



American Association of Healthcare
Administrative Management
MN Gopher Chapter

GopherTracks



Rick Rogers

President's Message

Greetings MN Gopher Chapter Members,

Well, where do I start? I am 53 years young and in those 53 years, I do not recall temperatures in the single digits in the middle of November. Wouldn't you love to have one of the "Global Warming Believers" come stay in MN for the winter? We wrapped up our Annual Meeting in St. Cloud on November 7 and on the 8th the snow started coming and did not stop until St. Cloud had 16 inches, I am told, and it keeps coming. FYI, Pam Brindley changed her Facebook cover photo to show how Bayfield, WI has become a winter wonderland.

Speaking of the Annual Meeting in St. Cloud, it was a spectacular success and our programming team of Erika Running and Pam Brindley hosted a fantastic set of presentations. Beginning with Dr. Teplitz, we all had an opportunity to see how powerful positive thought is in combatting negative energy. I dare say that anyone who came in as a skeptic left a true believer. So impressive was his message that our lunch attendance was light to begin with because people were purchasing his materials or placing orders for later delivery. I admit I was one of those buyers.

But what about the important industry critical content you ask? Well fear not, it was there. David Fee, a well-known and well respected speaker from 3M presented comprehensive programs on both Enhanced Ambulatory Patient Groups (EAPGs) and the 2015 Medicare APC Changes. Joe Shindler, V.P. of Finance for MHA provided some eye opening updates from MHA and Tim Moore, National AAHAM Legislative Chair joined us to talk about the state of the TCPA regulations.

The Annual Meeting rounded out Erika's final year as 1st V.P. and her final chapter meeting. I would say it was a wonderful way to cap a very successful execution of the offices of 1st and 2nd V.P. Erika will be missed, but we are thankful to have Pam Brindley step into the role of 1st V.P. after having worked closely with Erika over the past year. Pam will be joined by the newly elected 2nd V.P., Rhonda Helgeson. The two of them are well on their way to planning 2015's meetings and are always looking for topics of value to our members. For our members who are providers, please contact Pam or Rhonda to offer ideas, topics and even speakers for upcoming meetings this summer and fall. You are the only ones who truly know what healthcare issues keep you up at night.

I would like to also welcome Sharese Haddy from Mayo Clinic Health Systems and Jamie Weappa from Eye Surgeons & Physicians as two newly elected board members and Sandy Pawelk from Elim Care as a re-elected member of the board. Finally, Marie Murphy was elected to a full term as our Treasurer. Marie has done a great job over the past year completing the final year of Lois Wakefield's term after her retirement.

Continued on Page 2



Rick Rogers
President's
Message

The board of directors is rounded out by our returning members: Tamora Ellis, Board Chair; Heather Elwood, Secretary; Betty Westbrook, Board Member and Kim Wood, Board Member. Oh, and yes, I am back for 2015 as chapter President.

I would be remiss if I did not take a moment to mention and thank those members of the board who served us and have now decided, for the time being at least, to move on from the board. While I mentioned her earlier, I would like to thank Erika Running for her support of my Presidency, but more important has been her support of the mission of the chapter through here meeting planning and focus on focus on topical presentation selection. Erika introduced several tools which will make the lives of future V.P.s and the board easier with respect to forecasting for meeting success. Erika has been a wonderful friend, colleague and confidant.

Next, I would like to thank Judy Gordon. I think Judy has been on the board in some capacity since before I joined. She has been a fixture and a voice of common sense and reason. Judy has also chaired our Legislative Committee and has represented our chapter well both in the AUC meetings as well as at the National Legislative Day events in Washington, D.C. Judy's role at Mayo has changed and as such she has decided to end her tenure on the board and as Legislative Chair.

Finally, I would like to extend a thank you to Dawn Buck and Brenda Moos. These two ladies accepted my invitation last year to fill two vacant board positions for 2014. These vacancies were created by current board members at the time, moving into open executive roles on the board. I appreciate their involvement and contributions over the past year. Dawn and Brenda, I hope you will consider running for full board positions in the future as your work requirements settle back down. You both have a lot to offer this chapter.

