




# GPCP


- Check-in
- Copay
- WGC GPCP Insurance Chat
- Understanding Authorization Status
- Scheduling Follow-ups
- Blood Work (WGC)
- Additional Information
- Providers & Staff

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 Schedule Out of State Video Follow Up.mp4

 GPCP Access Team Scoping Document

 Genetics and Personalized Cancer Preventio...

 Join conversation

## Check-in

- Check-in patients via "WGC WCINYP GPCP" - Snapboard or Appt Desk. We **do not** change patient status.
- Checking in patients from Appt Desk allow us to see any additional appointments pt may have for that day with GPCP (sometimes they have both providers visit and/or lab, [check in from appointment desk so you don't miss other appts](#))
- Review patient auth status for any issues that should be resolved before the patient is seen and escalate issues to the [GPCP Insurance Teams group chat](#).
- Once the patient is set for their appointment inform the providers in the [GPCP team's channel](#).
  - The message can simply state "patient x is on site"
- Keep an eye out for responses / messages from providers in the chat. Some providers may ask us to walk a patient back or inform us of potential delays with seeing upcoming patients.

## Copay

- As of 1/13/25 we've been given the ok from leadership to start collecting copays for GPCP patients. If a copay populates for a GPCP appointment at time of check-in, it means it was manually entered by leadership, so it should be accurate and not pose any issues.
- If you have any issues collecting a copay escalate to management / message WGC GPCP Insurance Chat for assistance

## WGC GPCP Insurance Chat

- This chat was created for GPCP WGC patients that have insurance issues at check in. SPC team will upload patients' insurance card to media tab and message this chat for Admin Specialist (AS) assistance. AS will update insurance info, verify insurance is active and alert SPC so patients can be checked in and seen for the visit.

- If you run into any hard stops when checking a patient in message the GPCP insurance chat with the issue / pt MRN for assistance

## Understanding Authorization Status

- As on 2/11/25 Yesenia Echevarria confirmed "our office visits and our lab visits do not require pre-authorization as we require for our Radiology appointments. If the patient's check-in list is updated, meaning the insurance is updated and verified then then we are good to go"
- Even though a patients auth status is red, if you see verified for WCINYP as the service area, you're good to go. Please see example below

| Guarantor Accounts                     |                 |                  |           |      |           |         |             |
|--|-----------------|------------------|-----------|------|-----------|---------|-------------|
| Account Name                           | Acct Ver Status | Acct #           | Serv Area | Type | Fin Class | Balance | Acct Status |
| Schachter, Scott                       | Verified        | 106535921        | WCINYP    | P/F  | Comm ins  | 0.00    |             |
| Payor/Plan                             | Cvg Ver Status  | Subscriber       |           |      |           |         |             |
| AETNA HEALTH PLANS/AETNA CHOICE POS II | E-Verified      | Schachter, Scott |           |      |           |         |             |

- As on 3/7/25 Yesenia Echevarria provided the screenshot below as an example of what we are looking for when patients are checking in. We are looking to ensure that the patient's checklist is ALL Greened out / or minimum confirm that the Insurance, hospital account and if possible, the Guarantor are all up to date or if there are any issues with insurance, please let us know.

The screenshot shows a patient registration checklist for a patient named 'Bacon Test'. The checklist includes the following items:

- Patient**: Verified. This will elapse after Apr 4, which is before the patient's appointment (Apr 24). Follow-up will be needed on or after Mar 25. Verified until 4/4/2025. Set by SEPULVEDA, GUSTAVO on 3/5/2025 10:19 AM.
- PGP**: Verified. This will elapse after Apr 4, which is before the patient's appointment (Apr 24). Follow-up will be needed on or after Mar 25. Verified until 4/4/2025. Set by SEPULVEDA, GUSTAVO on 3/5/2025 10:19 AM.
- Guarantor**: PIV - Bacon Test. PIV Unavailable. Most recent address verification message sent on 10/30/2024. Set by ADMEDT, CHRISTINE on 3/30/2024 11:22 AM.
- Member**: E-MEDICARE/MEDICARE PART B. Contact Error. Response History. Most recent eligibility message received on 1/17/2025. Set by RTE, BATCH JOB on 1/17/2025 11:05 PM.
- Hospital account**: HCF 100864 [VRX 21561383]. Needs Review. Tasks (1 incomplete). The coverage Filing Order values do not match the Automatic Filing Order. Please navigate to the Pat Guar and Cvg section and review the coverage(s). Then click the Use Default button to reset the FO. Set by ECHENARRIA, YESENIA on 3/7/2025 3:40 PM.
- MSPG complete**: Medicare is Primary. MSPG complete via auto completion by Yesenia Echevarria on 3/7/2025.

