

DEPARTMENTAL UPDATES FROM

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

October 2024

Protecting the Patient's Privacy by Kaniesha Mason

If you have worked in healthcare, you are familiar with the acronym HIPAA. HIPAA also known as (Health Insurance Portability and Accountability Act) is a law that protects the privacy of patient's health information. Front desk staff in healthcare settings must comply with HIPAA regulations. Failure to do so can result in hefty penalties and could cause damage to our hospital's reputation. Whether you are new to the healthcare environment or a veteran, it is your job to protect the patient's health information. Below are a few tips on how to do so effectively:

- **Capture the patient or patient representatives' signature on the *Consent to Use and Disclose Protected Health Information* form.** The Notice of Privacy Practices Consent advises patients on how University Hospital will use and disclose their protected health information for treatment, to obtain payment, and to conduct our normal healthcare operations. Also provide the patient a copy of the NOPP booklet which further explains our privacy practices. This consent is offered once in a lifetime if signed by an adult patient, age 18 or older. If signed by a parent or legal guardian for a minor patient, the form must be offered to the patient at age 18.
- **Always properly identify the patient.** A registrar's role in patient safety is properly identifying the patient. Selecting the correct patient from the initial point of contact is essential for providing quality care. Familiarize yourselves with the following policies as they outline our desk procedure: ADM N-01 Name Search, ADM N-09 Name Standardization, and I-02 Patient Identification.
- **Only access patient records if you have a job-related reason.** Having Epic access does not automatically give you the right to access patient information. You should only access a patient's record if you have a work-related reason and should only access information relevant to the task that you are performing.
- **Always lock your workstation prior to leaving it unattended.** Be sure to lock your workstations and/or log out of Epic whenever appropriate.
- **Verify patient demographic information prior to faxing, mailing, or sending patient information.** This includes the email address field. The MyChart activation code is sent to the email address on file. We are routing more patient information through MyChart. Please be diligent.
- **Choose to hold confidential conversations in a secluded setting.** Be mindful of your environment. It is never a good idea to share patient information in an elevator, hallway, or other shared area.
- **Properly dispose of all patient information in designated shredding receptacles when the information is no longer needed.** Also, never leave hard copy medical records unattended or in open areas.

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REGISTRATION TIPS

- When **RTE** is down or there are issues, remember to use the **Override Query Button**
- When obtaining **verbal consent** from a family member of a patient, always get their **name, relationship to patient, and phone number**
- Include the **billing address** when creating **Generic Insurance**
- 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
- Check to see if the **Driver's License Photo ID** has expired. If so, scan an **updated copy**
- Be sure to verify the **PCP** information on record with each registration. Refrain from updating pcp's for UH Family Med, Internal Med, and Pediatric depts. Enter a comment in the pcp section if the patient is requesting a change
- Scan both **front** and **back** of every **insurance card**
- Be sure to **terminate** all **old insurances** that are no longer being used, using appointment date minus one (t-1) as the termination date



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: MyChart

Hosted by: **Matt Hill**

Wednesday, October 30th @ 2 pm

UH Cancer Center, Room C1076 A/B/C

[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: 238 606 474 860

Pass code: ZQ8Mei

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-Insurance Corner

Important information

Issue: Registering with the correct guarantor type

When registering a patient, one **crucial question** the register should be asking is “**how did this injury or illness occur**”?

Dig deep to ask the patient additional questions if needed.

For example, the patient indicates “I think I have a broken right arm”. We need to ask exactly how this happened. Did he/she fall at home? Were they at work? Was an automobile involved? Knowing these additional details will help to select the correct guarantor type for the encounter. Also knowing clearly the difference between injury and illness. A tip to keep in mind is illness is something that originates from within the body, an injury is outside of the body.

If the patient advises the injury/accident occurred while at work, a worker’s compensation guarantor must be assigned to the visit and additional information is needed. If the patient was involved in a motor vehicle accident, then a third party liability (TPL) guarantor should be assigned. Additional information is needed. Was the patient driving their own vehicle or in someone else’s? Coverage always follows the vehicle, not the driver for an automobile accident occurring in New York State. Therefore it is important to ask and capture the needed information. If the patient does not have this information at the time of registration, add the correct guarantor type and do not add any information for the subscriber or coverage. This will cause the claim to fall to a work queue due to missing insurance information. Add a HAR note and hand a card to the patient and ask to call us back as soon as possible with the information. If this information is not received timely, a bill will be sent to the guarantor on file.

A personal family guarantor is created for all other injuries i.e., slip down stairs at home and/or for illnesses such as pneumonia etc. A system update has been implemented that automatically updates the Accident Indicator to “**No**” whenever a PF guarantor is assigned and the accident indicator will default to “**Yes**” whenever a **TPL or WC** guarantor is assigned.

If a TPL or WC guarantor type are selected, you will be taken to the claim form for completion. Never complete both the top portion and bottom portion of the claim form. The top portion is to be completed for an injury/illness and are associated with the PF Guarantor. The bottom portion is to be completed whenever assigning a WC or TPL guarantor.

