



American Association of Healthcare
Administrative Management
MN Gopher Chapter

Gopher Tracks



Remembering Ray Costello

Pages 15-17



SAVE THE DATE!

MN AAHAM Gopher Chapter
Fall Conference St. Cloud, MN Nov. 6, 7, 8,



HIGHLIGHTS



2
President's
Message



3
Conference
Updates

Certification
Edge
and
ANI Scholarship
Opportunity

4-7
Certification
News



10-14
Summer
Conference Photos



PRESIDENT'S MESSAGE

Gopher Tracks

By Rick Rogers
President

From the Desk of the President:

Greetings Members of AAHAM,

WOW!!! I can't believe summer is nearly over. Where did it go? Kids around the country are already heading back to school and parents are hitting the local Wal-Mart, Target, Kmart or other discount store to purchase school supplies. Do you know how I gage when summer is nearing its end? I know that the end of summer is approaching at the conclusion of our Joint Summer Institute.

Two weeks ago, we held our Joint Summer Institute in Rochester, MN, in conjunction with HFMA. It was a great success. I would like to use this forum to thank Erika Running and Pam Brindley for putting together an excellent group of speakers and a conference experience that was top rate from start to finish. They had 90 people register for the meeting and the comments I heard in conversation indicated that the attendees were very happy with the content and the meeting as a whole. Keep an eye out for a video on our website from our opening Keynote Speaker, Molly Cox.

Before you know it our Annual Fall Meeting and Awards Banquet will be upon us. The dates for the meeting this year are November 5-7, opening with a social on Wednesday evening November 5 at the Best Western PLUS Kelly Inn in St. Cloud. Erika and Pam have already lined up the speakers for this year's fall meeting and it is shaping up to be a high quality one. I hope you will seriously consider attending. This meeting is one of our most important of the year.

The Nominating Committee will soon be sending out information on the open board and officer positions that will be filled by an election this fall. The successful candidates as well as returning board members will be installed at the Fall Meeting Banquet. Serving on the MN AAHAM Board is a uniquely gratifying experience that I would recommend to any chapter member. If you are interested in serving the chapter but are not considering a role on the board, please consider working on one of our many committees. A list of committees and the chairpersons is available on our website.

I wish you all the very best for a safe and enjoyable conclusion to this year's summer. I hope to see many of you at the November meeting. And finally, please exercise you duty when the chapter ballot arrives and vote. This is the one opportunity we all have as members to impact the direction of the chapter. As always, I am available to hear your thoughts and recommendation for making the Gopher Chapter the best in the country.

Warmest Regards,

A handwritten signature in blue ink, appearing to read "Rick Rogers". The signature is fluid and cursive.

Rick

Conference Up-Dates

Summer:

Our thanks to all our attendees. Great turnout from the time we kicked off with golf, the art tour and that yummy cooking contest.

In the eyes of Team 2 (my team) we were clearly the winners. However, the top chefs from the Marriot thought differently. Over 25 participants enjoyed sampling their creations, sipping wine and then joining the rest of the members for a social. The chef hats messed with the hair but, we got to keep our aprons.

Molly Cox opened the conference and through the courtesy of AAHAM & HFMA, each attendee received her book, "Improvise This! How to Think on Your Feet so You Don't Fall on Your Face."

The round tables and panel discussions were a hit and our thanks to members Jackie Hinderks, Marie Murphy, Tom Gavinski and Erika Running for speaking and bringing in experts to address the group.

We closed the day with a skit from Molly Cox and David Goldman reminding us that it's always a good time to have tough financial discussions.

Friday was packed with relevant and timely information on medical debt collections and a new premium payment option



GopherTracks

By Erika Running
1st Vice President

for patients presented by Jeff Ogletree of HSHS. The conference was a huge success thanks to all of our vendors and provider attendees.

Next summer we hope to organize a meeting around the Twin Cities, maybe a boat ride?

Fall:

Grab a sweater and head to St. Cloud from November 6th – 8th at the Best Western Kelly Inn. We will kick off our meeting with a casual, fun, networking reception on Wednesday evening.

Then we will rise early for a day packed with awesome education. We have a 3M specialist to present on EAPG's, and APR-DRG's, a expert on the TCPA updates, an out of this world leadership speaker, updates from the MN Hospital Association and MORE!

Thursday evening we host our annual awards banquet to pass the torch and initiate some new members to our officers and board. It's a meeting you won't want to miss. Stay tuned for registration and meeting brochure info to come soon!



2014 Annual National Institute

Manchester Grand Hyatt in San Diego, California
October 15-17, 2014

"Sail into Revenue Cycle Success"



The ANI is attended by nearly 500 National members and over 75 exhibitors. Each year, the members of AAHAM come together to exchange ideas, renew old friends, make new ones, and further their knowledge and education in the field of Patient Account Management.

