

gopher tracks

Highlight a Corporate Sponsor

Advantage Billing Concepts

Minnesota Business Magazine Names Advantage Billing Concepts One of the Best Companies to Work for in Minnesota



Minnesota Business Magazine has announced the First Annual **100 Best Companies to Work for 2012**, honoring Minnesota companies that are setting the standard for leadership, strong benefits, best work environment, innovative training programs, happiest employees and more. Advantage Billing Concepts, INC is proud to announce that it has been named one of the top 100 Best Companies to work for in Minnesota.

Advantage management believes this award is all about the employees making an environment that is a great place to work. Advantage Employees noted the feeling of family, created by the management, makes it a great place to work. A heartfelt thank-you goes out to Dana, Maggie, Brenda, Kelly, Rosemary, Ronda, Kathy, Kelly, Tamora, Melissa, Bev, Lindsey, Gail, Sandie, Kristina, Tony, Kelli, Carrie, Jennifer, and Brenda.

Advantage Billing is owned by Roberta Collins, past President of the Minnesota Chapter of American Association of Healthcare Administrative Management (AAHAM), and current member of their National Executive Committee, serving as the National Legislative Committee Chairperson. AAHAM is a nationwide group of Healthcare Administrative Managers and Staff providing education and networking opportunities.

Advantage Billing Concepts opened in March 1998, and provides Accounts Receivable Management and specialized consulting services for independent physicians, ambulance services, hospitals and mental health professionals. Advantage Billing is a full service medical accounts receivable management corporation proud to call Hibbing its home. Advantage has 22 employees and provides service to 75 clients in 3 states. Advantage is a member of the Hibbing and Laurentian Chambers of Commerce. Their offices are located at 3920 13th Avenue East, Hibbing, MN.

INSIDE THIS ISSUE:	
President's Report	2
National Legislative Day	4
How a Person Can Manage their Depression	6
Officers & Board Members	9
March Meeting Photos	12
Insurance updates	18-19
National Membership Application	25

President's Report

It is hard to believe that 2012 is almost half over. Where has the time gone?

Our VP's have been busy planning our August meeting that will be held in Rochester with HFMA. It looks like it will be packed with some great educational content.

We had our MN Day on the Hill in March and it was nice to see the turnout that we had from both HFMA and AAHAM. Keep it in mind for next year when making your budget plans because it is truly an experience worth trying.

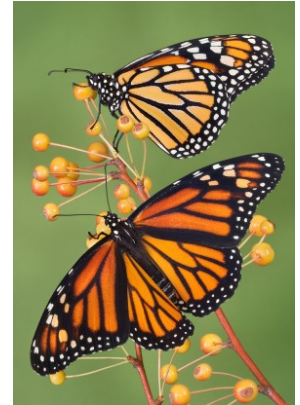
Keep your calendar open for ANI and we hope that you can join us October 17-19 at the Hyatt Regency Coconut Point

in Bonita Springs, Florida.

Remember, when you are looking for a new vendor to work with, consider working with one of our Corporate Sponsors. Without their support we would not be able to provide the quality of education that we are striving for at our meetings.

I am available for any questions or concerns that any of you may have so feel free to contact me.

Submitted by
Tamora Ellis, CCAM
Tamora@advantagebilling.net



“Remember, when you are looking for a new vendor to work with, consider working with one of our Corporate Sponsors .”

Editor's Corner

I would like to continue with our 'Highlight a Corporate Sponsor' so if any of you are interested would you please contact me if you are interested for the next issue.

I would also like to introduce our Officers and Board Members so I will be contacting them for the next issue also.

We will have a questionnaire for all to fill out to make it easier for you.

Thank you for all of your help with articles.

Submitted by
Tamora Ellis, CCAM
Editor



VP's Views

Greetings to all of my MN Gopher AAHAM colleagues. WOW, this has been some oppressive heat we have experienced in the past couple weeks. For all of our colleagues in the other chapters, I scoff. They think that Minnesota is the great frozen north. The other day I was traveling and I got out of the car to fill up the tank. I almost burst into flames, and if that wasn't bad enough I think I almost drowned from the humidity.

