

DEPARTMENTAL UPDATES FROM

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

January 2025

Prioritizing Wellness and Self-Care in the New Year

As we step into the new year, it's the perfect time to reflect on our well-being and make a commitment to prioritize self-care. At Upstate we believe that a healthy and happy team is the foundation of our success. Here are some tips and resources to help you focus on your wellness in the coming year:

1. Set Realistic Goals

Start by setting achievable wellness goals. Whether it's incorporating more physical activity into your routine, eating healthier, or dedicating time to mental health practices, small, consistent steps can lead to significant improvements.

2. Take Breaks and Disconnect

In our fast-paced work environment, it's crucial to take regular breaks. Step away from your desk, stretch, and give your mind a rest. Also, try to disconnect from work emails and notifications during your personal time to recharge fully.

3. Utilize Upstate Well Resources

Remember to take advantage of the wellness resources available to you through Upstate Well. Upstate Well also includes the Upstate Well Resource Line. It's a Confidential line answered 24/7 by triage nurse who will refer you to the most appropriate resource.

Call 4-KARE or (315) 464-5273

4. Practice Mindfulness

Incorporate mindfulness practices into your daily routine. Simple activities like meditation, deep breathing exercises, or even a short walk can help reduce stress and improve focus.

5. Stay Connected

Lastly, celebrate your achievements, no matter how small. Recognizing your progress can boost motivation and encourage you to continue your wellness journey. Let's make this year our healthiest and happiest yet! Together, we can create a supportive and thriving work environment where everyone feels valued and cared for.

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REGISTRATION TIPS

- Be sure to use the consent with the pre-fix of **ADT** when collecting a document for all inpatient encounters and emergency room patients.
- With a system **generated guarantor**, you need to **change** the guarantor and then **create** a new one. This is always necessary when registering a minor.
- With each registration be sure to check the **Photo ID** on file and make sure it is **valid** and **legible**.
- Use the **Received** option when securing a consent if the patient does not agree to sign.
- Capture all phone numbers for the patient including the area code
- Be sure to review the HCP information that is on file with the patient at each visit.
- Always check to see if the patient has an active MyChart . If not, inquire if they would like to sign up.

LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: POS Collections

Wednesday January 29th at 2pm

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: 283 976 234 742

Pass code: jS2t4r33



Quote of the Day

“ If you cannot do great things, do small things in a great way. “

— Napoleon Hill

ANNOUNCEMENTS

Monthly Alert-Insurance Corner

Important information

With the new year comes new insurance for some patients. Some may continue to carry the same insurance coverage, however many times a new card is issued with a new subscriber ID number.

Securing this updated or changed insurance information is mandatory, as this allows us to run RTE and verify insurance coverage. We need to ask the patient if any coverage has changed and or, if they have received a new card. Also, always ask if they have any other insurance.

A copy of both the front and the back of the insurance card needs to be scanned into the document table and labeled with the insurance company name. The back of the insurance card contains phone numbers which may be needed. If you discover a card should no longer be used, expire that card.

We should be running RTE with every patient visit to assure the coverage is valid and eligible for that date of service. Failure to verify the insurance is eligible could result in a denial for that visit.

If RTE is down and unavailable, you can use the insurance websites to verify eligibility or calling the insurance company directly.

If a patient is not sure about their insurance, this is not a self pay situation. Self pay should only be checked if the patient has absolutely no insurance. For self pay patients, the Certified Application Counselor Referral (FE) Form should be offered .

If the patient does not have their insurance card and is not sure, ask them to call us back with the information and it will be added to the account. Add a HAR note explaining the details.

Insurance cards should also be scanned for encounters that involve Worker's Compensation or No-Fault situations. The reason is if the WC or TPL does not pay, we then need to bill the personal insurance.



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 MS Teams. Please call Carol at 315 464-5035 or email Carol at andrewsc@upstate.edu) 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



National Association
of Healthcare Access
Management



Congratulations to the following for passing the CHAA

Ruth Hooker

Amber Spicer



Compliment for **Marc Behringer**

Thank you, Marc, for your outstanding customer service with each call you take. During a recent review of one of your calls, the care and compassion you bring to each call was on full display. It is noticed and appreciated.

Thank you!

Cheryl and Melissa

Thanks!

Cheryl

Cheryl Dixon

Quality Team Lead

SUNY Upstate Medical University

Ambulatory Call Center



STAFF KUDOS

Kudos to **Lauren Suits** and **Tammy Gallivan** from Taressa- MD Direct

Hi! I just have to tell you what my experience has been like this week given that they are new to the department and we are all working from home. Lauren and Tammy are doing fantastic! They need less help than I thought. Both ladies are a great addition to MD Direct.

