

President's Message

submitted by Roberta Collins, CPC, CCAT

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It's hard to believe another year is drawing to a close and the end of my first term has arrived. I want to thank everyone who supported me in our recent election and I am proud to be serving as your president for the next two years as well. I would like to say a special thank you to our outgoing secretary, Rolene Lampi, and board member Marie Murphy. Joanna Justiniano has moved from a board position to secretary. Tamora Ellis retained her vice-presidency, as did Rick Rogers with his board seat. Lets all welcome new board members Sandy Pawelk and Carla Simonson. Thank you also to Jody Heard for accepting appointment to a vacated board seat.

I am so proud of Gopher Chapter and was honored to represent you at AAHAM's Annual National Institute in Scottsdale, AZ this October. Congratulations to Gopher Chapter for 3rd place in Chapter Excellence (Eileen Froelich, Committee Chair) and 2nd place in

Publications for Gopher Tracks (Tamora Ellis, Editor). And a great big kudos to Tamora Ellis for winning the National Recognition Award.

I wanted to remind everyone of the fantastic opportunity that is right around the corner. You could win a scholarship to National Legislative Days in Washington, DC this coming April. All you need to do is submit an essay about why you want to participate and if you've had any previous government/lobbying experience. (None is required.) The scholarship includes your registration fee (at national member rate), airfare, motel, and per diem. I have attended two Legislative Days previously and the experience is priceless.

I look forward to seeing you all at Gopher AAHAM seminars in 2010.

Editor's Corner

submitted by Tamora Ellis

Once again I am appealing to you, the readers. Even if you do not think you can write your own article, if you have read an article that you think others would be interested in also, you can ask for permission to reproduce. If it is granted, send the article along with the permission to me and

we can put share it with others.

However, I do believe that each of us has something important that they can probably put into a brief article to pass on.

We are also looking for organizations to highlight so please contact me at

Tamora@advantagebilling.net
Or 218-312-1225

VP's Views submitted by Virginia Berney, CCAM, CPAM & Tamora Ellis, CCAM

It is hard to believe we are saying good bye to another year. The chapter has accomplished much the past year. We can thank the hard working members and our board.

We both wish you a happy holiday season and that 2010 is a great year for all.

We would like to thank our out going board for their hard work and welcome the new board. Congratulations to the award winners.

We all would also like to thank our sponsors for their

support both financial and with their time. With out your help we could not offer the meetings and speakers at the prices we do. The sponsors serve on the board, chair committees, and are members of committees.

If you missed our annual meeting the speakers were great and events planned. The informal family style banquet was enjoyed by all.

The first meeting of our new year will be in Bloomington, MN near the mall. Mark the dates on your calendar.

When: March 11-12

Where: Comfort Inn

Agenda: Payer Panel

Our summer meeting will be at Nisswa, MN

When: July 21-23

Where: Grand View Lodge

Agenda: We are working on.

Please let us know if you have suggestions for our July agenda. We look forward to assisting your needs in 2010.

“What a wonderful opportunity to learn how to be a lobbyist, meet your legislators, network and see Washington D.C.”

2010 Legislative Day Scholarship



Our 2009 Winner Tamora Ellis with Roberta & Judy in Washington D.C.

The Gopher Chapter is offering a Legislative Day Scholarship. This scholarship includes registration, air fare, motel and a daily per

diem. What a wonderful opportunity to learn how to be a lobbyist, meet your legislators, network and see Washington D.C. The motel is located within walking distance to the capital.

. The applications will be submitted to three judges with all identifying information removed. The judges base their decision on the answers to the three questions on the application.

The application is located on our website including the criteria for applying. The deadline for the application is January 15th. Please send your application to gordon.judy@mayo.edu

Don't let this opportunity pass you by!!!

Submitted by
Judy Gordon, CPAM, CHC

Healthcare Reform. Revenue Cycle Industry?

