

## DEPARTMENTAL UPDATES FROM

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

November 2024

### Benefits of Deep Breathing

This article was initially published at the beginning of the pandemic. I feel it's a great time for a refresher!

If you're feeling anxious because of the pandemic/election or other external issues — and who isn't? — Upstate's director of integrative medicine, [Kaushal Nanavati, MD](#), recommends taking a moment to breathe deeply.

"Take a nice, deep inhaling breath, the longest inhale possible," he coaches, "and take even longer to breathe out. Slowly, slowly, slowly."

Taking time to breathe slowly and deeply helps break your pattern of thinking.

"As we start to get anxious, the emotions spiral. In our brain, the prefrontal cortex that helps us with some of our logic doesn't get a chance to get activated," Nanavati describes. "When we take a deep breath and we calm ourselves down, that part of our brain can get engaged again. That helps us use reason and logic and be able to think about, 'OK, in this situation, what is in my control?'"

"We have good science behind this. We know that with 10 minutes of nice, deep breathing," Nanavati says:

-- Levels of cortisol, the stress hormone, drop. This not only helps reduce stress, but can help prevent our immune

system from weakening. Lower levels of cortisol are also helpful for blood sugar and inflammation in the body.

Cortisol can also affect blood pressure.

-- Levels of the "fight or flight" hormone, adrenaline, drop, which helps reduce anxious feelings.

-- Levels of the hormone melatonin rise. This can help with sleep and in boosting the immune system.

-- Levels of the chemical serotonin rise. This can enhance our mood and help with gut motility.

-- Levels of the chemical messenger dopamine rise, increasing our sensation of pleasure.

#### Inside This Issue:

<b>Registration Tips</b>	<b>2</b>
<b>Insurance Corner</b>	<b>3</b>
<b>Announcements</b>	<b>4</b>
<b>NAHAM</b>	<b>5</b>
<b>Halloween Pics</b>	<b>6</b>
<b>Kudos</b>	<b>7</b>
<b>Top Collectors</b>	<b>8</b>
<b>Positivity Pack</b>	<b>9</b>
<b>Open Positions</b>	<b>10</b>
<b>Birthdays</b>	<b>11</b>
<b>Training Resources</b>	<b>12</b>



# REGISTRATION TIPS

- If a patient has insurance but does not have their insurance card with them, access the insurance websites for more information. If you're unable to obtain info from the website, enter a **HAR note** stating the name of the insurance company and any other information.
- Collect missing **SSN numbers** whenever you can, as they help with **patient identify** and **insurance** look up.
- Always read **RTE** to confirm eligibility and subscriber information.
- Always read RTE to determine the subscriber.
- Be sure to review the **HCP information** that is on file with the patient at each visit.
- When scanning insurance cards be sure to scan both front and back the enter the name of the insurance in the description field on the documents table.
- Capture all **phone numbers** for the patient including the **area code**.
- Be sure to ask the patient for their **address and phone number** at each registration.

## LUNCH AND LEARN SESSIONS

### Bring your Lunch & Learn

Topic: Kronos

Hosted by Katrina Jones

Thursday, November 21st @ 2pm

UH Cancer Center, Room

### [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 : 285 142 006 263

Pass code: MWaiNE



### Quote of the Day

"To give without any reward, or any notice, has a special quality of its own."

— Anne Morrow Lindberg

# ANNOUNCEMENTS

## Monthly Alert-Insurance Corner

### Important information

#### **Issue: Adding a guarantor and coverage for an Inmate**

When registering an inmate, always be sure to remove any demographics that were listed prior to their incarceration. The patient's address and phone number must be that of the facility in which the patient is incarcerated.

- Remove their personal home address and phone.
- The **PCP** should be changed to **No PCP**. The inmate treats with the prison doctor and may be taken to the hospital if care is needed outside of what the prison can provide.
- Update the Employer Info to **Employment status** to **Not Employed** and **Employer** to **Unemployed**. If the patient is a weekend inmate at Jamesville, you may want to update his/her employer.
- Emergency contacts should only have the Correctional Facility listed. No personal contacts should be listed and all removed. The relation to patient should be Other and the phone number of the correctional facility should be listed. Inactivate any existing contacts.
- On the Navigator Form under the Enc Guar & Cvgs, if a Personal Family (P/F) guarantor is listed, it must be changed to Department of Corrections. Click on the **Change Guarantor Button**.
- The Guarantor Search/Create box populates. The Account Type is **Personal Family** and the Relationship to Patient should be **Other**.
- The Search/No Record option needs to be answered. Search for the Guarantor Record.  
**Guarantor** = Correctional Facility                      **Subscriber** = Patient
- The Guarantor Select screen populates and ask to review as you may be creating a duplicate of an existing record. Select **Create New** if one does not previously exist.
- There can be one active Personal Family Guarantor account. Therefore the P/F that was previously on the account must be deactivated so the new one for the DOC can be added.
- Click **Deactivate** to deactivate the assigned guarantor. The newly created P/F for the Department of Corrections will show.
- Next coverage needs to be added. For **State inmates** the coverage to be used is **DOC**. For **county inmates** follow the coverages listed. **Onondaga county** inmates are registered using **CFG coverage** and **Well path** is only to be used for **Oneida county inmates**.

**Note:** Scan in the face sheet from the facility that the guards bring with their paperwork as it includes important billing information. Also, it is important to check the Department of Corrections website to verify the DIN# & prison that the patient is coming from. It is common for inmates to be transferred between facilities, so checking this information is important for 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](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.

# STAFF KUDOS

## Happy Halloween from Connect Care



The ladies are the spice girls, the men are salt and pepper, and Dr Hegazy is the Sous chef.



