GPCP

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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 <u>GPCP</u> <u>Insurance Teams group chat.</u>
- 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.

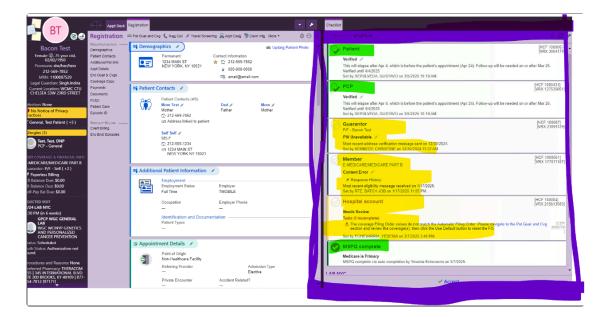
• If you run into any hard stops when checking a patient in message the GPCP insurance chat with the issue / pt MRN for assistance

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



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.



Scheduling Follow-ups



- 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 (<u>some patients may opt out of labs we do not have to cancel the lab visit</u>).

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

• Phone number: 646-962-5100

• Fax number: 646-967-4245

Providers & Staff

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

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