

DEPARTMENTAL UPDATES FROM

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

March 2026

A Fresh New Look for the Admitting Office: Enhancing the Patient Access Experience



The Admitting Office at the Community Campus has a fresh new look! As the first point of contact for many individuals entering our facility, the Admitting Office plays a critical role in shaping the patient experience and now, the environment reflects that importance.

The new office space was thoughtfully designed to create a welcoming, calming, and efficient environment. Updated lighting, modern workstations, and improved signage, contribute to a smoother check-in process and enhanced privacy for patient conversations. Every detail was considered with one goal in mind: making the registration experience as comfortable and seamless as possible. First impressions matter. When patients arrive, they may be feeling anxious or uncertain. A bright, organized, and professional setting helps ease those concerns and sets a positive tone for their visit.

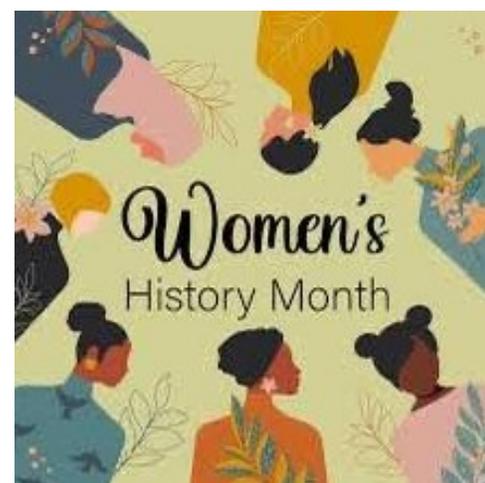
This new Admitting Office reflects our ongoing commitment to patient-centered care. Patient Access is more than registration; it is the beginning of the healthcare journey. Every greeting, every interaction, and every detail matters.

The refreshed space symbolizes growth, innovation, and our dedication to continuous improvement. It represents a renewed focus on delivering exceptional service at every point of entry.

We invite everyone to stop by and see the transformation firsthand. Thank you to the teams who contributed to making this vision a reality. Together, we continue building an environment that supports our staff and serves our patients with excellence.

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REGISTRATION TIPS

- Always ask the patient if they have any other **insurance and document accordingly**.
- Review the **RTE response** on every encounter. Managed care plans can change from month to month. Review the response to determine the correct insurance assignment.
- When loading a **Generic Insurance** always include a billing address.
- **VNA/Nascentia** plans **DO NOT USE** date of birth or ss# as the policy number. If they do not have a card, call 315-477-9500 to obtain correct policy number.
- 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**.
- Scan both the **front and back** of every insurance card and **label the payor name**.



LUNCH AND LEARN SESSIONS

PAS Power Hour

Topic: Interpreter Services

Hosted by Sue Freeman

Friday March 20th, at 2 pm

Room C1071 (Smaller Room)

[https://teams.microsoft.com/
meet/26146181106324?
p=aGi34YJc3Gh36k64RV](https://teams.microsoft.com/join/26146181106324?pwd=aGi34YJc3Gh36k64RV)

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](https://www.microsoft.com/microsoft-teams/join-a-meeting)

Meeting ID: 261 461 811 063 24

Pass code: 3HE3yS2V

Quote of the Day

“ Kindness and Courtesy Are At The Root of A Positive Patient Experience. “

ANNOUNCEMENTS

Monthly Alert-Insurance Corner

Important information

Importance of Permission to Discuss

Getting permission to discuss a patient's information with a family member or selected person is crucial for a few key reasons:

1. It Protects patient privacy and confidentiality

Health information is personal. Laws and ethical standards (like patient confidentiality) require healthcare providers to keep details private unless the patient says it's okay to share them. Permission makes sure the patient's privacy is respected.

2. Respects patient autonomy

Patients have the right to control who knows about their health. Asking permission honors their independence and their right to make decisions about their own care and information.

3. Builds trust between patients and providers

When patients see that providers don't share information without consent, it builds trust. That trust makes patients more likely to be honest and engaged in their care.

4. Prevents legal and ethical problems

Discussing health information without permission can lead to legal consequences and professional discipline. Consent protects both the patient and the healthcare provider.

5. Ensures accurate communication

With permission, providers can clearly and appropriately involve family members who may help with decision-making, care at home, or emotional support—without risking misunderstandings or overstepping boundaries.

6. Respects complex family dynamics

Not all family relationships are healthy or supportive. Permission lets the patient decide *which* family members (if any) should be involved.

A registrar is required to ask every patient during registration and check, if they have a patient contact and permission to discuss. Both fields need to be completed.

