



American Association of Healthcare
Administrative Management
MN Gopher Chapter

GopherTracks

**2016 MN AAHAM
Fall Conference**

Save the Date: Nov. 9-10, 2016

Featured Speaker:

Day Egusquiza

MN AAHAM Fall Conference/ St. Cloud, MN

Click on the link below for the Fall Conference Registration Page

<http://events.constantcontact.com/register/event?llr=j5nsxufab&oeidk=a07ed39r12fe7c7a2c8>

Click on the link below for the Fall Conference Brochure

<http://files.constantcontact.com/9c739796101/a1008481-739a-43f9-99af-025d5c411bf8.pdf?ver=1471444909000>

October 5-7, 2016

2016 ANI
Annual National Institute

Caesar's Palace, Las Vegas, Nevada



"Raise the Level"

#AAHAMRaisetheLevel

AAHAM Providing Excellence in the Business of Healthcare
Certification, Compliance, Leadership Development, Networking, Advocacy

SAVE THE DATE FOR THE 2016 ANI! / "Working Together Wins" / #WorkingTogetherWinsAH2016
October 5-7, 2016 * Las Vegas, Nevada



[Marie Murphy](#)

From the Desk of the President

Fellow AAHAM Members,

It is hard to believe how quickly time passes. Before you can even blink an eye, summer has ended, your family vacation is over, and a new school year has started.

As I reflect on the passing of summer, I think about all of the changes that have impacted my life personally this past season, and look forward to all of the possibilities that the new season will bring. I am now an official “empty-nester”, and can report that both my husband and I are enjoying some freedom.

The AAHAM National Theme for 2016 – 2017 has been “Raise the Level”, which challenges us on the chapter board to continue to strive to bring our chapter quality education. It is with that challenge I want to thank both Pam Brindley and Rhonda Helgeson for their dedication to bring together a quality agenda for our fall annual meeting. Again, we have listened to our members and strive to bring you high quality education with the least amount of fluff.

As we approach the end of year, it is time to reflect on the opportunities for those seeking professional growth. We have a few openings for the upcoming term to serve on our Board of Directors. Please feel free to reach out to one of our chapter leaders to discuss the volunteer opportunities we have. I strongly believe our Board is best served by having a blend of both providers and vendors in order for the chapter to stay focused on the issues and share ideas with each other to ensure success for our members.

Each of you may have noticed that our Chapter did not offer the ANI scholarship for 2016, our Board has worked hard to stabilize our funds and ensure that our chapter will continue to grow and be strong. We hope to be in a position with the start of 2017 to bring back the ANI scholarship, and will notify the chapter as soon as we can.

I look forward to seeing each of you in St. Cloud for our November meeting.

Respectfully,

Marie Murphy



**American Association of Healthcare
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[Featured Speaker: Day Egusquiza](#)

2016 Annual Fall Conference Schedule

10:00 - Noon	Board Meeting and Vendor Set-Up
12:45 - 1:45 PM	Joseph Schindler, Vice President of Finance MHA Minnesota Hospital Association Updates
1:45 - 3:00 PM	Rochelle Dahmen, Revenue Cycle Manager, Eide Bailly LLP Implementing an Effective Denials Management Program
3:00 - 3:30 PM	Networking with Vendors
3:30 - 4:30 PM	John Currier, Executive Director Revenue Cycle, Gibson Area Hospital & President National AAHAM, Virtual Credit Cards: Pro and Con & National AAHAM Update
5:30 - 7:30 PM	Vendor Games/Social
7:00 – 8:00 AM	Full Breakfast
8:15 – 10:30 AM	Day Egusquiza, President AR Systems, Inc. Top Audit Findings in Charge Capture and Patient Status
10:30 – 11:30 AM	Networking with Vendors
11:00 – 12:30 PM	Day Egusquiza, President AR Systems, Inc. (Continued)
12:30 – 1:45 PM	Lunch, Election, Awards, Charity Presentation Play the Heads/Tails Game At the Registration Table members have the opportunity to buy \$10 gold coins for the opportunity to win \$50 gift cards. Once you win one, you have to buy another coin to have another chance to win.
1:45 – 2:45 PM	PFS Revenue Cycle Forum: Roberta, Dawn & You Sharing Ed Norwood Success Stories
2:45 – 3:30 PM	Richard Rogers, Chair Person, MN AAHAM & National AAHAM Government Relations Committee Chair National Government Relations UPDATE
3:30 PM	GRAND PRIZE DRAWING



Online Reservation for Best Western Plus Kelly Inn:

<http://book.bestwestern.com/bestwestern/groupSearch.do?groupId=G75KI3L9>

If calling the hotel to make reservations, mention AAHAM 2016 for the room block rate.
Phone: 320-253-0606/ Toll Free: 1-800-780-7234