All kidding aside, our thoughts and prayers go out

to the folks of Duluth and the Northeastern areas of MN who were devastated by the recent torrential rains and resulting floods. Most of us cannot begin to imagine the type and magnitude of devastation that the citizens of those areas experienced. Fortunately Minnesotans are a hearty breed and we look forward to your recovery and return to normalcy.

Guess what else is happening amidst the heat and flooding of the Summer of 2012? That's right, we are planning a great conference for the MN

Gopher Chapter AAHAM and the MN Chapter of HFMA. Our meeting, in case you have not heard, is going to be held in Rochester from the afternoon of August 1 through noon on August 3. Titled the 2012 Joint Summer Institute, the conference includes informative presentations on Fraud Detection, Privacy Updates, Denials Management Strategies and National Legislative Updates, among other topics. Rochester is a beautiful location for our meeting and offers many dining and entertainment opportunities for

times when we are not engaged in education. Rochester also offers tremendous opportunities for families who want to make a bit of a vacation out of their trip to Southern Minnesota.

We hope that you will all be able to join us at the Summer Institute. For more information on the conference, visit <http://www.mnaaham.com/meetings.html>

See You In August,
Rick Rogers
1st Vice President

Upcoming Education Opportunities From National AAHAM

PREPARE FOR YOUR CPAM/CCAM EXAM OR STAY CURRENT IN YOUR SKILLS & EARN AAHAM CEUs AT THE SAME TIME!

Earn 4 AAHAM CEUs for EACH 2 hour study session attended

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Join AAHAM and top CPAMs & CCAMs coaches as we present

A Four Part Webinar Study program for the

AAHAM Professional Exams Certified Patient Account Manager & Certified Clinic Account Manager (CPAM/CCAM)

Whether you are planning on taking the CPAM/CCAM exams or just preparing for the future, you want to sign up for the new AAHAM webinar study program. We will cover the four parts of the exam in a 4 part webinar series:

1. Patient Access
2. Billing
3. Credit & Collections
4. Revenue Cycle Management

The entire 4 part series costs \$350.00. You save \$200 by registering for the entire 4 part series. Individual parts can be purchased separately for \$125.00 each. The practice exam can also be purchased separately for \$50.00.

A recorded version on a cd Rom format is available for purchase for \$350 for the entire 4 part series or individually for \$125 each.

The webinar dates are:

July 27, 2012 – 1:00 - 3:00 EDT (12:00 Central, 11:00 Mountain, 10:00 Pacific) Patient Access

August 10, 2012 - 1:00 - 3:00 EDT (12:00 Central, 11:00 Mountain, 10:00 Pacific) Billing

August 24, 2012 - 1:00 - 3:00 EDT (12:00 Central, 11:00 Mountain, 10:00 Pacific) Credit & Collections

September 7, 2012 - 1:00 - 3:00 EDT (12:00 Central, 11:00 Mountain, 10:00 Pacific) Revenue Cycle Management

To register...

Email, fax or mail the registration form along with your payment to:

AAHAM CPAM/CCAM Webinars

11240 Waples Mill Road Suite 200

Fairfax VA 22030

Fax: 703/359-7562

Email: moayad@aaaham.org

2012 Legislative Day on the Hill

The Impact of Prior Authorizations

By Pam Brindley

MN AAHAM/ MN HFMA Revenue Cycle Liaison
Avadyne Health

Minnesota state legislators met with representatives from the Minnesota AAHAM Chapter and the Minnesota HFMA Chapter on March 14th for the annual Legislative Day on the Hill.

Chapter members met at the State Office Building at 9 AM to discuss with legislators the issues with DHS's Prior Authorization requirement for Rehabilitative Services. Both AAHAM and HFMA members have noted the difficulty in working with insurance payers to obtain prior authorizations. The current process for this impacts patient care, administrative costs and physician and provider relations.