The Healthcare debate is in full swing with a lot of hype, emotion and mudslinging by all parties involved including politicians, news media, consumers and healthcare professionals. It has been many years since we have seen such emotional debate over a topic of such contention. Healthcare is such a personal service that each of us cherish and it brings out the strongest of opinions in each of us. Just ask Congressman Joe Wilson of South Carolina who called President Obama a liar during his healthcare speech to congress a few months ago. This was unprecedented behavior for a Congressman to disrupt a presidential speech before Congress and the American people.

Fortunately I have the opportunity to monitor very closely the Healthcare Reform Process through the ACA International Association. Through my role as a member of the ACA International's Healthcare Services Committee I have been monitoring healthcare reform and the potential impact on the Healthcare Revenue Cycle Industry. I have served on several trade group panels and presented seminars on the topic of healthcare reform. When all the debate dust settles, and the wrangling ceases, the House and Senate will vote on a proposal to reform Healthcare. The House has already passed their Health Care Bill and the Senate has agreed to take their bill to the floor to debate. At some point both bills will be merged into one bill and both houses will vote on that final bill. The proposal will go one of three ways.

1. A comprehensive healthcare reform bill with sweeping changes for the American public.
2. Piecemeal healthcare reform that only touches the edges of healthcare delivery.
3. Proposed reform that does not get the support it requires from the congress or the public. The proposal hits an impasse and is rejected outright.

Since we will not know for a few months

which direction healthcare reform will go we can only speculate on the various provisions of the current proposals. With that in mind here are a few predictions we can analyze with what we know today. Likely this will change as the debate continues. We do know right now there are six driving forces affecting the Healthcare Industry today:

1. Healthcare revenue reimbursement is declining.
2. Costs are rising.
3. Self Pay is increasing.
4. Uncompensated care is rising. (Bad debt, charity care, uninsured discounts).
5. Healthcare collection regulation is increasing both state and nationally.
6. Public opinion on healthcare human rights is high.

Healthcare Reform Threats:

1. Continued increases in consumer driven plans will result in higher deductibles and co pays for consumers. Increased self pay volumes for Health Care Providers.
2. Squeezed healthcare provider profit margins will increase cost reduction efforts for providers resulting in decreased FTE's and more pressure on revenue recapture.
3. Reduced healthcare provider capital will increase providers dependency on outsourced technology. Increased potential outsourcing for providers.
4. Establishment of Community Care Centers to replace Emergency Room and Primary Care Physician usage. Will redirect patients to alternative care providers.
5. Wholesale healthcare reform fails to pass. Status quo in market which will lead to more self pay volume increases.
6. Patient usage for healthcare increases with aging baby boomers and advancements in technology and pharmaceuticals. Increased self pay.

7. Introduction of a public option insurance offering. Sets the base for universal care. Potential decrease in provider reimbursement.

8. Increased Health Care collection reform both state and national. Could restrict collection methodologies and reduce Accounts Receivable liquidity.

9. Patients reduce spending on healthcare due to increased out of pocket costs and the recession. Reduced patient volumes.

Healthcare Revenue Cycle Action Steps to deal With the Consequences of Potential Health Care Reform.

1. Design a robust self pay receivable process for efficient self pay billing and collections. Define your policy for repayment including monthly payment terms.
2. Establish a "front end" collection process for self pay co pays and deductibles.
3. Improve office technology capabilities for call center and insurance processing opportunities.
4. Establish internal scoring models for improved self pay collection results.
5. Establish a clear charity care and uninsured discount identification and processing program.
6. Design a more patient friendly collection process through internal patient financial counselors and implement a patient complaint tracking system.

As the Health Care reform debate continues stay tuned for the final results. The implications for Health Care Revenue Cycle Professionals are huge and providers must be prepared to adjust to doing more with less and to focus on the self pay portion of their Accounts Receivable. This will all depend on the final outcome of the debate on reform.

