

DEPARTMENTAL UPDATES FROM

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

April 2025

Happy Access Week Kaniesha Mason

Join us in recognizing healthcare access professionals for their continued accomplishments of service in healthcare access continuum by celebrating **Patient Access Week, March 30-April 5, 2025.**

This is a longstanding annual tradition to raise awareness and celebrate the Patient Access contributions. You may notice our staff participating in themed days and/or enjoying sweet treats. Please join in on the celebration, as we are better together. See our Access Week Themes below:

Monday– Animal Print Day, wear animal print clothing and join us for breakfast. Be on the lookout for games!

Tuesday– Western Day, dress like a cowboy or farmer and stop by for a cool ice cream treat.

Wednesday–Rainbow Day, wear your favorite color and enjoy lunch on us.

Thursday– Rock & Roll Day, wear a rock & roll shirt, stop at our selfie station, and bring in a dish to pass.

Friday– Black and White Day, wear black and white and have a slice of cake with us.

Each PAS group may have slightly different themed days, however, equal fun. Thank you to all the front desk staff. Enjoy your week and you are appreciated!

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REGISTRATION TIPS

- When registering always be sure to get the patient's **full address**; such as **apartment numbers**, or a **lot #**. Include any other pertinent **identifying information** on that street, this will help to prevent return mail.
- When registering an **anonymous minor** in the ED, if the date of birth is unknown always enter **01/01+ (current year)** as the date of birth.
- Always ask the patient if they have a **middle initial** if one is not listed.
- Be sure to use the **Not Collecting Button** and select the appropriate reason when no co-pay is being collected.
- Always validate the patient's e-mail address.
- Collect missing **SSN numbers** whenever you can as they help with **patient identity**.
- Check to see if the **Driver's License Photo ID** has expired. If so, ask for the updated copy.



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Patient Privacy, Confidentiality and Miscellaneous Compliance

Hosted by Alyssa Kopper

Tuesday April 22nd, 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: 221 495 682 724

Pass code: Pn3xo3e4

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

Important information

Assigning the PACE Medicare Plan

A Tip from the Insurance Verifier Team:

Re: PACE CNY Independent Living Service RTE.

The RTE response for this payor appears differently than the RTE response for many other payors. The word Loretto seems to confuse the process, so we need to look deeper into the detail.

If the Query Status looks like this:

Patient has additional Insurance

Additional Payor - LORETTO INDEPENDENT LIVING SERVICES, INC.

Additional Payor - LORETTO INDEPENDENT LIVING SERVICES, INC.

Response indicates this insurance is primary. Review the RTE response from the payer indicated and assign appropriate filing order.

Additional Primary Payor - LORETTO INDEPENDENT LIVING SERVICES, INC.

Coverage-level query sent for MEDICAID

The response indicated that the patient has another coverage. A coverage-level query was automatically sent for this coverage.

Eligibility

Patient is Eligible for coverage

Plan Mismatch

Possible Plan Mismatch - Current Plan: PACE CNY INDEPENDENT LIVING SERVICES

Plan Indicated in Response: MEDICARE PARTS A AND B

Create Appropriate M'care Managed Care Plan, DO NOT Create Medicare

LORETTO INDEPENDENT LIVING SERVICES, INC.

Medicare QMB

Response indicates the patient is a Qualified Medicare Beneficiary (QMB). Query Medicaid for eligibility and assign accordingly.

Click on Other Entities in the Table of Contents, click the chevron to the right at Other or Additional Payor and look for Medicare Managed Plan Code H3321. If the plan code H3321 was returned, assign E-PACE CNY Independent Living Services Medicare Managed Plan.

Table of Contents	Other Entities
Query Status	
Alerts	
Mismatches	
Subscriber Info	
Insurance Services	
Other Entities	
Adjunctive Dental Services	
Alcoholism	
Alternate Method Dialysis	
Blood Charges	
Cardiac Rehabilitation	
Chiropractic	
Consultation	
Dental Accident	
Dental Crowns	

Benefit Type	Service Type	Insurance Type	Related Entity Name
Other or Additional Payor	Pharmacy	Other	Payer: LORETTO INDEPENDENT LIVING SERVICES, INC.
			Plan Number H3321
			Plan Network ID Number 001 - PACE CNY
			Benefit Date: 03/01/2024
			Payer: LORETTO INDEPENDENT LIVING SERVICES, INC.
			Address: 100 MALTA LANE
			NORTH SYRACUSE, NY 13212
			Telephone: 315-413-4579
			URL: www.pacecny.org
	Unknown	Qualified Medicare Beneficiary	—
Other Source of Data	Unknown	—	—

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

TakeNote



National Association
of Healthcare Access
Management



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

Compliment for **Jessie Diamond** submitted by Melissa Yarbrough

Kudos to Jessie Diamond!! A patient wanted to share that "Jessie is awesome and deserves a gold star" and she made today's phone conversation so easy!