MN AAHAM Gopher Chapter

Welcome New Chapter Members

Dana Frider
Clinic Operations Supervisor
Fairview Range
Hibbing, MN

Ann Gillund
Director, Patient Financial Services
Riverview Healthcare
Crookston, MN

Rose Hockett
Director Business Services
St Luke's Hospital
Duluth, MN

Kristi Humphrey-Smith
Representative, Patient Accounts
Cook County Hospital Dirstrict/
North Shore Health
Grand Marias, MN

Mike Korte
Executive Director Business
Development
The Affiliated Group
Rochester, MN

Lisabeth Macchio
EDI Analyst
Rycan Technologies
Marshall, MN

Jennifer Marty
Denial and Audit Support
Rycan Technologies
Marshall, MN

Bobbi Jo Matt
Revenue Cycle Services Consultant
Healthland
Glenwood, MN

Jill Richards
Analyst III
NRC
Sturgeon Lake, MN

Jennifer Rocholl
Payer Analyst
Rycan Technologies
Erhard, MN

Kelly Swearingen
Assistant Controller
Cook County Hospital Dirstrict/
North Shore Health
Grand Marias, MN

Nicole Weber
Ridgeview Medical Center
Waconia, MN

Tonya Wittman
Payer Analyst
Rycan Technologies
Marshall, MN

If you are a State Member and do not see your name below, please let us know so we can keep this list up to date.

Diane	Bandow	Pat Acct Rep	Mille Lacs Health System	Onamia
Nichole	Brown	Pat Acct Rep	Mille Lacs Health System	Onamia
Carrie	Coan	Business Administrator	Lake View Memorial Hospital	Two Harbors
Mary	Donnay	Acct Exec	Collection Resources	St. Cloud
Mary	Embree	Pat Acct Rep	Mille Lacs Health System	Onamia
Ruth	Fladmark		CentraCare	St. Cloud
R. Jane	Griesy	Billing Administrator	Lake View Memorial Hospital	Two Harbors
Nancy	Hajek	Patient Account Rep	Albert Lea Medical Center	Albert Lea
Dorothy	Hatten	Med Rev. Mgr.	Austin Medical Center	Austin
Michelle	Heacock	Student Member		Apple Valley
Sara	Henriksen	Project Manager	Cardon Outreach	Duluth
Richard	Hom		CentraCare	St. Cloud
Heather	Hooper	Business Office Manager	Centracare Health - Monticello	Monticello
Jackie	Jones		CentraCare	St. Cloud
Joan	Krause	Manager, Patient Accounts	St. Lukes Hospital	Duluth
Jane	Mathiasen		CentraCare	St. Cloud
Tom	Osberg	VP Sales/Marketing	Colltech, Inc.	Plymouth
Ranasha	Patterson	Student Member	Anthem College	Brooklyn Park
Anne	Remer	Pat Acct Rep	Mille Lacs Health System	Onamia
Janet	Schulte	Contract/Fin Analyst	Centracare Health	St. Cloud
Leslee	Smithers		CentraCare	St. Cloud
Wendy	St. Hilaire	Account Executive	Experian Healthcare	Oldsmar
Pam	Weber	Patient Account Manager	Douglas County Hospital	Alexandria



Sandra Pawlek, MN AAHAM Certification

News and Updated Calendar **'06 Certification Edge**

On behalf of the Gopher Chapter we once again want to thank everyone who recently proctored certification exams and congratulate the individuals who have studied hard and passed their professional and technical exams. Thanks to all the employer's that have given their employee's the opportunity to invest in their personal growth and their professional future in earning an AAHAM certification.

Why earn an AAHAM certification?

AAHAM certification is an investment in your personal growth and your professional future. For over forty years, AAHAM's elite certification program has set the standard of excellence in patient financial services and the revenue cycle. It doesn't matter whether you are new to the healthcare revenue cycle or are a seasoned veteran, our family of AAHAM certification examinations offer a complete career ladder beginning with the Certified Revenue Cycle Specialist and culminating with the Certified Revenue Cycle Executive. We have a certification that will help advance your career. Plus the learning doesn't stop once you have obtained certification. Our certifications are maintained through a continuous education process. This assures you stay abreast of the important changes and updates that continually occur in our rapidly changing healthcare environment.

AAHAM certification options include:

The AAHAM Certified Revenue Cycle Executive

The AAHAM Certified Revenue Cycle Professional

The AAHAM Certified Revenue Integrity Professional

The AAHAM Certified Revenue Cycle Specialist

The AAHAM Certified Compliance Technician

Below is a schedule of dates for you to register and prepare for the exam.

Exam Schedule

Beginning in 2016 AAHAM will offer the certification exams three times a year, in March, July and November.

