

DEPARTMENTAL UPDATES FROM

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

October 2026

Volunteering Opportunity:

Given Upstate's strong commitment to serving our community and our desire to be a leader in community engagement, I am pleased to share that Dr. Dewan and Upstate have partnered with the Syracuse City School District (SCSD) to develop a new after-school **Enrichment Program at Dr. Martin Luther King Elementary School.**

We are seeking volunteers to help bring this opportunity to life. Consistency will be important for the students, so we are asking volunteers to commit to either **Tuesdays and/or Wednesdays for a semester, or ideally, the full school year.**

The program is scheduled to begin on **October 13** and will run throughout the school year on **Tuesdays and Wednesdays from 3:00 p.m. to 5:10 p.m.**

Upstate has been asked to provide enrichment opportunities for students in **grades K through 5.** Potential activities may include:

- Social skills groups
- Arts and crafts
- Computer skills
- Cooking activities
- Dance or movement programs
- Music activities
- Mindfulness and wellness programming
- STEM and hands-on learning projects
- Sports

Other creative ideas and areas of expertise

SCSD will provide funding for program materials, student meals, and transportation home.

I am reaching out to see if you would be supportive of anyone from your financial staff participating as volunteers in this exciting new partnership that will bring Upstate even closer to the community we serve.

Of course, participation would require supervisor approval, and I would welcome your guidance on individuals from your area who you feel may be particularly well-suited for this effort, **that begins in two weeks on October 13**

Please note that all volunteers will be required to complete background checks and fingerprinting, and those costs will be covered.

Reach out to Shelley White if you are interested.

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REGISTRATION TIPS

- Always ask the patient if they have a middle name or initial if one is not listed.
- Be sure to review the MyChart status on the storyboard with every registration.
- When loading a Generic Insurance always include a billing address.
- Be sure to review the HCP information that is on file with the patient at each visit.
- There is a revised General Consent. The recommended scripting: *"I need a signature from you today so that you can be seen/admitted, so the hospital can bill your insurance, and to notify that we use AI to document your care."*
- Capture all phone numbers for the patient including the area code.

PAS Power Hour

Topic: Active Shooter Session

Hosted by Matthew Portnoy

Friday October 30th at 2pm

Room C1071 Cancer Center

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://teams.microsoft.com/join/214187738485633?p=rc1QUKWpmeDTSgNul9>

Meeting ID: 214 187 738 485 633

Pass code: HP7Jc7kC



Quote of the Day

"It's not how much you do, but how much love you put into the doing."

— Mother Teresa



ANNOUNCEMENTS

Monthly Alert-Insurance Corner



Proper Patient Search

Many patients in our electronic medical record have the same or similar names. The registrar's role in patient safety is properly identifying the patient, therefore it is imperative that they follow the **Name Search Guideline** when completing a patient search. The guideline walks you through an exhaustive search in effort to identify an existing medical record and helps to prevent duplicate record creation.

It is the policy of Patient Access Services to avoid the duplication of patient records by completing a thorough name search in the hospital information system prior to registering a patient for services. This practice which ensures past medical records are linked with the current encounter assists with maintaining the integrity of the patient medical record and facilitates patient care.

Completing a proper patient search:

Step 1 : Electronic Medical Record: Enter the first three letters of the last name and first name separated by a comma. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and date of birth) proceed with the registration. If a match is not found, return to the "Patient Look up" screen and proceed with Step 2.

Step 2 : Electronic Medical Record: Delete the first three letters of the last name and first name (separated by a comma). Value the patient's DOB. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and name) proceed with registration/pre-registration. If a match is not found, return to the 'Patient Look up' screen and proceed with Step 3. We find that the wrong patient is been easily selected because of searching by date of birth only.

Step 3: Electronic Medical Record: Delete the DOB. Perform the name search by entering only the social security number of the patient. NOTE: Children or Immigrants may not have a social security number making this step obsolete for this group. Review the list of names returned for a match to the patient. If a match is found, after verifying with the patient additional demographic information that appear on the verification screen, (such as: social security number and name) proceed with registration/pre-registration.

Always ask the patient if they have ever received care at our facility. Remember that Upstate is a large facility and patients may not remember if they've received care here. If they answer yes, we need to ask additional questions. It is important to ask if the patient could be in the system under any other name. This is a step that is often missed.