Best Wishes for the New Year,

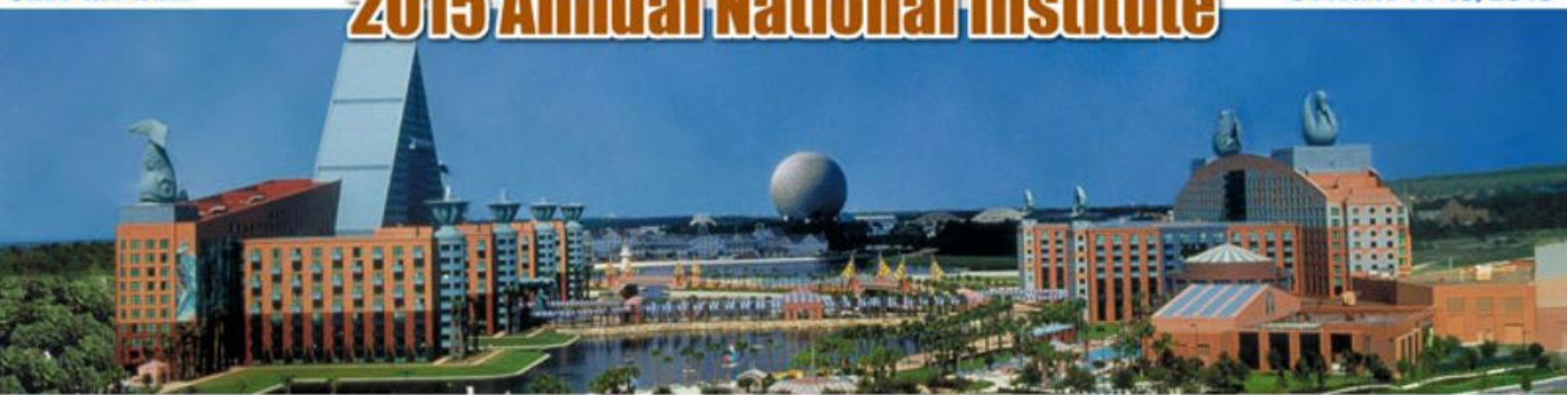
Oct. 14-16, 2015 ANI

Save the
Date

Save the date

2015 Annual National Institute

October 14-16, 2015



www.aaham.org

Walt Disney World Swan and Dolphin, Orlando, Florida



MN Gopher Chapter

Welcome New Members

| First Name | Last Name | Title | Company Name |
|------------|------------------|-------------------------------------|---|
| Debra | Broitzman | Lead Claims Specialist | Mayo Clinic Health System |
| Doreen | Carroll | Lead Medicare Claims Processor | MCHS Albert Lea and Austin |
| Nicole | Denney | Contract Analyst | Rycan Technologies |
| Jake | Halverson | Director of Business Development | Professional Service Bureau, Inc. |
| Tricia | Hanevik | Manager, Patient Financial Services | Ridgeview Medical Center |
| Andrea | Harrington | Manager, Accounts | Rycan Technologies |
| Steve | Juve | President | Creditor Advocates, Inc. |
| Megan | Konold | Account Manager | Rycan Technologies |
| Jenna | Lange | | Rycan Technologies |
| Ma | Lor | Student | Anthem College |
| Julie | May | | |
| Dan | Peterson | Team Leader, Business Office | Multicare Associates of the Twin Cities |
| Nissa | Pierre-Toussaint | | |
| Jennifer | Scott | Contract Analyst | Rycan Technologies, Inc. |
| Jiija | Shabell | | |
| Becky | Smith | | Lakewood Health System |
| Carole | Takamatsu | | |
| Rebecca | Thompson | Patient Account Supervisor | Fairview Range Medical Center |
| Katy | Vos | | Rycan Technologies |
| Catherine | Weedman | | Rycan Technologies |
| Michelle | Wood | PCE Analyst | Rycan |
| Amanda | Wreede | Patient Financial Services Manager | Rice Memorial Hospital |

Welcome

New Member Erynn Johnson



Erynn Johnson is the Audit & Contract Analyst at Rice Memorial Hospital in Willmar, Minnesota. She received her Bachelor's degree in the Social Science Business field from Calvin College in Grand Rapids, Michigan. Erynn has been with Rice for over 4 years in a number of different roles, eventually transitioning into the Audit & Contract Analyst upon developing a passion for the revenue cycle. In the world of payer contracts, her role requires her to ensure payers are reimbursing Rice according to the contract rates; in the audit world, she oversees payer audits while working with various departments to ensure Rice protects the revenue received from providing excellent patient care.

ANI Convention Conference Candid



Minnesota AAHAM & HFMA Joint Payer Panel March / Mayo Health System, Owatonna, MN

March is rapidly approaching, which means it will soon be time, once again, for the annual Payer Panel Meeting. This year we will have a change in location. It will be held at the Mayo Clinic Health System in Owatonna. Sharese Haddy Non-Government Claims Manager will be our host. The location is right off of I-35 at 2200 NW 26th Street in Owatonna. We will start at 9:30 and end at 3:30 to avoid traffic and we are working on some special rates at area hotels for those of you who will need lodging.

Once we get the panels together we will be sending out a request to our members for questions they would like to offer. We will forward these questions to our panel so they are prepared, in advance of the meeting, to respond to your inquiries. This has worked out very well in the past, though there are always additional questions that are raised by our attendees. Keep your eyes open for the registration coming in January.

