Associates Trained to Help Patients Enroll in Medicaid or Insurance

With the rollout of the Affordable Care Act’s (ACA) insurance marketplace, Montefiore has trained more than 60 associates to provide patients and Bronx residents assistance with enrolling in Medicaid and private insurance plans.

The associates have been certified by New York State as Certified Application Counselors, and are legally able to assist patients with enrollment through Medicaid and the New York State of Health Marketplace, the health insurance exchange in New York.

“Our Medicaid and financial aid specialists have always helped people get Medicaid, but the new health law requires that anyone assisting people in enrolling in Medicaid be trained and certified by the state,” says Kate Rose, Senior Director, Public Policy and Government Relations, Montefiore. “If someone doesn’t have insurance, we can direct them to the specialists, or if they’re a patient in the hospital, we can send someone to their room.” Counselors can advise patients of their options and walk them through the online enrollment process. It typically takes 20 to 60 minutes to assist someone in acquiring healthcare coverage.

The certified counselors include Medicaid interviewers and their supervisors, along with financial aid specialists. The comprehensive training covered the finer details of the law and how to navigate the new web portals.

“As part of our outreach, we want to make sure that no matter where a person enters our system, our associates are able to educate them about the availability of health insurance and direct them to certified application counselors,” Ms. Rose says. These certified counselors include Medicaid specialists, financial aid specialists and healthcare navigators in various nonprofit organizations throughout the Bronx. Depending on the site, they can be found in the clinics, Central Registration, the Emergency Department, Main Cashiers and Admitting and Outpatient Registration.

HealthStream (eLearning@montefiore) to be Replaced

As part of a larger talent management initiative at Montefiore, the HealthStream (eLearning@montefiore) system currently used to access annual reviews, Precyse University ICD-10 courses and other online training, as well as register for some instructor-led courses, will be replaced. HealthStream will be turned off for all users March 10 and the learning component of the new system will be launched for all Montefiore users March 17.

There will be a “black out” week March 10-16, during which time no learning system will be available. Assignments and completion records for associates will be transferred from HealthStream to the new system. Login instructions for the new system will be communicated closer to launch. For more information, visit us in the Montefiore Learning Network group on Yammer, email LearningNetwork@montefiore.org, or call 718-920-8787.

Certified ACA Specialist Sites

- **Montefiore Hospital**
  111 East 210th Street
  Medicaid Outpatient:
  Rm RS-006
  718-920-5899
  Monday–Friday: 8:00 am–5:00 pm
  Saturday: 10:00 am–4:00 pm

- **Montefiore Westchester Square**
  Medical Office Building
  2479 St. Raymonds Avenue
  718-430-7300
  Monday–Friday: 8:00–4:30 pm

- **Montefiore Hospital**
  Central Registration
  600 East 233rd Street
  718-920-9660
  Monday–Friday: 8:00 am–5:00 pm

- **Weiler Hospital**
  Admitting Office
  1825 Eastchester Road
  Medicaid: 718-904-3556
  Monday–Friday: 8:00 am–5:00 pm

- **Castle Hill Family Practice**
  2175 Westchester Avenue
  718-829-6770
  Monday–Thursday: 8:30 am–7:00 pm
  Friday: 8:30 am–5:00 pm

- **Comprehensive Family Care Center**
  1621 Eastchester Road
  718-405-8040 x2480
  Monday–Thursday: 8:00 am–7:00 pm
  Friday: 9:00 am–5:30 pm
  Saturday: By Appointment Only

- **Montefiore Westchester Square**
  Medical Office Building
  2479 St. Raymonds Avenue
  718-430-7300
  Monday–Friday: 8:00–4:30 pm

- **Montefiore Hospital**
  Central Registration
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- **Weiler Hospital**
  Admitting Office
  1825 Eastchester Road
  Medicaid: 718-904-3556
  Monday–Friday: 8:00 am–5:00 pm

- **Castle Hill Family Practice**
  2175 Westchester Avenue
  718-829-6770
  Monday–Thursday: 8:30 am–7:00 pm
  Friday: 8:30 am–5:00 pm

- **Comprehensive Family Care Center**
  1621 Eastchester Road
  718-405-8040 x2480
  Monday–Friday: 8:30 am–5:00 pm

- **Comprehensive Healthcare Center**
  305 East 161st Street
  718-579-2500 x125
  Monday–Friday: 8:30 am–5:00 pm

- **Family Care Center**
  3444 Kossuth Ave.
  1st Fl. Registration Area
  718-920-7280
  Monday–Friday: 8:00 am–4:30 pm

- **Family Health Center**
  360 East 193rd Street
  718-933-2400 x2230
  Monday–Friday: 8:30 am–5:00 pm

- **South Bronx Health Center**
  871 Prospect Avenue | 890 Prospect Avenue
  718-991-0605
  Monday–Thursday: 8:00 am–7:30 pm
  Friday: 9:00 am–5:30 pm
  Saturday: By Appointment Only

- **University Avenue Family Practice**
  105 West 188th Street
  718-563-0757
  Monday, Thursday: 8:00 am–7:00 pm
  Tuesday, Wednesday: 8:00 am–6:00 pm
  Friday: 8:00 am–5:00 pm
  Saturday: (First, Third of Month): 9:00 am–1:00 pm