Prior to placing a bracelet on a patients wrist, be sure to ask them to spell their full name and provide their dob.

Documenting in the correct patient chart is essential for patient care. Be sure to always follow the steps above! Whenever in doubt, create a new record, as it is easier to later merge records if needed.

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.

**IMPORTANT
REMINDER**

When registering always remember to get the full addresses such as Apartment numbers or lot #, etc. and (any other pertinent identifying information on that street.

The billing department advised , they are finding they are getting a lot of return mail due to this.

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

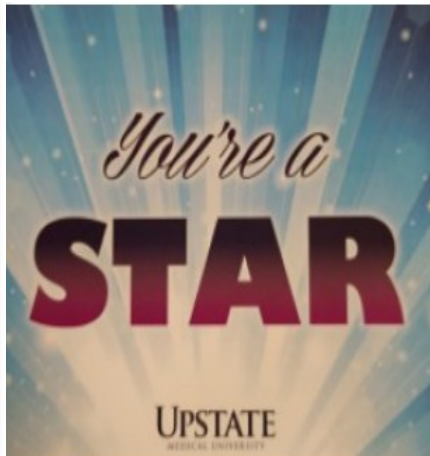
<u>Testing Window**</u>	<u>Application Timeline</u>
January	apply between September 1 and November 30
April	apply between December 1 and the last day of February
July	apply between March 1 and May 31
October	apply between June 1 and August 31

**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



RECOGNIZING AN UPSTATE STAR:

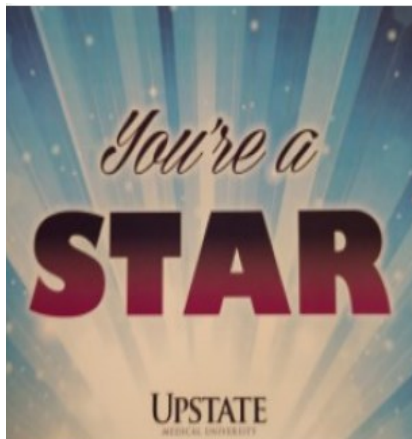
Staff Name(s) Jonathan Maynard

Department/Unit Connect Care

Reason for Recognition For always going above and beyond every time I check in!

Your Name (Optional) _____

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



RECOGNIZING AN UPSTATE STAR:

Staff Name(s) Kim Durand

Department/Unit nappi patient Access

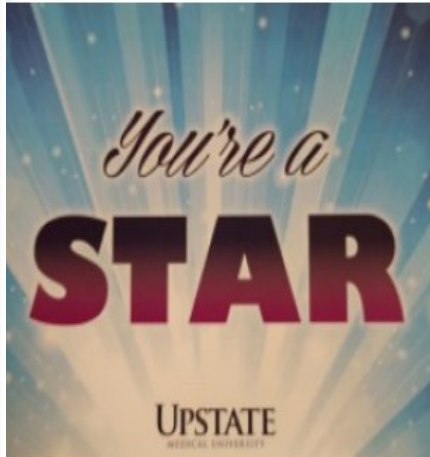
"Took a friend to be seen. Receptionist was very friendly. Watched her interact with an older patient who was wheelchair bound. She was very kind"

Pat Jones



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS



Compliment for **Kim Durand**-Nappi Center

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) Kim Durand

Department/Unit Nappi Patient Access

Reason for Recognition _____

that very nice to me always
its doing the best make me
Happy for me is my best here

Your Name (Optional) Evelyn Rios

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



Thank You
FOR MAKING
A DIFFERENCE

STAFF KUDOS

DEANNA D'ARRIGO

A

**CHAMPION OF POSITIVITY AND
TEAMWORK**

THANK YOU

"Thank you for being a positive influence on team morale and for fostering a supportive, collaborative work environment. Your professionalism, encouragement, and ability to bring people together make a meaningful difference to the team."

With appreciation,
PAS ED Leadership Team

THANK YOU

PAS ED STAFF

FROM

PAS ED LEADERSHIP

ED Leadership would like to take a moment to express our sincere appreciation to the entire Emergency Department team for the incredible work you do every day. Working in the ED requires dedication, resilience, compassion, and the ability to perform under challenging circumstances, and you consistently rise to the occasion.

