

DEPARTMENTAL UPDATES FROM

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

June 2025

41st Annual Employee Recognition Day

A Celebration Honoring Employee Service | Thursday, June 12th On Center

We are so grateful for our exceptional team. We want to take a moment to express our heartfelt gratitude to each of you. Your unwavering dedication, hard work, and years of service are the foundation of our success. Whether you've been with us for one year or forty, your contributions make a lasting impact every day.

Thank you for your commitment, your passion, and the excellence you bring to our team. We are proud to work alongside such an exceptional group of individuals.

Here's to the continued journey—together.

Robin Gilfilian	40	Patient Access – Performance Improvement
Katrina Jones	25	Patient Access - Administration
Kathleen Libby-Anuly	25	Patient Access – Pre-Services
Robin Thomas	25	Upstate Connect
Megan Carey	20	Patient Access - Administration
Amanda Demperio	15	Patient Access - Administration
Diane Mills	15	Patient Access - Verification
Tamara Guinta	10	Patient Access – Emergency Dept
Christopher Indeck	10	Patient Access - Nappi
Lisa Taylor	10	Patient Access – Emergency Dept
Kala Adams	5	Ambulatory Call Center
Cheryl Dixon	5	Ambulatory Call Center
Kimberly Durand	5	Patient Access - Nappi
Kristen Henry	5	Upstate Connect
Josh Hughes	5	Patient Access - Verification
Melissa Yarbrough	5	Ambulatory Call Center

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REGISTRATION TIPS

- Check to see if the **Driver's License Photo ID** has **expired**. If so, ask for the updated copy.
- When a **Coverage** is **RTE enabled** you should always run through **RTE**.
- Never **sign a consent** on a **patient's behalf**. This is considered **falsifying records** and could result in a fine being issued or termination.
- When completing the **MSPQ** always fill in the **accurate retirement date** when appropriate. Never **leave blank** or use an **erroneous date**.
- Always include the **billing address** when creating a **Generic Insurance** .
- Scan both the **front** and **back** of every **insurance card** and **label the payor name**
- Be sure to review the HCP information that is on file with the patient at each visit



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Complete and Clean Registrations

Hosted by Sheri Edwards –Finance

Tuesday June 17th 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: 271 573 179 848 0

Pass code: nY2TW9x2

Quote of the Day

“ Occasionally problems will occur. When it happens to your customers, fix the problem fast. Make it your speed and generosity that gets remembered, not the problem. “

— Ron Kaufman

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. If an **email address** is listed delete it. An inmate should not have an active MyChart. The option of patient declined should be added.
- **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 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.



Patient Identity: Be sure to review the Name and DOB of **EVERY PATIENT** prior to putting the bracelet on their wrist. If there is any doubt, feel free to ask for photo identification for verification purposes. Also review patient photos previously taken at the time of registration to prevent identity theft.

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.

ANNOUNCEMENTS

TakeNote



Applications for Advocates for Upstate's Nellie Hurley Scholarships for undergraduate studies for Fall 2025 are now being accepted. Awards will be announced in July. Active Upstate employees and volunteers on all campuses can apply. Scholarships, for studies in health-related fields, will be for use in the Fall 2025 semester. For important details on eligibility and a link to the application form please go to [Nellie Hurley Scholarship | Advocates for Upstate | SUNY Upstate](#). For more information, please contact Jonathan Adler at adlerj@upstate.edu

Jonathan Adler

Administrative Coordinator

Advocates for Upstate Medical University

750 E. Adams St., CAB 309



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M ORE

STAFF KUDOS

UPSTATE
UNIVERSITY HOSPITAL

Employee Recognition Day

40 Years of Service

Robin

Gilfilian

Patient Access-PID/Float Teams



Good afternoon,

The above referenced patient contacted Patient Relations regarding his experience last evening at UH MRI. Patient stated that the lady at registration was very helpful with getting him a wheelchair due to him being out of breath and bring him to the MRI department. Patient stated that 2 MRI techs made him feel comfortable, check in on him during the test and got him through the test. Patient stated that everyone he encountered was professional, fantastic and he was impressed by everyone.

