

AAHAM

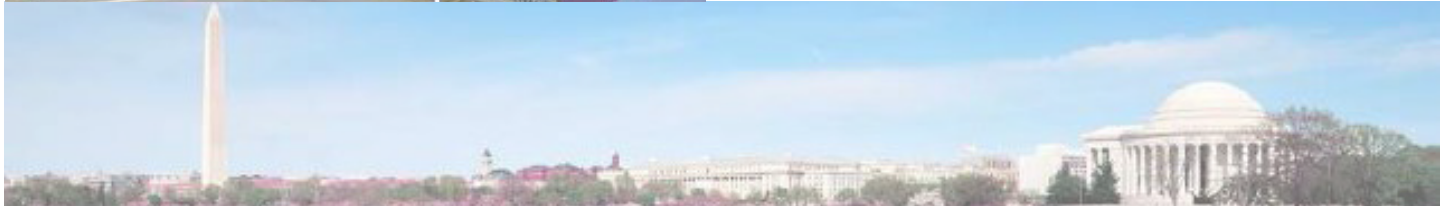
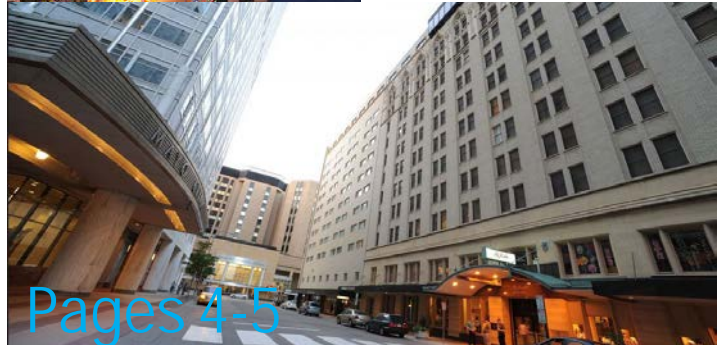
American Association of Healthcare
Administrative Management
MN Gopher Chapter

Gopher Tracks

The American Association of Healthcare Administrative Management



Joint
Summer
Conference
Rochester, MN
[August 6th -8th](#)



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PRESIDENT'S MESSAGE

Gopher Tracks

By Rick Rogers
President

Greeting Gopher Chapter Members,

Well, I know I am an old man, or at least that is what my kids tell me, but in my 53 years, I cannot recall a winter like the one we have been experiencing. I have had the pleasure of traveling throughout the state this past winter, many times in the throws of significant snow and/or subzero temps. The one thing that struck me during those travels was how Minnesotans just take it in stride and get on with their lives. I dare say that schools in other states closed at a rate twice that of MN.

In the midst of the ebb and flow of winter, our programming team put together an excellent Payer Panel meeting in St. Paul in March. Our attendance was outstanding and I was pleased to see the number of questions from the group for the panelists. I also noted how the questions, in many cases, lead to discussions among our members. This member communication is one of the core strength of our chapter and a quality that give me great pride in our chapter.

By the time you read this, our contingent will have returned from Washington D.C. and our National Legislative Day. This year, we are taking up two issues with the Senate and House. We again brought the TPCA to their attention and the need to modernize this regulation to account for the increasing number of homes and people who no longer have land based phone lines, opting instead for cell phones. The second issue we are discussing is the proposed 501(r) legislation and the negative impact it will have on our industry in its current form. There will be a brief write-up in the Gopher Tracks when the team returns.

I hope you have all put the Summer Meeting on your calendars (August 6-8). This year's meeting will be held in Rochester at the Kahler Grand. Erika Running and Pam Brindley have been busy booking speakers for the meeting and based on the preview conversation I had recently with Erika, it should be another high value meeting. Erika and Pam have been working closely with their HFMA counterparts to ensure that the meeting is well attended by both organizations. Keep an eye on your email for information on registration and hotel reservations.

Finally, we are making regular updates to our new website. Please take some time to explore the site and the information available there. Each member should have received an email invitation to sign up for the member's only area. If you have not received an invitation or if you have difficulty signing up for an account, please let me know.

If there is anything I can do for you or if you have any questions, I hope you will feel free to email or call me.

Warmest Regards,

Rick
President
MN Gopher Chapter AAHAM
Phone: 888.302.8444 Email: Richard.Rogers@AR-Solutions.biz

Leg Day 2014 Re-Cap

What a wonderful experience at National Legislative Day 2014! We started the event out with an opportunity to go to the Nationals and Angels baseball game. The seats were great and spending an evening with national AAHAM members was great networking. Winning the game would of topped off the evening.

The National Legislative Committee did a great job organizing the speakers and setting up the meetings with our Senator and House of Representative's staffers. We had two discussion items. We revisited the Telephone Consumer Protection Act (TCPA) and asked for a delay for the Charitable 501 (c) (3) Hospitals.

TCPA discussion points:

In order to foster responsible and prompt communications between healthcare providers, their agents, and consumers, and to preserve the integrity of the US Credit system, it is imperative that Congress take immediate action to modernize the TCPA for the 21th Century.

New Treasury Requirements for Charitable 501 (c) (3) Hospitals:

AAHAM urges Congress to request the U.S. Department of Treasury hold off issuing any final rule until issues above and others identified by industry are addressed. We would urge Congress to put off any final rule until there is a better understanding how any final rule will impact requirements included in the Affordable Care Act.

