

# Gopher tracks

## What the Programming Future Holds for the MN Gopher Chapter

Over the past couple years, we have experienced a measurable attrition in member attendance at our three yearly meetings. From the end of 2008 through the present, the nation has experienced nothing short of an economic crisis. Traditionally, in healthcare, we have enjoyed working in a largely recession resistant industry. However, when business responds to an economic downturn, including shifting their high costs of health care to High Deductible Plans, our industry loses its recession resistance. Patients begin to make healthcare decisions based on out of pocket expense.

The MN Gopher Chapter of AAHAM is a member and sponsor supported organization. We receive \$40 per member annually in member dues for each MN Gopher Member. For 2011, we have received \$14,100 in sponsor support. These funds, combined with the revenue we receive for program registrations, are what allow us to provide programming for the three yearly programs we present. Program costs, in the form of facilities, food, beverage and AV rentals, continue to rise each year. In addition, our costs for providing speakers in the form of both travel expenses and speaker fees, when appropriate, continue to rise. Our goal is to meet these rising expenses through a renewed participation in our meetings by our members.

Many of our costs, with the exception of food and beverage, are fixed costs, negotiated for each meeting. As a result, each meeting has a registration level which we must meet to break even on the program. It is through the hard work of our past administrations that we have had the financial strength to weather the attrition in attendance over the past two years. The current administration is committed to maintaining our fiscal strength for the future of the MN Gopher Chapter, while simultaneously rebuilding the attendance levels of the past by providing improved, timely and expert education to our membership.

In a tough economy, we see business people succeed all the time. The formula for success in these times is oddly simple. Provide a high quality product that carries a compelling need. The high quality drives value for the consumer. The compelling need enhances the consumer's ability to justify its acquisition either for themselves or through the support of a purchasing decision maker.

In MN Gopher Chapter programming, quality will be driven by presentations of timely topics provided by experts in the material presented. The compelling need will be driven by the same timeliness and expertise in such a manner that you, as consumers, can justify the need to participate in the educational offerings. The current administration of the MN Gopher Chapter is committed to meeting these two necessary criteria to improve your value to your organization and the value of your membership to the MN Gopher Chapter.

We are asking all of our members to take the time to do two things:

1. When a Chapter Program is announced and the agenda is disseminated, review the information and develop a strong plan to present the need to participate to those within your organization who will approve your attendance. Don't be shy; this is about your professional development and the value that you bring to your employer. They probably spend more in office supplies in a week than you are going to be requesting!
2. Always be thinking about those topics that will make your execution of #1 above most compelling to your decision maker(s) and forward those topics to us.

For our part, the administration will commit to continuing to negotiate with hotels and securing presenters to make and keep participation in our programs both affordable and advantageous.

Your VP's, Tamora and Rick

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## President's Report

It is never too early to start thinking about the elected positions open for next year. There will be an opening for President, 2<sup>nd</sup> VP, Secretary, and 3 Board Member positions. I would encourage you to talk with people in these positions and find out what it's all about. Long-standing and new members alike are more than welcome to run. You can sign-up for these positions beginning at our July 2011 meeting. Just a reminder, all of our board meet-



ings are open to the full membership. Feel free to try one out in July.

The Annual National Institute was held in October of 2010 in Ft. Lauderdale, FL. We felt our Chapter was well represented and recognized. Allow me to offer late congratulations to Tamora Ellis, Gopher Tracks editor, for receiving 3<sup>rd</sup> place in the Journalism Awards and a big WOO HOO to Eileen Froelich and her committee as Gopher Chapter received 2<sup>nd</sup> place, our highest placement ever, in the Chapter Excellence Awards. October 2011 ANI will be held at the Wynn in Las Vegas. Our national board meeting was held there in January and the

facility is gorgeous. Remember to turn in your points for the ANI Scholarship which includes paid transportation, room, per diem, and admission.

Our 2<sup>nd</sup> Annual Gopher Chapter Day on the Hill was held on March 9th at our State Capitol. This was a great experience, provided at no cost to our membership. I certainly hope to see this event continue to grow. Our 7<sup>th</sup> Annual National AAHAM Legislative Day was also held in March. Gopher Chapter offers a full scholarship to attend this program and that was won this year by Carla Simonson. Congratulations Carla and thank you for all you do for Gopher Chapter!