Kudos to the staff!

Thank you,

Jen Eaton

Senior Patient Relations Coordinator



STAFF KUDOS



RECOGNIZING AN UPSTATE STAR:

PLEASE DETACH

Staff Name(s) Drey, Olivia
 Department/Unit Nappi
 Reason for Recognition WE FOUND THESE 2 PEOPLE VERY ATTENTIVE AND WE COULDN'T ASK FOR BETTER 2 PEOPLE YOU HAVE WORKING AT THE PARKING GARAGE
 Your Name (Optional) Juanita Sturgis
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Olivia Cheung
 Department/Unit Nappi Ambassador
 Reason for Recognition Livvy did a great job when alone in the early morning hours when the doors of Nappi were broken. She was attentive and very helpful getting people in the building. event job
 Your Name (Optional) Kimmy
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) (Laboratory) 2nd Floor and 4th Floor Registrations
 Department/Unit Laboratory & Geriatrics
 Reason for Recognition all the staff/assistants who assisted Clara Rogers (10/06/47) on this day. The doctor and her team is excellent. (Dr. IFTIKHAR
 Your Name (Optional) Davona Lynch, daughter
 Patient/Family Faculty Staff Volunteer Other

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Lorraine Montiel
 Department/Unit REG
 Reason for Recognition She is a Great lady, and she do anything in her power to help people. Even if she doesn't know them, she is my best friend.
 Your Name (Optional) Luiziana Buznam
 Patient/Family Faculty Staff Volunteer Other



STAFF KUDOS

A note was received from a family member of a patient thanking the Ambassador Team for their kindness.

John Liberati , **Kellie Hemry** and the entire **Ambassador Team** are being recognized .

To John AHA My REAL Day 1!
You were the first person to make to make me feel like myself on this journey to support my sister. When I arrived here I was a "visitor" but you allowed me to be "WheLAN" again by remembering my name (you didn't even need the Screen name). That meant more than you realised. Thank you for taking the time everyday to make sure that I was set up for the day. It never went unnoticed. I don't know if you'll ever get around to making a trip to London, but if you do, you'll have a base whole City waiting for you who know your YOUR name too. I'll be telling everyone about John.
P.S. Sorry I left you with a nickname, I think the Nicknames J.D.H.M and Johnny Smalls are sticking!

It's the thoughtfulness of people like you that makes the world so bright.

Thank You Always,
WheLAN



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS

A note was received from a family member of a patient thanking the Ambassador Team for their kindness.

John Liberati , **Kellie Hemry** and the entire **Ambassador Team** are being recognized .

When I travelled across the Pond to support my sister, I had already accepted that it would be a solitary experience; travelling to her ward and back to the hotel. But you all changed that for me.

While the good folks in Scrubs and white gowns were upstairs looking after my sister, I had the cool folks in tinted glasses, Coogi sweaters and Detroit Lions pin badges were looking after me.

You all made sure that I went upstairs in the best possible mood to support my sister every single day.

P.S. Angela, don't stop helping George build character, you're making progress!

Thank you for EVERYTHING & appreciate you ALWAYS!

From
Whelan (B for Bravo,
A for Alpha,
R for Romeo...
Ha Ha Ha!)



Knowing people nice as you
gives life a brighter touch,
And so, to each and all of you —
thanks very, very much!



STAFF KUDOS

A note was received from a family member of a patient thanking the Ambassador Team for their kindness.

John Liberati, **Kellie Hemry** and the entire **Ambassador Team** are being recognized.

Nearly Everyday of my time spent in SUNY,
I kept hearing about Kelle, how attentive, polite,
kind & friendly she was. I couldn't wait to meet her!
I met you with the widest smile on your face
which instantly transferred to me.
Thank you for keeping my heartbeat (Whelan)
looked after everyday by herself & your team!
My favorite meal is dessert, you wouldn't have
known that, but you became one of the highlights
of my stay by inviting us to hand delivering your
hot fudge/caramel brownie with ice cream straight to
me. THANK YOU!! Stay blessed, stay happy, stay positive
we'll miss you (from Ginny)

I arrived in Syracuse in the early hours
of the morning, with a suitcase and a
head full of worries for company and no
one else.