Get Exposure! Exhibit booths are available for unopposed time in the exhibit hall. Sponsorships are another way to show your support and enhance your sales, and double your company's visibility. Advertising space is available in the ANI Insider, the official conference program.

AAHAM's ANI always attracts a large number of qualified speakers, who present on a variety of topics. Be sure to check out this year's Agenda and Exhibitor listing (coming soon) for the ANI. Get a sneak preview of what sessions and educational opportunities will be taking place at this year national meeting.

If you would like to be considered as a speaker for AAHAM's ANI, please visit the Be a Speaker section for an application. Speaking positions, both paid and unpaid are usually filled by the end of April, but we do take information year round and will be sure to mail out Speaker RFPs to all interested parties.

If you have any additional questions about the ANI, please feel free to contact the National Office at 703-281-4043 ext 209 or by email at danielle@aaaham.org. Please be sure to book your ANI hotel rooms with the Manchester Grand Hyatt directly. There are "housing pirates" masquerading as AAHAM endorsed reservations agents, they are not!

MN AAHAM GOPHER CHAPTER 06 Certification Edge 2014

On behalf of the Gopher Chapter we like to thank everyone who recently proctored certification exams and congratulate the following individual examinees who have passed their professional and technical exam.

This takes hard work and determination and you, as individuals, have accomplished just that- recognition for a job well done!

May 2014

May 2014 Professional Examinee's

First Name	Last Name	Certification	Facility	City	State
Heather	Elwood	CRCP-I	Rice Memorial Hospital	Willmar	MN
Joy	Joens	CRCP-I	Rycan Technologies	Marshall	MN
MaReeNa	Lor	CRCP-P	Anthem College	Saint Paul	MN
Heather	Rickgarn	CRCP-I	Rycan Technologies	Marshall	MN
Rebecca	Thompson	CRCP-I	Fairview Range Medical Center	Hibbing	MN
Tina	Uhrbom	CRCP-I	Range Regional Health Services	Hibbing	MN
Liz	Villeneuve	CRCP-I	Rycan Technologies	Marshall	MN
Katy	Vos	CRCP-P	Rycan Technologies	Marshall	MN
Betty	Westbrook	CRCP-I	Rycan Technologies	Marshall	MN

May 2014 Technical Examinee's

First Name	Last Name	Certification	Facility	City	State
Vickie	Heers	CRCS-P	Austin Medical Center	Austin	Minnesota
Jessica	Johnson	CRCS-I	Fairview Range	Hibbing	Minnesota
Patty	Kanipes	CRCS-I	Fairview Range	Hibbing	Minnesota
Julie	Larson	CRCS-I	Fairview Range	Hibbing	Minnesota
Suzanne	Quitberg	CRCS-P	Fairview Range	Nashwa uk	Minnesota
Adam	Scheel	CRCS-P	Rycan Technologies	Marshall	Minnesota
Jennifer	Scott	CRCS-P	Rycan Technologies, Inc.	Marshall	Minnesota
Stacy	Ver Steeg	CRCS-I	University Medical Center- Mesabi	Hibbing	Minnesota



American Association of Healthcare
Administrative Management
MN Gopher Chapter

August 2014 Pending Results
 Good luck to all!
 Professional Examinee's

August 2014 Professional exams pending results					
Exam Type	First Name	Last Name	Facility	City	State
CRCP-P Dual	Heather	Rickgarn	Rycan Technologies	Marshall	MN
CRCP-P Dual	Liz	Villeneuve	Rycan Technologies	Deer River	MN
CRCP-I Dual	Ma	Lor	Anthem College	Saint Paul	MN
CRCP-P Dual	Joy	Joens	Rycan Technologies	Marshall	MN
CRCP-P Dual	Betty	Westbrook	Rycan Technologies	Marshall	MN
CRCP-I Full	Ann	Wendlandt	Rycan	Marshall	MN