Roberta Collins, CCAT/CPC/CHCA

## Editor's Corner

**“It is never too early to start thinking about the elected positions open for next year.”**

I want to thank our Corporate Sponsors for everything that they do for our organization. Without their support, the MN Gopher Chapter of AAHAM would not be able to offer what we do to our membership.

They not only support us each year with a Level of

Sponsorship, but are also there each meeting for us. Helping to bring our attendance numbers up.

Each issue of the Gopher Tracks has a list of our Corporate Sponsors along with Ads from those that qualify.

Please consider our Corporate Sponsors when choosing a company to work with.

Submitted by  
Tamora Ellis. CCAM  
Editor

## VP's Views

Our Payer Panel meeting was held on a Thursday this year and when we asked those that attended, both the panel and members, they feel we should keep it this way in the future.

We also had our 2<sup>nd</sup> MN Legislative Days the day before which worked out well. Thank you to all that attended.

Our July meeting will be held in Duluth and will be combined with MN HFMA again. We are hoping to bring in speakers that will draw a greater attendance.

The November Meeting will be back at the Kelly Inn in St. Cloud and that meeting is still 'Under Construction'.

We will be trying to move our

March 2012 meeting to a hotel that is closer to the Capitol for our 3<sup>rd</sup> MN Legislative days.

Check [www.mnaaham.com](http://www.mnaaham.com) for updates.

Submitted by your VPs  
Tamora and Rick

Upcoming Education Opportunities  
From National AAHAM  
**You Do Not Want to Miss!**

April 20, 2011, 1:30-3:30 PM EST - Join AAHAM and Tanja Twist, Senior Director of Operations at Adreima, as we present this informative and timely webinar, "Understanding and Surviving the MIC Audits". Payment must be received on or before April 8, 2011. You will receive your confirmation and handouts via email by April 16, 2011.

May, 11, 2011, 1:30-3:30 PM EST - Join AAHAM and Richard (Dick) Finnegan, CEO of The Retention Institute, as we present this lively webinar, "The Recession is Over and I Quit". Payment must be received on or before April 29, 2011. You will receive your confirmation and handouts via email by May 6, 2011.

May 18, 2011, 1:30-3:30 PM EST - Join AAHAM and Janice G. Jacobs, CPA, CPC, CCS, ROCC, CPCO, Director at IMA Consulting as we present this informative and timely webinar, "ICD-10, Don't Panic, Prepare". Payment must be received on or before May 4, 2011. You will receive your confirmation and handouts via email by May 13, 2011.

June 1, 2011, 1:30-3:30 PM EST - Join AAHAM and April Langford, Vice President, Revenue Cycle at University of Pennsylvania Medical Center (UPMC) as we present this informative and timely webinar, "Automating Patient Access Workflow; A Case Study". Payment must be received on or before May 18, 2011. You will receive your confirmation and handouts via email by May 27, 2011.

Everyone earns 3 CEU's for attending

Online Member Registration is available at <http://www.aaham.org/>

## 2011 ANI - Wynn in Las Vegas

The MN Gopher Chapter has a Scholarship program that may give you the opportunity to enjoy an all expense paid trip to this beautiful hotel.

The ANI is an experience that everyone should enjoy. The chance to network with other chapters and to receive so much education all in one place.

For more information, see the scholarship application at the back of the publication.



## National Legislative Day by Carla Simonson

**“.....I had no idea what an amazing experience I was about to embark upon”**

This year when my essay was chosen as the winner of the Legislative Day Scholarship, I had no idea what an amazing experience I was about to embark upon.

Wednesday morning we headed for Union Station for a little shopping before our meetings and Judy was able to have a quick chat and photo with President Obama. I did not have the heart to tell her he was made of cardboard. After shopping, I also had time to visit the US Botanic Garden and grab a quick lunch before our first meeting.

Our meeting started with an informational session for us “first timers”, which included some entertaining and educational videos from AAHAM’s YouTube channel. We received a crash course in “tweeting” for any who wanted to sign up for Twitter and be able to share updates on AAHAM’s twitter feed as the day went along. We learned the dos and don’ts of Capitol Hill followed by a welcome reception and a chance to meet and network with the other attendees. I really enjoyed the opportunity to meet and learn from other chapters across the country.