Our scholarship winner this year was Janet Curtis. Janet and I met together with the staffers and shared our insight on how the two issues impart our organizations. I urge all of you to run for the 2015 scholarship. Do not miss this educational opportunity to see how changes are made to legislation. AAHAM continues to make an impact!

Judy Gordon, CRCE-I, CCT, CHC



Joint HFMA/ AAHAM August 6th - August 8th Summer Conference The Kahler Grand Hotel Rochester, MN

PREVIEW Fun and Education Mix It Up

Join other golfers on Wednesday, August 6th at Summerby. This course was selected by Golfweek Magazine as a Golfweek Best Residential Course. Another option is to partake in a self-guided Mayo Clinic Art Tour. Mayo Clinic has an extensive collection of art donated by Mayo Benefactors. Later that day there will be certification sessions for both HFMA and AAHAM members.

A Kahler Team Cooking Contest and Networking Social will take place on Wednesday August 6, 2014 from 6:30 – 8:30 PM. Join us for an evening of cooking and networking led by Kahler's Executive Chef Pasquale Presa and his team. Attendees will be placed into several teams each of which will be paired with their own chef to oversee and assist in the preparation of several popular Italian appetizers. Each team's dishes will be evaluated by the chefs and the winning team will get a small prize. At the conclusion of the cooking contest, all can enjoy the appetizers (as prepared by Chef Pasquale Presa), a cash bar and networking social hour. Space in the cooking contest is limited to the first 40 registrants, but all are welcome to enjoy the cash bar and social hour.

Thursday August 7th will kick-off with Keynote Speaker Molly Cox, *Improvisation in a Tightly Wound World: Learn to De-stress, Process Change and Boost Productivity by Changing Your Perspective*. As a bonus, each attendee will receive her book, *Improvise This! How to Think on Your Feet So You Don't Fall on Your Face*. Attitude and mindset play a crucial role in success and happiness. Increase your ability to adapt to change, connect with others and see humor in tough situations by embracing the principles of improvisation. The book has twice been on the CEO READ top 25 list. Her presentation is loaded with laughs and information that can be implemented immediately and the biggest bonus is that attendees will be in the right mindset for this advice.

Next, is an option to attend a session on Price Estimators or ICD-10. The Price Estimate Panel will be facilitated by Tony Rinkenberger, Director of Revenue Cycle, Ridgeview Medical Center, Waconia, MN.

Jackie Hinderks, Director of Revenue Cycle with Rice Memorial and Jill Wolf, VP of Compliance with VitalWare will be co-presenters for the ICD-10 session. Jackie is currently the President-Elect of the Minnesota HFMA chapter and has experience with all aspects of the revenue cycle including health information, patient access, patient accounting, financial reporting, charge master and managed care. Jackie is high energy and her passion for healthcare has motivated the revenue cycle team to reach organizational goals through continuous improvements. Jill Wolf became an AHIMA-Approved ICD-10-CM/PCS Trainer in 2011. She is recognized for her coding, compliance and revenue cycle expertise and has presented on these topics in a variety of professional venues.

Following lunch, attendees can sit in on Meditech, EPIC, Cerner and other vendor round tables to discuss software related issues. Noel Allender will moderate the EPIC roundtable and is the Managing Director of the Epic HIT Systems practice for Jacobus Consulting. She is a Certified Epic Consultant and has over 12 years of experience as an Epic consultant. Erika Running serves as First Vice-President for the MN AAHAM chapter and will moderate the Meditech roundtable and has over 14 years revenue cycle operational and electronic data interchange experience. Before joining Jacobus Consulting, she was an Information Technology Consultant/Analyst for a consortium of primarily Meditech Hospitals. Erika exudes a passion for teaching and growing organizational teams and improving revenue cycle processes.

Next will be an interactive session with Kevin Willis on Medicare Secondary Payer issues for clinic and hospital or a presentation and discussion on 501(r) led by Sarah Vogt, Tax Manager and Marie Murphy, Healthcare Consultant Manager both with Eide Bailly. Sarah recently joined Eide Bailly after more than six years of tax experience with a Big Four accounting firm where she worked closely with health care systems. Marie currently serves as chapter treasurer for the Minnesota AAHAM Chapter and has assisted health care systems working on process improvement and workflow assessment and policy review for 501(r) compliance. She recently joined Eide Bailly after more than 19 years of PPS Hospital experience as the Business Office Director. She was responsible for scheduling, registration, billing and collections.

The day will wrap up with the Laughing Stockbroker, our Closing Keynote is *Humor Sells: Spreadsheet Can't do the Talking?* Learn how to use humor to sell your ideas. David Goldman is the creator, producer and voice of *The Laughing Stockbroker Show* at ABCNews.com. He has performed across the country as a headline comedian in clubs and theaters for over 25 years and has opened in concert for Jerry Seinfeld, Ellen Degeneres, Jeff Dunham and Gary Shandling. David has appeared on a variety of television programs, including the Oprah Winfrey Show. Through stand-up comedy and storytelling, David shares how successful business people, even actuaries, use humor and storytelling to sell their ideas. People don't always remember the details of a product or service, but they do remember the stories that have been told.