Pam Brindley



Update

2014 ANI Conference

2014 Annual National Institute

Manchester Grand Hyatt, San Diego, CA
October 15-17, 2014

"Sail into Revenue Cycle Success"



ANI was a great experience with networking and gaining new friendships with the skipper's crew. The class schedules had a great variety and wonderful speakers that impacted our revenue cycle performance and expectations. I encourage everyone to go to ANI. It is a great experience.

Janet Curtis

The 2014 AAHAM ANI was a fantastic meeting and experience. The education sessions were high value and timely with respect to current industry issues. My favorite part of the ANI is the same every year; the chance to reconnect with friends from the industry. The opportunities for networking help me reconnect and make new friends. Everyone should try to get to the ANI every couple years at least.

Rick Rogers

I had the opportunity to attend ANI in San Diego again this year. This is such a fantastic experience and each time I attend I meet new people that become wonderful friends. I was also given the chance to be one of 3 speakers in the Coaching/Certification session again this year. This is always so rewarding to me when I am able to help someone else achieve their goals of certification.

The education and networking time with others in our field from all over the United States is priceless. These people become resources and friends for as long as you allow them to remain in your life. I cannot express enough that if you get the opportunity to attend an ANI, do not let it slip by because you never know when life changes may take you on a different path and those opportunities are no longer there.

Hope this finds everyone staying warm and on their way to a great holiday season.

Tamora Ellis, CRCE-P
Chairperson, MN Gopher AAHAM

ANI News

Mid-level Certification

AAHAM announced a new mid-level certification at the 2014 Annual National Institute (ANI) in San Diego, CA, the Certified Revenue Integrity Professional (CRIP). This certification is intended for individuals in the revenue cycle to help ensure that facilities effectively manage their facilities charge master, and bill and document appropriately for all services rendered to a patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs. With the addition of this new certification, AAHAM now offers a complete career ladder, beginning with the CRCS and culminating with the CRCE.

AAHAM Activities

Patient Account Management Week

St. Luke's/ Duluth, MN

St. Luke's Hospital has celebrated Patient Account Management Week for several years. Now in its 25 year, National Patient Account Management Day was established on October 18, 1989 by a proclamation from the U.S. congress to recognize healthcare administration management throughout the country. St. Luke's has a dedicated team that works to strengthen the financial aspect of the healthcare system. You will see them answering patient questions, solving complex billing issues, posting payments to our accounting system and delivering excellent customer service along the way.

This year's theme is "Our Team Spirit is Key" which addresses recognition of the exemplary work that is conducted by the St. Luke's team.

The Hospital billing team has been recognized in the past



Lakewood Health System/ Staples, MN



as Team of the Month for achieving outstanding Days in Accounts Receivables.

This year a special poster was created with flashing stars and keys attached to welcome everyone into the billing office and celebrate the special week.

Our generous vendors supplied treats and lunch for staff and there were drawing for prizes supplied by the Management Team. Each staff member received a badge holder made especially for Patient Accounts in recognition of this week.

The VP of Finance/CFO stopped down to congratulate the team and personally thanked each staff member for their contribution to the success of the organization and wish them "Happy Patient Account Week".



As part of Patient Account Mgmt Week Lakewood Health System held a pizza party funded by our CEO. Our CEO/ President wanted to recognize all the hard work that is done in our Business Office and wanted to know how he could show is appreciation. This was very well received and there is nothing like a little "Tower Pizza" to bring the whole staff together. The staff appreciated this and were very thankful for his generosity. We did make sure to send a thank you.

Jerry Ward
Lakewood Health System

Rice Memorial Hospital/ Willmar, MN



We love to celebrate with food. Supervisors, managers, and our director brought in home baked goodies and treats. Baskets of candy also were shared in areas such as our ER admitting where they work around the clock.

Staff were asked to share 3 positive words about each of their immediate coworkers. These words were then compiled into a collage for each employee so everyone enjoyed some positive feedback and the team could grow closer.

We had an extra celebration on November 19th to recognize our accomplishments in recently winning two national revenue cycle awards. The hospital's "prize patrol" also stopped by with fun baskets of treats.

Erika M. Running/ Jacobus Consulting

The PFS Director and Manger completely forgot that it was AAHAM Patient Accounts week at the hospital I am contracted at. Because PFS staff are deserving of the week, Jacobus brought treats in each day to recognize them. From donuts, to goodie bags filled with chocolate, pens, and toys, we made sure staff felt they were recognized for their hard work and dedication to the A/R. They sent us a wonderful Thank You card and Patient Accounts week is now marked on all the 2015 calendars for next year.

Charity Luncheon

Central Minnesota March of Dimes

Lori Eich, Division Director for the Central MN Division and Jen Kipka, NICU Family Support Specialist at the CentraCare Health, St. Cloud Hospital represented the Central Minnesota Division of the March of Dimes. During the Charity Luncheon, Gopher Chapter members donated a total of \$554. Blankets such as the one displayed below provide extra funds for the organization.