This year we had over 80 members bringing our message to our elected officials. We reviewed our talking points on administration simplification (section 1104) of the Patient Protection and Affordable Care Act (PPACA), including Unique Health Plan Identifier, National Uniform Insurance Card format, Electronic Funds Transfers, and Claim Acknowledgement Transactions.

Thursday morning we had several fabulous guest speakers from Congress, including Rep. Michael Burgess who serves on the Health Subcommittee and spoke on PPACA. Rep Burgess is also a physician and clearly understood the impacts to providers from health care reform. We also heard from Elizabeth Jurinka who is a staffer to Sen. Ron Wyden and Jeanne Marie Davis from the Virginia Governor’s office who addressed the Empowering States to Innovate Act and the Virginia Healthcare Lawsuit and its impact on PPACA respectively. Our national office did a wonderful job of lining up engaging and well-informed speakers. We were able to get insight from both Republicans and Democrats on how their respective parties view health care reform.

After a quick break for lunch, it was off to Capitol Hill to meet our Legislators and make our voices heard! After setting off each and every security station with the metal that was on my shirt (I know brilliant choice of outfit for the day) I became very familiar with the security screening process and standing with my arms out so they could wand me and make sure I was not a security risk.

Roberta, Judy, and I were able to meet with all of our Senator and Representative’s staff and share our message on administrative simplification. We even caught up with Representative Cravaack for a picture. All graciously received us and we were fortunate to have sufficient time with each office to engage in a positive dialog on why these four measures are so impor-

tant to improving healthcare not only for providers but for the patients we serve.

At our recap meeting Thursday evening, it was clear that this was a very successful day for all of our attendees. The stories of how everyone’s meetings went and even some excitement over “celebrity spotting” showed how engaged everyone was in this process. One of our members announced that AAHAM could join an evening tour of the Capitol given by Representative Louie Gohmert of Texas. Several of us took advantage of this rare opportunity and experienced the most incredible tour/history lesson I have ever participated in. Our tour was over 3 hours long and Representative Gohmert led us into places normally off limits to the public. We were on the floor of the Senate and House chambers, prayed in the chapel, and allowed onto the balcony overlooking the mall. He knew all the history of each part of the Capitol and shared with us so many wonderful and insightful stories from our nation’s history.

By the end of Thursday, our feet were sore but our hearts were full of the things we accomplished and the sights we experienced. I will remember this incredible opportunity for the rest of my life. I encourage everyone to try to attend National Legislative Day at least once. You will never regret it!

## Grabbing the Reins of Your Self-Pay Population

*By Vince Koch with CSI Financial Services*

### *While Patients and Hospitals Struggle with Debt, There is a Win-Win Solution*

The term “Perfect Storm” has been used many times during the current economic downturn. It is especially true when referring to the increasing challenges patients are facing while trying to afford healthcare.

*Consider this: Employers are offering fewer benefits, which results in employees paying higher deductibles and more out-of-pocket medical expenses. Despite reduced insurance coverage, healthcare costs continue to increase, exacerbating the burden of medical expenses on the patient. The [Milliman Medical Index](#) reports that healthcare costs for a typical family of four increased 7.2 percent in 2009 to an all-time high of \$18,074.*

With unemployment at a 27-year high, fewer patients have any form of health insurance,

forcing more patients to use their rapidly dwindling savings to pay for the majority, if not all, of their healthcare expenses. Patients are doing their best to pay their obligations and avoid being sent to collections, however, there are fewer lenders in the market and the [Credit CARD Act of 2009](#) has made it more difficult for most consumers to obtain credit.

Patients who are not able to meet the provider’s minimum payment guidelines are being referred to collections, which in turn contributes to a deteriorating hospital-patient relationship.

The Perfect Storm shows no signs of letting up. As Health Care Reform becomes reality, insurance companies will be required to insure more people, resulting in even higher deductibles and additional strain on patients and the hospitals that will have difficulty collecting payment from the patients. A survey by [AMN Healthcare](#) revealed that approximately 70

percent of healthcare executives believe reform will hurt their facility’s financial stability.