The evening gets going with the one hour President's Reception Social Hour and the Thursdays on First and Third Summer Market and Music Festival which is a weekly outdoor market of over 100 art, craft and food vendors and live entertainment.

On Friday, August 8th the morning kicks off with a hot breakfast with vendors and then more education. The first session consists of a great presentation on the HFMA/ACA International Medical

Debt Resolution Task Force Update and Best Collection Practices. Attendees will receive an update on the recent release of HFMA/ACA International's Medical Debt Resolution Task Force Best Practice Findings. Tom Gavinski was one of fifteen revenue cycle experts who were members of this Task Force. The Task Force spent nine months in 2013 reviewing medical debt collection best practices. Tom will walk through why HFMA/ACA International initiated this project, how did the Task Force Process work and what were the outcomes.

A concluding presentation is on the Free Choice Premium Assistance Program. The Free Choice Healthcare Foundation is dedicated to helping uninsured or underinsured patients in their member communities. Free Choice's Premium Assistance Program will connect patients needing significant medical services with payers and providers within the Free Choice network. Jeff Ogletree, System Vice President of Revenue Cycle at Hospital Sisters Health System (HSHS) operating out of Springfield, IL will talk about his system's actual outcomes using the program. HSHS is a \$4 billion organization operating thirteen hospitals and numerous medical groups across Wisconsin and Illinois.

Stay for the Thank You's as there will be prize drawings.

All this is available for the great price of \$199 for members. People from the same facility get a 50% discount at \$99 each.

This meeting's local charity is The Sandra J. Schulze American Cancer Society Hope Lodge in Rochester. They offer private suites for the comfort of their guests and their caregivers along with a wide variety of cancer programs and services that provide information, resources and support to ease the cancer journey. They have 60 private guest rooms and are in need of further donations. Members are encouraged to bring the suggested items listed below to the Thursday luncheon and after the presentation, donations will be presented along with contributions.

The Sandra J. Schulze American Cancer Society Hope Lodge gratefully accepts any material or monetary donations. The items below are some of the supplies and materials that the Hope Lodge needs for everyday activities. All items can be collected at the luncheon. THANK YOU!

TOWELS AND BEDDING

- Bed Pillows – Regular Size
- Bed Pillow Protectors w/zipper – Standard size & waterproof
- Bath Towel 27x52 – White
- Wash Cloths – White
- Hand Towels – White

MISCELLANEOUS ITEMS

- Picture frames – 4x6, simple style
- Magazine Subscriptions
- DVD movies
- DVD players
- First Aid Kits (Individual)
- Greeting cards
- Flashlights
- Night lights & bulbs

- Batteries – AA & AAA
- Umbrellas
- Snow scrapers

LAUNDRY ROOM SUPPLIES

- Laundry Detergent
- Dryer Sheets

GROCERY & KITCHEN SUPPLIES

- Coffee – Regular and Decaf
- Powdered coffee creamer
- Flour
- Spices
- Lemonade & Iced Tea mixes
- Popsicles
- Fresh Fruit/Vegetables
- Cookies
- Snacks
- Microwave Popcorn
- Sugar – 5 # or 10#
- Butter
- Wrapped Candy
- Dish soap
- Plastic silverware
- Aluminum foil and plastic wrap
- Food Storage containers
- Ziploc Bags – any size

OFFICE SUPPLIES

- Postage Stamps
- Colored copy paper
- Sharpie markers

FURNITURE

- Inquiries about donating furniture please see management

CLEANING SUPPLIES

- Pledge
- Windex refills
- Swiffer Wet and refills
- Swiffer dusters and refills
- Oust spray
- Clorox wipes
- Soft Scrub
- Hand sanitizer
- Toilet bowl cleaner

PAPER SUPPLIES

- Toilet Paper
- Paper Towels
- Napkins
- Kleenex
- Heavy-duty plates & cups

GIFT CERTIFICATES FOR:

- Gasoline
- Walmart
- Target
- Hy-Vee

Sandra J. Schulze American Cancer Society Hope Lodge
411 Second Street NW
Rochester, MN 55901
Phone: 507.529.4673

WEB: www.cancer.org/hopelodgerochestermn

MN AAHAM GOPHER CHAPTER 06 Certification Edge 2014



First and foremost, on behalf of the Gopher Chapter we would like to congratulate Rick Rogers who passed the Certified Revenue Cycle Executive-Institutional (CRCE-I) exam. Rick now holds the prestigious certification. He completed a rigorous professional competency examination addressing the complex areas of Patient Access, Billing, Credit and Collections and Revenue Cycle Management.

By achieving this designation Rick demonstrated he possesses not only the knowledge base required to pass the eight hour examination, but also a dedication to excellence and the advancement of his profession.

The Gopher Chapter also congratulates the following individuals who have passed their technical certification. It takes hard work and determination to reach these lofty goals.