Sandra Pawelk

Update 2014 Certification

On behalf of the Gopher Chapter we would like to thank everyone who recently proctored certification exams and congratulate the following individuals examinee's who have passed their professional and technical exam.

This takes hard work and determination and you, as individuals, have accomplished just that. **Congratulations on a job well done!**

| August 2014 Professional Examinee's | | | | | |
|-------------------------------------|------------|---------------|--------------------|----------|-------|
| First Name | Last Name | Certification | Facility | City | State |
| Joy | Joens | CRCP-P | Rycan Technologies | Marshall | MN |
| Heather | Rickgarn | CRCP-P | Rycan Technologies | Marshall | MN |
| Liz | Villeneuve | CRCP-P | Rycan Technologies | Marshall | MN |
| Ann | Wendlandt | CRCP-I | Rycan Technologies | Marshall | MN |
| Betty | Westbrook | CRCP-P | Rycan Technologies | Marshall | MN |

| August 2014 Technical Examinee's | | | | | |
|----------------------------------|------------------|--------|---------------------------|---------------|----|
| Lori | Meyers | CCT | St. Cloud Hospital | St. Cloud | MN |
| Randy | Katrin | CRCS-I | Fairview RRHS | Hibbing | MN |
| Becky | Smith | CRCS-I | Lakewood Health System | Staples | MN |
| Jackie | Jones | CRCS-I | St. Cloud Hospital | St. Cloud | MN |
| Lisabeth | Macchio | CRCS-I | Rycan Technologies | Marshall | MN |
| Nissa | Pierre-Toussaint | CRCS-I | N/A | Golden Valley | MN |
| Denise | Thompson | CRCS-P | Fairview Range | Hibbing | MN |
| Carole | Takamatsu | CRCS-P | Anthem College | Plymouth | MN |
| Cara | Hansen | CRCS-P | Mayo Clinic Health System | Austin | MN |

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

| November 2014 Professional Exams Pending Results | | | | | |
|--|-----------|------------------|--------------------------|---------|-------|
| First Name | Last Name | Exam Type | Facility | City | State |
| Tricia | Hanevik | CRCP-I Full Exam | Ridgeview Medical Center | Waconia | MN |

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

| November 2014 Technical Exams Pending Results | | | | | |
|---|-----------|---------------------------------------|----------------------------|---------------|-------|
| First Name | Last Name | Exam Type | Facility | City | State |
| Annemarie | Anderson | CRCS-P Full | Health North inc. | Lindstrom | MN |
| Ranisha | Patterson | CRCS-P Full | | Brooklyn Park | MN |
| Kristina | Pierce | CRCS-P Full | Healthline Billing Service | Hibbing | MN |
| Tina | Beavers | CRCS-P Section 3 Credit & Collections | | Minneapolis | MN |
| Debra | Broitzman | CRCS-I Full | Mayo Clinic Health System | Owatonna | MN |

| | | | | | |
|-----------|------------|---------------------------------|---|------------|----|
| Julie | Burmeister | CRCS-I Full | Rycan Technologies | Marshall | MN |
| Melissa | Pierce | CRCS-P Full | Fairview Range | Hibbing | MN |
| Jackie | Jones | CRCS-P Dual | St.Cloud Hospital | ST. CLOUD | MN |
| Michelle | Leustek | CRCS-P Full | Fairview Mesaba Clinic | Hibbing | MN |
| Christine | Grozdanich | CRCS-I Full | Fairview Range | Pengilly | MN |
| Teresa | Birmes | CRCS-P Full | Healthline Billing Service | Hibbing | MN |
| Jessica | Schaefer | CRCS-P Full | FAIRVIEW RANGE BILLING SERVICE | HIBBING | MN |
| Cheryl | Borbiconi | CRCS-P Full | Healthline Billing Service | Hibbing | MN |
| Barbara | Castagneri | CRCS-P Full | FAIRVIEW RANGE BILLING SERVICE | HIBBING | MN |
| Kelly | Perfetti | CRCS-P Full | FAIRVIEW RANGE BILLING SERVICE | HIBBING | MN |
| Sarah | Sweeney | CRCS-I Full | Fairview Range Medical Center | Hibbing | MN |
| Billie Jo | Fowler | CRCS-P Full | Healthline Billing | Hibbing | MN |
| Melissa | Erichson | CRCS-P 3 Credit and Collections | Mayo Clinic Health System-Albert Lea and Austin | Austin | MN |
| Joni | Schmitz | CRCS-I Full | Mayo Clinic Health System | Albert Lea | MN |
| Brenda | Stiller | CRCS-I Dual | MAYO CLINIC HEALTH SYSTEM-AUSTIN | AUSTIN | MN |
| Kristie | Augustin | CRCS-I Dual | Mayo Clinic Health Systems | Austin | MN |
| Cara | Hansen | CRCS-I Dual | Mayo Clinic Health System | Austin | MN |
| Becky | Balzum | CRCS-I Full | Ridgeview Medical Center | Waconia | MN |
| Tamara | Heimerl | CRCS-I Full | Ridgeview Medical Center | Waconia | MN |
| Karen | Frider | CCT Full | Fairview | Hibbing | MN |
| Hannah | Ratigan | CRCS-P Full | Mayo Clinic Health System | Austin | MN |