Submitted by

Tom Gavinski, VP HealthCare Division
IC Systems, INC

ANI Scholarship

“I left Minnesota on a snowy October day....when I arrived it was 90 degree weather.

What an experience!”

Every year the MN Gopher Chapter awards a free scholarship to the ANI. This year I was the proud winner of the scholarship. Arizona was one place I have always wanted to go. Add the great educational sessions, networking and of course the warm weather, what an experience! I would encourage members to apply for the 2010 scholarship. The guidelines and point structure is located on our website. Remember to turn your points into me within 30 days of our AAHAM meeting. My

email is gordon.judy@mayo.edu.

I left Minnesota on a snowy October day. In fact we were delayed due to having to de-ice the plane before take off. When I arrived it was 90 degree weather and plenty of sunshine. I took advantage of the warm sunny weather whenever I could. During my years in healthcare my primary focus has been billing. Within the last three years I have moved to the compliance department. It was a natural move since billing and

compliance interact daily. ANI offers concurrent sessions and I appreciated having many to choose from. They not only have management/revenue cycle and access/quality management track but also a compliance track. I was able to learn about hot topics and enhance my knowledge within healthcare.

I want to thank the MN Gopher Chapter for the scholarship.

Sincerely,

Judy Gordon, CPAM, CHC

Linking into LinkedIn A business networking site and more

In today's challenging economy and work environment, business networking has become even more vital. For individuals and businesses seeking new relationships and establishing networks, LinkedIn is to the business world what Facebook is to the social networking world.

“LinkedIn is an invaluable tool for groups like AAHAM; especially for local chapters,” according to David Cartier, Director of Business Development with Outreach Services in Minneapolis-St. Paul, MN. “We all get a lot of e-mail. Some of it is vital and needs to be acted on right away; another portion is valuable, but can wait until there is time to go through it, and then there is SPAM.”

Cartier added that LinkedIn can help keep AAHAM communication all together or separate it, if desired, from a person's daily work. LinkedIn also provides people the option to prioritize their involvement - when and where they want to respond. LinkedIn members can access either a daily or weekly synopsis. Another valuable LinkedIn tool for AAHAM members allows the chapter to screen group membership and create subgroups as needed.

Another LinkedIn feature that AAHAM members have found to be invaluable is a discussion thread about current issues in healthcare. For instance, AAHAM member Gina McNaughton of the McNaughton Group in Los Angeles recently participated in a discussion group titled: “The White House wants to know: What are the most important issues for small businesses when it comes to health care.” The original post was made by Christina Romer, Chair of the Council of Economic Advisors.

“What was great about this was that over 1,500+ LinkedIn users responded to which the White

House held a press conference LIVE to answer a few of the questions. Great to see how the social network can affect the White House, too. Even after the LIVE broadcast more folks participated on LinkedIn,” said McNaughton.

LinkedIn members can weigh in with their views about this important issue and gain insights from other people across the nation and even worldwide. Rolene Lampi, Director of Business Services at St. Luke’s Hospital in Duluth, MN also enjoys the discussion threads in the program. “I have found LinkedIn useful to review current topics and read comments. It has also been beneficial to locate peers in the industry and learn more about their initiatives. I think it’s a great networking tool,” commented Lampi.

Besides the discussion threads, the multiple networking advantages of LinkedIn have been realized by Richard Rogers, Vice President of Strategic Services Magnet Solutions in Milwaukee, WI. “I use and enjoy LinkedIn because it has allowed me to stay connected with business colleagues and associates. In addition, I have found it helpful in finding and reconnecting with former business contacts from years ago. In two cases, I was actually able to glean business referrals from colleagues I had lost touch with but found on LinkedIn. Finally, I enjoy the lively debates that can begin within the Groups I subscribe to. I find it to be a solid business tool as opposed to sites like Facebook,” said Rogers.