One troublesome aspect is the length of time some prior authorizations take and how it impacts patient care. Almost all commercial payers have various tests and procedures that require prior authorization. Delaying services to the patient poses problems for both the patient and physician. In order for physicians to get around these delays or denials, they have been referring patients to the Emergency Room to obtain immediate necessary medical attention. Obviously, this results in higher costs for the hospital along with overloading the Emergency Room staff and causing overcrowding of patients in this area.

The current process of obtaining and implementing prior authorizations results in added administrative costs due to the amount of time it takes staff to track and process prior authorizations. Providers have to track who requires prior authorization, when prior authorizations are sent and when they are approved. This tracking also includes the need to obtain a doctor's order and records along with acquiring a therapist's evaluation and treatment recommendations. More time is also needed to keep both the patient and doctor informed about the prior authorization status. The entire process is very labor intensive and time consuming from completing the prior authorization forms to obtaining the medical records according to the Minnesota Hospital Association.

In these current economic times, hospital staffs are stretched literally to the limit as far as workloads. Hospitals struggle with balancing budgets with staff. As an example, at a CAH hospital of less than 25 beds, it takes a full time employee to keep up with the demands of prior authorizations required by payers. Also, physicians are not reimbursed for obtaining the required authorizations that providers need in order to offer needed services.

The recommended action is to amend Minnesota Statutes 2011 Supplement, Section 256B.0625, subdivision 25. (This applies only directly to DHS Medicaid.)

Chapter members presented the issues with DHS's Prior Authorization requirement for Rehabilitative Services. This issue has been a struggle for healthcare providers. Senator Rod Skoe followed up with the Deputy Commissioner as well as Commissioner Jesson with the issue. He relayed the information that was provided by chapter members and stated that the DHS has pushed back the start date to 2013. The objective for next year is to meet with potentially new Legislators in office so that they can take another look at Prior Authorizations and the implications.

Participants included Carla Simonson/AAHAM/St. Joseph's Area Health Services; Eileen Froelich/AAHAM/St. Joseph's Area Health Services; Judy Gordon/AAHAM; Roberta Collins/AAHAM/ Advantage Billing; Tamora Ellis/AAHAM/Advantage Billing; Maggie Gjerdahl/AAHAM/Advantage Billing; Carrie Whitman/AAHAM/Advantage Billing; Aaron Bonelli/AAHAM/RCB Collections; Virginia Berney/AAHAM/Anthem College; Pam Brindley/AAHAM/HFMA/Avadyne Health; Joe Schindler/HFMA/Minnesota Hospital Association; Tom Gavinski/HFMA/ IC Systems; Darla Anderson/HFMA/Sibley Medical Center; Sara Christianson/ Non member/Sibley Medical Center and Regan Rose/Non member/Sibley Medical Center.

Pictures on next page.



HOW A PERSON CAN MANAGE THEIR DEPRESSION

by Stanley Popovich

Some people have a difficult time in managing their depression. Sometimes, their depression and fears can get the best of them. As a result, here is a short list of techniques that a person can use to help manage their depression.

One of the ways to manage your depression is to challenge your negative thinking with positive statements and realistic thinking. When encountering thoughts that make you fearful or depressed, challenge those thoughts by asking yourself questions that will maintain objectivity and common sense. For example, you are afraid that if you do not get that job promotion then you will be stuck at your job forever. This depresses you, however your thinking in this situation is unrealistic. The fact of the matter is that there are all kinds of jobs available and just because you don't get this job promotion doesn't mean that you will never get one. In addition, people change jobs all the time, and you always have that option of going elsewhere if you are unhappy at your present location.

Some people get depressed and have a difficult time getting out of bed in the mornings. When this happens, a person should take a deep breath and try to find something to do to get their mind off of the problem. A person could take a walk, listen to some music, read the newspaper or do an activity that will give them a fresh perspective on things. Doing something will get your mind off of the problem and give you confidence to do other things.

Sometimes, we can get depressed over a task that we will have to perform in the near future. When this happens, visualize yourself doing the task in your mind. For instance, you and your team have to play in the championship volleyball game in front of a large group of people in the next few days. Before the big day comes, imagine yourself playing the game in your mind. Imagine that you are playing in front of a large audience. By playing the game in your mind, you will be better prepared to perform for real when the time comes. Self-Visualization is a great way to reduce the fear and stress of a coming situation.