February 2014					
First Name	Last Name	Certification	Facility	City	State
Suzanne	Boudreau	CRCS-P	Fairview Range	Hibbing	Minnesota
Roxanne	Christie	CRCS-I	Fairview Range	Hibbing	Minnesota
Nicole	Denney	CRCS-P	Rycan Technologies	Marshall	Minnesota
Lisa Marie	Ellich	CRCS-I	Fairview Range	Hibbing	Minnesota
Diane	Jacobson	CRCS-P	Fairview Range	Hibbing	Minnesota
Jenna	Lange	CRCS-P	Rycan Technologies	Marshall	Minnesota
Jody	Meyer	CRCS-I	Austin Medical Center	Austin	Minnesota
Donna	Thompson	CRCS-I	Austin Medical Center	Austin	Minnesota
Angela	Trygg	CRCS-P	Fairview Range	Mt. Iron	Minnesota
Catherine	Weedman	CRCS-I	Rycan Technologies	Marshall	Minnesota
November 2013					
First Name	Last Name	Certification	Facility	City	State
Doreen	Carroll	CPAT	Austin Medical Center	Austin	Minnesota
Nicole	Denney	CPAT	Rycan Technologies	Marshall	Minnesota
Andrea	Harrington	CPAT	Rycan Technologies	Marshall	Minnesota
Vickie	Heers	CPAT	Austin Medical Center	Austin	Minnesota
Megan	Konold	CPAT	Rycan Technologies	Marshall	Minnesota
Jenna	Lange	CPAT	Rycan Technologies	Marshall	Minnesota
Melissa	Murray	CPAT	Fairview Range	Hibbing	Minnesota
Debra	Schuetze	CPAT	Austin Medical Center	Austin	Minnesota
Jennifer	Scott	CPAT	Rycan Technologies, Inc.	Marshall	Minnesota
Michelle	Wood	CPAT	Rycan	Marshall	Minnesota

August 2013					
First Name	Last Name	Certification	Facility	City	State
Julie	Bateson	CPAT	Mayo Clinic Health System	Cannon Falls	Minnesota
Jen	Kotz-Theis	CCAT	Centracare Health System	St Cloud	Minnesota
Katy	Vos	CPAT	Rycan Technologies	Marshall	Minnesota
May 2013					
First Name	Last Name	Certification	Facility	City	State
Doreen	Carroll	CCAT	Austin Medical Center	Austin	Minnesota
Tracy	Deutz	CCAT	Rycan Technologies	Marshall	Minnesota
Sarah	Diekman	CPAT	Austin Medical Center	Austin	Minnesota
Heather	Elwood	CCT	Rice Memorial Hospital	Willmar	Minnesota
Judy	Gordon	CCT	Mayo	Albert Lea	Minnesota
Jen	Kotz-thies	CPAT	Centracare Health System	St Cloud	Minnesota
Kristi	Lamere	CPAT	Fairview Range Regional Health Services	Hibbing	Minnesota
Megan	Majkich	CPAT	Fairview Range	Hibbing	Minnesota
Grant	Pulliam	CCAT	Centra Care	St. Cloud	Minnesota
Debra	Schuette	CCAT	Austin Medical Center	Austin	Minnesota
Marcie	Swang	CPAT	Fairview University Medical Center-Mesabi	Hibbing	Minnesota
Ann	Thacher	CPAT	MCHS Cannon Falls	Cannon Falls	Minnesota
Liz	Villeneuve	CCAT	Rycan Technologies	Marshall	Minnesota
Carrie	Whitman	CCAT	Advantage Billing Concepts	Hibbing	Minnesota
February 2013					
First Name	Last Name	Certified	Facility	City	State
Gregory	Brumfield	CCAT	Rycan Technologies	Marshall	Minnesota
Jennifer	DeRuyter	CPAT	Rycan Technologies	Marshall	Minnesota
Sarah	Diekman	CCAT	Austin Medical Center	Austin	Minnesota
Katherine	Green	CPAT	Fairview University Medical Center	Hibbing	Minnesota
Sharese	Haddy	CPAT	Mayo Clinic Health System	Owatonna	Minnesota
Kathi	Hoops	CCAT	Mayo Clinic Health System, Lake City	Lake City	Minnesota
Joy	Joens	CCAT	Rycan Technologies	Marshall	Minnesota
Sandra	Johnson	CCAT	Austin Medical Center	Austin	Minnesota
Cassandra	Knutson	CCAT	Rycan Technologies	Marshall	Minnesota
Erin	Pallansch	CCAT	St. Cloud Hospital	St. Cloud	Minnesota
Heather	Rickgarn	CCAT	Rycan Technologies	Marshall	Minnesota

Angie	Shaw	CPAT	Austin Medical Center	Austin	Minnesota
Tina	Smith	CPAT	Austin Medical Center	Austin	Minnesota
Liz	Villeneuve	CPAT	Rycan Technologies	Marshall	Minnesota
Betty	Westbrook	CCAT	Rycan Technologies	Marshall	Minnesota
Benjamin	Widboom	CCAT	Rycan Technologies	Marshall	Minnesota
Michelle	Wurzberger	CCAT	St. Cloud Hospital	Saint Cloud	Minnesota

On behalf of the Gopher Chapter we thank all employers who have promoted and encouraged your employees to take the National Certification exams. The chapter will continue to encourage the importance of certification. American Association of Healthcare Administrative Management Organization has posted updates on National Certification. Please visit their website at <http://www.aaham.org> to learn more about the changes in certification.

