

DEPARTMENTAL UPDATES FROM

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

August 2025

A Note from Leadership

August is here—and with it, the final stretch of summer sunshine! Whether you're soaking up the warmth on your days off or finding small moments of calm during your shift, we hope this month brings you joy, connection, and a little adventure.

Wellness Corner: Quick Wins for Busy Days

- 60-Second Reset:** Try this grounding exercise —inhale for 4 counts, hold for 4, exhale for 4, hold for 4. Repeat 3 times.
- Hydration Hack:** Keep a reusable water bottle at your station. Add lemon or cucumber slices for a refreshing twist.
- Gratitude Grab:** Write down one thing that made you smile today. Stick it on your locker or share it on the staff board!

Healthy Bite of the Month





Summer Berry Yogurt Parfait Layer Greek yogurt, fresh berries, and granola. Drizzle with honey and sprinkle chia seeds for a power-packed snack that's perfect before or after your shift.

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August Fun in Syracuse — Wellness Calendar

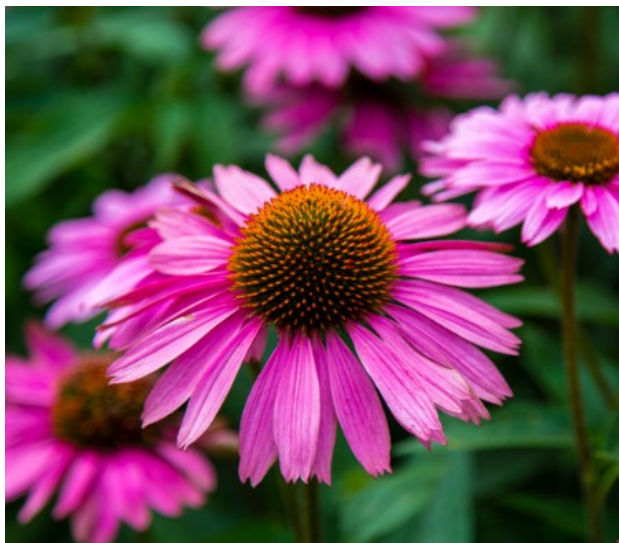
Explore, unwind, and enjoy your community!

 Date	 Event Name	 Location	 Wellness Tie-In
Aug 1	Brew at the Zoo	Rosamond Gifford Zoo	Social connection + nature = stress relief
Aug 1	Tommy Barnes Live	Crazy Daisies Garden Café	Garden vibes + acoustic music = calm mind
Aug 2	Blueberry Jam Festival	Critz Farms, Cazenovia	Farm fun + fresh berries = joyful eating
Aug 3	Middle Ages Brewing 30th Anniversary	Leavenworth Park	Music + community = mood booster
Aug 8–9	Taco & Margarita Fest	Syracuse Inner Harbor	Tacos + laughter = team bonding
Aug 8, 15, 22	Hanover Thursdays Music Series	Perseverance Park	Free music + fresh air = mental reset
Fridays	Party in the Square	Clinton Square	Dancing + downtown fun = end-of-week joy
Aug 1	Leftover Salmon (Live Concert)	Westcott Theater	Live music = dopamine boost



REGISTRATION TIPS

- Check to see if the ***Driver's License Photo ID*** has **expired**. If so ask for the updated copy.
- Always read ***RTE*** to confirm ***eligibility*** and ***subscriber*** information.
- Capture all ***phone numbers*** for the patient including the ***area code***.
- Verify ***MyChart*** enrollment for each patient.
- Under ***patient contacts***, be sure to complete both ***Emergency Contact*** and ***Permission to Discuss***.
- Be sure to review the ***HCP information*** that is on file with the patient at ***each visit***.
- Be sure to use the ***Not Collecting Button*** and select the appropriate reason when no co-pay is being collected.
- Review previously entered ***coverages*** prior to creating ***new coverage***.



LUNCH AND LEARN SESSIONS

Bring your Lunch & Learn

Topic: Patient Identity

Hosted by Patient Access,

Thursday August 21st 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: 210 238 182 855 5

Pass code: ts3GF7Jy

Quote of the Day

“ People do not care how much you know until they know how much you care. “

—— Teddy Roosevelt

ANNOUNCEMENTS

Monthly Alert-Insurance Corner

PCP Entry

Important information

Selecting the appropriate primary care physician at the time of registration is essential. It helps facilitate communication between University Hospital providers and the patients PCP, ensuring continuity of care. It is equally important to assign the correct referring provider. In many cases, when registering in a specialty clinic a referring physician is also required. Ask the patient for the referring provider's name and update the appropriate field in Epic. In some instances, the referring provider and primary care provider may be the same. It is good patient care and customer service to get the records to the appropriate PCP. Consultation reports and discharge summaries automatically go to the primary care physician after the visit; therefore, it is essential to select the correct doctor the first time.

The PCP field should always contain one of the following values:

- **Physician Name**
- **Provider Not in System**
- **No, PCP**

The **Physician Name** field lists the name of the Primary Care Physician the patient treats with.

Note: If there is a physician listed however not displaying on the Navigator, verify the physician start date. The physician must be effective on the date of service to display on the Navigator.

Provider Not in System- Select Provider Not in System whenever the patient sees a physician that is not in our provider selection list. In the PCP search box, type Provider to begin your search.