Certification at all levels

Executive Certification (CRCE I-P)

AAHAM National Office has introduced the newest level of certification-get signed up for the next exam period. The newest exam is called **Certified Revenue Integrity Professional**. The purpose of the CRIP Certification exam is intended for anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance with the insurance payer programs. Just a few details regarding the CRIP:

- You must be a National AAHAM member to take this professional exam.
- Applicants must have a minimum of a two year college or Associates Degree or has at least two (2) years health care experience.
- The exam is four (4) hours in length.
- The exam consists of 250 questions which are either multiple choice or true and false.
- The exam is broken down into four (4) sections.
- In order to successfully pass, a score of 70% or greater must be achieved on each section of the exam.

Professional Certification (CRCP I-P)
Certified Revenue Integrity Professional (CRIP)
Specialist Certification (CRCS I-P)
Certified Compliance Technician (CCT)
Get signed up today!

2015 AAHAM Certification Calendar

December 1, 2014 - Deadline for February 2015 Exam Period

May 2015 Exam Period and Registration Deadline - TBA

August 2015 Exam Period and Registration Deadline – TBA

For more details on the exam visit our AAHAM national website at www.aaham.org

Continuing Education (CEUs)

(Policy and Self Reporting of your CEU'S)

Certified Revenue Cycle Specialist Certification (CRCS-I/CRCS-P)

Recertification/Continuing Educational Units

Recertification

There are two options to retain CRCS certification:

1. Retake and pass the entire exam every three years or
2. Join as a national member and earn continuing education units (CEUs).

In order to qualify for recertification, you must:

1. Be a national member in good standing. You must join as a National AAHAM Member within the calendar year you become certified.
2. Candidates must earn thirty (30) hours of continuing education units (CEUs) within the three calendar years following certification. Fifteen (15) of the CEUs must result from attendance at AAHAM related educational programs. Dual certified individuals must adhere to these same requirements.

If membership and CEUs are not maintained, the designation will be revoked and can no longer be used. If certification is revoked or membership is terminated, members will be required to retake the entire examination to become re-certified.

Continuing Education Units (CEUs)

A certified member must have attained and reported thirty (30) continuing education units (CEUs), of which fifteen (15) must be earned through attendance at AAHAM related educational programs. CEUs must be received and recorded by the National Office by January 31st, at the end of the designated three-year period. Earned CEUs cannot be carried over to the next certification period. Information on recorded CEUs is available to certified members on the AAHAM website.

CEUs may be earned as follows:

| Weight | Description |
|-----------|--|
| 2.0 Units | Each hour in attendance at an AAHAM sponsored educational program. |
| 1.0 Units | Each hour in attendance at an educational program or class relating to the health care field. |
| 3.0 Units | Authored an article published in a National AAHAM publication. |
| 3.0 Units | Given presentations related to AAHAM, patient accounting or healthcare administrative management (AAHAM related credit given if made at an AAHAM sponsored event or if presenter is representing AAHAM.) |
| 2.0 Units | Authored an article published in an AAHAM chapter publication. |
| 2.0 Units | Each hour coaching an organized specialist (CRCS) certification review session. |
| 0.5 Unit | Each hour proctoring a specialist (CRCS) certification examination. |
| 8.0 Units | Attendance at National Legislative Day. |
| 6.0 Units | Officer of National AAHAM |
| 4.0 Units | National Committee Chairperson |
| 3.0 Units | Chapter Officer |
| 2.0 Units | Director or Chapter Committee Chairperson |

A CEU is defined as a sixty (60) minute period of education. The designated group CEU form must be used when a chapter holds a meeting where one or more certified members are in attendance. The form must be completed in its entirety and submitted to the National Office.

In situations where a group form does not apply, the designated individual CEU form must be used for notification of CEUs. The form must be completed in its entirety and submitted to the National Office.

Please contact the AAHAM National Office at (703) 281-4043 or visit www.aaham.org for this information.

Examples of activities that do not qualify for CEUs:

1. Technical or collegiate coursework not relating to healthcare administrative management.
2. Educational events such as nursing, accounting, and other professional licensure or certification not relating to healthcare administrative management. Events will be considered if there is an interrelation with accounts receivable, billing or other professional certification topics.