Another technique that is very helpful is to have a small notebook of positive statements that makes you feel good. Whenever you come across an affirmation that makes you feel good, write it down in a small notebook that you can carry around with you in your pocket. Whenever you feel depressed, open up your small notebook and read those statements.

Take advantage of the help that is available around you. If possible, talk to a professional who can help you manage your fears and anxieties. They will be able to provide you with additional advice and insights on how to deal with your current problem. By talking to a professional, a person will be helping themselves in the long run because they will become better able to deal with their problems in the future. Managing your fears and anxieties takes practice. The more you practice, the better you will become.

The techniques that I have just covered are some basic ways to manage your depression; however your best bet is to get some help from a professional.

BIOGRAPHY:

Stan Popovich is the author of "A Layman's Guide to Managing Fear Using Psychology, Christianity and Non Resistant Methods" - an easy to read book that presents a general overview of techniques that are effective in managing persistent fears and anxieties. For additional information go to: <http://www.managingfear.com/>

Certification Update

We have started the year out with an increase in examinee's taking the CCAT/CPAT technical exams.

We are proud to announce for the month of February we had 39 CCAT/CPAT technical examinee's sitting for the exam with 22 passing congratulations to everyone's efforts.

For the month of August we will have 20 CCAT/CPAT technical examinee's sitting for their exams.

Thanks for everyone's encouragement to promote the importance of AAHAM National Certification. Visit our chapter's website <http://www.mnaaham.com/> and check out our coaching sessions locations.

Submitted: By Sandra R Pawelk CCAM/CPAM
MN AAHAM Certification Chair

Feb. 2012 New Technical Certification

Barbara Beeman, CCAT
Austin Medical Center

Jane Mathiasen, CPAT
Centracare Health Systems

Samantha Calivas, CCAT
Range Regional Health Services

Michelle Nelson, CPAT
Austin Medical Center

Sara Casper, CCAT
Centracare Health Systems

Kristinia Pierce, CCAT
Healthline Billing Service

Lynne Enquist, CCAT
Lynne Enquist Consulting

Grant Pulliam, CPAT
Centracare Health Systems

Wendy Estey, CCAT
Range Regional Health Services

Nancy Samuelson, CCAT
Range Regional Health Services

Tammi Fairchild, CPAT
Range Regional Health Services

Delores Suonvieri, CPAT
Range Regional Health Services

Ruth Fladmark, CPAT
Centracare Health Systems

Suzanne Taylor, CCAT
Westhealth, Inc.

Michelle Gulbranson, CPAT
Austin Medical Center

Lorraine Teigland, CPAT
Centracare Health Systems

Shanna Jansen, CCAT
Range Regional Health Services

Maureen Wherland, CCAT
Range Regional Health Services

Mary Kampsen, CCAT
Rycan Technologies

Christine Wruck, CPAT
Centracare Health Systems

Melissa Kangas, CPAT
Range Regional Health Services

Brenda Yentsch, CCAT
Austin Medical Center

Dana Kearney, CCAT
Range Regional Health Services

Shelly Zbacnik, CPAT
Range Regional Health Services

Theresa Knutson, CPAT
Austin Medical Center

Lynn Liesmaki, CPAT
Centracare Health Systems

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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Highlight a Board Member



Tamora was born and raised in Northern MN, moved to Southern MN for 5 years, and returned to her family home site after coming to her senses. She has been in healthcare for over 30 years, starting out in patient care and then moving into the billing end of things almost 20 years ago.

She has served as Secretary, Vice President, and currently holds the position of President of the MN Gopher Chapter of AAHAM.

Tamora is currently employed with Advantage Billing Concepts in Hibbing as VP of Client Relations. In her free time she enjoys wine making, traveling, and dirt track racing. Tamora and her husband Todd volunteer with the Cherry Fire/EMS (Tamora as First Responder/Todd as Fireman) and Tamora is the President of the Fire Department Ladies Auxiliary. They have 2 daughters, Tricia and husband Dan, and JoAnna who are all living in Fargo.