Effective February 10, 2026 a yellow yield sign will display in the permission to discuss field as a reminder to complete.

Comment	<input type="text"/>
Designated Caregiver	<input type="text"/>
Emergency Contact	<input type="text"/>
Permission to Discuss	<input type="text"/>

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.

**IMPORTANT
REMINDER**

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

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

REMINDER

Registration Reminder For Excellus Prefixes

Please remember to share any new BCBS Prefixes by e-mailing the group below.

Doing so expedites RTE plan mapping so we can ensure insurance is assigned properly, authorizations get done timely, and claims process cleanly.

BLUE CROSS BLUE SHIELD (RTE Enabled)

Assign P/F Guarantor Type

Additional Info

1) Search in Epic using 3 character prefix on card (ex: VYA, YNC)

NPI - 1578554630 Tax ID - 161469571

2) If prefix is not found in Epic, search the BCBS Prefix Guide for billing address and ins assignment rules

If prefix is not found on BCBS Prefix Guide:

[BCBS Prefix Guide](#)

a) Call 1-800-676-2583 for Home Plan Address and Plan Code

b) Follow BCBS Home Plan instructions:

[Home Plan Instructions](#)

c) E-mail group from Home Plan Instructions with information

d) Assign C999 (Generic BCBS and update billing address)

Quick Reference Guide:

1. Call 800-676-BLUE (2583) or Customer Service Number from card
2. Provide 3 letter prefix
3. Ask for BCBS Home Plan Address (tell them you want the original billing address for the plan)
4. Obtain: Plan Name and Address
Phone Number and Precert Phone Number
Plan Code (3-digit number)

5. Email info -- **TO:**

Arthur, Helen A
Flanagan, Bridget
Mason, Kaniesha M
Polge, Mark S
Eldred, Tricia L
Hayes, Garrett

CC:

Austin, Shannon L
Jackson-Richardson, Sharonda
Pais, Tammy
Passardi, Brenda L
McCabe, Stephanie

Tricia L Eldred, CHAM, CRCR
Insurance Verification Team Leader

STAFF KUDOS

Compliment for **Shylah Brown** from a patient

Submitted by Rebecca Irwin

I am an Upstate employee but came in at 3am this past Saturday with flashes in my eyes that turned out to be an issue that would have been serious if a retina tear had occurred. I wanted to tell you that Shylah Brown was so kind to me when I arrived and helped calm my nerves. It was really good to have such a friendly person get me settled.

The gentleman who was handling triage was also so very kind, and he had left by the time I left (Shylah was still there so I got to ask her name and supervisor). I'm not sure if there is any way to find out who he was at 3am. He took my BP, etc.

Thank you so much for having these people on staff!

Marcia Barber



STAFF KUDOS

Compliment for **Savon Baldwin** from a patient.

Hello, I just wanted to share a response we received from an after-visit survey.

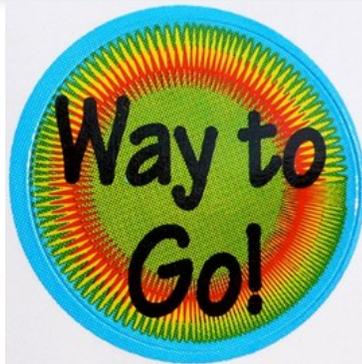
Question:

What was the best part about your visit?

Answer:

The gentleman at the Check-in Kiosk was so welcoming, energetic and helpful upon arrival.

Great Job Savon! 😊



Compliment for **Greg Schuyler** from a Patient

Greg, went above and beyond today during my call. He really helped calm my nerves.

Submitted by Melissa Yarbrough, BSHA

Senior Team Lead

Ambulatory Call Center



STAFF KUDOS



Great work, Pre-Service Team, on a \$50,000 + increase from December to January!

Nicely done!

~trish



Compliment for **Victoria Watts**

Submitted by Kelly O'Hara

I would like to add a submission for Victoria Watts...

Victoria has recently begun scheduling new patients for the Cardiac Rehab department. The nurse manager had this to say: "To be 100% utilized, 45 patients are needed. Before Victoria started scheduling, 25-30 patients were scheduled; now we have 40-41. Grateful to be working with your team."

Great job, Victoria!