Overview of certification options:

CRCE---Certified Revenue Cycle Executive
 CRCE-I--- Institutional (hospital, health systems) setting
 CRCE-P--Professional (Clinic, physician) setting

CRCP----Certified Revenue Cycle Professional
 CRCP-I--- Certified Revenue Cycle Professional Institutional
 CRCP-P ---Certified Revenue Cycle Professional

CRCS---Certified Revenue Cycle Specialist
 CRCS-I---Certified Revenue Cycle Specialist-Institutional
 CRCS-P---Certified Revenue Cycle Specialist-Professional
 CCT---Certified Compliance Technician

2014 AAHAM Certification Calendar

June 2, 1014 Registration deadline for August 2014 exams

August 11-22, 2014 exam period

September 2, 2014 Registration deadline for November 2014 exams

November 10-21, 2014 exam period

Check out our chapter coaching sessions and their locations on our Gopher Chapter website at <http://www.mnaaham.org>

Submitted: By Sandra R Pawelk CRCE-I, CRCE-P Certification Chair April, 2014

Congratulations to the recent National Certified Revenue Cycle Professional examinees:
 Roberta Collins National Certified Revenue Cycle Professional-Professional
 Katy Vos National Certified Revenue Cycle Professional- Institutional

This certification requires in-depth knowledge function areas including registration (front desk), billing, credit and collections and revenue cycle management. This certification validates the knowledge and skills possessed by a competent mid-level revenue cycle supervisor or manager.

2014 MN AAHAM CHAPTER EXCELLENCE

It is an honor to become the MN Gopher Chapter Excellence Chair. Although Dana Young has done an exceptional job over the years, I do know I will have to work extremely hard to fill her shoes. With that being said, this will not happen without all of you working with me. I have put together a document about the type of data and the supporting information that is needed when submitting information. Please submit your information via-email or regular mail as listed below.

Please submit your information via e-mail or regular mail:

Sandra R Pawelk, CRCE I-P
 Anthem College
 5100 Gamble Drive, Suite 200
 St. Louis Park, MN. 55416
spawelk@anthem.edu or jspawelk@tds.net
 Business Phone: 952-417-2219

MN AAHAM Programs and Activities in support of Gopher Chapter 06 mission:	Required Documentation
Publishing Chapter newsletter, journal, or other periodical to keep the chapter's members informed.	Publishing name, issue date, number of copies distributed Attach a copy of the first page of each publication claimed for credit.
Articles published in National AAHAM publications or other national association publications.	Author's name, Title of Article, Name and date of publication, photocopy of articles as it appeared in publication, article must include the author's bio, article must be related to the Healthcare industry.
Education programs sponsored by the Chapter.	Name of program, date, location, number of hours.
Chapter member presenting programs, as representative of AAHAM, promoting AAHAM to Non AAHAM groups and organizations.	Speaker name, date, name of group, number of attendee's
Chapter President of Proxy attending meeting of the National Board of Directors	President/proxy name, date of meeting, and location.
Community involvement projects undertaken by the chapter.	Attach correspondence, news articles, reports or other documentation that supports.

Chapter member presenting the program, as a representative of AAHAM, to AAHAM organization other than the speakers own chapter. Chapter members presenting at ANI can be counted here as on as they are not a National officer or on the national board.	Speaker's name, date, name of group and number of attendee's.
Special projects undertaken by the chapter.	Attach correspondence, news articles, reports or other documentation that supports your narrative written.
Social activities undertaken by the chapter.	Attach copies of promotional materials, programs, financial reports and other documentation to support your narrative written.
Membership benefits provided by the chapter.	Attach documentation describing each benefit, its goal and purpose, and cost to chapter.
Projects undertaken by the chapter relating to third party payer issues at the national or local level.	Attach correspondence, news articles, reports or other documentation that supports the narrative.
Certification study sessions give for professional and technical exams CRCE, CRCP, CRCS, CCT	MN AAHAM standard examinee's sign in form with logo with date, location, chapter name, number of hours.

Thank you and I look forward in working with each and everyone

Submitted: Sandra R PawelK Chapter Excellence Chair April, 2014



Certification Strategies

Rick's Advice:

"Take time to study away from distractions. It's really important to carve out time. Don't assume you know one of the sections just because you've worked in it all the time. Definitely use the study guide because it is a phenomenal resource and use colleagues and friends to fill in the gaps. There is no way a study guide can cover everything. When I was notified that I had passed the exam, it was absolutely one of the high points of my life and career. After the investment of all the time, the feeling you get when you are successful is incredible."

Member Interviews

Why Did You Attend the Payer Panel?

**Sharese Haddy
and Doreen Carroll/** Mayo Clinic Health System SE MN Region

- Sharese: To stay up to date with the payers and find out about new and upcoming information
- Doreen: I come to catch up on current payer news and any changes. I am always looking to find out where the payers are with current changes and if the payers' systems are on target and catching up with old friends we see twice a year.



**Sylvia Cordato
Allen Jackson/** Park Nicollet Methodist Hospital

- Sylvia came to hear what the payers have to say and hopefully to learn something new. She was interested in hearing Jean Roberts presentation in particular. Jean is with the National Government Services Medicare Part A. As the new MAC for Minnesota, she wanted to learn about the nuances that have changed.
- Allen is an HFMA member who invited his staff as guests. He has both hospital and professional billing staff at this meeting. Allen came to to hear about the individual nuances and challenges that payers are facing.