I would like to recognize the extraordinary patience and professionalism of Alex Ortiz and Adrienne Brown. Both evening staff members were subjected to extreme levels of verbal abuse and threats from callers. Their actions during these challenging interactions are a testament to their commitment to uphold the mission of Upstate and treat all who call with dignity and respect, even when they are not given the same in return.

Jacqueline A Pilon

She/Her

Upstate Connect Call Center

& Switchboard Manager



From Nappi Family Medicine- **Marc Buselli** and **David Witchley** have been doing exceptional work, and we really appreciate their support of our team. Thank you for your continued support!

STAFF KUDOS

Compliment for **Logan McAnulty** submitted by Sharon Austin

Please add the below Kudos for Logan McAnulty, Central Scheduling from a Pediatric Gastroenterology patient.:

I had the pleasure of working with Logan when setting up my appointment. Logan made the entire scheduling experience so easy and was so kind and helpful.

Thanks!

Shannon



Shout out to **Kim Durand** from Erin Murphy Nursing Administrator

I just wanted to pass along to you all how much our entire team enjoys working with Kim Durand !

She is wonderful to our patient and sets the example for all Patient Access Services employees.

She is detailed and willing to help in any situation if at all possible.

She is compassionate, understanding and willing to be a lend an ear to any patient.

The patients LOVE her as well as her coworkers! We are thrilled that she continues to choose to work with Connect Care!

She is an absolute asset to the team!!

Thank you Kim for the outstanding job you do representing Upstate!



STAFF KUDOS



Compliment for **Tricia Eldred** from William Bell

Tricia always goes above and beyond to help Upstate patients and staff. She is a true team player who utilizes her knowledge and skills to make both our patients and her coworkers Upstate experiences the best they can be, and she does this all with a smile on her face.

Tricia, thank you for always finding a way to help!

This message recognizes you for your ***dedication to your colleague , patients and willingness to help.*** It's great to know your colleagues think so highly of you.

Thank you for your continued support of Upstate' s mission.

With appreciation,
Allie



Allie Dodge

CSPHA

Professional Development Assistant

Professional Development & Learning

E: dodgeal@upstate.edu O: 315.464.5463



TOP COLLECTORS WAY TO GO

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

Brett ParsonsCollected on 265 accounts (\$42,507)

Lorelle AshCollected on 90 accounts (\$14,344)

Edgardo Rios.....Collected on 78 accounts (\$26,889)

Spencer BradshawCollected on 41 accounts (\$3,445)

Katelyn Jaeger..... Collected on 39 accounts (\$7,546)

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.



OPEN POSITIONS

Admitting:

Outpatient Administrative Specialist

Ambulatory Call Center:

Team Leader

Call Center Representative

Secretary 2

CC Switchboard:

Switchboard Operator

Nappi:

Ambassador

Ambassadors:

Ambassadors

Downtown Central Reg:

Registrar

ED Registration:

Team Leader

PID/Float:

Senior Registrar

Pre-Services:

Registrar

Central Scheduling Coordinator



HAPPY BIRTHDAY

April Birthdays

Jacqueline Barrett	4/2	Amb Call Center
Logan Pedersen	4/6	Nappi
Kellie Hemry	4/7	Ambassadors
Teresa Campbell	4/8	Amb Call Center
Nicole Cilani	4/9	Amb Call Center
Melissa Bernhardt	4/10	Amb Call Center
Rusanne Billings	4/10	Nappi
Tammy Gallivan	4/13	MDD
Ciera Brooks	4/14	Float
April Sadeckas	4/17	DT Central Reg
Na Na Roberson	4/18	UC Call Center
Marcia Knobel	4/19	Ambassadors
Connor Ransier	4/19	Ambassadors
Kimberly Durand	4/20	Nappi
Deborah Johnson	4/22	ED
Elizabeth Schiller	4/22	DT Central Reg
Lorrelle Ash	4/25	CG Central Reg
Tracey Chesbro	4/27	MDD
Sharonda Richardson	4/29	PID



Welcome to the following new employees:

Stephanie Bufford	Amb Call Center
Robert Mastrodicasa	Amb Call Center
Janella Charles	UH Central Reg
Natasha Mohr	Ambassadors



MOVERS & SHAKERS

Nothing to Report



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](#)