The basic LinkedIn service is free and easy to join. At the LinkedIn website members can perform a wide variety of functions. The Home Page features a toolbar on the left-hand side of the screen that conveniently lets members perform a variety of tasks. The parts of the toolbar are *Groups*, *Profile*, *Contacts*, *Inbox* and *Applications*. *Groups*

Here members in your network can write comments about topics that you post in this section. People also have the option of privately replying to a group if they do not want their comments read by other members in your network. This feature has the same appearance and functions in the same manner as Facebook.

Profile

After becoming a member, one of the first steps is to create a professional profile that summarizes yourself along with your business. Your background information along with a photo of yourself is posted here. Members can also utilize a program named Slide Share to create brief business presentations containing information associated with the nature of your work.

Contacts

The *Connections* portion alphabetically lists all of the people who are part of your network. The *Imported Contacts* alphabetically lists people who you have imported into your network. And finally, under the *Network Statistics* section, you are able to access your own connections, your connections’ connections (2nd degree connections), as well as your 2nd degree’s connections (called your 3rd degree connections). From this network, individuals can learn of and search for jobs, business opportunities, and people.

Inbox

Messages can be composed, received and stored in this location.

Applications

In this last section, members can link to other web sites for extending their network. Some options include Google Presentation, Blog Link, Word Press, Company Buzz, Reading List by Amazon, etc.

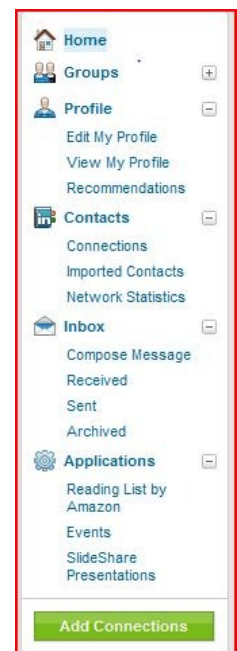
Other LinkedIn features include “LinkedIn Answers” developed in January 2007. A free feature, “LinkedIn Answers” allows registered users to post business-related questions that anyone else can answer.

Currently 40 million users representing 150 industries around the world utilize LinkedIn as a professional networking site. Competitors to LinkedIn include Xing, Doostang and Ecademy.

An upgrade is available for your account, but entails a monthly fee. The upgrade is designed in three parts. One section is for collecting warm leads, another is for directly contacting decision makers and the last one is for building a funnel of qualified leads. For most people, the basic free service is adequate.

As with other social networking sites on the Internet, LinkedIn follows a strict privacy guideline. All connections made are mutually confirmed and individuals can only appear in the LinkedIn network by their own consent.

By Pam Brindley



Board Meeting Minutes by Rolene Lampi, Secretary

President Roberta Collins called the meeting to order at 4:05 pm.

Secretaries Report: No additions or corrections. Motion by Lois Wakefield; Second by Virginia Berney. MPU.

Financials and Treasurer's Report: Will be reviewed in detail at the Transitional Board Meeting.

President's Report: Roberta reported that there are 84 national membership and 41 local members. There was discussion on updating information from members when they check in for the conference to reduce mail returns. When a member pays national dues and indicates more than one state for membership the information does not come back to MN as the member being a MN chapter member. Roberta will bring this up to the national committee for review.

The date for 2010 Legislative Days is April 21st and 22nd in Washington DC. The National Board Meeting is April 23rd. This will be our second year for the Legislative Day Scholarship. Applications may be sent to Judy Gordon and she will send them on to a review panel for judging. We will follow the guidelines from the Scholarship Policy.

The ANI is October 6th – 8th 2010 in Fort Lauderdale, Fl. at the Harbor Beach Marriott Hotel.

National elections were held. The Chairman of the Board remains the same. Laurie Schoelf is President. Check website for election results.

The Gopher Chapter won 3rd place for the Chapter Excellence award and the Gopher Tracks won 2nd place. Tamora Ellis won a National Recognition Award.

Committee Reports:

By laws: Pam Wilbur, Mary Beth Moelering. No update.