**Katie Peterson
Amy Frazer
and Heidi Lourey/** Nemadji Research Corporation

- All three came to listen and learn. Heidi attended last year and thought that it was really helpful, so she brought Katie and Amy because she felt it would help them in their positions since they are relatively new to Minnesota billing. This was also an opportunity to meet all the payers in the same room.



Payer Panel Thursday Session

The joint AAHAM/HFMA Payer Panel hosted 72 attendees.

Presentations included the Departments of Labor and Industry, Health Partners, UCare, Department of Human Services, Medica and NGS. The day was fast paced with lively discussions and ended with door prizes. Everyone got out of the door before rush hour.



*AAHAMHFMA Social
Wednesday*



THE LIFFEY



Payer Panel Thursday Luncheon



First time Payer Panel Attendees

North Star Therapy Animals

\$300 Donated for Charity Program
Bailey the Therapy Dog
Participates in Presentation



The mission of North Star Therapy Animals is to improve the lives of countless individuals throughout the Twin Cities area by providing high-quality therapy animal teams and services to a wide variety of facilities.

WE ARE ACCOMPLISHING OUR MISSION BY:

- being a leader in the Twin Cities therapy animal community
- encouraging and motivating our members to visit with their animal partner at least once per month <http://northstartherapyanimals.org/wp-content/uploads/2012/03/Mary-Lou-Carlson-Venus-reading-at-EP-school-21-e1334514516458-1024x678.jpg>
- actively promoting the benefits of therapy animal services to facilities and the general public
- providing training, testing, and on-going education to ensure the highest-quality service from our teams
- establishing and maintaining professional relationships with a wide variety of facilities throughout the Twin Cities area in an effort to implement new, and grow existing, therapy animal programs
- connecting registered therapy animal teams with facilities looking for therapy animal services
- increasing the supply of registered therapy animal teams to meet the growing demand

<http://northstartherapyanimals.org/wp-content/uploads/2012/03/Dr-Terri-Derr-speaking-2-e1335361655541-300x170.jpg>

Alison Humphrey is a member of the Board of Trustees of North Star Therapy Animals, a nonprofit organization that supports volunteer therapy animal teams. She and her Golden Retriever, Bailey, have been a registered therapy team for four years. Alison and Bailey volunteer at hospitals and schools to provide animal assisted activities and therapies. She will be presenting at the meeting.

Things they need and are not limited to money because one of the ways we try to support our teams is to defray some of the cost of being a therapy team (registration fees or special equipment and training). One of the particular challenges of our organization is recruiting. We have a lot of opportunities for volunteer work but since dogs grow old more quickly than their owners, we are constantly working to bring in new teams to replace ones that have had to retire. Obviously, to recruit means we need to produce materials to explain what we do and how to become involved, which is another cost. In terms of physical items, we do a lot of recruiting by having a table at fairs or other animal events and we like to hand out treats for people and dogs, so non-perishable treats of both kinds would be great. Also small boxes of crayons are great for us to hand out to children when we are working with them.



Avalanche of denials – how to survive

CentraCare Clinic Offers Solutions

Terry Boxell CPC, CRCS-P
CentraCare Clinic Business Office Supervisor

In February 2010, our health system converted the practice management system to a shared EHR system. Staff were divided into insurance payer teams to review all denials, registration, and claim issues. In late 2010, the MGMA recognized our efforts with a certificate for a Better Performance in the MGMA Performance and Practice Medical Groups for 2009, so we were walking tall on top of a mountain.

Leading up to the conversion, we anticipated that insurance payer denials would arrive in 4 weeks, which allowed staff to concentrate on the legacy system denials. A week into the conversation, the EHR support team indicated that we had over 3,000 registration errors that no one was assigned to work – the small ball of snow rolling down the mountain just doubled in size!

The issue was discussed with staff and the solution was to assign half the team to the legacy system or registration errors. By the end of the 2nd week, all-time highs in payer denials and registration errors completely buried the staff.

What to do - panic under the weight of the denials and errors or dig out of the situation?

We decided to:

- Monitor denials and errors for trends
- Discuss findings with staff frequently
- Divide staff and conquer each issue separately
- Mandate overtime



Staff were split into two teams: registration and denials. Training began the following week with each employee learning all insurance payer rules and guidelines. Each team met weekly to discuss trends and developed reports to track progress. Lastly, tip sheets were developed by staff and placed on a shared drive for easy access. The team started to see the light amidst the reduced level of denials and errors.

But wait, there were more rays of light that melted away the fears of the team including Real Time Eligibility implemented for front desk staff, patient eligibility was verified right after arriving transitioned to a new clearinghouse, adopted existing and developed new claim edits, assigned staff to work claim edits the same day, added front end edits for coders to code according to payer rules and regulations, rotated insurance denial workload between staff, and set goals. We celebrated each goal that was met and tweaked when goals weren't met.

In 2013, the MGM recognized our efforts with a certificate for a Better Performance in the MGMA Performance and Practice Medical Groups for 2012 in Accounts Receivable. We made it! We found ourselves walking on the top of a mountain again.

We have a fantastic Business Office staff - experts in registration issues and payer denials – able to dig out in any situation.