Your professionalism, commitment to excellence, and unwavering team spirit are evident in the care and support you provide for our patients and to one another. Despite the daily demands and complexities of the work, you continue to demonstrate exceptional service, collaboration, and compassion.

Thank you for all that you do. Your hard work, positive attitude, and dedication do not go unnoticed. We are fortunate to have such an outstanding team, and your contributions make a meaningful difference every day.

Keep up the wonderful work and know that your efforts are truly appreciated! 🌟💙

With appreciation,
PAS ED Leadership Team

TAJ COLLINS

A

**CHAMPION OF POSITIVITY AND
TEAMWORK**

THANK YOU

Thank you for having such a positive influence on team morale. Your warm smile, cheerful spirit, and encouraging attitude brighten the day for both coworkers and patients. We truly appreciate the positivity and kindness you bring to the team every day. 💙

With appreciation,
PAS ED Leadership Team

KUDOS

TO

RUTH HOOKER

FOR

EXCELLENT CUSTOMER SERVICE

Kudos to Ruth Hooker

Thank you, **Ruth**, for providing exceptional customer service each day. Your warm, empathetic approach helps put patients at ease and makes a lasting positive impact on their experience. We appreciate the kindness, compassion, and professionalism you bring to every interaction. Keep up the great work! 💙

With appreciation,
PAS ED Leadership Team

KUDOS

TO

NAKIA MOBIJOHN

Kudos to Nakia Mobijohn

Kudos to Nakia Mobijohn

PAS ED Leadership would like to recognize **Nakia Mobijohn** for her outstanding performance and dedication to our team. Nakia has consistently been one of our top co-pay collectors, demonstrating exceptional attention to detail, strong patient communication skills, and a commitment to meeting departmental goals.

In addition to her excellent performance, Nakia is a true team player who is always willing to assist her colleagues, share knowledge, and contribute to a positive work environment. Her professionalism, teamwork, and strong work ethic make her an asset to our department.

Thank you, Nakia, for your continued dedication and for setting such a great example for others to follow. Your efforts are greatly appreciated! 🌟💙

With appreciation,
PAS ED Leadership Team

THANK YOU

JESSICA BOWLES

FROM

PAS ED LEADERSHIP

Thank You, Jessica!

As Jessica transitions from full-time to part-time PAS Registration, we want to take a moment to recognize how much she has contributed to our team.

Jessica has been a valued team member whose dedication, professionalism, and positive attitude have made a meaningful impact on both our patients and colleagues. She has brought so much to the team, and we are truly grateful for her hard work and commitment.

While her role is changing, we are fortunate that she will continue to be part of the PAS family. Thank you, Jessica, for all that you do. We appreciate you and look forward to your continued success! 💙

With appreciation,
PAS Emergency Department Team

WELCOME

TO

**LEXUS LENISE CAGE
PAS ED EMERGENCY**

STAFF KUDOS

Mark White wrote a nice comment about a positive interaction we had here today between **Shantra Brown** and a patient.

I'd like to give a big shout out to Shantra for helping a patient today.

The patient was dropped off several hours early for an appointment due to a scheduling mix-up and unfortunately wasn't able to be seen. On top of that, there was some confusion about transportation back home, and the patient became very upset. Shantra took the time to calm the patient down, walk her to the Information Desk area, and stay supportive while everything was being sorted out. Just having someone there who cared and was willing to help made a big difference.

The situation didn't start out as a positive one, but Shantra helped make it a little better for the patient. Thank you, Shantra, for showing compassion and providing great service when it was needed most! 🍌

Thank you,

Brandyn

Brandyn Austin, MHA

Patient Access Manager

Nappi Wellness Institute



Compliment for **Kim Durand** from Nappi Manager Brandyn Austin

To: Kim

Thank you for continually putting the patient's needs at the forefront. You are kind and compassionate. You lead by example. Thank you and keep it up!

From: Brandyn

TOP COLLECTORS WAY TO GO

Celebrating Our Top 10 POS Collectors

We are proud to recognize the PAS team members who are leading the way in POS collections. Their performance demonstrates what is possible when we combine knowledge, consistency, confidence, and exceptional customer service.