Certification: Ronda Cooling (Sandy Pawelk will take over, Virginia Berney as co-chair). No update.

Coaching: Sandy Pawelk will continue with coaching. Virginia Berney will assist.

Chapter Excellence: Eileen Froelich & Committee presented an overview of what was submitted to national and the number of points scored for each category. There was a review of educational sessions and points allocated. Publications and newsletter to include emails on updates to the group can be included in total points.

Corporate Sponsors: Pam Wilbur; no report.

Education: Tamora Ellis and Virginia Berney. Our March 11th and 12th 2010 meeting location will be at the Comfort Inn by the Mall of America. The room rate will be \$79.90. The July 21, 22, 23rd meeting is at the Grand View Lodge in Nisswa (by Brainerd). This fee will include room and food and therefore, registration will be reduced accordingly. This is a MN Chapter meeting.

Legislative: Judy Gordon. AUC is working on a companion guides for conversion to 5010. Carla Simonson is now on the Eligibility TAG.

Membership: Tom Osberg, TyAnne Ryan and Mary Beth Moellering. Tom will start on the campaign to renew local members after the first of theyear.

Publications: Tamora Ellis; Gopher Tracks is almost ready to put out. Waiting for ANI photos. Need some articles for publication. Goal to get published with two weeks.

Website: Looks good.

Scholarship: Judy will speak at business meeting about scholarships. Tamora will speak about the Legislative scholarship she received.

Community Service: Anna Maria Alliance. The mission is to provide a safe place for victims of sexual abuse. They have a 36 bed facility. Our chapter will put together a Thanksgiving food basket and pass the hat. Jamie and Tamora will go to the local grocery store to buy food. Sharon Scofield is Chair for Community Service; request for someone else to chair this committee. We may have a silent auction for the July meeting. Kari Miranowski has volunteered for this committee.

Welcoming: Judy, Jodi, Diane, Tom and Rick. We have 41 attendees for this meeting. We are getting low on folders and Judy will order them locally. Jodi has the new table banner.

New Business: None **Old Business:** None

Meeting adjourned at 6:13 pm Motion by Stephanie Brown. Second by Kari Marinowski. MPU.

Evaluation form - MN GOPHER AAHAM

**November 12 – 13, 2009
Best Western Kelly Inn, St. Cloud**

**Please rate and comment on the following:
1= poor and 5 = excellent**

Location and Activities:

1 2 (1) 3 (1) 4 (1) 5 (15)

Comments: food and activities wonderful, great location, Banquet and family night fun, well put together, liked casual banquet.

Thursday, November 11th

8:45 – 10:15 Breakouts

Session 1 'Noridian Updates'

Speaker – Kathy Milbrandt

Speaker 1 2 3(3) 4(7) 5(12)

Content 1 2 3 (3) 4 (8) 5(11)

Comments: good information, round table with Kathy and payers

Session 2 'ICD9 Updates'

Speaker – Roberta Collins

Speaker 1 2 3 4 5(2)

Content 1 2 3 4 5(2)

Comments: great content

10:30 – 12:00 'Building the Foundation for a Successful HIPAA (5010) Implementation'

Speaker – Laura Darst

Speaker 1 2 3 4(4) 5(20)

Content 1 2 3(2) 4((7) 5(16)

Comments:

1:00 – 3:00 'HITECH' Speaker – Michael Hawton

Speaker 1 2 3(2) 4 (8) 5(13)

Content 1 2 3(2) 4 (8) 5(13)

Comments: educational, good speaker, over whelming, good information, overload, great

3:15 – 5:00 'MN RAC Update'

Speaker – Ben Widboom

Speaker 1 2 3(2) 4(3) 5(19)

Content 1 2 3(2) 4 (3)5(19)

Comments: awesome informative, keep Rycan coming, good, good speaker, research great, knowledgeable

Friday, November 13th

10:00 – 12:00 'EDI Updates'

Speaker – Jim Whicker

Speaker 1 2 3 4(3) 5(21)

Content 1 2 3 4 (4) 5(20)

Comments: excellent, invite back, informative, have back all day, fantastic

Did this meeting meet your expectations? Why or Why not?