The checklist is marked as 'Accept' at the bottom.

## Scheduling Follow-ups

GPCP Follow-up Appointment Scheduling Guide.docx

Edited 7mo ago by Ray Contreras

personal > sde4010\_med\_cornell\_edu > Documents > WGC Loop Originals > Originally Create...

- Providers will bring patients requiring a follow up appointment to check out to schedule. They will inform you of when to schedule (usually 4-6 weeks out - NEVER less than 4 weeks due to results taking roughly that amount of time to be available)
- GPCP Follow up appointments MUST BE scheduled via 'View Schedules' NOT Ancillary Order like imaging exams.

- Review each appointment slot restriction before selecting time - for follow ups we should only be using the 'Follow Up' and 'Follow Up Video Visit' slots unless otherwise specified / approved by GPCP Admin/providers
- If a patient wants a Video visit, we must verify they will be physically in the required state during appointment per each provider's state licensing restrictions.

## Blood Work (WGC)

- Patients will typically be on site for 15 minutes for a blood draw (M-F 9-5pm).
- **PETCT Prep Room 5** will be allocated to these patients and will remain closed off for them.
- Nothing needs to be printed out for the patients. Siena (MA) has Epic access and brings patients back for Labs.

## Additional Information

- All lab visits (blood draw & biopsies) will be scheduled by GPCP Administrative Specialist
- Providers will inform patients of blood labs after visit (some patients may opt out of labs - we do not have to cancel the lab visit).

Please direct ANY patient questions to Genetics and Personalized Cancer Prevention (GPCP):

- Phone number: 646-962-5100
- Fax number: 646-967-4245
- Email address: [GPCP@med.cornell.edu](mailto:GPCP@med.cornell.edu)

## Providers & Staff

|   | ☰ Provider (CWID)  | ☰ Coverage   |
|---|--|--|
| 1 | <b>Ravi Sharaf MD</b><br>(RAS9030)                                 | Not usually in person at WGC, but we schedule follow ups for his patients when they are on site for bloodwork. |
| 2 | <b>Natalie Barratta NP (PFJ9002)</b><br>Provider ID 298973         | In Person Days - Tue<br>Video Visit Days - Wed, Thur, Fri (NY ONLY)  |
| 3 | <b>Stacy Sanicola NP (STW3002)</b><br>ID 210689                    | In Person Days - Thur<br>Video Visit Days - Tue, Wed, Fri (NY ONLY)  |
| 4 | <b>Jamieson H. Greenwald MD (JHG9003)</b><br>Provider ID 146187    | In Person Days - Wed<br>Video Visit Days - Tue, Thur, Fri (NY & NJ)  |
| 5 | <b>Jennifer Kindman MD (JLK7006)</b><br>Provider ID 2430835        |  |
| 6 | <b>Michelle Primiano MS (MIP9116)</b><br><i>Genetics Counselor</i> |  |

|   |   |   |
|---|---|---|
| 7 | <b>Siena Gioia (SIG4010)</b><br><i>Medical Assistant</i>                | Labs: Mon-Fri 9am-5pm<br><br>*Sometimes if sienna is not available, our nurses are able to assist with labs but that is prearranged with lead nurses and GPCP |
| 8 | <b>Nicole Soussana (TNS4002)</b><br><i>Genetics Counselor Assistant</i> |   |