2016/2017 Certification Calendar

August 15, 2016

Registration deadline for November 2016 Exam Period

November 7-18, 2016

November 2016 Exam Period

December 15, 2016
Registration deadline for March 2017 Exam Period
March 13-24, 2017
March 2017 Exam Period

April 17, 2017
Registration deadline for July 2017 Exam Period
July 10-21, 2017
July 2017 Exam Period

August 15, 2017
Registration deadline for November 2017 Exam Period
November 6-17, 2017
November 2017 Exam Period

December 15, 2017
Registration deadline for March 2018 Exam Period

[MN AAHAM](#)

Benefits of AAHAM Certification

How does certification benefit an individual?

Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire.

[Earning certification can help you by:](#)

- Improving your earning potential
- Giving you a competitive advantage with current and prospective employers
- Granting you the recognition you deserve
- Providing access to the positions and promotions you seek and desire
- Building a network of peers in the influential group that shares your certification designation
- Continuing to expand your skills and expertise through continuing education

How does certification benefit an employer?

Earning an AAHAM certification demonstrates an individual's expertise. It shows they possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination. It shows commitment to their profession and ongoing career development. It also represents professionalism in the individual's pursuit of excellence to quality of service in their career and the healthcare industry.

[By hiring AAHAM certified individuals and investing in AAHAM certification for your staff you can:](#)

- Increase the competency of your staff
- Increase quality and productivity
- Build a strong team
- Promote ongoing education and training
- Reduce exposure to fraud and abuse
- Develop a career ladder for staff



[MN AAHAM Gopher Chapter Fall Convention](#)

Charity Program LifeSource

The organization that will be coming is called Life Source. LifeSource is the non-profit organization dedicated to saving lives through organ, eye and tissue donation in the Upper Midwest. They serve the 7 million people who live in communities across Minnesota, North Dakota, South Dakota and portions of western Wisconsin.

They are dedicated to working with our hospital and community partners to support donor families, facilitate the donation of organs, eyes and tissues to transplant recipients and encourage the people in our communities to register as donors.

There are many ways you can support LifeSource. Whether you make a financial contribution in memory of a friend or loved one, include LifeSource in your estate planning or attend a fundraising event, we recognize these gifts and steward them in service of our mission to offer hope and healing through excellence in organ and tissue donation. Your support helps sustain our programs to increase donor designation and support families of organ, eye and tissue donors.

This has a personal meaning for me. One of my best friends (Stephanie Larson) is a heart transplant recipient. She is my daughter's godmother and longtime family friend who will be joining us to help educate us on Lifesource and tell her story. There will also be Bill Carlson who will be there from LifeSource.

On Oct. 22, 2011, Stephanie Larson's life changed forever. While out with two friends, she suddenly collapsed. Without warning...without prior symptoms...at age 32...Steph was having a sudden cardiac arrest. Her friends and many angels saved her that night. The doctors discovered that the left side of her heart was weak and could not pump blood any longer, so an LVAD was implanted (Left Ventricular Assist Device). Over the next several months, Steph had many complications with her heart, her blood, and infection. But she fought and overcame every obstacle! On May 7, 2012, she was put on the heart transplant list. After anxiously waiting for "the call" - her prayers came true. On September 16, 2012, she received a new, healthy heart.



[Telephone Consumer Protection Act](#)

AAHAM Files Joint Petition for Modernizing the TCPA

Fairfax, VA- The American Association of Healthcare Administrative Management (AAHAM) officially filed a joint petition with the FCC for relief under the Telephone Consumer Protection Act (TCPA). The joint petition involving Blue Cross Blue Shield, WellCare and AAHAM, request an expedited declaratory clarification of the FCC's Telephone Consumer Protection Act.

they serve to receive essential non-telemarketing calls, which are allowed under HIPAA," stated John Currier, AAHAM President. "The issues presented in this petition are not new to the Commission and have been raised in requests previously presented. Accelerating this petition will help support consumers being actively involved in outcomes involving their health" added Currier.

"Modernizing the TCPA is necessary and vital for the healthcare sector to stay in touch with the consumers

Studies have established that through the use of health related texts and phone calls, patients are

more involved in their healthcare decisions which leads to better results and lower costs. In addition, Centers for Medicare and Medicaid Services (CMS), have acknowledged the benefit of utilizing communication technologies which are denoted within HIPAA regulations.

Available data shows consumers want programs that use updated contact via telephonic means for health care related information. Uses for these contacts include, but are not limited to, physician recommended screenings, outreach for patients post-discharge from a hospital stay, health engagement programs, and providing disease prevention information.

“This petition does two things. First, it requests the FCC clarify existing rules to not only maintain synchronization with HIPAA, but also to signify the benefits that are derived through public healthcare calls,” commented Amy Mitchell, AAHAM Second Vice President. “This joint petition also seeks clarification regarding prior express consent when a covered entity obtains a phone number as a part of a contact which is also subject to HIPAA regulation” added Mitchell.