Yes some what other pending issues closer deadline, great program and content,, enjoyed family style, more member and provider participation, great people will be back, networking

Please list any topics you would like to see covered in future programs.

Financial Access, eligibility for charity care, AUC on payer panel, MN HIE speaker, EDI, invite MAHAMA, visiting with vendors, ICD-10, HIPAA updates with Jim, RAC

MN-ITS Password Tips

DO

- Use a password that is easy to remember but hard to figure out, guess, or crack.
- Pick a password that you can type quickly without looking at the keyboard.
- Use a unique password for every password change.
- Memorize your passwords. The safest place to store your password is in your head.
- Lock your computer or utilize a password-protected screen saver before you leave your workspace.
- When receiving technological assistance, enter your password instead of telling it to your IT expert. Stay with your pc.
- Change the password immediately if there is reason to believe that it has been disclosed to someone other than the authorized user or otherwise compromised.

DON'T

- Write down your computer password and post it on your monitor.
- Store your password in a computer file. Storing your password in a computer file, whether on your hard drive or on a floppy disk, can make it vulnerable to access by others.
- Share your password; you could be held responsible for any and all actions that someone else may take with your system privileges.
- Let anyone see your password or watch as you type it in.
- Use the same password for all your authentication needs.

CREATING STRONG PASSWORDS

A strong password is one that is difficult for others to uncover or guess, but easy for you to remember. Follow these helpful hints to create a strong password. A strong password should:

- Be a minimum of 8 characters (the more characters used means a more secure password).
- Be changed annually.
- Be composed of characters with no apparent meaning.
- Not have more than 3 repeated characters.
- Contain both alpha and numeric characters.
- Use upper and lower case characters in weird combinations.
- Use special characters such as !@#%&^*
- Combine punctuation with a particular word.
- Combine misspelled words.
- Use a "passphrase" with numerical substitution. A passphrase is created by taking the first letter of every word in a phrase. For example, "I Do Not Like Green Eggs And Ham" would be "IDNLGEAH." Now, if you substitute a number "3" for every "G" found in this phrase, you end up with a stronger password, "IDNL3EAH."
- Contain sounds of letters and numbers that, when spoken aloud, actually says something. The password "OU812" when spoken aloud says, "Oh, you ate one, too." Another example is "dbsabzb," that says, "The bee is a busy bee."

Con't on pg 10

Minnesota Department of Health (MDH)

November 25, 2009

Payers (or their agents) may not charge for receiving a standard transaction

MN Regulations for the Standard, Electronic Exchange of Health Care Administrative Transactions

Intended Audience and Purpose

Minnesota Statutes, section 62J.536, requires that all health care "group purchasers" (health plans, TPAs, insurance carriers, and other payers) and all health care providers exchange three types of health care administrative transactions electronically, using a single, uniform data content and format, effective in 2009.

The statute and related rules apply to all group purchasers licensed or doing business in Minnesota, as well as to all health care providers providing services for a fee in Minnesota and who are otherwise eligible for reimbursement under the state's Medical Assistance (Medicaid) program. More information regarding this statute and related rules is available at: www.health.state.mn.us/asa.

This update provides guidance regarding implementation and enforcement of Minnesota Statutes, section 62J.536 and related rules. It is intended for health care group purchasers (payers) and providers, as well as clearinghouses, billing services, other vendors, and any interested parties.

Problem to be addressed, actions to be taken

- Minnesota Statutes, section 62J.536, Subd. 1f, states: Group purchasers may not impose any fee on providers for the use of the transactions prescribed in this subdivision.
- It has come to MDH's attention that some payers or their agents are charging fees that are not in compliance with the statute.
- Pursuant to the statute, health care

payers, or their agents such as health care clearinghouses, may not charge providers (or their agents) a fee to receive a standard, electronic, Minnesota-compliant transaction.