August 2014 Pending Results
 Good luck to all!
 Technical Examinee's

August 2014 Technical exams pending results					
Exam Type	First Name	Last Name	Facility Name	City	State
CRCS-I Dual	Jackie	Jones	ST. CLOUD HOSPITAL	ST. CLOUD	MN
CRCS-I Section 2 Billing	Lisabeth	Macchio	Rycan Technologies	Marshall	MN
CRCS-P Full	Melissa	Erichson	Mayo Clinic Health System-Albert Lea and Austin	Austin	MN
CRCS-P Full	Jiija	Shabell	Anthem College	Poseville	MN
CRCS-P 3 Credit and Collections	Tina	Beavers	Anthem College	Minneapolis	MN
CRCS-P Full	Carole	Takamatsu	Anthem College	Plymouth	MN
CRCS-I Full	Becky	Smith	Lakewood Health System	Staples	MN
CCT Full	Lori	Meyers	St. Cloud Hospital	St. Cloud	MN
CRCS-P Dual Certification	Cara	Hansen	Mayo Clinic Health System	Austin	MN
CRCS-P Full	Tessi	Stolp	Fairview Range	Nashwauk	MN
CRCS-P Full	Denise	Thompson	Fairview Range	Hibbing	MN
CRCS-I Full	Randy	Katrin	Fairview RRHS	HIBBING	MN
CRCS-P Section 2 Billing	Nissa	Pierre-Toussaint	Anthem College	Golden Valley	MN
CRCS-P Section 3 Credit & Collections	Sena	Chane	Anthem College	Minneapolis	MN

New levels of certification- get signed up for the next exam period.

- Executive Certification (CRCE I-P)
- Professional Certification (CRCP I-P)
- Specialist Certification (CRCS I-P)

2014 AAHAM Certification Calendar

- November 10-21, 2014 exam period
 New Certification schedule for 2015 visit www.aaham.org

Submitted: Sandra R Pawelk CRCE-I, CRCE-P
 MN AAHAM—Certification/Chapter Excellence Chair
 August 2014

2013: My First ANI Experience



Gopher Tracks

By Sandra R. Pawelk
Certification Chair

I had my first opportunity to attend the 2013 AAHAM ANI in New Orleans, Louisiana as a General Session speaker presenting The Professional & Technical Coaching Treasure Hunt. It was a session which was held to help prepare for the AAHAM certification exams. I found this to be a great experience and helpful to others, so I then signed up to attend the 2014 ANI Conference in San Diego, California.

I decided if I worked real hard and turned in my scholarship points throughout the year, that I might have a chance at winning the 2014 ANI scholarship.

As of July 1, 2013 I began my journey dedicating time for coaching certification sessions, proctoring professional and technical examinees, recruiting national and local members and attending our MN AAHAM and National ANI. I became very active in our MN AAHAM chapter and submitted my scholarship points throughout the year in a timely manner. While attending the summer conference during lunch, Judy Gordon, the current scholarship chair, called out

my name and stated she was honored to present the ANI Scholarship award to me.

Inside it felt very rewarding and at the same time, I knew that my hard work and dedication had earned me this reward. I had accomplished the journey that I had set forth on from the previous year.

Now it's your turn to take the journey and accomplish this scholarship award. It's a very easy process. As you do things for the local or national organization, give yourself credit by submitting your points throughout the year.

The MN Gopher Chapter has a scholarship program that may give you the opportunity to enjoy an all expense paid trip. The ANI is an experience that everyone should experience. This convention offers the chance to network with other chapters and to receive so much education all in one place. It is truly awesome.

There is an application process, below is information needed and guidelines to follow.

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 Should be submitted to: Sandy Pawelk at jspawelk@tds.net

10 points	25 points	50 points	75 points	100 points
Assisting with seminars	Setting up speaker for meeting	Sitting for technical certification (1 sitting)	Recruiting a National Member	Sitting for CRCE-I, CRCE-P, or CHCS
Recruiting a local member	Serving on a Gopher Chapter task force or special committee	Passing technical certification	Grading CRCP-I, CRCP-P	(Max 100 pts per certification)
Articles not written by the member but published in the Gopher Tracks or the National Journal (max 2 per issue)	Representing AAHAM on a committee (ex. AUC)	Articles you wrote that are published in the Gopher Tracks or National Journal (max 2 per issue)	Proctoring for prof certification	
Conducting coaching sessions outside regular meetings	Proctoring for technical certification (max 50 pts./day)	Attending Chapter meetings		Passing the CRCE-I, CRCE-P or CHCS
	Representing AAHAM as a speaker for an organization	Attending ANI		
	Presenting at a Gopher Chapter meeting	Attending Nat'l Leg Day		
	Attending MN Leg Day	Chairing a Gopher Chapter committee		
		Serving on a National Committee		
		Presenting at ANI		
		Attending all Chapter meetings for year		

Claims Payment Automation:

How to Make an Educated Choice

By Priscilla Holland, AAP, Senior Director, NACHA – The Electronic Payments Association

Many providers have found that claims paid by virtual card have increased this year. As a result, the fees they pay for card acceptance have skyrocketed. Does your practice have a planned response to virtual card claims payments? Do you know your rights under the Affordable Care Act (ACA) to a less expensive form of claims payment?