Taressa

MD Direct, SUNY Upstate Medical University



Nice compliment for **Hayam Khalil**

Dear Kaniesha,

I wanted to reach out to express my family's gratitude for the care and understanding demonstrated by Hayam Khalil and the registration staff in the emergency department. My brother, who has special needs and is non-verbal, recently required medical attention, and the experience was very overwhelming for him. However, Hayam went above and beyond to ensure his comfort and well-being. She even picked up on some of his sign language and was communicating with him!

Her diligent care and empathetic approach made a significant difference. She took the time to understand his needs, communicated patiently, and created an environment where he felt safe. Her actions not only eased his anxiety but also provided **immense** relief to our family.

We are deeply appreciative of her dedication and compassion. Knowing that such caring professionals are part of our team is reassuring. Please extend our sincere thanks to her and recognize her outstanding service.

Thank you!

Kristen Henry, BSHA CHAM

Associate Director



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS

Dear Friend,

At Upstate University Hospital and Community Hospital, our goal in healthcare is to exceed your expectations and to deliver excellent service.

We appreciate your help in recognizing direct care providers and staff members who make the best patient experience happen.

Please drop this comment card in any U.S. mailbox or in the Upstate Stars box in the hospital lobby.

You may also e-mail me at stars@upstate.edu or use the below QR code to send a thank you.

Your remarks will be shared among our staff as we recognize those who go above and beyond.

Sincerely yours,
Megan Chase, Human Resources
stars@upstate.edu



Please use this card or visit our website (upstate.edu/stars) by scanning the QR code.

PLEASE DETACH



Thank You
FOR MAKING
A DIFFERENCE

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Dreydel Johnson

Department/Unit Nappi Wellness (Ambassador)

Reason for Recognition Dreydel comes to work ready to work, always helpful. He puts on a nice smile and it's truly a pleasure to work with him.

Your Name (Optional) _____

Patient /Family Faculty Staff Volunteer Other

PLEASE DETACH

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Shante Taylor

Department/Unit 725 E Adams St. (Nappi)

Reason for Recognition _____
Shante helped me check in for my appointment at Adult Family Med. She is very pleasant and made my day!

Your Name (Optional) _____

Patient /Family Faculty Staff Volunteer Other

STAFF KUDOS



Before adjustments and refunds, as of December 20, 2024, the Insurance Verifier Teams have surpassed the goal of \$750,000 for the year and have collected \$800,375 (that's more than the two previous years combined).

Although I am already amazed with their work, I can't wait to see what the yearly total is.

Great Job Pattie, Linny, Josh, Steve, Harmony, Diane, Jess, Gen, Brett, Coleen & Heather!!!

❤️ Trish



TOP COLLECTORS WAY TO GO

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

Molly SchaeferCollected on 225 accounts (\$33,546)

Edgardo RiosCollected on 52 accounts (\$13,336)

Lorrelle Ash.....Collected on 51 accounts (\$8,649)

Kazi HossainCollected on 42 accounts (\$4,823)

Brett Parsons..... Collected on 39 accounts (\$7,185)

Lets all try to make 2025 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 :

Outpatient Administrative Associate

Nappi:

Patient Access Associates

Clerical Specialist 2

HPSC1

Central Scheduling:

HPSC2

Ambulatory Call Center :

Call Center Representative

Pre-Reg :

HPSC1

Admitting:

Admissions Coordinator



HAPPY BIRTHDAY

January Birthdays

Ryan Taylor	01/07	ED Reg
Shylah Brown	01/09	ED Reg
Kazi Hossain	01/12	UH Central Reg
Andrea Luce	01/12	PID
Alexander Hike	01/20	ED
Shentel Knight	01/20	UC Call Center
Heather Fenton	01/26	Verification
Tamara Guinta	01/27	ED Reg
Michael Francis	01/28	ED Reg
Angela Galutz	01/28	Ambassadors
Dicy Robinson	01/28	ED Reg
Lauren Suits	01/28	MD Direct
Allison Lancette	01/29	Nappi
Michael Brooks	01/30	UC Call Center
Toby Bryant	01/30	ED Reg
Andre Bak	01/31	UC Call Center
Alicia Mason	01/31	ED Reg
Thomas Ramos	01/31	ED Reg



Welcome to the following new employees:

Jamauni Adams	UC Call Center
Alexander Campbell	Ambassadors
Mark Carino	UC Call Center
Ava Chambers	Nappi
Demetria Daniels	ED Reg
Tyler Hemmes	ED Reg
Allison Lancette	Nappi
Chamille Lewis	ED Reg
Elizabeth Schiller	Downtown CR
Yara Aldwas	Nappi
Amoni McDowell	Nappi
Fabian Campbell	Nappi

MOVERS & SHAKERS

Chris Hotaling retired on 12/30 after 16 years of service.

Molly Schaefer has accepted a new nursing position at the Children's Pavilion that starts the end of January,



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