Submitted by Terry Boxell with a little help from her friends.

Patient Account Representatives – Number 1 Team attacking Registration Denials.

Denial Management Team – Number 1 Team at Payer denials for coding and claims.

Business Office for CentraCare Clinic - multispecialty clinic with > 350 providers. The Business Office staff work on all professional



MN AAHAM Officers/ Board of Directors and Committee Chairs

Officers

President: Richard Rogers, CRCE-I 2014-2015



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erunning@jacobusconsulting.com

2nd Vice President: Pam Brindley, CHFP/CRCS-I/CRCS-P/CCAE 2014



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Secretary: Heather Elwood, CRCS-I 2014-2015 / CCT



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Board Chair: Tamora Ellis, CRCE-P 2014-2015



Advantage Billing
Concepts, Inc.
3920 13th Ave E, Suite 6
Hibbing, MN 55746

Phone:
[S 218-312-1225](tel:218-312-1225)
 218-263-4314 (F)
Email:
tamora@advantagebilling.net

Name	Term	Company	Contact
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Sandra Pawelk, CRCE-P/CRCE-I	2013 - 2014	Anthem College 5100 Gamble Drive St. Louis Park, MN 55416	Phone: S 952-417-2219 Email: spawelk@anthem.edu
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Judy Gordon, CRCE-I/CHC	2013 - 2014	Albert Lea Medical Center 404 W. Fountain St. Albert Lea, MN 56007	Phone: S 507-377-6460 Email: gordon.judy@mayo.edu
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Dawn Buck	2014	Mille Lacs Health System 200 North Elm Street Onamia, MN 56359	Phone: S 320-532-2641 Email: dbuck@mlhealth.org
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Brenda Moos	2014	Essentia Health - Deer River 115 10th Ave NE Deer River, MN 56636	Phone: S 218-246-3047 Email: brenda.moos@essentiahealth.org
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Rhonda Helgeson	2014 - 2015	Tri-State Adjustments 3439 East Ave S La Crosse, WI 54601	Phone: S 800-562-3906 x5 Email: rhonda@wecollectmore.com
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Kim Wood, CPC	2014 - 2015	PrairieCare 12918 63rd Ave N Maple Grove, MN 55369	Phone: S 952-826-8394 Email: kwood@prairie-care.com
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Betty Westbrook, CRCS-I/CRCS-P	2014 - 2015	Rycan 349 W. Main Street Suite 4 Marshall, MN	Phone: S 507-337-6335 Email: betty.westbrook@rycan.com
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Other Contacts

Membership/Mailing List

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Committee Chairs

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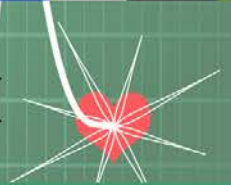
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A New Learning Curve

ICD-10-CM Replaces ICD-9-CM

Health care organizations will be dealing with the new reality of adopting ICD-10-CM as it replaces ICD-9-CM. Structure of the system I-10 contains 21 chapters.

ICD-10 Basics

The ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets on October 1, 2014 or the question is? Will the implementation date be delayed by one more year?

ICD-10 consists of two parts:

- ICD-10-CM diagnosis coding which is for use in all U.S. health care settings.
- ICD-10-PCS inpatient procedure coding which is for use in U.S. hospital settings.

ICD-10 will affect diagnosis and inpatient procedure coding for everyone covered by the Health Insurance Portability Accountability Act (HIPAA), not just those who submit Medicare or Medicaid claims:

- Claims for services provided on or after October 1, 2014 should be submitted with ICD-10 diagnosis codes.
- Claims for services provided prior to October 1, 2014 should be submitted with ICD-9 diagnosis codes.

The change to ICD-10 does not affect CPT coding for outpatient procedures.

ICD-10-CM Code Structure

ICD-10 diagnosis codes have between 3 and 7 characters:



- Codes with three characters are included in ICD-10-CM as the heading of a category of codes that may be further subdivided by the use of any or all of the 4th, 5th, and 6th characters. Digits 4-6 provide greater detail of etiology, anatomical site, and severity. A code using only the first three digits is to be used only if it is not further subdivided.
- A code is invalid if it has not been coded to the full number of characters required. This does not mean that all ICD-10 codes must have 7 characters. The 7th character is only used in certain chapters to provide data about the characteristic of the encounter. Examples of where the 7th character can be used include injuries and fractures, as illustrated in the following tables:

Injuries and External Causes

Value	Description
A	Initial encounter
D	Subsequent encounter
S	Sequela

Fractures

Value	Description
A	Initial encounter for closed fracture
B	Initial encounter for open fracture
D	Subsequent encounter for fracture with routine healing
G	Subsequent encounter for fracture with delayed healing
K	Subsequent encounter for fracture with nonunion
P	Subsequent encounter for fracture with malunion
S	Sequela

- A dummy placeholder of “X” is used with certain codes to allow for future expansion and/or to fill out empty characters when a code contains fewer than 6 characters and a 7th character applies. When a placeholder character applies, it must be used in order for the code to be considered valid.

The ICD-10-PCS is a procedure classification for inpatient procedures. As a part of the conversion, two sets of diagnosis coded general equivalence mapping (GEM’S) have been developed. Now we are not talking about diamonds, sapphires, or rubies we are talking GEM’S mapping files for codes from I-9 to I-10. The ICD-10-PCS is a procedure classification for inpatient procedures.