Rice Memorial Hospital Revenue Cycle Wins Two National Awards

Rice Memorial Hospital is a 110-bed facility located in Willmar, Minnesota, and is the largest municipally-owned hospital in the state. The revenue cycle team at Rice has recently been recognized for their performance improvements and innovative practices. We're pleased to provide a summary of the two national awards that Rice has been selected for in 2014!

HFMA MAP Award - In August, the Healthcare Financial Management Association (HFMA) announced the winners of the 2014 MAP Award for Performance Improvement in Revenue Cycle. The MAP Award for Performance Improvement recognizes healthcare organizations that demonstrate measurable improvement in MAP Keys – key performance indicators that set the standard for revenue cycle excellence in the healthcare industry. This year's winners of the Performance Improvement Award have shown how their targeted improvement initiatives have improved financial performance.

"The winners of the MAP Award for Performance Improvement have demonstrated a commitment not only to excellence but also to driving results," said HFMA president and CEO Joseph J. Fifer, FHFMA, CPA. "Their approach to performance improvement can be of great benefit to others in the field."

"At Rice, we have consistently produced excellent quantitative metrics in terms of days in accounts receivable (A/R) and now this is a testament to our staff in improving the quality of A/R. On behalf of the Rice organization and Administration, I am very proud of our Revenue Cycle staff in achieving this accomplishment and award!" said Chief Financial Officer, Bill Fenske.

HBI Award - Healthcare Business Insights' (HBI's) Revenue Cycle Academy annually recognizes member organizations that have demonstrated achievements in revenue cycle performance. Hospital and health system members submitted a survey based on their financials from the past two fiscal years, answered questions regarding the revenue cycle practices in place, and had the opportunity to share via essay some of their most important initiatives in the last year.

Six winners were chosen based on their performance levels in one or more of the following categories:

- overall revenue cycle performance;
- improvements achieved in the last year; and
- performance in a high uninsured/self-pay environment.

They received their award at HBI's member retreat on November 7, 2014.

Rice Memorial Hospital is the first two-time winner of the Revenue Cycle Awards. Rice was recognized two years ago, and has taken significant steps to improve its performance even further—especially after undergoing an electronic medical record conversion in 2012.

In particular, Rice decreased its net days in accounts receivable, the most of any organization surveyed last year (by 10+ days), while increasing its point of service collections by 0.8% of net revenue—which is also the largest increase among all organizations that submitted an application. The revenue that the hospital writes off due to denied claims is less than half of a percent of net revenue, which is in the top quartile as well.

Rice's achievements can be traced back to several process improvements the organization has strategically undertaken.

1. On the customer service side, Rice created a no-interest financing program for self-pay balances because more patients have insurance with higher out-

of-pocket costs. Rice partnered with a financing entity which provides patients with more feasible payment options. For scheduled non-emergency services, staff call patients to provide them with out-of-pocket cost estimates before scheduled visits. Patient satisfaction and accounts receivable both improve with this communication.

2. Work queues have been enhanced for following up on both insurance and self-pay accounts receivable.

3. Recent efforts at the hospital have also been focused on making patient statements more concise and easy to understand, and the facility's patients can now also download a new app for their smartphones where they can make payments and set up payment plans directly from their device.

4. Rice has also implemented measures to increase employee engagement, including transitioning billing and coding staff to work-from-home that has resulted in improvements to productivity, quality, and job satisfaction.

The Rice Revenue Cycle team includes staff working in:

- Patient Access: Pre-Registration, Main Registration, ER Registration and Communications Center
- Patient Financial Services: Billing, Coding, Accounts Receivable, Financial Counseling and Charge Capture
- Other: Revenue Cycle Analytics, Charge Master, Managed Care and Audits.