# STAFF KUDOS

Congratulations to **Kimberly Durand** for receiving the Above and Beyond award at Connect Care. The award is based on the positive impact the recipient has on our patients.

Kim Durand was nominated by Erin Murphy the Clinic Manager for the Above and Beyond award for October. Erin mentions Kim is a wonderful part of our team in Connect Care, and I appreciate her ability to give the our patients a positive patient experience!



# TOP COLLECTORS WAY TO GO

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

*Molly Schaefer .....Collected on 315 accounts (\$47,368)*

*Brett Parsons .....Collected on 104 accounts (\$18,470)*

*Lorrelle Ash.....Collected on 102 accounts (\$11,628)*

*Edgardo Rios .....Collected on 80 accounts (\$16,000)*

*Zainab Dougherty..... Collected on 65 accounts (\$11,595)*

**Lets all try to make 2024 a ground breaking year with off the chart collections !!!**





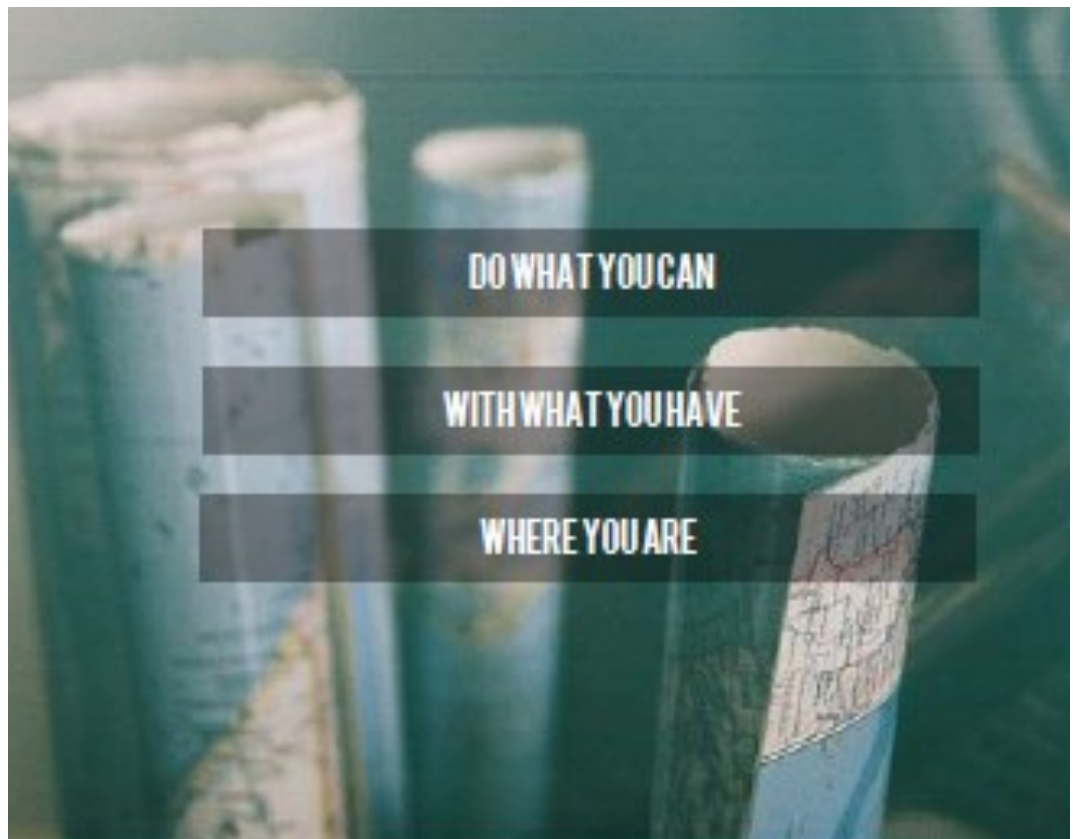


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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

## UH Central Registration:

HPSC1

## CC Central Registration:

HPSC1

## UH ED Reg :

OAS

## Nappi:

Clerical Specialist 2

HPSC1

OAS

## Central Scheduling:

HPSC2

## Ambulatory Call Center :

Call Center Agent

## Pre-Reg :

HPSC1

## Admitting:

Bed board Clerk

## UC Call Center:

Clerk 1



# HAPPY BIRTHDAY

## November Birthdays

Shakira Telpha	11/1	CG CR
Rmani Parnell	11/9	Float
Katie Sperry	11/10	Pre Reg
Tom Sekovski	11/16	UC CC
Allison Dooher	11/19	Verification
Derek Markle	11/19	Float
Janie Thompson	11/19	ACC
Marc Buselli	11/21	ACC
Genevieve O'Leary	11/22	Verification
Dawn Johnson	11/24	DT CR
Marla Hill	11/27	Nappi
Haley McGuigan	11/29	Ambassadors



## Welcome to the following new employees:

Allen Grandin	Central Reg UH
Sheila Golden	Central Reg UH
Sade Woolridge	Ambassadors
Jessica Bowles	ED Reg
Cynthia Deer	Float
Jacalyn Little	Nappi
Haley McGuigan	Ambassadors
Shakira Telpha	CG CR

## MOVERS & SHAKERS

Kellie Hemry- Ambassador Team Leader

Kachelah Flournory promoted to DT CR Team Leader

Katie Sperry transferring to PMR

Mark White – New Team Leader for the Nappi Building

Bette Baum- promoted to a Senior.

Logan Mcanulty- moving from Nappi to Shannon's team

Welcome Back- Alisha McDowell to Nappi Registration





# 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](#)