More Changes 2014

Other changes affecting many individuals MNSure is a new marketplace where Minnesotan’s can find, compare, choose and get quality health care coverage that best fits their needs and budget. If you are interested in learning more about MNSure visit their website at <https://www.mnsure.org>

Don’t forget new changes effective January 1, 2014 with our National Certification changes in different levels of certification get signed up for the next exam period.

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Local Chapters: AAHAM has 32 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership

Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	<p>Years in Healthcare: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+</p> <p>Certification: <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA) <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA) <input type="checkbox"/> Other (please list)</p> <p>Employer Type: <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Billing <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting <input type="checkbox"/> Outsourcing <input type="checkbox"/> Software/IT <input type="checkbox"/> Provider <input type="checkbox"/> Law Firm <input type="checkbox"/> Other (please list)</p> <p>Position: <input type="checkbox"/> President, Administrator, Executive <input type="checkbox"/> Director, CEO <input type="checkbox"/> Partner, Principal, Owner <input type="checkbox"/> CFO/Controller, COO, CIO <input type="checkbox"/> Vice President <input type="checkbox"/> Assistant VP/Assistant Administrator <input type="checkbox"/> Director, Manager, Supervisor <input type="checkbox"/> Technician <input type="checkbox"/> Clinical <input type="checkbox"/> Academic <input type="checkbox"/> Other (please list)</p> <p>Responsibility: <input type="checkbox"/> Accounting <input type="checkbox"/> Administration/Operations <input type="checkbox"/> Admitting/Access <input type="checkbox"/> Audit <input type="checkbox"/> Benefits <input type="checkbox"/> Budget <input type="checkbox"/> Compliance <input type="checkbox"/> Business Development, Sales, Marketing <input type="checkbox"/> Information Services/Technology <input type="checkbox"/> Managed Care <input type="checkbox"/> Medical Records <input type="checkbox"/> Medicare/Medicaid <input type="checkbox"/> PFS, Patient Billing & Collections <input type="checkbox"/> Reimbursement <input type="checkbox"/> Third Party Administration <input type="checkbox"/> Other (please list)</p>
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AAHAM Gopher Chapter Scholarship Program

Eligibility

- ◆ Local Gopher Chapter member must be a member for 1 year before running for scholarship.
- ◆ If not a National member, the member will be responsible to pay national dues if wins.
- ◆ The President & Chair of the Board are ineligible.
- ◆ The winner of the scholarship award is ineligible for the next 3 years.
- ◆ The scholarship year runs from the day after the summer meeting the current year until after the summer meeting the following year.
- ◆ Points need to be turned in within 30 days of the qualifying event to be accepted. July points need to be turned in by the summer meeting.

Points

10 points	25 points	50 points	75 points	100 points
<ul style="list-style-type: none"> ◆Assisting with seminars ◆Recruiting a local member ◆Articles not written by the member but published in the Gopher Tracks or the National Journal (max 2 per issue) ◆Conducting coaching sessions outside regular meetings 	<ul style="list-style-type: none"> ◆Setting up speaker for meeting ◆Serving on a Gopher Chapter task force or special committee ◆Representing AAHAM on a committee (ex. AUC) ◆Proctoring for technical certification(max 50 pts./day) ◆Representing AAHAM as a speaker for an organization ◆Presenting at a Gopher Chapter meeting ◆Attending MN Leg Day 	<ul style="list-style-type: none"> ◆Sitting for technical certification (1 sitting) ◆Passing technical certification ◆Articles you wrote that are published in the Gopher Tracks or National Journal (max 2 per issue) ◆Attending Chapter meetings ◆Attending ANI ◆Attending Nat'l Leg Day ◆Chairing a Gopher Chapter committee ◆Serving on a National Committee ◆Presenting at ANI ◆Attending all Chapter meetings for year 	<ul style="list-style-type: none"> ◆Recruiting a National Member ◆Grading CPAM/CCAM ◆Proctoring for Prof certification 	<ul style="list-style-type: none"> ◆Sitting for CCAM, CPAM, or CHCS (Max 100 pts per certification) ◆Passing the CCAM, CPAM, or CHCS

Name: _____ Phone: _____ Email: _____

Address: _____

Signature: _____ Date: _____

DATE	QUALIFYING ACTIVITY	COMMITTEE CHAIRPERSON	POINTS

Send to: Janet Curtis
 Fairview Range Regional Health Services
 Revenue Cycle Manager
 Hibbing, MN
 218-362-6240
jcurtis1@range.fairview.org

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 and 7/21/03
Reviewed and Approved by Board of Directors 7/21/10 and 11/2012

National AAHAM Membership Application

For those interested in becoming a National AAHAM Member,
this application can be found at www.aaham.org



APPLICATION FOR NATIONAL MEMBERSHIP

NAME: _____ TITLE: _____

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How did you hear about AAHAM? Colleague Publication Website LinkedIn

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NATIONAL MEMBERSHIP - The fee to become a National member is \$175. If you join anytime between July 1st and August 31st, the dues are \$140 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$210 for the rest of the current year and all of the following year.

STUDENT MEMBERSHIP - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

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