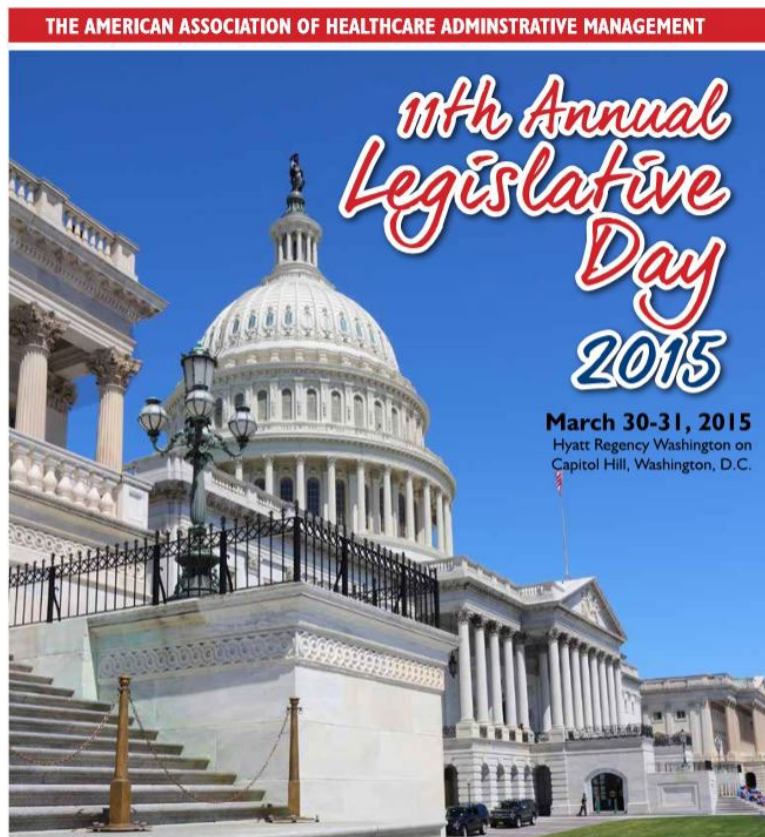
Submitted by Heather Elwood, CRCP-I, CCT
– Rice Memorial Hospital



Bill Fenske, Chief Financial Officer at Rice, and Jackie Hinderks, Director of Revenue Cycle, accepted the 2014 MAP Award from HFMA in August.



Mike Doyle, President-HBI; Jackie Hinderks, Revenue Cycle Director-RMH, and Amanda Wreede, PFS Manager- RMH.



Fall Conference Program

Keynote Jerry Teplitz

Dr. Jerry Teplitz, Teplitz Enterprises, was the keynote speaker for the conference. In the morning session, attendees learned how to *Increase Our Brain's Performance to New Levels of Professional Success*.

To see why Dr. Teplitz received such glowing evaluations go to www.telplitz.com and watch the free 17 minute video.

Several AAHAM members who attended this session have since personally incorporated his "Switched-On Living" methods to draw strength and energy to foster a stronger mind/ body connection. Dr. Teplitz bases much of his presentation information on Behavioral Kinesiology.



Julie Herman, Medical Claims Specialist with David Fee from 3M™ Enhanced Ambulatory Patient Groups (EAPG's) and Michelle Braun, Revenue Cycle Solutions- OS, Inc.

David Fee (left) presented 3M™ Enhanced Ambulatory Patient Groups (EAPG's) and 2015 Medicare APC Changes.

Joe Schindler (right), Vice President of Finance Minnesota Hospital Association, explained how the environment for the delivery of health care in hospitals is changing rapidly. His presentation was an overview of the changing landscape. He provided insights on the migration of uninsured patients into new coverage options available through MnSure and how that impacts hospitals. He also discussed various Medicare and Medicaid reimbursement policy issues that are currently in the works.



Timothy Moore's session was Patient Communication and the TCPA, Is your facility at risk?



Dinner Banquet
2014 Chapter
Awards



Top: Most Enthusiastic: Marie Murphy.
Above: President's Award: Erika Running.
Below: New officers and board members: Sharese Haddy, Marie Murphy and Rhonda Helgeson.
Bottom: 2015 Board: Pam Brindley, Rick Rogers, Sharese Haddy, Marie Murphy, Heather Elwood and Rhonda



Top: Journalism Award: Rick Rogers.
Above: National Journalism Award, Newsletter- Second Place: John and Pam Brindley.
Below: Outgoing Board Members: Marie Murphy, Erika Running and Pam Brindley.



Awards Ceremony

Remembering Ray Costello

This year the awards program was lacking a well known figure. Sadly, the program was not hosted by longtime MC, Ray Costello. However, he was fondly remembered by fellow AAHAM members that evening. Janet Curtis recreated some of Ray's better known costumes as she led the audience down a memory lane. A media tribute was also played that showcased Ray's life in pictures through the years.



Election Results for 2015

Officer and Board Member Bios



2nd Vice President Rhonda Helgeson

Rhonda Helgeson has worked hand-in-hand with healthcare industry for over 25 years. As owner and president of Tri-State Adjustments, Inc. (TSA), a national full-service collections agency with two operating branches across the Midwest, Rhonda has cultivated a strong reputation in the industry and among healthcare administrators. She has allied herself with several professional administrative organizations, including AAHAM, helping to educate their constituents about best practices in accounts receivable management. A dedicated business professional, wife, mother, competitive equestrian, and 8-year Supervisor for the La Crosse Country Township of Greenfield, Rhonda Helgeson would be honored to serve on the MN AAHAM.