Under the ACA, providers have a number of electronic payment options available to them for claims reimbursements. Options can include the healthcare EFT standard via ACH, credit and virtual card payments, and wire transfers. Each payment type has unique attributes and associated costs, and providers have the ability to choose the payment type that best suits the needs of their practice.

The Healthcare EFT Standard

Similar to Direct Deposit, EFT via ACH enables health plan-to-provider payments that are processed over the ACH Network using the healthcare EFT standard, or the NACHA CCD+ Addenda. Payments made this way include a TRN Reassociation Trace Number, which is used to tie the ACH payment to the appropriate Electronic Remittance Advice (ERA). This allows for the automatic reconciliation of the EFT payment with the ERA.

Other EFT Payment Options

Health plans may offer other EFT payment options, including wire transfer or virtual cards, in addition to the healthcare EFT standard via ACH. Some health plans are replacing all check claims payments with virtual card payments without prior authorization from the provider. A virtual card is a single-use credit card transaction that must be manually entered into the provider's point of sale terminal and manually reconciled with an explanation of benefits (EOB).

Providers should make an informed decision on accepting virtual card claims payments, as these

payments shift the cost of payment processing from the health plan to the provider. Credit card rules do not require a provider to accept virtual card payments just because they accept credit cards for patient payments.

Costs of EFT Payments

The costs associated with EFT payments can vary widely. With ACH payments, providers, as small businesses, generally pay their financial institutions a per-transaction fee for each ACH payment directly deposited to their accounts. The average per-transaction cost is \$0.34, regardless of the payment amount.

Wire transfers and virtual cards are more costly. The fees associated with wire transfers vary, but the average provider will pay \$10.73 regardless of the payment amount. With virtual cards, providers pay an average interchange fee of 3 percent plus a per-transaction fee to process the transactions. Some health plans are being incented by card issuers to switch from check to virtual card payments in exchange for a rebate of up to 1.75 percent of the interchange fee paid by the provider.

Educated Choice

While HIPAA requires health plans to make EFT via ACH available upon request, providers should be cognizant of any restrictions in payment methods when contracting with health plans. They should also avoid signing contracts with inflexible payment terms. Providers who don't wish to accept health plan virtual card payments should educate their office staff to recognize the difference between patient and health plan payments, in order to prevent undesired authorization of health plan virtual card payments.

It is important for providers to understand their rights under HIPAA and the ACA and make an educated decision on how their organization will be paid for claims reimbursements. Lack of understanding and transparency can have a significant impact on the bottom line of the practice.

To learn more, visit <https://healthcare.nacha.org>.

Priscilla Holland is the Senior Director of Healthcare & Industry Verticals for NACHA. As Senior Director, she leads NACHA's healthcare payments program and works on other payments and remittance information and standards projects. She has more than 20 years of experience in cash management, project management and product development and is an Accredited ACH Professional (AAP) and a permanent Certified Cash Manager (CCM).

(Footnotes)

1 The Blue Book of Bank Prices 2012-2013 published by Phoenix-Hecht – <http://www.phoenixhecht.com/treasuryresources/PDF/BBExecSumm.pdf>

2 Ibid

Comparing EFT Payment Options

	Healthcare EFT Standard (VIA ACH)	Virtual Card	Wire Transfer
Funds Availability (as measured from the time that a plan initiates payment)	Next day	2-3 business days, plus mail float	Same day
Average Cost to Provider On a \$2,500 Claim Payment	\$0.34 ¹	Percentage of total payment, plus a transaction fee Example: 3 percent average interchange fee on \$2,500, plus a \$0.10 transaction fee = \$75.10	\$10.73 ²
Enrollment/Acceptance Process	One time with each health plan	Must have agreement with merchant card processing provider & POS processing system/terminal	One time with each health plan
Risk	Very low risk Financial Institutions can support additional account monitoring tools, such as debit filters or blocks	Higher risk Card numbers have information that can be used by anyone with the ability to accept card payments	Very low risk
Manual Processing	None	Each payment must be processed manually	None
Reassociation Trace Number (TRN)	Standardized inclusion of TRN with ACH payment	Not included with payments. Cannot receive HIPAA-compliant ERA with virtual card payments	No requirement to include TRN with wire transfer—but it can be included in remittance information

Conference Keynotes: Molly Cox and David Goldman, The Laughing Stockbroker

Molly Cox explored how attitude and mindset play a crucial role in a person's success and happiness. She discussed and demonstrated how to increase your ability to adapt to change, connect with others and see humor in tough situations by embracing the principles of improvisation.

She is the co-author of "Improvise This! How to Think on Your Feet so You Don't Fall on Your Face." All conference attendees received a copy of her book courtesy of Magnet Solutions.

