

DEPARTMENTAL UPDATES FROM

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

December 2025

Join Our Team: Now Hiring a PAS Manager & Float Pool Team Leader! Kaniesha Mason

Are you passionate about delivering exceptional patient care and leading teams to success? We are expanding our leadership structure and are excited to announce two key opportunities within our department: **PAS Manager** and **Float Pool Team Leader**. If you're ready to make a meaningful impact and grow your career in a dynamic leadership position, we want to hear from you!

Patient Access Manager

The PAS Manager will oversee the Central Registration at the Community Campus, ensuring smooth, accurate, and efficient workflows that support high-quality patient care. This role is ideal for a strategic thinker with strong leadership ability and a passion for operational excellence.

Float Pool Team Leader

The Float Pool Team Leader will oversee a diverse team of senior registrars who are regularly deployed across multiple units to support staffing needs. This position requires a proactive leader who thrives in fast-paced environments and is dedicated to maintaining safe and flexible staffing solutions.

What We're Looking For

- Experience leading teams in healthcare or a related field
- Strong adaptability and decision-making skills
- Creativity & Innovation
- Excellent communication and conflict-resolution abilities
- A collaborative mindset and commitment to supporting patient care
- Strong customer service

How to Apply

If you're excited by the prospect of helping shape the future of our services, we encourage you to apply by submitting your resume and application. We look forward to hearing from you.

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- Be sure to follow the **Name Search Policy** when searching for patients in the system to avoid duplicate record creation. Complete an exhaustive patient search. Note: Start with the **3-3 rule** using the **first three letters** of the last name and **first three letters** of the first name followed by the dob. Always ask if the patient could be under any other name in our system.
- Always ask the patient if they have a **middle name** or **initial** if one is not listed.
- Be sure to capture any **missing SSN's** as they help with **patient identification**.
- Capture all **phone numbers** for the patient including the **area code**.
- 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** in the description field on the documents table.
- Be sure to review the HCP information that is on file with the patient at each visit.
- Know the difference between **illness** and **injury** when completing the **claim info form**.

LUNCH AND LEARN SESSIONS

PAS Power Hour

Topic: Subscriber Mismatch Data

Hosted by

Myranda D'Elia

Tuesday December 16th, at 2pm

CAB Building

Room 116 First Floor Conf Room

[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: : 230 771 427 263 74

Pass code: uD6jk6A2



Quote of the Day

"Two important things are to have a genuine interest in people and to be kind to them. Kindness, I've discovered, is everything."

– Isaac Bashevis Singer, Author

ANNOUNCEMENTS

Monthly Alert-Insurance Corner

Insurance Cards

Important information

With the new year approaching, comes new insurance for some patients. Many may continue to carry the same insurance coverage, however often times a new card is issued with a new information.

Capturing updated or changed insurance information is **mandatory**, as it allows us to run **Real-Time Eligibility (RTE)** and verify the patient's insurance coverage. Always ask the patient whether their coverage has changed, if they have received a new insurance card, and if they have **any additional insurance**.

Medical insurance cards are essential for accessing care, confirming active coverage, and ensuring accurate billing and payment. The card serves as proof of insurance and contains key details that healthcare providers and pharmacies rely on when processing services.

A copy of **both the front and back** of every insurance card must be scanned into the **Document Table** and labeled with the insurance company name. The back of the card contains important phone numbers and plan information that may be needed. If you discover that a card is no longer valid, **expire the card** in the system.

RTE should be run **for every patient visit** to ensure that coverage is valid and eligible for the date of service. RTE is an electronic system that connects directly to insurance payers to verify active coverage, co-pays, deductibles, and other benefit information in real time. Failure to verify insurance eligibility can result in a **claim denial**.

If RTE is down or unavailable, eligibility must be verified through the insurance company's website or by calling the insurance payer directly.

RTE – Run it and Read it.

Not all errors or mismatches appear in the Checklist. Staff must review the full RTE response even when coverage shows as *Verified*—especially if an RTE-able coverage is marked as **Verified by Card**, **Verified by Website**, or any other manually entered verification status. Also confirm the **date the RTE response applies to**, not only the date it was initiated, as same-day queries for different dates of service can produce different results.

If a patient is unsure about their insurance, this should **not** be marked as Self-Pay. Self-Pay should only be selected when the patient confirms they have **no insurance at all**. If the patient does not have their insurance card and is unsure of their coverage, ask them to call back with the information so it can be added to their account. Add a **HAR note** explaining the situation and provide the patient with a card containing the callback number.

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 12:30 on the 4th Thursday of every month.

Sign up will be available in Self-Serve.



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

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

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

Congratulations to **Christine Weaver**, **Marissa Lefever** and **Danielle Carrera** on completing training with the Ambulatory Call Center!

Submitted by Cheryl Dixon



Kudos to the **Ambassador Teams**

Submitted by Kellie Henry

I would like to highlight the great improvement we have seen in the Ambassador Team's consistency in getting photos and phone numbers in Passage Point when making visitor badges. As a team, we made 4,123 visitor passes for the week of November 16th and only missed ONE!! Amazing!