ABOUT AAHAM

The American Association of Healthcare Administrative Management (AAHAM) is a national professional association of thirty-two chapters and over 3000 healthcare patient financial services professionals from hospitals, clinics, billing offices, allied vendors, physicians and multi physician groups. AAHAM members direct the activities of the thousands of people who are employed in the healthcare industry.

AAHAM is the preeminent professional organization for revenue cycle professionals and is known for its prestigious certification and educational programs; professional development of its members is one of the primary goals of the association. AAHAM actively represents the interests of its members through a comprehensive program of legislative and regulatory monitoring and participation in industry groups such as WEDI, ASC X12, NUBC and NUCC. For more information regarding AAHAM and its programs, please visit www.aaham.org or contact AAHAM, 703.281.4043.



[October 16-17, 2016](#)

National Patient Account Management Week

National Patient Account Management Day was established on October 18, 1989 by a proclamation from the U.S. Congress when AAHAM (then AGPAM) sought to officially recognize healthcare administration management throughout the country. National Patient Account Management Day will be part of a week-long celebration, October 16-22, by hospitals, physician offices and others involved with patient account management to recognize and honor the individuals engaged in healthcare administrative management.

Through the AAHAM online store, AAHAM sells a wide array of products to commemorate this special week. This is a special week to honor those special people involved in healthcare administrative management; for managers to honor the individuals on their staffs, for the public to become aware of the profession, and for each of us to recognize our colleagues and ourselves.

There are numerous opportunities for you to gain recognition for your department or office. Submit an article on our profession to your chapter or company newsletter. Local newspapers often have sections that highlight important dates and celebrations. Create an informative display describing the work, growth and/or evolution of the department or spotlighting the department's employees. Some departments celebrate with decorations, contests, treats and create elaborate themes to get office/hospital-wide involvement.

By supporting PAM week, you show your healthcare administrative management team that you appreciate their hard work. A recognition program implemented during this special week is an excellent way of increasing hospital and office morale and expanding knowledge of our profession. We hope you have a truly rewarding and successful Patient Account Management Day and week!

MN AAHAM Gopher Chapter Platinum Sponsor

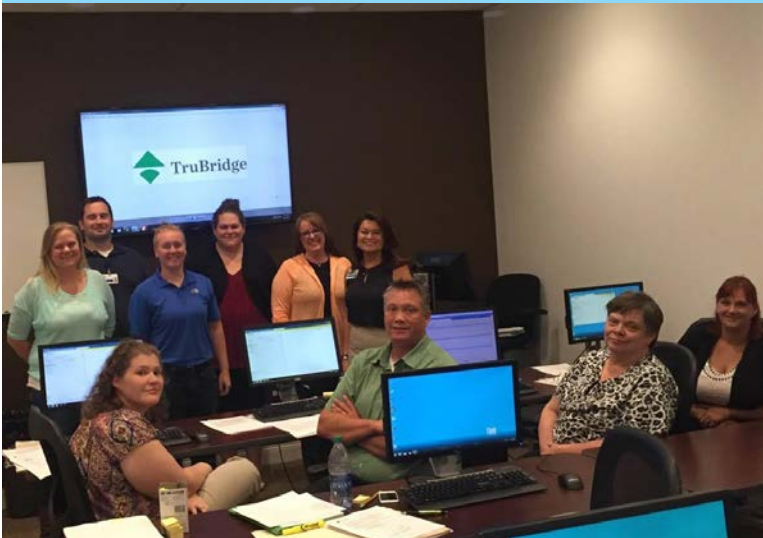
Sponsor Spotlight TruBridge Rycan

Together TruBridge and Rycan offer the ideal solution to improve the financial performance of your healthcare organization.

TruBridge professionals have been helping hospitals and other healthcare institutions become more efficient at serving their communities for years. Today, more than 450 dedicated, trained experts stand ready to do the same for your organization, enabling you to overcome the unique challenges you face every day. We offer a broad range of services, from consulting, medical coding and managed IT to early out or extended business office services that span the revenue cycle from end to end.

Rycan, a leader in healthcare revenue cycle solutions for nearly 30 years, has built a strong reputation for providing best-of-breed software encompassed by a level of client support that is unparalleled in the healthcare industry. Through our hands-on approach, Rycan ensures that your real-world business office problems are solved with our comprehensive solutions including Patient Liability Estimation, Eligibility Verification, Claims and Remittance Management, Denial and Audit Management and Contract Management. Our solutions will maximize your reimbursement while increasing your productivity.

Our complete spectrum of revenue cycle tools backed by industry leading services ensure that you are ready to best serve the communities and the people that rely on you every day to deliver quality patient care. With TruBridge and Rycan, we're reaching your goals together. Our People. Our Products. Your Success.



Tru Bridge Rycan employees on Opening Day at the office.



Tru Bridge Rycan Office front in Marshall, MN.



