

DEPARTMENTAL UPDATES FROM

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

December 2024

Fun Winter Activities Kaniesha Mason

Although winter does not officially start until later this month, it is an exciting time to start exploring fun things to do during the colder months. Life is always better when you have things to look forward to. Just in case you are not convinced to get excited about the Syracuse weather yet, think about the fact that the wintry weather brings people together, and some of the best dishes are prepared and shared.

Below are several activities that you should consider in your leisure:

For a limited time, visit Lights on Lake for a complimentary admission ride through the larger-than-life Land of Oz, a twinkling fantasy forest, colorful section arches, memorable animated scenes, ending with a fairy tale magic grand finale.

Try your hand at ice fishing. Grab some gear and visit a frozen lake or pond near you. Be sure to follow all the recommended safety precautions.

Pull out your sled and go sledding. Find a nice hill, put on your snowpants and boots and give it a whirl!

Take a ski trip and stay in a nice cabin.

Go ice skating. Whether you are a beginner or advanced, lace up your skates and go.

If none of these outdoor activities spark your interest, stay inside and:

Bake a cake from scratch. This is the perfect time to warm up your house with the sweet aroma of a freshly baked pie or cake.

Perfect your chili recipe. Chili is the perfect meal on frigid day. It is hearty and tasty.

Take some time to reorganize your closet. There is never enough time in the day, however we all need to purge old clothes.

Paint a room. Indoor renovations are a wonderful thing to do when you want to stay inside.

No matter what you decide to do, find time to let your hair down and enjoy life!

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REGISTRATION TIPS

- Collect missing **SSN** numbers whenever you can as they help with patient identity and insurance look up.
- Always ask the patient if they have any other insurance.
- Verify **MyChart** enrollment for each patient.
- Include the billing address when creating **Generic Insurance**.
- Be sure to review the **HCP information** that is on file with the patient at each visit.
- Under patient contacts, be sure to complete both Emergency Contact and Permission to Discuss.
- Check to see if the **Driver's License Photo ID** has expired. If so, ask for the updated copy.
- Be sure to use the **Not Collecting Button** and select the **appropriate reason**, when no co-pay is being collected

LUNCH AND LEARN SESSIONS

Happy Holidays to All

There will be no lunch and learn for December due to the holidays and vacations.



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

Issue: Co-pay and how it works

Important information

A copay, or copayment, is a predetermined rate you pay for health care services at the time of care. For example, you may have a \$25 copay every time you see your primary care physician, a \$10 copay for each monthly medication and a \$250 copay for an emergency room visit.

Why should we try to collect?

Research shows financial success is more likely if patient copays and outstanding balances are captured at the time of service before a patient departs the facility.

There are three primary benefits to collecting copays and outstanding balances at time of service.

1. Promote a positive patient/provider experience

A simplified patient experience with time-of-service payment solutions can improve patient satisfaction along with billing transparency, support and service.

2. Reduce medical billing and back-end collection costs

3. Drive more revenue for the hospital

It is the goal of patient access to collect as many payments as possible upfront. PAS Front Desk end-users, should have at least a 30% collection success rate (1 out of every 3 opportunities to collect). End users who collect the most payments are posted in the monthly PAS newsletter for recognition.

Financial Assistance and/or payment plans are available for patients if needed.

Copays due can be found in the **Encounter Storyboard**, **Payments** and **Benefit Collections**.

When unable to collect a copay, always use the not collecting button to document the reason.

To be successful in co-pay collections, we need to:

- Be consistent! Ask every time
- Know where to find the co-pay information
- Learn how to ask for co-pay collections
- Know where to document why amount was not collected

Scripting : *I see you have a \$25 co-pay. How would you like to take care of this today? We accept cash, check or credit card.*

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

Congratulations to **Kristen Gordon**, **Marc Behringer**, **David Witchley** and **Samantha Davis** on completing your training in the Ambulatory Call Center

From Cheryl and Melissa

Melissa Yarbrough, BSHA

Senior Team Lead

SUNY Upstate Medical University

Ambulatory Call Center



Congratulations to the Community Campus ED on their recent Press Ganey ranking on the "Helpfulness of Registration" question. They performed better than 74% of other hospitals. Thank you for doing a stellar job at providing customer service and keep up the good work!
Kaniesha Mason

Press Ganey Compliment Received for **Kim Durand**

Front desk/Check in-Kim, I think-was awesome!



KUDOS TO MD DIRECT & ADMITTING!

*I am thrilled to share that MD Direct, along with our invaluable partners in the Admitting department, have been selected as the 2024 **Nursing Collaborating Team Award** recipient. We received 3 nominations highlighting the critical work we do to support the Connect Care service.*

The commitment and teamwork displayed daily has a significant impact on those we are assisting in the clinic. Our efforts have not gone unnoticed. This accomplishment is a testament to the dedication and hard work each of you puts in daily.

*Fantastic achievement **TEAM!***

Shannon Austin, CHAM

PAS, MD Direct & Ambulatory Call Center Senior Manager



Congratulations!

TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 225 accounts (\$45,346)

Lorrelle AshCollected on 71 accounts (\$13,156)

Zainab Dougherty.....Collected on 64 accounts (\$19,440)

Katelynn JaegerCollected on 59 accounts (\$6,775)

Deanna D'Arrigo..... Collected on 50 accounts (\$6,640)

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:

Patient Access Associates

Clerical Specialist 2

HPSC1

Central Scheduling:

HPSC2

Ambulatory Call Center :

Call Center Representatives

Pre-Reg :

HPSC1

Admitting:

Outpatient Administrative Specialists

UC Call Center:

Clerk 1



HAPPY BIRTHDAY

December Birthdays

Cheryl Dixon	12/01	Amb Call Center
Molly Schaefer	12/03	Verification
Kristen Songer	12/10	UC Call Center
Jeanette Temple	12/12	UC Call Center
Marc Berhinger	12/15	Amb Call Center
Kristen Henry	12/18	Upstate Connect
Dorey Youngblood	12/18	UC Call Center
Toia Chambers	12/20	UC Call Center
Tammy Hughes	12/21	Ambassadors
Samantha Davis	12/22	Amb Call Center
Brenda Shea	12/26	Central Scheduling
Jamie Ortiz	12/28	Amb Call Center
Kelly O'Hara	12/31	Central Scheduling
Bernard Smith	12/31	ED Reg
Jody Williams	12/31	Data



Welcome to the following new employees:

Allen Grandin	Central Reg UH
Alicia Mason	ED Reg
Ryan Taylor	ED Reg
Yazarah Bommerbach	ED Reg
Tharesa Taylor	Nappi
Colby Walker	Nappi

MOVERS & SHAKERS

Donna Hernandez has joined our team at Nappi as our new Team Leader.



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

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