mychart Account or has been pending for over 30 days . Please ask the patient if they would like to activate Mychart." To satisfy the warning, a new code must be generated and then either emailed to the patient or printed. To Generate a new code, click the MyChart icon in the Storyboard, and click Generate New Code. If the patient does not want to sign up for MyChart, click **Declined** or **Ask Later**.

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 Dominic Mosley who accepted a position in HIM



STAFF KUDOS

Compliment for **Deborah Maddox**

Good afternoon Shelley and Kaniesha –

I wanted to reach out to the both of you to give praise to Deborah Maddox. My mom was brought into the ER at Community last evening. Deborah was super nice, attentive, helpful with a great personality all while the ER was rocking and rolling. Patients in the waiting room were screaming and yelling, and she handled the stress with great poise.

It's not every day that we hear about the good that goes on in our institution, so I wanted to let you know how wonderful Deborah was last evening.

Thank you,

Hayam Khalil, CHAA

PAS ED Manager

Upstate University



Thank You
FOR MAKING
A DIFFERENCE

Compliment for **Melissa Bernhardt**

Melissa Bernhardt was awesome when I called into the Neuro Dept. She was friendly, human and it wasn't stressful getting the help I needed" Neuro Patient's Mother

Thanks,

Melissa

Melissa Yarbrough, BSHA

Team Lead

SUNY Upstate Medical University



STAFF KUDOS

Compliment for **Mariya Yakuta**

A patient's mother wanted to compliment **Mariya Yakuta** on a wonderful job during her call. She stated that she was the most helpful person she has spoken to within a years time when calling in. Mariya took her time to listen to Mom's concerns and asked good questions to get a clear understanding of what was needed.

Mariya, thank you for your hard work everyday and taking such great care of the patients that call the Ambulatory Call Center! We appreciate you!

Cheryl and Melissa

Thanks!

Cheryl



Compliment for **Marc Buselli**

From Jess Reis, Nurse Manager from Joslin- I wanted to share that I believe that Marc is an asset to Joslin. Marc has served as a resource for both my peds and adult nurses to gain comfort in using the Soft Agent system. Marc strives to become knowledgeable in all things Joslin to better support both clinics and our patients. Marc, thank you for being a part of our Joslin team!

Thank You!

Melissa

Melissa Yarbrough, BSHA

Team Lead



STAFF KUDOS



PAS
DISNEY DAY

WHEN YOU SMILE
THE
WHOLE WORLD
SMILES
WITH YOU



STAFF KUDOS

Compliment for **Lori Covington**

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 registrar (Lori) was great!
How ever it was a ridiculously long
wait in the ER.*

Comments:



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 275 accounts (\$47,817)

Edgardo Rios....Collected on 78 accounts (\$17,348)

Lorrelle Ash.....Collected on 71 accounts (\$7,681)

Kazi HossainCollected on 69 accounts (\$10,636)

Ciera Brooks..... Collected on 60 accounts (\$10,534)

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:

HPSC1

UH ED Reg :

OAS

Nappi:

Clerical Specialist 2

Team Leaders

HPSC1

Switchboard :

Clerk 1

Float :

Temp

ACC :

Agent

Temp

Pre-Services :

HPSC1

HPSC2



HAPPY BIRTHDAY

September Birthdays

Teresa Killings-Primes	9/2	Nappi
Sydney Wiesing	9/2	Verification
Kimberly Cummings	9/6	CG Switchbd
Randi Proctor	9/9	CG CR
Christine Hotaling	9/11	CG CR
Abeer Husham	9/12	ED Reg
Kathy Libby-McAnulty	9/13	CS
Janice Gualtieri	9/14	MDD
Logan McAnulty	9/15	Nappi
Shannon Austin	9/16	Pre Services
Shannon Burley	9/18	UC CC
Taylor Bartle	9/19	Ambassadors
Christina Nelson-Dee	9/20	ACC
Megan Webb	9/20	CS



Welcome to the following new employees:

Lashay Pressley

UC CC

T OGETHER
E VERYONE
A CHIEVES
M ORE

Congratulations to Steven Andrews son of Carol Andrews for his accomplishment and position with the Onondaga Sheriffs Department.



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](#)