Everyone that I held dear was either in a
different time zone or upstairs on a ventilator.

I had already accepted that it would be a
lonely experience, but you had other ideas!

Thank you for always making time to share
a laugh with me every morning and making
sure that I had the best possible energy
to transfer to my sister.

There was only ONE downside of meeting you...
I now have wildly unrealistic expectations
of how delicious hospital food should be!
Missing you already, Whelan

*With warmest thanks,
grateful hearts,
and deep appreciation
for your
thoughtfulness.*

*Thanks
For Making
A Difference*

STAFF KUDOS

During Patient Access Week last month, Upstate Connect proudly celebrated the outstanding achievements of our dedicated staff by presenting awards in four key performance categories. These categories recognized excellence in **Best Average Time to Answer**, **Lowest Percentage in Disconnect**, **Highest Ready Percentage**, and **Lowest Reassign Count**. Each award highlights the exceptional commitment and efficiency our team brings to ensuring seamless patient access and communication.

In addition to the category winners, we also recognized three **Honorable Mentions**—team members who came remarkably close to leading. Their performance was exemplary and deserving of special acknowledgment. We are incredibly proud of our call center team and grateful for their continued dedication to providing compassionate, high-quality support to our patients and the community.

Submitted by Jacqueline A. Pilon Upstate Connect Call Center & Switchboard Manager





Toastmasters District 65

86 followers

2d • 🌐

🌟 Shining Star Saturday: **Jacqueline Pilon** 🌟

We know it's not quite Saturday yet... but when someone shines as brightly as Jacqueline Pilon, we just couldn't wait to share her story. ✨

Jacqueline is a leader who truly lives to lift others. Whether she's supporting professionals as a manager at SUNY Upstate Medical University, helping someone find their voice through public speaking, or giving back to her community through volunteer work, Jacqueline leads with purpose, compassion, and heart.

She plays a key role in a local public speaking and leadership group, where she helps others build confidence, communication skills, and leadership abilities that last a lifetime. She's also a dedicated volunteer at the Rosamond Gifford Zoo, where she supports conservation education and enriches the experience for visitors of all ages.

Jacqueline's impact is felt in every space she enters — from conference rooms to classrooms, from community events to quiet one-on-one encouragement. She brings people together, builds others up, and leads with a quiet strength that inspires.

We're proud to celebrate her as our early Shining Star Saturday spotlight — and if her story moves you, we invite you to explore the community that helps leaders like Jacqueline grow: District 65 Toastmasters.

It's more than public speaking — it's a place where confidence is built, leaders are made, and voices are found.

👉 Learn more: <https://tmdistrict65.org/>

[#ShiningStarSaturday](#) [#LeadershipInAction](#) [#WomenWhoInspire](#) [#SyracuseNY](#)
[#District65](#) [#Toastmasters](#) [#FindYourVoice](#) [#CommunityLeadership](#)

Jacqueline A. Pilon

She/Her

Upstate Connect Call Center

& Switchboard Manager



All folders are i

Appreciation for Exceptional Customer Service by Ambassador Staff

Yesterday, I hosted a meeting with several of our business partners from across the country within the Department of Medicine, totaling about 20 individuals. Upon realizing that I had forgotten to enter them into Passage Point upon my arrival in the main lobby of the hospital, I reached out to the Ambassador for assistance. Without any hesitation or frustration, the Ambassador kindly offered help and suggested contacting the Ambassador desk for future needs.

As the business partners arrived in groups of five, **Angela**, **Kellie**, and **Connor** efficiently checked them in with welcoming smiles, engaging in small conversations, and showing utmost respect. Their professionalism and courteous demeanor continued as they assisted the guests with directions, information, and any other queries they had. Their dedication to providing exceptional service ensured that our guests had a positive and smooth experience from their first point of contact.