STAFF KUDOS

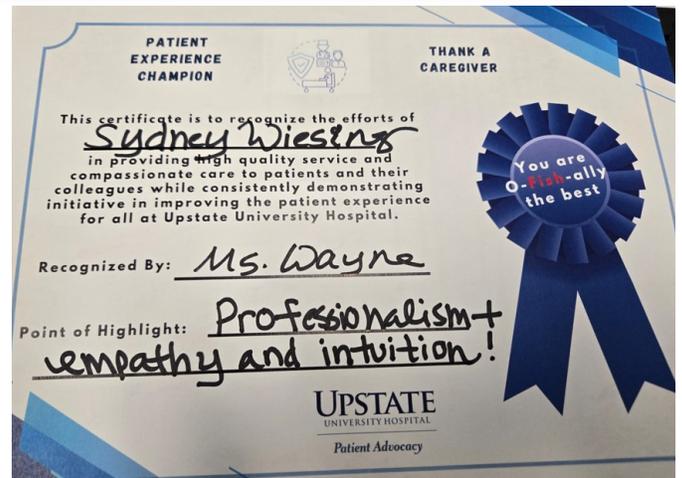
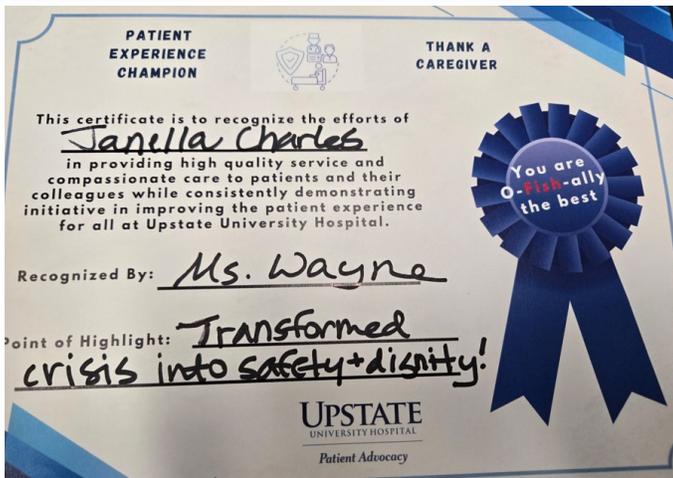
Compliment to **Janella Charles** and **Sydney Wiesing**

Thank you, Janella and Sydney, for providing exceptional customer service. The attached awards were mailed to me in your honor. It is always a pleasure to see kindness appreciated. Please keep up the great work ladies.

Kaniesha

Kaniesha M Mason

Director of Registration



Thank You

FOR MAKING
A DIFFERENCE



TOP COLLECTORS WAY TO GO

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

Brett Parsons.....Collected on 157 accounts (\$35,042)

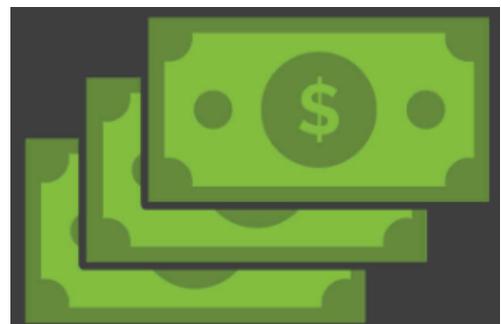
Kimberly Durand.....Collected on 81 accounts (\$3,270)

Randi Proctor.....Collected on 77 accounts (\$6,311)

Lorrelle Ash.....Collected on 73 accounts (\$16,528)

Laura Hand..... Collected on 53 accounts (\$2,120)

Lets all try to make 2026 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

Ambassador Team Leader

Downtown Central Reg:

Registrar

Senior Registrar

ED Registration:

Outpatient Administrative Specialist

PID/Float:

Team Leader

Performance Improvement Specialist

Senior Registrar

Pre-Services:

Registrar

Central Scheduling Coordinator

HPSC2—Schedistrar

UC Call Center:

Call Center Representative



HAPPY BIRTHDAY

March Birthdays

Patty DuBrule	03/02	Verification
Mackenzie Young	03/06	ED Reg
Ali Cottrell	03/12	PID/Float
Patricia Emerson-Francey	03/15	Nappi
Jahetti Williams	03/18	UC Call Cen
Josh Hughes	03/19	Verification
Tracy Goodman	03/24	Amb Call Cen
Vlora Hoxha	03/27	Central Sched
Bette Baum	03/29	Nappi



Welcome to the following new employees:

Nicole Hall	ED Reg
Lonniesha Lynch	UH Central Reg
Mary Martellotta	ED Reg
Gianna Militi	PID/Float
Nakia Mobijohn	ED Reg



MOVERS & SHAKERS

Kellie Henry is the new CG Central Reg Manager
Kazi Hossain took a state position with UH Central Reg
Vanessa Marmolejos took a state position with ED Reg

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