Treasurer Marie Murphy

Marie serves as a Health Care Consulting Manager joined Eide Bailly after more than 19 years of PPS Hospital experience where she held the position of Business Office Director. As Director, she was responsible for Scheduling, Registration, Billing and Collections. Marie was instrumental in the implementation of patient estimates, upfront collections and online registration. She has assisted health care systems working on a variety of issues including process improvement and workflow assessment, and policy review for 501 (r) compliance. Marie currently serves as chapter treasurer for the Minnesota AAHAM Chapter, and holds CHFP designation.



Board Members

Sandra Pawelk CRCE-I, CRCE-P

I have over 35 years of healthcare business experience. I'm currently a business office manager for Elim Care, Inc. Long Term Care/Assistant living facilities. Previous experience at New River Medical Center as the director of business office, certified with a national professional certification in healthcare revenue cycle management through American Association of Healthcare Administrative Management Fairfax, VA. I'm currently the MN AAHAM Certification Chair and current board member. I enjoyed participating in the board meetings and am looking forward to the opportunity to continue to serve on the board.



Sharese Haddy CRCS-I,P

Sharese Haddy is a native of Minnesota and has been a member of the MN Gopher Chapter since 2011 with CRCS-I,P AAHAM certifications. She has been with the Mayo Clinic and Mayo Clinic Health System since 2001 and currently is the SE MN Non-Government Claims Manager. Her vast experience within the Revenue Cycle includes positions from registration/scheduling through collections. Sharese is heavily involved in community based organizations with healthcare purpose, such as the American Cancer Society Relay for Life. She looks forward to a challenge and the opportunity to build her knowledge base.



Jamie Weappa

My name is Jamie Weappa. I am a wife of 10 years and a mother of two. I have been in the medical collections industry 14 ½ years which 9 of those years were medical billing. I recently changed employers and now work for Eye Surgeons & Physicians. I believe I would be a great asset to the board. I have a better understanding of what providers need and want. I have previously served on the board. I am currently the community chair leader.

MN AAHAM Officers/ Board of Directors and Committee Chairs



President: Richard Rogers, CRCE-I/ 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



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

Rice Memorial Hospital
301 Becker Ave SW
Willmar, MN 56201
Phone: 320-231-4290
Email: helw@rice.willmar.mn.us



1st Vice President: Pam Brindley, CHFP/CRCS-I/CRCS-P/CCAE/ 2015

Avadyne Health
85250 Apple Hill Road
Bayfield, WI 54814
Phone: 515-669-9396
Email: pbrindley@avadynehealth.com



Treasurer: Marie Murphy, CHFP/ 2015

Eide Bailly LLP
4310 17th Ave S
Fargo, ND 58108
Phone: 701-476-8321
Email: MCMurphy@eidebailly.com



2nd Vice President: Rhonda Helgeson/ 2015

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



Board Chair: Tamora Ellis, CRCE-P/ 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

Sandra Pawelk, CRCE-P/CRCE-I/ 2015

Haven Homes/ Bryant House
1520 Wyman Ave.
Maple Plain, MN 55359
Phone: 763-479-1993 Ext. 36
Email: spawelk@elimcare.org

Kim Wood, CPC/ 2015

Phone: 763-226-6271
Email: kwood1225@outlook.com

Betty Westbrook, CRCS-I/CRCS-P/ 2015

Rycan
349 W. Main Street
Suite 4
Marshall, MN 56258
Phone: 507-337-6335
Email: betty.westbrook@rycan.com

Sharese Haddy

Mayo Clinic Health System
2200 NW 26th Street
Owatonna, MN 55060
Phone: 507-446-7368
Email: haddy.sharese@mayo.edu

Jamie Weappa

Eye Surgeons and Physicians
Business Office
109 Doctors Park
St. Cloud, MN 56303
Phone: 320-253-0458
jweappa@eyesurgeonsandphysicians.com





Other Contacts

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

- By-laws _____ Richard Rogers
- Certification _____ Sandra Pawelk
- Chapter Excellence _____ Sandra Pawelk
- Community Service _____ Jamie Weappa
- Corporate Sponsors _____ Jody Heard
- Education _____ Pam Brindley and Rhonda Helgeson
- Legislative _____
- Membership _____ Tom Osberg and Heather Elwood
- Publications _____ Pam and John Brindley
- Scholarship _____ Janet Curtis (ANI)
- Website _____ Richard Rogers
- Welcoming _____ Heather Elwood and Jody Heard

| 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

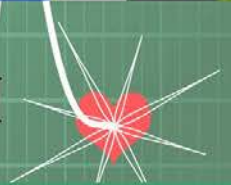
billing concepts

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 AAFAM members for over 80 years



IC System

75
Years

Receivables Management
Solutions 1938 - 2013

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 Donmay

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



New Business Challenges. New Business Results.

Find out how RelayHealth Financial Solutions can help optimize your hospital's revenue cycle.

Contact RelayHealth at 515•321•2051
or
visit relayhealthfinancial.com
to learn more.

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 <u>all</u> 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: _____