Note: Whenever assigning Provider Not in System, complete the Alternate Referring Provider section found in the Admission Details folder under the Preadmission Details in the Form Navigator. Enter the physicians name, address, phone number and specialty. Add any pertinent comments as needed.

No, PCP is selected to indicate that the patient does not have a PCP. In the PCP search box enter No, PCP. The navigator will display No PCP (General).

PCP Pending is an option that should only be selected by the MD Direct staff. PCP pending is used as a place holder until the patient goes to the PCP initial appointment. This selection is used by the MD Direct staff when coordinating PCP appointments.

The ramifications of entering the incorrect physician information could result in a HIPPA violation.

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.

Reminder: A registrar's role in patient safety is properly identifying a patient

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.

ANNOUNCEMENTS



National Association
of Healthcare Access
Management



Congratulations to the following for passing the CHAA!

Lorraine Montreal



Note: the next testing window period for the CHAM or CHAA is October. The application timeline to apply for the October exam is from June 1 to August 31.

NAHAM established the CHAA and CHAM programs to promote the highest standards of Patient Access services through the credentialing of those working in Patient Access.

Certification validates that your knowledge and skills align with industry standards – showing that you are a reliable, accountable, and trusted Patient Access professional dedicated to improving patient experience. Studies show that certified professionals, are more productive in their work, and feel a greater sense of ownership in their careers.

STAFF KUDOS

Compliment for **Doris Price Webb**

Nurse Manager Brianna Lee mentioned while doing management rounding, a patient and her family mentioned how kind Doris Price Webb was during their interactions today. She gets mentioned frequently and I think that should be highlighted. Our team's efforts truly makes a difference for our patients during their stressful times in the ED. Please thank Doris for always being so welcoming.

Brianna



Compliment for **Vicky Niedzwecki**

Vicky recently helped a funeral director find a personal item she left behind when visiting our facility. She worked with security, checked lost & found, and luckily they were able to locate the item. Vicky let the funeral director know her item had been located and where to retrieve it, and the director was so grateful for Vicky's kindness and help that she sent a giant Edible Arrangement to say thank you!



Compliment for **Katrina Jones**

This token was given to Katrina from one of the patients that she helped with a billing issue. He told her that he gives them to people that go above and beyond to help. I'd like to thank Katrina for being helpful and demonstrating kindness. Her kindness truly impacted this patient.

Thanks Kaniesha



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Savon Baldwin

Department/Unit: 3rd floor ~ registration desk

Reason for Recognition What an absolutely delightful young man! We often see him he knows us now, & is the most welcoming individual!

Your Name (Optional) Pat Slaski & Jarcy

☒ Patient/Family ☐ Faculty ☐ Staff ☐ Volunteer ☐ Other

A true professional - we thank him.



Thank You
FOR MAKING
A DIFFERENCE

Compliment for **Colby Walker**

Please see the forwarded Thank an Upstate Star submission from Kelley below . This message recognizes you for your **dedication to your colleagues 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 Dodge, C SPHA, Professional Development Assistant

Thanks A Ton!

Colby,

We love your dedication.

We are grateful for all you do

You are a valuable asset to the 3rd floor @Nappi

Continue to Shine!

Thank You-

Love from Adult Medicine



TOP COLLECTORS WAY TO GO

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

Brett ParsonsCollected on 211 accounts (\$35,037)

Katelynn JaegerCollected on 92 accounts (\$10,004)

Janella Charles.....Collected on 85 accounts (\$7,518)

Lorrelle AshCollected on 69 accounts (\$7,320)

Septima Stobart..... Collected on 52 accounts (\$5,933)

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



OPEN POSITIONS

Admitting:

OAS (Outpatient Administrative Specialist)

Ambulatory Call Center:

Call Center Representative

UC Call Center:

Switchboard Operator

Nappi:

Ambassador

Clerical Specialist

Patient Access Associate

Ambassadors:

Ambassador

Downtown Central Reg:

Registrar

PID/Float:

PAS Associate

Senior Registrar

Pre-Services:

CS Coordinator

Registrar



HAPPY BIRTHDAY

August Birthdays

Shaquella Newby	08/01	ACC
Styles Ratchford	08/03	ED Reg
Maria Phillips	08/04	UC CC
Tammy Pais	08/05	Pre Reg
Deidre Graves	08/10	Nappi
John Liberti	08/16	Ambassadors
Laura Hand	08/17	CC CR
Nastaran Quraishi	08/17	Nappi
Timothy Lounsbery	08/18	UC CC
Heather Wilhelm	08/18	Verification
Lisa Green	08/19	ACC
Kaniesha Mason	08/19	PAS
Freedom Torrence	08/23	ED Reg
Stephanie Bufford	08/25	ACC
Doug Dever	08/26	Ambassadors
Etrenidall Bey	08/29	Nappi



Welcome to the following new employees:

Kayla Sobles	UH Central Reg
Michael Vaughn	UH ED
John Ouyang	UH ED
Sarah Aswad	PID/Float
Emma De Mane	CC CR
Kieran Hoerl	Nappi
Quinn Mannion	Admitting
Nastaran Quraishi	Nappi
Anastashia Williams	DT CR



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](#)