Feel free to contact Tamora at 218-312-1225 or tamora@advantagebilling.net.

2012 AAHAM Certification Calendar

August 1, 2012 –Registration deadline for Fall CPAM/CCAM exams

August 13-24, 2012 –CPAT/CCAT/CCT exam period

September 3, 2012 – Registration Deadline for November CPAT/CCAT/CCT exams

October 22-27, 2012 –Fall CPAM/CCAM exams

November 5-16, 2012 –CPAT/CCAT/CCT exam period

December 3, 2012 –Registration deadline for February 2013 CPAT/CCAT/CCT exams

Advantage

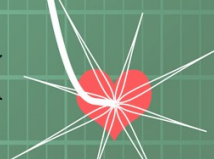
billing concepts

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 - Certified Compliance Technician
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 - Certified Professional Coders
 - Certified Clinic Account Technician

Advantage Billing Concepts, Inc

3920 13th Ave E, Suite 6, Hibbing, MN 55746

888-680-7540

State Collection Service, Inc.

ex-pens-ive (for money): an expensive buy. ▷ ex-pen lady.
ex-peri-ence (gaining) knowledge and doing things: We she have much experience had enough work work) for the job.

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HEALTHCARE AND LIFE RECOVERY

March Payer Panelists



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Congratulations!!!!
May 2012 New Technical Certification
Submitted by Sandy Pawelk CCAM/CPAM

Sara Casper, CCAT
Centracare Health Systems

Jamie Norton, CCAT
Austin Medical Center

Jenny Davidson, CPAT
Fairview Range

Julie Robinson, CPAT
Centracare Health Systems

Lisa Edelbrock, CPAT
St. Cloud Hospital

Janet Schulte, CCAT
St. Michael's Hospital

Ruth Fladmark, CCAT
St. Cloud Hospital

Angie Shaw, CCAT
Austin Medical Center

Sandy Gebhart, CPAT
Nemadji Research

Tanya Welch, CCAT
Anthem College

Patricia Heffron, CPAT
Fairview Range

Jeanne Wolbeck, CPAT
Centracare Health Systems

Jessica Hoshal, CPAT
Fairview Range

Christine Wruck, CCAT
Centracare Health Systems

Barbara Johnson, CCAT
Range Regional Health Services

Brenda Yentsch, CPAT
Austin Medical Center

Joyce Lauer, CPAT
St. Cloud Hospital

Leslee Lougheed, CPAT
St. Cloud Hospital

Jane Mathiasen, CCAT
ST. Cloud Hospital

Stacey Mattson, CPAT
Range Regional Health Services

Tammy Meittunen, CCAT
RRHS UMCM Mesaba Clinics

Board Meeting Minutes

AAHAM MN Gopher Chapter

Board Meeting

03/14/2012

Present: Tamora Ellis – President & Publications/Website Chair, Rick Rogers – 1st VP & Corporate Sponsor Chair, Erika Running – 2nd VP, Lois Wakefield – Treasurer, Carla Simonson – Secretary, Roberta Collins – Chairman of the Board, Tom Osberg- Membership Chair, Virginia Berney – Board Member, Mike Harder – Accountant, Heather Elwood – Board Member, Pam Brindley – Board Member, Jody Heard – Welcoming Chair, Deb Addis – Board Member, Judy Gordon – Board Member & Legislative Chair, Eileen Froelich – Chapter Excellence Chair,

Also Attending:

Absent: Marie Murphy, Tiffany Schleppergrell

Call to order-

Tamora called the meeting to order

Roll Call, Sign In, Introductions-

Carla collected sign in sheet; minutes will be distributed via email until Google site is up and running.

Secretary's Report – Carla Simonson, distributed Transitional meeting minutes. Reviewed and approved.

Treasurer's Report – Mike presented Treasurer's report. Balance sheet shows our cash has increased over the last year. Net income for last year \$1009.00. Most equipment has now been fully depreciated. Platinum, Gold, and Silver level sponsors have their membership dues reimbursed. This wasn't previously done and has now been corrected. This is shown under membership dues expense. Other new expense was the clothing. Outside Services category include Constant Contact expenses. Cash flow statement shows \$57,371.