Please convey my heartfelt thanks to Connor, Angela, and Kellie for their outstanding work. Their commitment to excellence turned what could have been a frustrating and complicated situation into a seamless and pleasant encounter for our guests. Their efforts did not go unnoticed, and our guests were highly impressed with the level of service they received.

Once again, thank you to Connor, Angela, and Kellie for their exemplary performance and dedication to providing exceptional customer service. Their professionalism reflects positively on our organization and sets a high standard for patient interactions.

Thank you for your attention to this matter, and please extend my gratitude to the Ambassador Staff for their outstanding contributions.

Warm regards,



Nitchaborie L. Jones

Human Resource Specialist | Diversity, Equity, Inclusion, Belonging Officer
Department of Medicine

SUNY Upstate Medical University
Administrative Office

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“Diversity drives innovation; inclusion drives impact.”



TOP COLLECTORS WAY TO GO

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

Brett ParsonsCollected on 261 accounts (\$46,780)

Lorelle AshCollected on 51 accounts (\$11,412)

Shaleyia Peterson.....Collected on 49 accounts (\$4,152)

Zainab DoughertyCollected on 41 accounts (\$7,495)

Spencer Bradshaw..... Collected on 37 accounts (\$3,758)

Lets all try to make 2025 a ground breaking year with off the chart collections !!!



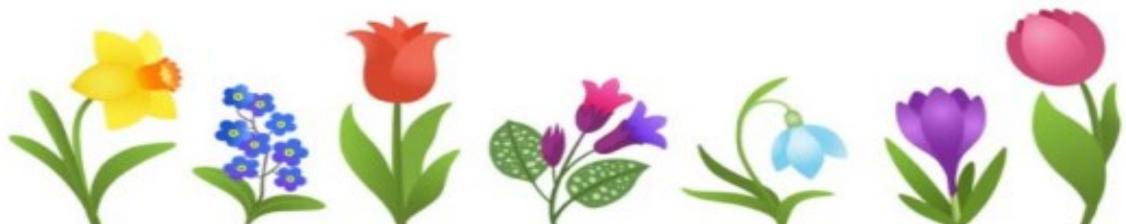


Thanks to the Pathway To Wellness Program and Suzanne Brisk , each month I will include an affirmation card taken from the Positivity Pack. Each card provides an optimistic outlook.

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.



Admitting:

Bed board Coordinator

Verifier

Ambulatory Call Center:

Call Center Operator

Nappi:

Ambassador

Ambassadors:

Ambassador

Downtown Central Reg:

Registrar

ED Registration:

OAS Registrar

PID/Float:

Senior Registrar

Pre-Services:

Registrar

Central Scheduling Coordinator



HAPPY BIRTHDAY

June Birthdays

Reyla Swift	06/02	UC Call Center
Allison Wainman	06/03	Nappi
Linny Hernandez	06/05	Verification
Shaleyia Peterson	06/05	DT Central Reg
Loretta Owens	06/06	ED Reg
Shante Taylor	06/06	Nappi
Laura Rockwell	06/07	Nappi
Robin Gilfilian	06/08	PID
Kristin Gordon	06/08	ACC
Cora LoVetere	06/10	CC Central Reg
Brenda Passardi	06/10	Patient Access
Diane Mills	06/15	Verification
LaShay Pressley	06/15	UC Call Center
Alexandra Campbell	06/19	Ambassador
Harmony Mantor	06/19	Verification
Donna Hernandez	06/20	Nappi
Gabri-el Rose	06/21	DT Central Reg
Shawnasia Hoke	06/22	DT Central Reg
Carol Andrews	06/23	All
Whitney Camby	06/24	Pre Reg



Welcome to the following new employees:

Eliza Bartle	CC Central Reg
Hamdi Farah	Ambassador
Latoya Johnson	Verification
Arbayi Mohamud	Admitting



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](#)