- **West Farms Family Practice**
  1055 East Tremont Avenue
  718-842-8040
  Monday–Friday: 8:30 am–5:00 pm

- **Williamsbridge Family Practice**
  3448 Boston Road
  718-547-6111
  Monday–Friday: 8:30 am–5:00 pm

Murals Celebrate Women and Family

Montefiore’s newest murals celebrating women and family were created by the girls at the Horizon Juvenile Detention Center. They are currently on display at the Comprehensive Health Care Center (CHCC) and the Family Care Center (FCC). The murals are part of Montefiore’s Healing Arts’ “Visions of a Health Community” murals program. To learn more, visit Montefiore.org/healingarts.
Nursing Department Implements New Scheduling Program

To streamline staff scheduling processes and to integrate seamlessly with existing time and attendance and leave modules, Montefiore’s Department of Nursing and Business Information Systems (BIS) are implementing the EZ Time Advance Staff Scheduling System. The adoption of this software will allow all nursing scheduling to be completed electronically.

The multiphase rollout of this initiative is the culmination of a year’s worth of strategic planning and assessment by the Project Team, which is composed of associates from across the institution. The rigorous planning phase included process mapping and observation in order to determine best-practices tailored specifically to Montefiore’s Department of Nursing’s unique needs, says Maureen Scanlan, RN, MSN-BC, Interim Lead Administrator, Department of Nursing, Montefiore.

The benefits of adopting this electronic workforce scheduler are innumerable. Nurses will transition from a manual system to an entirely electronically one, thereby eliminating redundancies and standardizing procedures, says Lucille Rongo, Senior Director, Business Information System/Logistics, Montefiore. For instance, an electronic call list will help nurses determine which shifts are open based on company policies and associate preferences.

The project will kick off March 10 at the Moses Campus, including The Children’s Hospital at Montefiore, as well as the Einstein, Wakefield and Westchester Square Campuses. Fifteen pilot nursing departments across Montefiore will assist in the development and testing of the EZ Time Staff Scheduling Module. Upon completion, these departments are expected to go live in November. The remaining departments will be deployed throughout 2015.

Recognizing Patient Safety Awareness Week

This week, March 3–7, marks Patient Safety Awareness Week, an annual education and awareness campaign for healthcare safety sponsored by the National Patient Safety Foundation. This year’s theme, “Navigate Your Health…Safely,” focuses on the prevention of incorrect, delayed or missed diagnoses. Patients are encouraged to engage with their healthcare professionals to help reach the appropriate diagnosis through the “Ask Me 3!” campaign. Patients should feel comfortable asking what is causing their discomfort, when their test results will be obtained, and what they should do to follow up.

“Patients and their families are the key to preserving patient safety,” says Dr. Jason Adelman, Patient Safety Officer, Montefiore. “When patients are engaged, it helps their healthcare professional provide the highest quality care.”

Montefiore’s Patient Safety Program will demonstrate its support of Patient Safety Awareness week by continuing to work on patient safety initiatives that focus on diagnostic errors and developing patient education to help patients navigate the healthcare system.

“A new initiative beginning at Montefiore focuses on alarm safety,” says Amisha Rai, PA-C, Patient Safety Manager, Montefiore. “Alarms on medical equipment help alert providers of a potential change in a patient’s condition. However, gaps in understanding of how these alarms work and failure to acknowledge significant alarms can lead to missed diagnoses or delays in diagnosis. We want to develop systems and well-designed protocols related to alarms to optimize patient safety.”

For more information about Patient Safety Awareness Week, email the Patient Safety Program at patientsafety@montefiore.org.

Walk a ‘Mile’ in Our Shoes

To show their support for an active and healthy lifestyle, each year associates and senior leadership take part in a one mile walk along the “Montefiore Mile,” a distance measured in four loops through the Moses Campus. This year’s Heart Month marked another resounding success of engaging lectures and activities emphasizing the importance of heart health.

Colon Cancer Awareness Month Kick-Off Friday, March 7 | 11:00 am to 2:00 pm Moses Campus | East Garden

Colon Cancer Awareness Month will kick off with The Rollin’ Colon, a state-of-the-art, 20 foot long inflatable colon created to provide visitors an interactive opportunity to learn the signs and symptoms of colorectal cancer and other colon diseases, such as Crohn’s Disease. The Rollin’ Colon highlights a month-long roster of activities, including informational booths and presentations designed to increase colon cancer awareness and drive healthy lifestyle habits.

Chinyere N. Mba-Jonas: 347-671-8215 or cmbajan@montefiore.org

EVENTS

Colon Cancer Awareness Month

Understanding the NY State Health Benefits Exchange | www.montefiore.org/nys-health-benefits-exchange

Know someone who doesn’t have health insurance coverage? There is still time to enroll through the NY State Health Benefits Exchange. The deadline for getting insurance for this year is March 31.

Montefiore Home Care | www.montefiore.org/home-care

Established in 1947, Montefiore Home Care is the nation’s first hospital-based agency, created to allow newly discharged patients the benefits of at-home recuperation and recovery by providing supportive healthcare in the home.

SITES TO SEE

Published by the Department of Marketing and Communications. Please email story ideas to the Department of Marketing and Communications at update@montefiore.org. Update is produced for Montefiore associates to keep them up-to-date on Montefiore news, events, clinical innovations, research and recognitions.

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