YTD we have \$10,100 in corporate sponsorship

Registration Fees for this meeting \$3700 recorded so far.

President's Report – Tamora Ellis

President's meeting at Coconut Point was wonderful meeting.

National Leg. Day is April 11-12, Tamora is on the National Leg. Day committee

Brochures to increase membership to Judy Gordon for welcome table

3 Chapters were dissolved; southern California chapter renamed the Western Region chapter.

Committee Reports

Certification – Virginia and Sandy doing coaching at Anthem college, college has agreed to open coaching up to outsiders wanting certification. Allina is now asking for certification during application/interview process. Rick taking CPAM end of April. Virginia stated 39 sat for last CPAT/CCAT exam, 27 passed. Gopher chapter received check for \$750.00.

Chapter Excellence – Great job to Virginia and Sandy for their coaching, we are looking for more Professional certifications. We also need more articles published in national newsletter and 3rd party payer issues. Reviewed details of third party payer issues for chapter excellence credit.

Corporate Sponsors – 4 Platinum, 2 Gold, 5 silvers, 6 Bronze sponsors for this year. Slightly behind last year, but looking good.

Education – Summer meeting: Paul Miller booked to speak on healthcare initiatives, and legislative issues. Provider based billing panel scheduled, membership will be solicited for questions prior to meeting. Erika will moderate panel. Mayo has agreed to do several area specific tours, members will be polled for specific requests/questions and mayo staff will be present to answer questions from membership. Patient experience, Registration, Billing, are the scheduled tours at this point. Working on 2 more 90 minutes tracks, 1 AAHAM focused, 1 HFMA focused. Aim is to provide education for all levels of attendees, staff through administration. Goal is to have materials out by May 15th, will do targeted marketing for the meeting. Want to encourage managers and staff to attend.

Legislative – Good turnout today for MN Day on the Hill. 15 Registrants. Topic was Prior Authorization with DHS, Sibley Medical Center and Joe Schindler brought the topic of Peer Grouping which we also shared with our Legislators. Response from Legislators was very positive.

Membership – Brought list of non-renewing members for committee review. We have 74 national members, 15 local members. Several have upgraded from local to national memberships

which accounts for this shift in local /national. Tom would like to consider implementing an incentive for renewing or obtaining membership early in the year vs waiting until summer meetings. Tom took part in teleseminar regarding membership. Incentives include member get a member, free registrations, and gifts. Some chapters are using telephone campaigns. Tom to get updated list to Rick to for Constant Contact. Rick and Tom will reach out via telephone to those members that haven't renewed yet.

Publications/Website – Gopher published, Tamora will be updating new ads. We need more pictures, Erika will be photographer starting at next meeting. We will be sure to target first time attendees. Rick has been helping to keep website up to date. Next Gopher tracks will be out end of June.

Scholarship – Several people running, Sharon not in attendance

Community Benefit – This meeting will be St. Judes, they are requesting cash donations. Speaker will present at the beginning of our lunch on Thursday

Welcoming – We are at 61 attendees for this meeting. Historically this is one of our better attended meetings. We are down from past numbers. Pam will be checking with HFMA regarding low attendance.

Bylaws – Reviewed, proposed changes noted as attached

New Business –

Committee Reporting Assignments – Committee Chairs will not change, however reporting of committee activities are assigned as follows. This will ensure that committee activities are reported at all Board Meetings. If the committee chair will not be present at Board Meeting, their report must be given to the following people to share at Board Meeting.

Membership – Heather Elwood

Certification – Virginia Berney

Welcoming – Tiffany Schleppergrell

Community Service – Deb Addis

Legislative – Judy Gordon

Publications/Website – Tamora Ellis

Bylaws – Roberta Collins

Chapter Excellence – Carla Simonson

Corporate Sponsors – Pam Brindley

Education – Rick Rogers or Erika Running

Charge Card Pricing

Currently 5.00 fee added for credit card transaction, usually covers our fee for meeting registration. Larger transactions are incurring larger fees. Discussion - is this to be absorbed by chapter? Consensus is that credit card fees are a cost of doing business. Lois stated PayPal not set up to auto add the 5.00 fee in a manual transaction. Suggestion of increasing registration fee by 5.00 for all registrations. Rick moves to drop processing fee from registrations and base registration fees on actual cost of registration. Lois seconded. Motion carried.