[ClearBalance by CSI Financial Services](#), which provides patient-friendly loan programs, reports that the volume of loans being processed has risen dramatically over the past few years while the average loan amount has dropped from approximately \$1,500 to \$850 per patient. This statistic demonstrates that the rising cost of healthcare combined with challenging economic conditions makes it difficult for patients to pay a lump sum payment of nearly any size.

While the Perfect Storm continues, the sun is beginning to shine on self-pay patients and hospitals. Healthcare providers are embracing with greater enthusiasm patient financing programs that give patients the ability to pay out-of-pocket expenses over time, which also can help reduce their bad debt and, importantly, also

reduce their A/R days.

The relationship between a healthcare provider and patient is critical to the provider, the patient, and the community at large. Giving patients a financing option with greater flexibility to pay their self-pay balance will not only help preserve that relationship and improve the revenue cycle, but also increase census as patients continue to look for affordable healthcare.

*“While Patients and Hospitals Struggle with Debt, There is a Win-Win Solution.....”*

# **BYLAWS**

## American Association of Healthcare Administrative Management Gopher Chapter BYLAWS

### **ARTICLE I – MEMBERSHIP**

Application for membership shall be made in writing on application blanks furnished for that purpose.

The Board of Directors shall have the final authority to determine the eligibility of an individual for membership, or the revocation of membership, consistent with the ethical standards and requirements of this organization.

Membership shall not be transferable from individual to individual. A member who changes employment during a membership year shall continue to be a member for the remainder of the membership year for which dues have been paid.

### **ARTICLE II – DUES AND FEES**

Annual dues shall be for the calendar year in an amount to be determined by the Board of Directors and reviewed on an annual basis.

If the Board of Directors imposes an application fee, it shall accompany the application.

New applications for membership, accompanied by the proper amount of dues and fees, received after the first day of the last quarter of the membership year shall constitute payment for the remaining portion of the membership year and for the following membership year.

Dues shall be forwarded to the Treasurer. The Membership Chair will track local and national membership.

An individual who submits an application for membership, accompanied by the appropriate dues and fees, which is received by the Treasurer by the first day of the third quarter of the membership year, shall have the right to vote in any election held during the remainder of that membership year.

### **ARTICLE III – VOTING**

#### **Eligibility**

All eligible members shall have the right to vote. Proxy voting shall be used for any issue except for the election of Officers and Board of Directors.

#### **Mail Votes**

Votes shall be cast by mail on the official ballot.

A system of mailing the ballots and receiving the mail votes shall be designated to maintain the security and secrecy of the ballots and votes.

Ballots must be mailed to the members by the Chapter at least thirty (30) days prior to the meeting. To be counted, ballots must be returned by the members postmarked at least five (5) days prior to the meeting at which such vote is to be counted.

All mail votes shall be kept for thirty (30) days after the election results are announced in case recounts are required.

#### **Majority**

All matters except as otherwise specified in this constitution and Bylaws shall require a simple majority of those voting.

### **ARTICLE IV – MEETING**

#### **Annual Meeting**

The Annual Meeting shall be the last scheduled meeting of the calendar year. The results of the election of Officers and Board of Directors shall be announced to the membership at the annual meeting following the election. Notice of this meeting shall be given at least thirty (30) days prior to the scheduled date. Notice shall be in writing.

#### **Special Meetings**

1. Special meetings of the Chapter may be called by the President, a majority of the Board of Directors, or not less than one tenth (1/10) of the membership. Notice of the meeting shall be made in writing.

#### **Transitional Meeting**

The Transitional Meeting of all current and newly elected Executive Committee and Board of Directors members shall take place on a mutually agreed upon date prior to the first meeting of the new year and after the final meeting of the prior year. All elected officers and outgoing officers shall arrange to meet at a time and place designated by the new President.

#### **Meeting Place**

1. The Executive Committee may designate any place within the State of Minnesota as the site of either the annual or any special meeting. A majority of the Executive Committee must approve the meeting place.

## **Regional Meeting**

A Regional Meeting will consist of the Gopher Chapter of AAHAM and one or more other AAHAM chapters, or other recognized associations.