David Goldman explained how to learn to use humor to sell your ideas. Through stand-up comedy and storytelling, David shared how successful business people, even actuaries, use humor and storytelling to sell their ideas. People don't always remember the details of your product or service, but they do remember the stories you tell.





Golf Outing at Somerby Proves to be challenging



Cooking with Class

Attendees were placed into four teams each of which was paired with their own Chef from the Kahler Kitchen to oversee and assist in the preparation of several popular Italian appetizers. Each team's dishes were evaluated by the chefs. All participants received an apron and a chef's hat. At the conclusion of the cooking contest, AAHAM and HFMA members enjoyed the appetizers (as prepared by the chefs and Chef Pasquale Presa), at a cash bar and networking social hour that Thursday evening.





Charity Luncheon raised over \$500 for Hope Lodge

During the Charity Luncheon, three representatives came and talked about The Sandra J. Schulze American Cancer Society Hope Lodge® in Rochester which offers private suites for the comfort of its guests and their caregiver. Fostering a home-like environment, the Hope Lodge is equipped with a community dining room, kitchen, family room, library and laundry facilities. The Lodge also offers guests a wide variety of cancer programs and services that provide information, resources and support to ease the cancer journey— regardless of ability to pay.

During the presentation, a collection was taken up and over \$500 was raised and presented for the Hope Lodge.



In Memory of Ray Costello An Everlasting Icon for AAHAM

The names Ray Costello and AAHAM go hand in hand. Ray was the longest standing member of AAHAM in our chapter. He was the welcoming committee at large. Ray would always approach new members, try to get them involved in AAHAM, and make them feel welcome to a new organization. His time and effort with our organization, years served on the board, creating and taking on the vendor sponsorship, and many other committee's along the way will always bring a strong base to what we see today in our MN Chapter. Ray always would help our incoming Presidents as well. He would brief them on the history of AAHAM to give a broad perspective and tips and tools of what worked and what didn't. The other item that always comes to mind is Ray would stand up to the legislators, the AG, and attorneys and fight for our rights for providers and vendors. Not many would do this and put their company name out there in the public light. Ray has molded our chapter in so many ways...

This year will be a challenge to have our annual meeting without our favorite MC host, which Ray always was. From murder mystery venues to hypnosis sessions, Ray always brought light and laughter to our meetings. Not only was he our MC, you could always count on him to bring a good country song to the table as well. I know everyone has their special memory of Ray, and at the November meeting, I hope everyone will be sharing those amongst the group.

As many of you know, I had the honor of sharing a trip with Ray to Ireland in May. You could see the joy in his eyes of showing me a very beautiful, grand countryside with wonderful music at every stop. This is also how he portrayed AAHAM to our group. The joy he had with this group and the pride of bringing the MN Chapter AAHAM to where it is today will always be remembered and honored.

We will miss you Ray.... and as Ray would always want something funny, here is a little poem of an unknown author....and one Irish favorite of mine for Ray....God Bless- *Janet Curtis*

An Irish Prayer (funny)

*May those who love us, love us;
and those who don't love us,
may God turn their hearts;
and if He doesn't turn their hearts,
may he turn their ankles
so we'll know them by their limping.*

This poem will be presented at the meeting, but the words ring true to Ray....

The Parting Glass

*The Parting Glass - Irish Traditional
Oh all the time that e'er I spent,
I spent it in good company;
And any harm that e'er I've done,
I trust it was to none but me;
May those I've loved through all the years
Have memories now they'll e'er recall;
So fill me to the parting glass,
Goodnight, and joy be with you all.*

*Oh all the comrades that e'er I had,
Are sorry for my going away;
And all the loved ones that e'er I had
Would wish me one more day to stay.
But since it falls unto my lot
That I should leave and you should not,
I'll gently rise and I'll softly call
Goodnight, and joy be with you all.*

*Of all good times that e'er we shared,
I leave to you fond memory;
And for all the friendship that e'er we had
I ask you to remember me;
And when you sit and stories tell,
I'll be with you and help recall;
So fill to me the parting glass,
God bless, and joy be with you all.*



A Full Life

By Tom Osberg, Colltech Vice President of Sales & Marketing

Ray was born and raised in Grand Rapids, Michigan. He was in the military and served his country in Vietnam.

Eventually he settled in Minnesota and started out his career by selling life insurance. Ray became involved with the collection business in the 1980's and was a salesman for Metro Services. There, he met his business partner, Ilze Lillenurms, who was in charge of the legal department. In 1990, they founded and started Colltech, Inc.

He was very active and volunteered in several different capacities for AAHAM, HFMA & MMGMA.

Ray is survived by a son and a daughter.

Member Interviews

What Is Your Favorite Ray Costello Memory?