VP travel to facilities/reimbursement for expenses

Roberta suggests that VPs present estimated costs for meetings to board for approval. This would include travel expenses involved in setting up the meetings. Past history was that VPs did not as a rule request reimbursement for travel expenses. Eileen expressed that our VPs should be supported as much as possible in their role. Jody stated this is a huge time commitment and spending money out of pocket is not feasible. Suggested setting standard for reimbursement. Discussed per diem for food cost. Carla motioned that VP mileage (per federal guidelines) and meal costs (via receipt) be projected in budget and be reimbursed. Expense projections can be emailed for board approval. Judy seconded. Motion carried. Rick's expenses approved.

Meeting adjourned.

PHOTOS





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Streamline Your Work – Attend a TRICARE Provider Seminar

For the latest information on TRICARE® referrals and authorizations, claims and reimbursement, and TriWest's secure provider website, plan to attend the 2012 TRICARE provider seminars. Presented by TriWest Healthcare Alliance (TriWest), these seminars will be held from April 1 through September 30 throughout the TRICARE West Region. Go to TriWest.com/Provider>Stay Updated>TRICARE Provider Seminar Registration to register.

Who Should Attend?

Providers, practice managers and office staff responsible for eligibility verification, referrals and authorizations, and claims and collections, as well as practice managers, should attend.

This seminar was not developed for providers or staff new to TRICARE. **If you are not already experienced with TRICARE, you should take a TRICARE 101 or Behavioral Health TRICARE 101 webinar or eSeminar before attending a live seminar.** Go to TriWest.com/Provider>Stay Updated to register for a [webinar](#) or take an [eSeminar](#).

What to Expect:

This year's seminars are for experienced TRICARE staff and will focus primarily on referrals/authorizations, claims/reimbursement, and secure website functionality.

When you attend a seminar, you will receive:

- The newest *Provider Handbook* and *Quick Reference Guides*
- Updates on the latest enhanced functionality of the secure provider website

The length of the seminars is approximately 2½ hours. End times may vary based on audience participation. There is no charge to attend a seminar.

What Should I Do Prior to Attending a Seminar?

If you are not already registered for the secure provider website, [register](#) before attending the seminar so you can obtain the full benefit while attending the live seminar.

If you are not already experienced with TRICARE administrative requirements, please take a TRICARE 101 or Behavioral Health TRICARE 101 [webinar](#) or [eSeminar](#) before attending the live seminar.

If you wish to have a copy of the seminar slides for note-taking or reference purposes, please print the slides and bring them with you to the seminar. Several days prior to the seminar, you will receive an email with a link to the seminar slides.

Benefits of Online Seminar Registration

Registering online is the most convenient way to preregister for a seminar and includes these benefits:

- Immediate email confirmation of your registration
- Reminder email notices prior to your scheduled seminar
- Eligibility to participate in a drawing for a small prize at the seminar

Please note that confirmations are emailed to you only when your email address has been provided to us with your registration. Please add pseminar@triwest.com to your safe sender list to ensure that you receive your confirmation from TriWest. Note: we will not sell or distribute your email address to other companies, with the exception of your Local TRICARE Representative.

Questions

Please email pseminar@triwest.com if you have questions about:

- How to register for a seminar
- How to change your registration to attend a different seminar, cancel your registration, or add additional people to your registration
- How to register if six or more people from your practice or facility wish to attend

WPS Medicare Part B Legacy eNews for Monday, June 25, 2012

MEDICARE TIP OF THE WEEK

Did you know...?

If Medicare allows more than the primary insurance, it is possible that the Medicare payment will exceed the amount of the beneficiary's responsibility from the primary insurance; this is a correct Medicare payment unless the provider is obligated to accept, or voluntarily accepts, an amount less than the Medicare allowed amount as payment in full. If there is an amount that the provider accepts as payment in full, please include this information in any claims submissions or overpayment notifications.