- A payer's clearinghouse may not condition acceptance of a compliant electronic transaction on the provider's agreement to pay for additional services.
- Payers are responsible for ensuring that they, and anyone acting on their behalf, are complying with the statute.
- Payers should review their methods and arrangements for exchanging standard, electronic, Minnesota-compliant transactions with providers to ensure that they are in compliance with all aspects of Minnesota Statutes, section 62J.536 and related rules, including Minnesota Statutes, section 62J.536, Subd. 1f.
- Payers not in compliance must immediately take any actions needed to come into compliance.

We hope this update is helpful. We look forward to working with you as part of efforts to streamline health care administrative transactions and reduce their costs and burden. Please contact us if you have questions.

David K. Haugen,
Director, Center for Health Care Purchasing Improvement
david.haugen@state.mn.us
651-201-3573

Additional resources and information:

- www.health.state.mn.us/asa
- www.health.state.mn.us/auc
- <http://www.health.state.mn.us/healthreform/eh/eah/index.html>



Division of Health Policy
Golden Rule Building, P.O. Box 64882
St. Paul, MN 55164-0882
651-201-3550 www.health.state.mn.us

Avoiding Weak Passwords

- Avoid passwords that pertain to your personal life (the name of a family member or pet, your place of birth, your shoe size - your maternal grandmother's maiden name is a lot easier to find out than you think).
- Passwords should not contain numbers easily obtainable about you (your license plate, Social Security number, telephone numbers, or street address).
- Avoid the name of something that is important to you (your favorite food, recording artist, movie, TV character, place, sports team, hobby).
- Avoid names, numbers, people or other items associated with your organization.
- Avoid names of famous people, places, things, fictional characters, movies, TV shows, songs, slogans.
- Never use dictionary words from any language as the whole or part of your password. Most hacker programs are set up to try to guess dictionary words, and they use extensive dictionaries from dozens of languages. Even made-up languages or words from other published lists (like Tolkien's Elvish or Klingon) are vulnerable to hacker attacks.
- Passwords should not consist solely of a word in the dictionary (school, campaign) or the name of a person or place (mary, texas). You may base your password on a word or a name, but you should add some numbers and/or punctuation. Don't put just one extra character at the beginning or the end (4mary, mary6, texas!).
- Avoid obvious replacements: s with \$ (texas\$), o with 0 (sch001), i or l with 1 (campalgn), e with 3 (tr33).
- Other common tactics that password-guessing programs try are reversing words (yram), duplicating (marymary) or reflecting short words (maryyram), and all the above while playing games with upper or lower case (MARY, Yram, Maryyram).
- Avoid making words plural, past tense, and removing the vowels.
- Avoid abbreviated words ("conseq" is just as bad as "consequence").
- Passwords that follow keyboard patterns (qwertyuiop) are weak choices. Not only do hackers know the common ones, but this class of passwords is vulnerable to "shoulder surfing." It's very obvious to even a casual observer when a password like this is typed in.
- In choosing successive passwords, try to avoid falling into a recognizable pattern. If you always capitalize all the vowels, you effectively lose the value of the unusual capitalization. Don't always choose names of planets for your passwords. Having two or three recognizable patterns is nearly as bad as sticking to one pattern all the time.

“Avoid names, numbers, people or other items associated with your organization”



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Advertising

The following are the advertising options & prices:

Business card	\$ 25.00
1/4 page	\$ 50.00
1/2 page	\$ 70.00
Full page	\$100.00



Advertisers will receive a 25% discount for a 1 year commitment. To receive the discount, advertisers must pay in advance in full. All ads must be camera ready.

In addition, AAHAM members can advertise positions available, free of charge. There is a \$25.00 charge for non-member position available advertising. If you would like more information or would like to advertise, please contact Tamora or Roberta at:

contactus@mnaaham.com

Thank you!