STAFF KUDOS



Compliment for **Shante Taylor**

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

RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Shante - Taylor

Department/Unit Laboratory

Reason for Recognition Respectful, kind, so helpful.

Your Name (Optional) Seife Tekin

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

21-002024-000



TOP COLLECTORS WAY TO GO

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

Brett ParsonsCollected on 114 accounts (\$25,913)

Randi ProctorCollected on 61 accounts (\$5,325)

Michael Vaughn.....Collected on 55 accounts (\$6,745)

Lorrelle AshCollected on 50 accounts (\$6,981)

Zainab Dougherty..... Collected on 40 accounts (\$6,167)

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



Admitting:

Outpatient Administrative Specialist

Ambulatory Call Center:

Call Center Representative

Nappi:

Ambassador

Clerical Specialist 2

Patient Access Associate

Senior PAS Associate

Ambassadors:

Ambassador

Downtown Central Reg:

Registrar

Senior Registrar

ED Registration:

Outpatient Administrative Specialist

PID/Float:

Performance Improvement Specialist

Senior Registrar

Team Leader

Pre-Services:

Central Sched Coordinator

Patient –Access:

PAS Manager



HAPPY BIRTHDAY

December Birthdays

Cheryl Dixon	12/01	ACC
Kristen Songer	12/10	UC CC
Jeanette Temple	12/12	UC CC
Marc Behringer	12/15	MDD
Kristen Henry	12/18	UC
Dorey Youngblood	12/18	UC CC
Toya Chambers	12/20	UC CC
Tammy Hughes	12/21	Ambassador
Samantha Davis	12/22	ACC
Akram Alzahyri	12/25	Ambassador
LaToya Johnson	12/28	Verification
Jamie Ortiz	12/28	ACC
Sophia Derrick	12/31	CG CR
Kelly O'Hara	12/31	CS
Bernard Smith	12/31	ED Reg
Jody Williams	12/31	Data



Welcome to the following new employees:

John Patch	DT CR
Julie Snay	ACC



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 tipsheets by category. Additionally, all the latest upgraded materials will be posted for quick access.

Important links are now located under the Quick Links section. From here you can access the BCBS Prefix List, PAS Resources, and more.

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

ADT Patient Access Learning Home Dashboard

What's New

Fall 2025 Upgrade

The **Epic Fall 2024 Upgrade** is scheduled for **Saturday October 18th, 2025**.

To review a comprehensive list of enhancements, **click on the links below:**

Training Slides:

- [Fall 2025 Grand Central ADT Fall Upgrade Slide Deck](#)

System Update Bulletins and Tip Sheets:

- [Fall 2025 ADT Reporting Updates](#)
- [Fall 2025 CRM Updates](#)
- [Fall 2025 ADT PAS Updates](#)

You can review these upgrade changes in the Epic Playground (PLY). This environment serves as a safe place for end users to explore Epic functionality and to practice workflows using fake patients. Use the link below to find role specific logins:

Resources by Category

Tipsheets for Reference

- [Cash Drawer Tipsheets](#)
- [MyChart Tipsheets](#)
- [PMR Tipsheets](#)
- [CRM Tipsheets](#)
- [Auth/Cert Tipsheets](#)
- [Emergency Department Registration Tipsheets](#)
- [Guarantor Tipsheets](#)
- [Insurance Tipsheets](#)
- [Consents/Documents Tipsheets](#)
- [General Registration and Admissions](#)

Wed 5/21 04:19 PM - (Edited)

Quick Links

Insurance Webpages

- [BCBS Prefix List](#)
- [Availity - Humana, Aetna, Empire/Anthem](#)
- [BCBS/Humana](#)
- [Cigna](#)
- [Excellus](#)
- [Fidelis](#)
- [GEHA](#)
- [GHI](#)
- [Medicaid EmedNY \(Medicaid\) ePACES](#)
- [MVP](#)
- [Tricare](#)
- [United Healthcare](#)
- [Wellcare](#)
- [NYS Worker's Compensation](#)

PAS Resources

- [PAS Bulletins](#)
- [PAS Training Resources](#)
- [IMT Tipsheets](#)
- [PAS Newsletter](#)
- [Upstate/ PAS Policies](#)

ADT Classes

ADT Courses

Click the links for self registration

- [ED Registrar 300](#)
- [PAS Core](#)
- [Insurance Basics Part 2](#)

Brightspace Courses

[Brightspace Registration](#) - Search for the courses below for enrollment

- MyChart Fundamentals for Front End Users
- Epic ADT/Grand Central/PAS Training
- Insurance Basics Part 1 Guarantors
- ADT Demographics View Only

Ad Hoc Classes

For registration, reach out to dellam@upstate.edu

- Ambulatory Call Center - Customer Relation Manager
- Admission Supervisor