Roberta Collins / CEO Advantage Billing

- The advice he gave me in regard to running a business. He said if you hire someone new and they aren't working out, get rid of them right away and make them think that it was their idea.



Judy Gordon/ Albert Lea Medical Center-Mayo Health

- When he was the MC at one of our meetings, he had a big hole in his pants and he had on red underwear. The hole was on purpose.



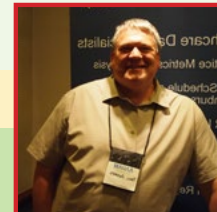
Diane Pemrick/ Business Office Manager Rice County District One Hospital

- Pole dancing. It was on a bus at our Duluth meeting.



Paul Andres/ Title

- Whenever I think of Ray, the first thing that I think about is the hole in his jeans and the red underwear.



Janet Curtis/ Revenue Cycle Manager Fairview Range Regional Health Services

- Seeing him in Ireland..



In Memoriam
Ray Costello



MN AAHAM Officers/ Board of Directors and Committee Chairs

Officers

President: Richard Rogers, CRCE-I 2014-2015



ARS / Magnet Solutions
1822 North 60th Street
Milwaukee, WI 53208

Phone:
☎ 414-690-6099
☎ 888-302-8444 (O)
Email:
Richard.Rogers@AR-Solutions.biz

1st Vice President: Erika Running, CEO 2014



Running Consulting, LLC
3829 Rockview Court
Duluth, MN 55804

Phone:
☎ 218-269-1386
Email:
erika.running@runningconsulting.net

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



Avadyne Health
85250 Apple Hill Road
Bayfield, WI 54814

Phone:
☎ 515-669-9396
Email:
pbrindley@avadynehealth.com

Sandra Pawelk, CRCE-P/CRCE-I 2013 - 2014
Anthem College
5100 Gamble Drive
St. Louis Park, MN 55416
Phone:
☎ 952-417-2219
Email:
spawelk@anthem.edu

Judy Gordon, CRCE-I/CHC 2013 - 2014
Albert Lea Medical Center
404 W. Fountain St.
Albert Lea, MN 56007
Phone:
☎ 507-377-6460
Email:
gordon.judy@mayo.edu

Dawn Buck 2014
Mille Lacs Health System
200 North Elm Street
Onamia, MN 56359
Phone:
☎ 320-532-2641
Email:
dbuck@mlhealth.org

Brenda Moos 2014
Essentia Health - Deer River
115 10th Ave NE
Deer River, MN 56636
Phone:
☎ 218-246-3047
Email:
brenda.moos@essentiahealth.org

Rhonda Helgeson 2014 - 2015
Tri-State Adjustments
3439 East Ave S
La Crosse, WI 54601
Phone:
☎ 800-562-3906 x5
Email:
rhonda@wecollectmore.com

Kim Wood, CPC 2014 - 2015
PrairieCare
12918 63rd Ave N
Maple Grove, MN 55369
Phone:
☎ 952-826-8394
Email:
kwood@prairie-care.com

Betty Westbrook, CRCS-I/CRCS-P 2014 - 2015
Rycan
349 W. Main Street
Suite 4
Marshall, MN 56258
Phone:
☎ 507-337-6335
Email:
betty.westbrook@rycan.com

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



Rice Memorial Hospital
301 Becker Ave SW
Willmar, MN 56201

Phone:
☎ 320-231-4290
Email:
helw@rice.willmar.mn.us

Treasurer: Marie Murphy, CHFP 2014



Eide Bailly LLP
4310 17th Ave S
Fargo, ND 58108

Phone:
☎ 701-476-8321
Email:
mcmurphy@eidebailly.com

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



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

Phone:
☎ 218-312-1225
218-263-4314 (F)
Email:
tamora@advantagebilling.net





Membership/Mailing List

Tom Osberg
Colltech, Inc.
15600 35TH Ave N, #201
Plymouth, MN 55447
Phone:
☎ (800)487-3888
F: (763)553-1655
Email:
tosberg@colltechinc.com

Committee Chairs

Bylaws	Richard Rogers
Certification	Sandra Pawelk
Chapter Excellence	Sandra Pawelk
Community Service	Jamie Weappa
Corporate Sponsors	Jody Heard
Education	Erika Running and Pam Brindley
Legislative	Judy Gordon
Membership	Tom Osberg and Heather Elwood
Publications	Pam and John Brindley
Scholarship	Janet Curtis (ANI), Judy Gordon (LEG)
Website	Richard Rogers
Welcoming	Heather Elwood and Jody Heard

www.mnaaham.com

MN AAHAM	Corporate Sponsors		
Platinum Sponsors			
	Advantage Billing Concepts	Tamora Ellis	888.680.7540
	Accelerated Receivables Solutions/ Magnet Solutions	Richard Rogers	888.302.8444
	PSB/MARS	Jake Halverson	763.287.1305
	Rycan	Jody Heard	800.201.3324 ext. 305