TruBridge





[October 5-7, 2016/ Las Vegas, NV](#)

AAHAM ANI Working Together Wins

The “Working Together Wins” begins with AAHAM’s industry-renowned speakers. This year we have three dynamic keynote speakers including Kelly Swanson, “Laughing Your Way to Excellence” and Andrea Mitnick, “You Just Don’t Understand! Communicating in Today’s Diverse Workplace.” Paul Miller, our Congressional Liaison, will provide the closing session, “The Year Washington Was Turned Upside Down (and Survived),” as well as an update on the 2016 presidential campaign.

In addition to these popular keynotes, we have over 20 speakers and 19 sessions on three separate healthcare tracks; Revenue Cycle Management, Revenue Integrity/Compliance and Leadership/Professional Development, all designed with your continuing education in mind. As a special bonus, there will be a panel discussion on denials. This will be an open forum to discuss implementation questions and concerns and to share experiences. The ANI helps you become a more valuable resource to your facility and your colleagues.

The ANI equips you with real solutions and new ideas you can put to use immediately.

Who attends?

- Patient Financial Services Personnel
- Finance Directors
- Patient Account Managers
- Coding Professionals
- Revenue Cycle Professionals
- Compliance Officers
- Business Office Personnel
- Chief Financial Officers
- Medical Billing Professionals
- Consultants
- Medical Office Managers
- Supervisors
- Access Managers
- Coordinators

Important reasons why you can’t afford to miss AAHAM’s ANI...

- Attend vibrant educational sessions on career focused topics
- Learn real solutions to day-to-day challenges from industry leaders
- Learn new techniques
- Acquire new skills
- Find out about the latest in products and services available to our industry
- Earn continuing education units (CEUs)
- Connect with colleagues and expand your network
- Find out about important topics impacting healthcare
- Receive affordable and cost-effective education
- Enjoy fantastic networking opportunities



**Join us at the one and only AAHAM Annual National Institute
October 5-7, 2016, Las Vegas, Nevada
“Working Together Wins”
Annual National Institute (ANI)**

AAHAM’s ANI is the only industry event dedicated to patient financial service professionals.

AAHAM'S ANI offers you an active networking environment. Connect with others and expand your network with ANI events designed to maximize your opportunities for meeting a unique community of professionals who "do what you do." Enjoy this once a year, unique opportunity to network with colleagues and industry leaders from across the country, share ideas, and learn useful new solutions to your day-to-day challenges.

AAHAM social events are an integral part of your learning and networking experience, a catalyst for building relationships in an interactive, fun, and informative atmosphere. Working Together Wins starts in our Exhibit Hall AAHAM exhibit hall solutions offer the latest array of products and services from vendors dedicated to the patient financial services profession; this is the fastest, most efficient way to find new partners, products, and services. If it is new or innovative, you will find it in our exhibit hall. Vendors include: software, EDI, billing, receivable management, collections, government reimbursement, information systems, office management, recruitment and staffing, legal services, continuing educations, training, revenue auditing, office forms and supplies, and consulting services.

Click on the link below for the ANI Conference Brochure:

<http://www.aaaham.org/Portals/5/Files/ANI/2016ANIREg.pdf>



[March 14-15, 2017/ St. Cloud, MN](#)

2017 Payer Panel and Ed Norwood Boot Camp

Save the Date:

March 14 & 15, 2017

AAHAM/HFMA Payer Panel and Ed Norwood Boot Camp

Our host this year is Ruth Fladmark, Manager, Patient Financial Services, CentraCare Health, in St. Cloud, MN.

There will be rooms available at the Best Western Kelly Inn for \$89 per night. An Evening Social will be held on Tuesday, March 14th at the Kelly Inn.

At our last Boot Camp, Ed represented PCCP Accelerated: Mastering Federal and State Appeals, Dispute and Prompt Payment Laws -Track B. This year he will be presenting Track A. Topics in Track A cover access to care denials:

- **Disagreement of Care**
- **Emergency Service & Transfer Denials**
- **Post Stabilization Service & Transfer Denials**
- **VA Access to Care & payment Failures**
- **Unauthorized Treatment**
- **Medical Necessity Denials**
- **Retroactive Denials**
- **Untimely Payment**



CentraCare Plaza in St. Cloud, MN will be the host for the upcoming Payer Panel/ Ed Norwood Boot Camp on March 14-15, 2017.



[National AAHAM News](#)

Need CEU's? 2016 Webinar Schedule

CRCS Exam Preparation Webinar

Join AAHAM and top CRCS coaches as we present A Webinar Study program for the AAHAM Certified Revenue Cycle Specialist Exams. PREPARE FOR YOUR CRCS OR STAY CURRENT IN YOUR SKILLS & EARN AAHAM CEUs AT THE SAME TIME!
Earn 3 AAHAM CEUs

If you can't attend the webinar, you can purchase a downloadable mp4 of the webinar. Payment in full must be received on or before October 20, 2016. Correspondence and handouts will only be sent to the registrant. The member name and number must match the email address.