Deadline for next Gopher Tracks: March 15th, 2010

Please submit articles to tamora@advantagebilling.net







APPLICATION for NATIONAL MEMBERSHIP

American Association of Healthcare Administrative Management

Tax Id # 23-1899873

DO NOT USE THIS FORM FOR RENEWING YOUR MEMBERSHIP OR MAKING AN ADDRESS CHANGE.

Membership is on an individual, not institutional, basis and is non-transferable.

Local dues vary by chapter. National dues are prorated according to date of application.

For dues amounts and your chapter assignment, please call AAHAM's National Office at 703-281-4043 M - F, 9 am - 5 pm, Eastern time

Prorated dues amount for 07/01 to 09/30 - 75% of full amount
10/01 to 12/31 - 125% of full amount (15 mos of membership)

Please allow 2 - 4 weeks for processing once your application is received at the National Office.

Dues are not tax-deductible as a charitable contribution, but may be deductible as a business expense.

Send TWO COPIES of this application with your payment to:

**Tom Osberg
Colltech Inc.
15600 35th Ave N
Suite 201
Plymouth, MN 55449**

NAME		DAY PHONE () -	FAX NUMBER () -
MAILING ADDRESS			
CITY		STATE	ZIP
EMPLOYER NAME		YOUR TITLE	
LOCAL CHAPTER NAME			DATE
IF SPONSORED BY AAHAM MEMBER, GIVE NAME			EMAIL ADDRESS
HOME ADDRESS (IF NOT LISTED ABOVE)			
CITY		STATE	ZIP
NATIONAL DUES		FOR CREDIT CARD PAYMENTS	
LOCAL DUES		ACCOUNT NUMBER	
TOTAL ENCLOSED		NAME ON CARD	EXPIRATION DATE
SIGNATURE			

PLEASE SELECT THE APPROPRIATE CODES BELOW AND ENTER THEM IN THESE PROFILE BOXES

02 Yrs. in Healthcare	04 Major	05 Certification	06 Employer	07 Special Interest	08 Hospital Size	09 Title	10 Department
02 - Years in Healthcare 1 0 - 2 years 2 3 - 5 years 3 6 - 10 years 4 11 - 15 years 5 16 - 20 years 6 21 - 30 years 7 31 - 40 years 8 41+ years	04 - Major 1 Accounting 2 Business Administration 3 Finance 4 Health Administration 5 Management 6 Other	05 - Certification 1 CPAT 2 CAT 3 CHAM (NAHAM) 4 CHFP (HFMA) 5 FHFMA (HFMA)	06 - Employer or Type 1 Accounting Firm 2 Agency 3 Attorney 4 Clinic 5 Physician 6 Emergency Tx Center 7 Government 8 Hospital 9 Home Care 10 Ins. Representative 11 3rd Party Payor 12 Vendor/Supplier 13 Other _____	07 - Special Interest 1 Alcohol/Drugs 2 Children 3 Hospice 4 Psychiatric 5 Rehabilitation 6 Skilled Nursing 7 Teaching 8 Other _____	08 - Hospital Size 1 Less than 50 beds 2 50 - 74 3 75 - 99 4 100 - 149 5 150 - 199 6 200 - 299 7 300 - 399 8 400 +	09 - Title 1 Administrator 2 Director 3 Manager 4 Supervisor 5 Asst Director 6 Asst Manager 7 Vice President 8 Consultant 9 Controller 10 Asst Controller 11 President 12 Acct executive 13 Representative 14 Coordinator 14 Other _____	10 - Department 1 Pt. Admin Services 2 Pt. Financial Services 3 Patient Accounts 4 Admin Services 5 Financial Services 6 Accounting 7 Business Office 8 Billing Service 9 Collections 10 Credit 11 Admissions 12 Marketing 13 Sales 14 Operations 15 Other _____