I. C-SNAP PASSWORD MODIFICATION

Based on provider feedback and due to the additional authentication requirements, WPS is pleased to announce the modification to the C-SNAP Password requirements.

The modified password requirements are as follows:

1. Password must contain:

- 8-20 characters in length
- One upper case letter: A-Z
- One lower case letter: a-z
- One numeric digit: 0-9
- One of the following special characters: # \$ % & _ -

2. Password must NOT contain:

- First and last name
- User Login ID
- Dictionary word four letters or longer

3. Passwords automatically expire after 60 days.

4. Newly created passwords must be different than the previous 24 passwords.

5. Newly created passwords must differ from the previous password by at least four characters.

6. Passwords can only be changed once in a 24 hour period.

II. ELECTRONIC CLAIM FILES IN HIPAA VERSION 4010A1 WILL REJECT AS OF JUNE 29, 2012

On 06/29/12 at 4:00 pm CDT, any electronic claim files submitted to WPS in version 4010A1 will reject with the following message:

The [LOB], [FileVersion], file you uploaded for [System] has been received and has FAILED the EDI initial edit checks. This file was rejected because we are no longer accepting HIPAA version 4010. Please resubmit your file using a HIPAA 5010 transaction.

If you need more information, please call (877) 567-7261.

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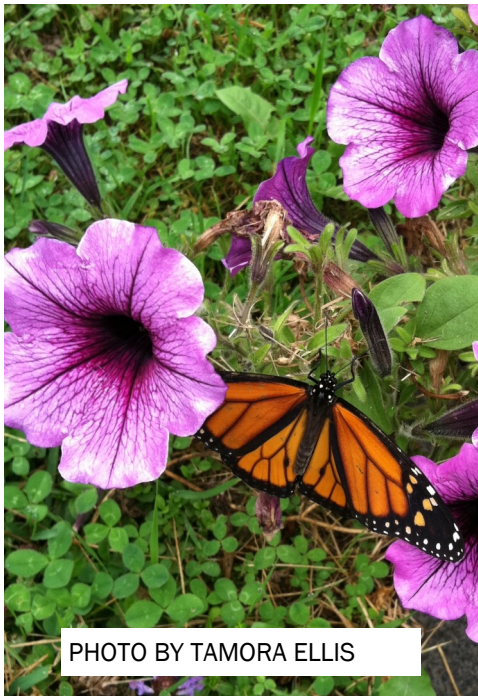


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COMMUNITY SERVICE PROJECTS

Each meeting the MN Gopher AAHAM Chapter chooses a Community Service Project in the city that we are holding our Meeting. We thought it would be great to share some of the results from a few of the past recipients and thank all of our attendees that dug deep and helped these needy organizations.

Nov 2011, Penny Casavant (Catholic Charities) donations totaled \$330.00

July 2011, Alaena Dunn (Make-A-Wish Foundation) donations totaled \$400.00

March 2011, Mary Keuhn (March of Dimes) donations totaled \$256.00

Nov 2010, Matthew Koob (United Cerebral Palsey of MN) donations totaled \$278.00

July 2010, Silent Auction (Children's Burn Camp) donations totaled \$1292.00

March 2010 – Scott Nelson and Andrea Thompson (Gillette Children's Specialty Healthcare Foundation) donations totaled \$359.00

Our March 2012 meeting Community Service Project was St. Jude Children's Research Hospital and we collected cash donations for them to purchase what they needed.

Submitted by Kari Marinowski, Community Service Chair



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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:

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Editor/Publisher Tamora Ellis

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Business Card size	\$25.00
1/4 page ad	\$50.00
1/2 page ad	\$70.00
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Education	Rick Rogers & Erika Running
Legislative	Judy Gordon
Membership	Tom Osberg
Nominating	Mary Donnay
Publications	Tamora Ellis
Website	
Gopher Tracks	
Scholarship	Sharon Scofield
Welcoming	Jody Heard/Judy Gordon

Gopher Goings-on

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