Download the printable description and order form.

<http://www.aaham.org/Portals/5/Files/2016FallCRCSWebinar.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

September 14, 2016

Community Relations for You and Your Facility

Topic: Community Relations for You and Your Facility

When: WEDNESDAY, September 14, 2016, 1:30pm - 3:00PM EDT

Speaker: Jennifer Sciuti, Director, Government & Community Relations at Aurora Health Care

This timely, basic level webinar will focus on building loyal customers and a strong presence in the community to help businesses grow and prosper. You need a loyal and engaged workforce; a workforce that understands what you do and why. You also want a team of key stakeholders in your community who knows who you are, uses your services, refers others to you and advocates for you. The intent of this session is to educate leaders on the importance of community relations. We will walk through identifying strategic scope, intent and goals of an effective community relations plan, as well as how to build a team of ambassadors who are engaged at all levels in community relations.

Payment must be received on or before September 7, 2016. You will receive your confirmation and handouts via email by September 12, 2016. Everyone earns 3 CEU's for attending

Click here to download the full description and printable order form.

<http://www.aaham.org/Portals/5/Files/91416Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

October 19, 2016

AAHAM CRIP Certification Webinar

Topic: FREE AAHAM CRIP CERTIFICATION WEBINAR

When: WEDNESDAY, October 19, 2016 1:00pm - 2:00 PM EDT

Speakers: AAHAM Certification Chair, Brenda Chambers, MHA, CRCE-I, P, CRIP, FHFMA, CRCR

Join us at this exciting FREE webinar to learn all about the AAHAM Certified Revenue Integrity Professional (CRIP) certification. Find out about who should take this exam, the format, costs and what it means to your career development. There will also time to answer your questions!

This complimentary 60 minute webinar includes a presentation and Q&A period. To make sure we have space for you, registrations must be received by October 12, 2016.

EVERYONE Earns 2 AAHAM CEUs for attending

Download the printable description and order form.

<http://www.aaham.org/Portals/5/Files/101916Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

October 26, 2016

A Multi-Dimensional Solution to Resolving/Preventing Clinical Denials

Topic: A Multi-Dimensional Solution to Resolving/Preventing Clinical Denials

When: WEDNESDAY, October 26, 2016 1:30pm - 3:00 PM EDT Speaker(s): Stacy Gearhart, Esquire, Founder and CEO of Advicare and Laurie Watkins, Vice President of Clinical Operations of Advicare

This timely, intermediate level webinar will discuss how a multi-dimensional team of experts is necessary in today's claims processing environment in order to resolve and prevent clinical denials. To make sure we have space for you, payment must be received on or before October 19, 2016. You will receive your confirmation and handouts via email by October 24, 2016.

EVERYONE Earns 3 AAHAM CEUs for attending

Click here to download the full description and printable order form.

<http://www.aaham.org/Portals/5/Files/102616Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

November 16, 2016

So You Think I'm a Star? Developing Depth on Your Team
Topic: So You Think I'm a Star? Developing Depth on Your Team

When: WEDNESDAY, November 16, 2016, 1:30pm - 3:00PM EDT

Speaker: Franklin Smith , CRCE-I, Director of Patient Financial Services at Calvert Memorial Hospital

This timely, intermediate level webinar will focus on the importance of developing staff to establish depth on your team to establish succession planning and Continuous Quality Improvement (CQI) in revenue cycle activities.

Payment must be received on or before November 9, 2016. You will receive your confirmation and handouts via email by November 14, 2016. Everyone earns 3 CEU's for attending

Click here to download the full description and printable order form.

<http://www.aaham.org/Portals/5/Files/111616Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

November 30, 2016

Hacker Stories; If I Wake Evil
Topic: Hacker Stories; If I Wake Evil

When: WEDNESDAY, November 30, 2016, 1:30pm - 3:00PM EDT

Speaker: John Strand, Owner and Founder of Black Hills Information Security

Gain a unique (and sometimes scary) insight into the mind of the hackers trying to get into your systems and steal your information. After many years in the information security industry, John tells you how it can be done, and offers some precautions and preventative measures you can take now to help make sure your company is prepared for an attack. This webinar is informative and useful to listen to, even if you don't consider yourself a technical person.

Payment must be received on or before November 23, 2016. You will receive your confirmation and handouts via email by November 28, 2016. Everyone earns 3 CEU's for attending

Click here to download the full description and printable order form.

<http://www.aaham.org/Portals/5/Files/113016Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

December 7, 2016

The Connected Patient Experience: Across EHRs, Services, Guests, and More
Topic: The Connected Patient Experience: Across EHRs, Services, Guests, and More
When: WEDNESDAY, December 7, 2016, 1:30pm - 3:00PM EDT
Speaker: John Adractas, MBA, Chief Marketing and Growth Officer at Simplee

This informative, intermediate level webinar will explore a case study of a rollout of a patient e-survey system that polls patients immediately after paying a medical bill. It will highlight traditional survey and satisfaction challenges, the deployment strategy and methodology, as well as results from the implementation.