- 
- #1- Brett Parsons.....Collected on 139 accounts (\$20,763)
 - #2– Brittany Schlie..... Collected on 99 accounts (\$13,266)
 - #3– Livingston Vincent... Collected on 67 accounts (\$14,049)
 - #4– Zainab Dougherty.....Collected on 62 accounts (\$5,113)
 - #5– Christine Slicker..... Collected on 49 accounts (\$11,924)
 - #6- Edmund Winwah.....Collected on 42 accounts (\$2,163)
 - #7– Laura Hand.....Collected on 40 accounts (\$1,755)
 - #8– Rusanne Billings.....Collected on 34 accounts (\$1,205)
 - #9– Shakira Telpha.....Collected on 29 accounts (\$2,895)
 - #10– Nakia Mobijohn.....Collected on 27 accounts (\$3,436)
- 



OPEN POSITIONS



Ambulatory Call Center:

Call Center Representative

Admitting:

Outpatient Administrative Specialist

Ambassadors:

Ambassador-Community

Community Central Registration:

Patient Access Associate

UH Central Registration:

Senior Registrar

Emergency Department:

Outpatient Administrative Specialist

Nappi:

Ambassador

Patient Access Associate

PID/Float:

Patient Access Associate

Senior Registrar

Pre Services:

Central Scheduling Coordinator

Scheduler/Registrar

Verification:

Senior Admissions Coordinator



Top 10 Skills for a Career in Patient Access

1. **Exceptional Customer Service** Create a welcoming, respectful, and positive experience for every patient.
2. **Communication Skills** Communicate clearly and professionally with patients, families, providers, and coworkers.
3. **Attention to Detail** Accurately capture patient demographics, insurance information, consents, and other critical data.
4. **Insurance & Benefits Knowledge** Understand eligibility, coverage, copays, deductibles, referrals, and authorizations.
5. **Technology Proficiency** Navigate electronic health records, registration systems, insurance verification tools, and multiple applications.
6. **Medical Terminology** Understand common healthcare terms, procedures, departments, and clinical language.
7. **Problem-Solving & Critical Thinking** Identify issues, research solutions, and make appropriate decisions while following established workflows.
8. **Empathy & Emotional Intelligence** Recognize that patients may be experiencing stress, fear, or uncertainty and respond with compassion.
9. **Teamwork & Collaboration** Work effectively with Patient Access colleagues and clinical, financial, and administrative teams.
10. **Adaptability & Accountability** Remain flexible in a fast-paced healthcare environment, learn new processes, and take ownership of your work.

Visit <https://careers.pageuppeople.com/872/ci/en-us/listing> to apply today!

HAPPY BIRTHDAY

October Birthdays:

Tricia Eldred	10/01	Verification
Hannah Stilwell	10/01	Pre Services
Katelynn Jaeger	10/02	UH CR
Greg Schuyler	10/02	ACC
Alexander Colella	10/06	ACC
Emerson Badeau	10/07	UC CC
Lori Covington	10/07	ED Reg
Livingston Vincent	10/08	UH CR
Coleen Schaefer	10/09	Verification
Edmund Winwah	10/09	Nappi
Maggie Durham	10/10	Pre Services
Mary Martellotta	10/10	ED Reg
Shelley White	10/10	All
Shaunvay Tatum	10/11	UH CR
Anne Otterness	10/12	Verification
Ruth Hooker	10/14	ED Reg
Mariya Yakuta	10/14	ACC
Hayam Khalil	10/15	ED Reg
Marisol McCullin	10/15	ACC
Adrienne Brown	10/16	UC CC
Marty Prater	10/16	MDD
Robin Thomas	10/17	Data
Megan Carey	10/19	UH CR
Stacy Wiczorek	10/22	Nappi
Jessica Bowles	10/23	ED Reg
Zainab Dougherty	10/24	CG CR
Kachelah Flournory	10/25	PID/Float
Jarquese Mitchell	10/26	ED Reg
Amanda Parson	10/28	UH CR
Rhiannon McDonald	10/29	Nappi



Welcome to the following new employees:

Nothing to report



MOVERS & SHAKERS

Mary Martellotta took at state position in 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](#)