At the request of the President and by a majority vote of the Executive Committee, a Regional Meeting can be held. Notice of the meeting shall be made in conjunction with those chapters/organizations involved.

A Regional Meeting can be held outside of the State of Minnesota.

## **Quorum**

One tenth (1/10) of the membership shall constitute a quorum, provided a majority of the Executive Committee is present.

A majority of the Executive committee shall constitute a quorum for a meeting of the Committee.

## **ARTICLE V – EXECUTIVE COMMITTEE**

### **Composition of the Executive Committee**

The Executive Committee shall consist of the elected or appointed officers of the Chapter, the members of the Board of Directors and the Chair of the Board of Directors.

### **Officers**

There shall be six (6) elected or appointed officers of the Chapter. They shall be a President, First Vice President, Second Vice President, Secretary, and Treasurer.

An Officer is an individual in good standing with the local and National AAHAM organization. An Officer is a member that has been nominated in accordance with the procedures as set forth in these Bylaws and elected by the members of the organization or who has been appointed by the President.

National members who are associated with healthcare administrative services are eligible to run for office, provided they meet the respective officer qualifications.

### **Board of Directors**

There shall be seven (7) members of the Board of Directors.

Vacancies on the Board of Directors shall be appointed by the President, and each person so appointed shall be a Director until a successor is elected by the voting members of the Chapter.

All members shall be qualified to be members of the Board of Directors.

### **Chair of the Board and Advisory Council**

The Chair of the Board shall be the most recent past President.

The Advisory Council shall consist of the three (3) most recent past presidents whose term ended other than by removal. It shall be the function of the Council to serve in an advisory capacity to the Board of Directors.

## **ARTICLE VI – POWERS AND DUTIES OF EXECUTIVE COMMITTEE**

### **Officers**

#### **President**

The President shall preside at all general meetings of the membership of the Chapter, at meetings of the Board of Directors, and attend at least one National Presidents meeting per year. If the President is unable to attend the National Presidents Meeting, a qualified chapter member may be appointed, by the President, to attend. The President shall send an outline of the proposed programs and activities for the Gopher Chapter to the National AAHAM Executive Director as soon as is practical. The President shall be an ex officio member of all Chapter committees, standing and special, except the Nominating Committee. The President shall call meetings, execute policy, and provide leadership to the members of the Chapter. The President shall consult with the Executive Committee and the Advisory Council, and keep them fully informed so the programs and activities of the Chapter may be coordinated. The President shall strive, during his or her term in office, to guide the Chapter to meet the objectives outlined in the Chapter's constitution.

#### **First & Second Vice Presidents**

The Vice Presidents are responsible for all arrangements for Chapter meetings. The Vice Presidents shall serve as Co-Chairs of the Education Committee.

In the absence of the President, or during his or her incapacitation (as determined by the Board of Directors), the President's duties shall be performed by the First Vice President. The Second Vice President shall assume the duties if both the President and First Vice President are absent or incapacitated.

#### **Secretary**

The Secretary shall be responsible for maintaining the Chapter's official records. The Secretary shall keep minutes of the Board of Directors meetings and send a copy of the minutes to the Board Chair, Officers, Board Members, and Committee Chairs. The Secretary shall maintain past and present copies of Bylaws and Amendments. The Secretary shall provide each elected Officer and Committee Chair with copies of their job descriptions and Chapter Bylaws as soon as possible, following an election.

#### **Treasurer**

The Treasurer shall be responsible for all monies of the Chapter and for the disbursement of those monies. The Treasurer shall receive and acknowledge all monies due and payable to the Chapter. The Treasurer shall deposit all monies, in the name of the Gopher Chapter of the American Association of Healthcare Administrative Management, in a depository approved by the Executive Committee. S/He may reimburse approved expenses for business of the Chapter, authorized by the Executive Committee.

The Treasurer shall be bonded. S/He shall submit a financial report at each regular meeting of the Board, and make available to the Chapter membership an annual report. S/He shall maintain and forward such reports as may be required by National.

Chair

The Chair is required to attend all general meetings of the membership of the Chapter and meeting of the Board of Directors.