Payment must be received on or before November 30, 2016. You will receive your confirmation and handouts via email by December 5, 2016. Everyone earns 3 CEU's for attending

Click here to download the full description and printable order form.

<http://www.aaham.org/Portals/5/Files/12716Regform.pdf>

Click here to register online.

<http://www.aaham.org/MembersOnly.aspx>

NON-Members can click here to register online.

<https://connect.computility.com/f/fid.php?id=531e91eced5929aa82394a9f3478aaaa>

If you're having any issues with the links in this email (if they're blocked by your hospital security, etc), all of this information can be found on the AAHAM homepage at www.aaham.org



Marie Murphy, Revenue Cycle Manager, Eide Bailly

Implementing an Effective Denials Management Program

How much money is your organization losing due to insurance denials? 5%, 6% of your monthly net revenue... or even more? It's vital that your organization understands the complexity of denials and begins to monitor and implement an effective denials management program to reduce lost revenue.

Denial write-offs should be under 3% of your monthly net revenue. Nearly everyone in the organization – from Patient Access to Information Systems – is responsible for denial management. When we look at each of the areas and identify the potential for denials, we can establish a revenue cycle team to analyze, manage, and ensure that they're under 3% of your monthly net revenue.

According to the American Medical Association, 25 – 30% of the country's total health care expenditures are direct transaction costs and inefficiencies associated with the claims management revenue cycle.

Before we can do anything to manage and prevent denials, we first need to understand the types and volumes of denials that are occurring. We begin by tracking and trending, organizations can utilize the claims adjustment reason codes and the remittance response codes. These can be tracked automatically by pulling data from the electronic remittance advice (ERA) or through the Explanation of Benefits (EOBs). Unfortunately, these codes may not provide enough detail to determine why the claim is really denied so a more manual approach may work best, at least while you get started. When tracking denials, you should track by payer, reason for the denial, ability to appeal, date of denial, billing date, amount denied and amount recovered.

Denials should be tracked for at least three months to develop a baseline ratio of denials to charges. The revenue cycle team should review the data and categorize top

payers and the reasons for the denials, then categorize by both volume of denials and dollar amount. It is recommended to use the 80/20 rule to prioritize and focus efforts on denial reduction and elimination.

When we analyze the data it is important to look at the people, process, technology, and data in order to determine the source of the denial. We start with mapping out the current clean claim process to identify any vulnerabilities in the process, making note of any problems that could potentially occur resulting in a denial. After that, we focus on the largest problems first to identify corrective actions for reducing and improving detections.

Then we will assign responsibility for each of the actions and set target dates for completion. Organizations should develop a zero tolerance mindset for preventable and avoidable denials. Ask yourself two questions when a denial occurs:

1. Is the denial preventable?
2. How could a preventable denial have occurred if we had the appropriate process and controls in place?

Process improvement should focus on breakdowns in prevention. It is important to start tracking your denials as soon as possible... After all, each denial is a loss of revenue.



[Priscilla Holland / Senior Director of Healthcare Payments, NACHA](#)

Modernizing Patient Payment Collection

Collections of patients' outstanding bills, those charges not covered by health insurance plans, are set to challenge medical practices across the country, if they haven't already. Consequently, physicians will need to migrate toward other methods to collect patient payments, including offering online payment portals and accessibility for patients to make a single or series of electronic funds transfer (EFT) payments via ACH.

The Affordable Care Act has compelled many companies to change the healthcare plans they offer to employees in order to reduce their rising costs associated with plan implementation. Consequently, many employers have shifted to high deductible healthcare plans being offered by health insurance companies. But these plans require employees to satisfy a significantly higher level of medical costs up front, before any insurance will kick in. Today, many healthcare plans sport annual individual employee deductibles of \$5,000 or even more – a high hurdle for many insured individuals.

Patient Pain by the Numbers

According to the 2015 healthcare report from the Kaiser Family Foundation, the average plan deductible is now \$1,318 -- up from \$917 in 2010. Adding to that financial burden for employees, premiums for single healthcare coverage have risen 27% during the past five years to more than \$6,200 per year (and to more than \$17,500 in annual premiums for family coverage). Notably, wages have only increased an average of 10% over that same period (2010 to 2015).

Doctors Feeling the Strain

While high deductible plans can make business sense for insurance companies seeking to reign in costs, these can pose challenges for well-intentioned medical doctors running their own businesses.

2010 data from the Medical Group Management Association (MGMA), a trade association of medical practice administrators and executives representing 385,000 physicians, shows that 30% of patients walk out of their doctor's office without paying. Medical practices were responsible for collecting \$1 out of every \$4 directly from patients. In July 2015, an MGMA survey found that collecting patient due balances is among the top 10 pain points for nearly 96% of doctors. Those numbers are expected to jump in tandem with patients having to pay for medical services against higher deductibles and higher out-of-pocket premiums.