Gold Sponsors		
Avadyne Health	Pamela Brindley	515.669.9396
Jacobus Consulting	Erika Running	218.269.1386

Silver Sponsors		
American Accounts & Advisors	Bryan McGroarty	651.405.9760
Apex Information Technologies	Nels Peterson	651.259.4639
Collection Resources	Mary Donnay	800.950.7188
RelayHealth	Deanna Gray	515.321.2051
Secure Bill Pay	Dawn Lunde	866.610.9601
Tri-State Adjustments	Rhonda Helgeson	
Venture Solutions	Mary Jo Anderson	952.932.3923

Bronze Sponsors		
The Affiliated Group	Mike Korte	507.280.7072
Array Services Group	Donna Strickland	651.226.1332
Clear Balance	Vince Koch	816.294.6589
Colltech, Inc.	Tom Osberg	800.487.3888
I.C. System	Greg Young	612.275.0351



You've got a **Community** hospital to run.

Carrying too much self-pay debt for too long?

Magnet Solutions works with each client to develop specific solutions to resolve your self-pay account challenges. Our programs, which are tailored to your specific needs, create an efficient, patient-friendly system that delivers measurable results.



***"Let us
Represent
the Caring
Face of
Your
Community
Hospital"***

P.O. Box 1826
Scottsbluff, NE 69363

MAGNET 
SOLUTIONS

Advantage

billing concepts

We Bring:

- ☒ Full Service Billing Solutions
- ☒ Temporary Coding Services
 - Remote
 - Onsite
- ☒ Physician Chart Audits With E&M Services Focus



EXCELLENCE OF EXECUTION



and...

- ☒ Coding Training and Development
 - Physician
 - Billing Staff
- ☒ Professionally Certified Staff
 - Certified Clinic Account Manager
 - Certified Compliance Technician
 - Certified Health Chart Auditor
 - Certified Professional Coders
 - Certified Clinic Account Technician



Advantage Billing Concepts, Inc

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

888-680-7540



Who says you can't have your cake & eat it too?

Get paid faster & easier!

You actually CAN have your cake and eat it too with Secure Bill Pay. Our cost-effective payment solution streamlines the entire payment process by combining all payment methods into one secure system--cash, check and credit/debit cards.

- Accept patient payments online
- Automate recurring and scheduled payments
- Capture 'guarantee of payment' at point-of-service; process payment after claim is adjudicated
- Accept all credit / debit cards & eCheck (direct from bank account)

Secure Bill Pay

www.securebillpay.net • 866.610.9601

COLLECT PAYMENTS FAST.

WITH E-STATEMENTS & E-PAYMENTS.



APEX INNOVATIVE STATEMENT PROCESSING & ONLINE BILLING SOLUTIONS
TOLL FREE 866.676.2739 | EMAIL INFO@APEXINFORMATIONTECH.COM | APEXINFORMATIONTECH.COM

Are you operating without a net?

Introducing **The Avadyne Revenue Cycle SafetyNet**



When your staff works on the Avadyne platform, our services team is ready to back them up "on-demand." It's like having trained FTE's without the overhead.

Because sometimes everyone needs a net.



Pam Brindley, CHFP, CPAT, CCAT, CCAE
Account Executive
515.669.9396
PBrindley@avadynehealth.com
avadynehealth.com

Ground-breaking Technology... Unparalleled Services... Unified. That's a net you can count on.



Trying to increase Revenue?

We have a better Solution.



Revenue Cycle Solutions

- Patient Charge Estimates
- Eligibility Verification
- Claim Scrubbing
- Claim Submission
- ERA Retrieval Services
- Remittance Management
- Denial Management
- Audit Management
- Contract Management
- Reporting & Data Mining

Contact us today and learn how we can benefit your facility.

www.rycan.com 800.201.3324



15600 - 35th Ave. N., #201
Plymouth, MN 55447
Tel: (763) 553-1992
Fax: (763) 553-1655
Toll: (800) 487-3888
www.colltechinc.com



3140 Harbor Lane N., #204
Plymouth, MN 55447
Tel: (763) 551-8400
Fax: (763) 551-8822
Toll: (888) 633-5660
www.bosusa.net

Tom Osberg, VP-Sales
tosberg@colltechinc.com
Cell: (612) 382-9801



Services include:

Early Out Strategies
Third Party Collection Services
Secondary Collection Services
Debt Servicing

For more information, please contact:

Mike Korte
Sales Manager
800-391-6460
507-280-7072 direct

The Affiliated Group
A full service receivables management company
Serving AARM members for over 80 years



Collections with Compassion.