### **Executive Committee Duties and Obligations**

Duties and obligations of the Executive Committee are further outlined in the Job Description manual.

### **Board of Directors**

It shall be the duty of each Board Member to attend all Executive Committee meetings, to promote and encourage increases in membership and development of Chapters within his or her geographic area, and to represent the Chapter at regional or state activities in his or her areas that are related to the Chapter. Each member of the Board of Directors shall sit on a minimum of one Chapter Committee.

### **Advisory Council**

1. The members of the Advisory Council shall be given notice of, and be invited to attend, as non-voting observers, regular business meetings of the Board of Directors. In addition, the Advisory Council shall meet as needed for the purpose of reviewing the Chapter operations, procedures, and recommending any changes to the Board of Directors which it considers desirable for the more efficient operation of the Chapter. The immediate past President shall be the chair.

### **Term of Office**

Elections shall be held annually. The President, Secretary, and three (3) Board members shall be elected in uneven years. The Treasurer, and four (4) Board members shall be elected in even years. The Second Vice-President shall be elected every year. S/He shall be moved to First Vice-President in his or her second year of term, and a new Second Vice-President shall be elected with the rotation continuing. A term of office shall start January One (1) of the following calendar year. An Officer or Director who ceases to qualify for that office will be requested to fill out their term. An Officer or director may serve for more than one (1) consecutive term, but not more than two (2) consecutive terms in the same office.

### **Executive Vacancies**

If any member of the Executive Committee (excluding the President) shall, for any reason, vacate his or her office, the President shall appoint, from the voting members, someone to fill the unexpired term.

If the President shall, for any reason, vacate his or her office, the First Vice President shall assume the office of President, to fill the unexpired term.

In the event the immediate past President cannot serve as Chair of the Board, the Board shall elect any past President to serve as Chair, by a mail vote of the majority of the Board. In the further event there are no past Presidents available to serve as Chair of the Board, the Board shall elect one of their members by a majority vote of the entire Board, which vote may be by mail, in person at a meeting, or both.

## **ARTICLE VII – COMMITTEES**

### **Committee Membership**

The President of the Chapter shall appoint a Chair to each Chapter Committee, who may in turn appoint additional members to the committee.

The Chair of each Committee shall be responsible for submitting a written report on committee activity to the Chair of the Chapter Excellence Committee, following each chapter meeting.

### **Bylaws**

The Bylaws Committee shall be responsible for maintaining the current status of the Chapter Constitution and Bylaws.

The Bylaws Committee shall be responsible for staying current with National changes.

The Bylaws shall be reviewed on a yearly basis.

### **Certification**

The Certification Committee shall be responsible for providing up-to-date materials and education to Chapter members who are interested in sitting for the Certified Patient Account Manager (CPAM), Certified Clinic Account Manager (CCAM) exam, Certified Patient Account Technician (CPAT) or Certified Clinic Account Technician (CCAT) exam.

### **Chapter Excellence**

The Chapter Excellence Committee shall be responsible for gathering, collating and submitting the application for the National AAHAM Chapter Excellence Award.

### **Community Service**

The Community Service Committee shall be responsible for arranging service projects that will benefit the community in which each Chapter meeting is held.

### **Corporate Sponsors**

The Corporate Sponsors Committee shall be responsible for recruiting corporate sponsors and establishing guidelines for their participation at Chapter events.

### **Education**

The First and Second Vice Presidents of the Chapter shall be Co-Chairs.

The Education Committee shall develop and recommend to the Executive Committee, programs and outlines for workshops, institutes, and seminars, in accordance with the goals and objectives of the Chapter.

### **HECAPP/Uniformity**

The HECAPP/Uniformity Committee shall be responsible for representing the Gopher Chapter by participating with a group of providers to develop policies that recommend uniform reporting to insurance payers and coordinates coding for the benefit of healthcare providers.



### **Legislative**

The Legislative Committee shall be responsible for representing the Gopher Chapter at the legislative level while monitoring governmental changes that affect healthcare.

### **Membership**

The Membership Committee shall promote the increase of membership in the Chapter and shall report to the Board of Directors on all matters relating to the membership.

### **Nominating**

No member of the Nominating Committee may be an Officer or Board of Directors of the Chapter or running for any elected office.