The accident date for both a WC or TPL guarantor is the date the accident or injury occurred, not the date the patient presents to be seen.

There are tip sheets available that have been created and are available for guidance. Reach out to your training team and/or supervisors with questions.

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.

STAFF KUDOS

Shout out to the Community Campus ED Registrars!!

Congratulations to the Community Campus ED Registrars on achieving a **mean score of 90.68** on the “*Helpfulness of Registration*” question on the recent Press Ganey survey. This score is almost 2 points better than the national average mean score of 88.82, and places us in the **73rd percentile**. This means that our score is better than 73% of all the other hospitals in the national database. Kudos to all involved and thank you for providing excellent customer service!! Kaniesha Mason



Compliment for **Lisa Green** from the Ambulatory Call Center: “Patient wanted to let the call center management know that Lisa at the call center was wonderful to her. She listened to her, and she was appreciative of Lisa's care.”

Melissa Yarbrough, BSHA

Senior Team Lead

SUNY Upstate Medical University



Thank You
FOR MAKING
A DIFFERENCE

Compliments for **Kim Durand**

Kim Durand PAA from Nappi Connect Care was mentioned many times in Connect Care's Press Ganey.

*Kimmy at registration is very professional

*Kim in registration area is professional

*Kim at the front desk was a pleasure and I really felt she did everything she was able to do to make the experience great.

*Kim at the front desk!

*The lady at the front desk was very kind and helped get my insurance situated.



STAFF KUDOS

Compliment for **Doris Price Webb**

Great job Doris!

From: Hayam Khalil

Wow, this one is interesting. You did a really nice job with the coverages and explaining the details. Thank you for your thoroughness and reaching out for assistance with complicated insurance entry encounters.



Compliment for **Kim Durand** from Nancy Daoust

9/18/2024

Dear Kim,

Thank you for providing exceptional customer service to all who enter Connect Care. Your warm and welcoming style is appreciated. The patients have shared so many positive comments on Press Ganey. Your contributions at Nappi are creating a wonderful patient experience and are truly appreciated!

Nancy Daoust,

Chief Ambulatory Officer



STAFF KUDOS

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*Kim at the front desk!



Compliment for **Marie Martinez**

I'd like to send a compliment to Marie in Admitting for her attention to social cues and excellent customer service. Today, Marie stopped by my office for assistance with a minor who presented alone requesting to be seen for a sensitive reason. The patient seemed a bit confused when arriving at the main desk in Admitting for help. There was no appointment scheduled in our system, therefore we quickly pulled the patient into my office for privacy, where I was able to learn more about their needs. Social work and a clinical leader in the ED were contacted to ensure a nice hand-off. The patient was assigned a safety companion, was escorted to the Pediatric ED, and was arrived & triaged right away. Thank you, Marie, for taking the time to notice that the patient was in distress. This is a great example of being present in the moment. You went the extra mile, and I am confident that they will get the help they need. The world needs more people like you in it :~).

Kind regards,

Kaniesha M Mason

Director of Registration



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 198 accounts (\$35,226)

Lorrelle Ash....Collected on 67 accounts (\$6,180)

Edgardo Rios.....Collected on 61 accounts (\$9,091)

Deanna D'ArrigoCollected on 54 accounts (\$7,134)

Zainab Dougherty..... Collected on 52 accounts (\$5,228)

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

HPSC1

Switchboard :

Clerk 1

ACC :

Agent

Temp

Pre-Services :

HPSC1

HPSC2



HAPPY BIRTHDAY

October Birthdays

Tricia Eldred	10/01	Verification
Hannah Stilwell	10/01	CS
Katelynn Jaeger	10/2	Verification
Anne Otterness	10/02	Bed board
Alexander Colella	10/06	ACC
Lori Covington	10/07	ED Reg
Coleen Schaefer	10/09	Verification
Maggie Durham	10/10	Pre Reg
Lisa Taylor	10/10	ED Reg
Shelley White	10/10	All
Brandon Caporin	10/13	Ambassadors
Ruth Hooker	10/14	ED Reg
Jaheel Rowe	10/14	Nappi
Mariya Yakuta	10/14	ACC
Hayam Khalil	10/15	ED Reg
Marisol McCullin	10/15	ACC
Adrienne Brown	10/16	UC CC
Marty Prater	10/16	MDD
Robin Thomas	10/17	Data
Megan Carey	10/19	DT CR
Stacy Wiczorek	10/22	Nappi
Zainab Dougherty	10/24	CG CR
Kachelah Flournoy	10/25	Nappi
Rhiannon McDonald	10/29	Nappi



Welcome to the following new employees:

Samantha Davis	ACC
Sheila Golden	UH CR
Sade Woolridge	Ambassador



MOVERS & SHAKERS

Katrina Jones promoted to CC Central Reg Manager

Shakira Telpha/Temp/C-Reg @ Community



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](#)