Greg Young, Sr. Account Executive
gyoung@icsystem.com
612-275-0351
www.icsystem.com

CR COLLECTION RESOURCES

Maximizing Your Return on Accounts Receivable

Debt Recovery Features

- Greater return on dollars placed (net back)
- A no risk commission structure that is competitive and flexible
- Monthly remittance
- Interactive web access to your business available 24/7
- No sign up fees or monthly fees
- Commitment to customer service
- Detailed and customized reporting
- Able to accept listings electronically
- Training seminars with industry experts

Mary Donnay
Account Executive
P.O. Box 2270, St. Cloud, MN 56301
Phone: (800) 950-7188 Cell: (320) 260-8204
Email: Mary@CollectionResources.net



Succeed in a Competitive Landscape.

With RelayAnalytics™, you can take control of your revenue cycle.

To find out more about our RelayAnalytics solutions visit **RelayHealth.com** or call **888.743.8735**.



IMPROVING YOUR STRUCTURAL INTEGRITY



ProSource's revenue cycle consulting services can help you improve revenue capture and collections.

Our consultants will analyze your operations and help provide the building blocks needed to strengthen the structural integrity of your revenue cycle. Contact us about:

- CAH/RHC Billing
- Specialty Billing
- Clearinghouse Conversions
- Self Pay
- Patient Access Strategies
- Training

PROSOURCE
The Professional Outsourcing Solution
AN ARRAY SERVICES GROUP COMPANY
1-800-692-7374
www.prosourcebilling.com

The Officers and Board of Directors would like to express out gratitude to our Corporate Sponsors for their continued support of our mission. It is through your support that we are able to deliver on our mission of providing top quality educational resources to our members. In addition, your sponsorship helps our chapter engage lawmakers in the important work of legislation which impacts our industry on the state as well as national level.

To our Provider Members, when looking for partners to provide services and products to your institutions, please include our sponsors in your consideration. They have made a commitment to our chapter to support both the chapter and you, the members.

Advertising Rates

Business Card size	\$25.00
1/4 page ad	\$50.00
1/2 page ad	\$70.00
Full page ad	\$100.00

Advertisers will receive 25% discount with 1 year commitment when paid in advance. All ads must be camera ready.

In addition, members can advertise positions for free in the Gopher Tracks. Non-members will pay a \$25.00 fee to advertise in the Gopher Tracks. There is also advertising available on our website for a fee.



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>
Greater Florida Buccaneer #03	North, West, and Central Florida	\$40.00	
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	
Hawkeye #07	Iowa	\$0.00	
Hawthorn #08	Missouri	\$45.00	
Illinois #09	Illinois	\$25.00	
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	
Maryland #13	Maryland	\$20.00	
Mountain West #14	Utah	\$25.00	
New Jersey #16	New Jersey	\$35.00	
Western Reserve #18	Ohio	\$0.00	
Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$40.00	
Pine Tree #22	Maine	\$25.00	
Rushmore #23	North & South Dakota	\$0.00	
South Florida #25	Palm Beach, Broward, Miami-Dade, and Monroe Counties	\$20.00	
Western Region #26	Arizona and California	\$0.00	
Virginia #27	Virginia	\$30.00	
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$40.00	
Tennessee #32	Tennessee	\$30.00	
Georgia #33	Georgia	\$30.00	
Connecticut #34	Connecticut	\$35.00	
Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00	
Texas Bluebonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
Mumbai #52	Mumbai, India	\$25.00	
Music City #53	Tennessee	\$25.00	

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: _____

EMPLOYER/ORGANIZATION NAME: _____

PRIMARY ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____ LOCAL CHAPTER: _____

E-MAIL ADDRESS: _____ WEBSITE: _____

HOME ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ HOME PHONE: _____

How did you hear about AAHAM? Colleague Publication Website LinkedIn

If referred by AAHAM member, please give name: _____

Membership Type: National Member Student Member

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.

PAYMENT OPTIONS

For Credit Card Payment: Amex Visa MasterCard

Card Number: _____ Exp: _____

Name as it appears on card: _____

Signature: _____

Billing Address, if different from above: _____

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense.

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

For Check Payment:

Please make checks payable to AAHAM and send application with your payment to:

AAHAM Membership
11240 Waples Mill Road, #200
Fairfax, VA 22030
Fax: 703-359-7562
AAHAM Tax ID: 23-1899873

YOUR PAYMENT TOTAL:

NATIONAL DUES: _____

LOCAL DUES: _____

TOTAL ENCLOSED: _____