The Nominating Committee shall nominate a slate of candidates for election, in accordance with Article VI, Section 4, prior to the next annual meeting of the Chapter.

The committee shall report to the President, no later than six (6) weeks before the scheduled date of the annual meeting, the names of the candidates the committee has nominated.

All voting is to be done by mail. Ballots must be mailed to the members of the Chapter at least thirty (30) days prior to the meeting. To be counted, ballots must be returned by the members postmarked no later than five (5) days prior to the meeting at which such vote is to be counted.

The committee shall be responsible for receiving and counting all ballots and reporting the results at the Annual Meeting.

### **Publications**

The Publications Committee shall coordinate and prepare material for publications of the Chapter and National Office to include Gopher Tracks, meeting brochures and such other publications as may be required.

The Publications Committee shall develop and promote publication policies in accordance with the goals and objective of the Chapter and National Office.

The Publications Committee shall utilize an Editing Sub-Committee to proof-read publications before they are sent to print.

### **Scholarship**

The Scholarship Committee shall consist of the winner of the previous year's Scholarship Award.

The Scholarship Committee shall be responsible for keeping a running total of points (obtained by pre-established criteria) of all Chapter members who wish to run for the Scholarship Award.

The results will be reviewed by the President and the Chair.

### **Welcoming/Registration**

The Welcoming Committee shall be responsible for registration at each Chapter meeting.

### **Other Committees and Assignments**

The President and Executive Committee, during their terms in office, shall have the authority to appoint special committees in accordance with the objectives of the Chapter, and to request special tasks for the members for appropriate study and for action.

Subject to the Constitution and Bylaws, the President shall have the authority to make appointments to all other committees.

The term of all committee members shall expire at the end of the calendar year unless otherwise provided for by the action of the Executive Committee.

The board shall hire an external accountant to audit, review and maintain financial records.

## **ARTICLE VIII – AMENDMENTS**

A. The Bylaws of the Gopher Chapter may be changed, amended, or repealed by a two-third (2/3) majority of those members voting.

See Article VIII of the Constitution for procedure.

*Approved by the Board of Directors 5/7/97.*

*Approved and adopted by a majority vote of the membership 11/5/97.*

*Changes approved and adopted by a majority vote of the membership 11/6/02.*

*Approved by the Board of Directors 7/21/10*

# CONSTITUTION

## *American Association of Healthcare Administrative Management*

### *Gopher Chapter*

#### **ARTICLE I – NAME**

*The name of this organization shall be the American Association of Healthcare Administrative Management (AAHAM), Gopher Chapter.*

#### **ARTICLE II – MISSION**

*Our mission is to be the premier professional organization in healthcare administrative services. Through a national organization and local chapters, we provide quality member services and leadership in the areas of education, communication, representation, professional standards and certification.*

#### **ARTICLE III – PURPOSE AND OBJECTIVES**

*The purpose of the American Association of Healthcare Administrative Management, Gopher Chapter shall be to:*

*Promote and encourage recognition of Patient Account Management as an integral part of healthcare financial management.*

*Encourage the implementation of effective and efficient business and receivables management, policies, and procedures in the healthcare industry.*

*Stimulate and encourage an exchange of information among the membership.*

*Develop and encourage the implementation of programs for the purpose of furthering the education and increasing the knowledge of the membership of the healthcare industry.*

*Develop and implement such programs as may add to the knowledge and encourage the development of persons new to the healthcare industry.*

*Establish standards of performance for persons who participate in, or are involved with, the management of healthcare patient accounts.*

*Cooperate with other healthcare organizations, institutions, and other related agencies.*

#### **ARTICLE IV – MEMBERSHIP**

*A member shall be an individual associated with healthcare administrative services.*

*Membership shall be on an individual basis and not on an institutional basis.*

*One member from each institution must be a national AAHAM member. Other members from that institution may be Gopher Chapter (local) members only.*

*In the event the National AAHAM member leaves the institution, local only members may continue their membership for the remainder of the membership year.*

#### **ARTICLE V – MANAGEMENT**

*The Executive Committee shall direct the affairs of the American Association of Healthcare Administrative Management, Gopher Chapter.*

*The Executive Committee shall consist of the Officers and Board of Directors of the American Association of Healthcare Administrative Management, Gopher Chapter. The powers and duties of the Executive Committee are defined in the Bylaws.*

#### **ARTICLE VI – PERSONAL LIABILITY OF OFFICERS AND DIRECTORS**

*An Officer or Director of the AAHAM, Gopher Chapter shall not be personally liable to the Association or its shareholders for monetary damages as such including, without limitation, any judgment, amount paid in settlement, penalty, punitive damages or expense of any nature (including, without limitation, attorney's fees and disbursements) for any action taken, or any failure to take the action, unless the Officer or Director has breached or failed to perform the duties of his or her office under this Constitution, the Bylaws of the Association, or applicable provisions of the law and the breach or failure to perform constitutes self-dealing, willful misconduct or recklessness.*

#### **ARTICLE VII – MEETINGS**

*Annual or special meetings of the American Association of Healthcare Administrative Management, Gopher Chapter shall be held as provided for in the Bylaws.*

#### **ARTICLE VIII – BYLAWS**

*The Bylaws of the American Association of Healthcare Administrative Management, Gopher Chapter may be amended, repealed, or added to in the following manner:*

*Any of the membership of the American Association of Healthcare Administrative Management, Gopher Chapter may propose a change to the Constitution.*

*The Board of Directors shall, by a majority vote, determine if the proposed change shall be submitted to the membership for a vote.*

*Notification shall be in writing and shall inform the members of the Article or Articles to be changed.*

*The Article or Articles to be changed shall be submitted to the membership in their existing form and in the form of the proposed change.*

*Voting on any change shall be by mail ballot submitted to the membership. A two third (2/3) vote of the members voting shall be required to adopt the said change.*

*Approved by the Board of Directors 5/7/97. Approved and adopted by a majority vote of the membership 11/5/97.*

*Changes approved and adopted by a majority vote of the membership 11/6/02.*

*Changes approved and adopted by a majority vote of the membership 7/21/03.*

*Approved by Board of Directors 7/21/10.*

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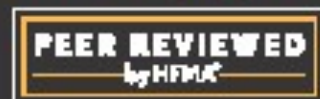
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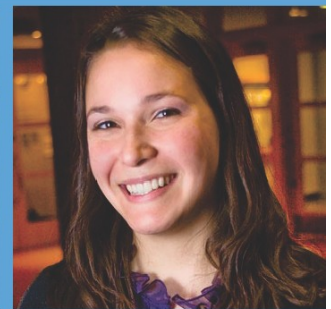
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American Association of Healthcare Administrative Management

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.

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**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
<b>02 - Years in Healthcare</b> 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	<b>04 - Major</b> 1 Accounting 2 Business Administration 3 Finance 4 Health Administration 5 Management 6 Other	<b>05 - Certification</b> 1 CPAT 2 CAT 3 CHAM (NAHAM) 4 CHFP (HFMA) 5 FHFMA (HFMA)	<b>06 - Employer or Type</b> 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	<b>07 - Special Interest</b> 1 Alcohol/Drugs 2 Children 3 Hospice 4 Psychiatric	<b>08 - Hospital Size</b> 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 +	<b>09 - Title</b> 1 Administrator 2 Director 3 Manager 4 Supervisor 5 Asst Director 6 Asst Manager 7 Vice President 8 Consultant	<b>10 - Department</b> 9 Controller 10 Asst Controller 11 President 12 Acct executive 13 Representative 14 Coordinator 14 Other 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

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Editor/Publisher Tamora Ellis

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Nominating	Mary Donnay
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Website	
Gopher Tracks	
Scholarship	Tamora Ellis
Welcoming	Jody Heard/Judy Gordon

# Gopher Goings-on



Tricia Hopper, daughter of Tamora Ellis, CCAM graduated from the UND MSW Master's program.

Congratulations!!



Thank you to the MN Gopher Chapter for the beautiful arrangement that was sent when my mother passed away 01-09-11 after a long, courageous, battle with cancer.

For those that never met her, this was my mom, Irma Sloan. I am who I am because of her. The support from my AAHAM family over the last 5 years will not be forgotten.

Tamora Ellis, CCAM