It's no longer just a matter of doctors' offices collecting traditional co-payments from patients. Although not specific to collections of medical payments from patients, data from the Commercial Collection Agency Section Commercial Law League of America shows that the probability of collecting a debt generally drops to 73% after three months, and to 50% after six months. Debt that is one year past due only has a 25% chance of ever being collected.

Finding Solutions: Developing an Online Payment Portal

Providers should look to expand payment option capabilities to provide more solutions for their patients. While collecting payments at the time of service is the ideal, offering broader payment options can increase payment collection. Data from MGMA in 2010 indicates doctors collect a fractional \$15.77 for every \$100 in unpaid patient bills once a patient's outstanding debt is turned over for collection. Physicians will need to not only retrain staff as to what to do in light of the changing landscape, but doctors will also need to consider other solutions.

Best practices for doctors can include having candid and detailed up front discussions with patients as to what any service or procedure will cost and what the out-of-pocket expenses will be for the patient. The faster a patient can get an estimated bill, the more likely he/she will be inclined to pay. Physicians who are already, or are open to, accepting the healthcare EFT standard can speed up the collections of funds from health plan providers, thereby enabling doctors to deliver an accurate bill to patients faster.

Doctors must also look at the problem more holistically and consider giving patients expanded options for paying their bills beyond using paper checks, whose usage has waned in the electronic age. This can include developing online payment portals.

For example, are credit cards currently accepted by

the practice, and can patients log onto the practice's website and pay by credit card right then and there, 24/7/365? Does the online payment portal allow for a single electronic funds transfer (via an easy and quick ACH payment) from a patient's bank account? Patients have become quite accustomed to receiving ACH payments because that's how many receive their pay – through Direct Deposit via ACH. In fact, more than 80% of U.S. workers receive their pay using Direct Deposit.. Can patients who cannot pay the entire bill now set up to have a series of EFT via ACH payments periodically made to the doctor until the entire cost is paid? This option could be appealing and much less expensive to patients who may favor a direct payment series over credit card finance charges.

Moreover, ACH payments are much more cost-effective for doctors; costing an average of 31 cents per transaction as charged by financial institutions versus 3% fee for each credit card transaction. Credit card processing costs can quickly add up for medical practices, as can fees that must be paid to collections agencies to recoup unpaid money from patients. In addition, ACH payments can be just as easily executed for a one-person rural medical practice as for large multiple-doctor, multiple-office practices, making it practical for all.

Physicians who want to ensure collection of their patient revenue will want to consider alternative payment options that make sense for most patients and can cure their own collection headaches.



[National AAHAM News](#)

TCPA Changes FCC Petition

AAHAM has continued to advocate on behalf of our members, organizations and our patients regarding changes to TCPA. AAHAM has filed a joint FCC petition and it is now open for official comment. Please take a few minutes and go online to submit your comments.

1. Include "CG Docket No. 02-278" in your caption or RE: line

1. Reference the petition/group of petitioners

1. Go here to file: <https://www.fcc.gov/ecfs/filings>

Please feel free to use the comment below:

I would like to urge the Federal Communication Commission (FCC) to approve the JOINT PETITION OF ANTHEM, INC., BLUE CROSS BLUE SHIELD ASSOCIATION, WELLCARE HEALTHPLANS, INC., AND THE AMERICAN ASSOCIATION OF HEALTHCARE ADMINISTRATIVE MANAGEMENT FOR EXPEDITED DECLARATORY RULING AND/OR CLARIFICATION OF THE 2015 TCPA OMNIBUS DECLARATORY RULING AND ORDER.

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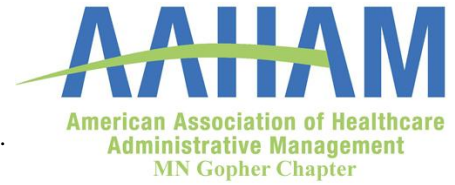




Local Chapters: AAHAM has 32 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership

Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	<p>Years in Healthcare: <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+</p> <p>Certification: <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA) <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA) <input type="checkbox"/> Other (please list)</p> <p>Employer Type: <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Billing <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting <input type="checkbox"/> Outsourcing <input type="checkbox"/> Software/IT <input type="checkbox"/> Provider <input type="checkbox"/> Law Firm <input type="checkbox"/> Other (please list)</p> <p>Position: <input type="checkbox"/> CFO <input type="checkbox"/> Vice President <input type="checkbox"/> Partner, Principal, Owner <input type="checkbox"/> Executive Director <input type="checkbox"/> Consultant <input type="checkbox"/> Director <input type="checkbox"/> Manager <input type="checkbox"/> Supervisor/Coordinator <input type="checkbox"/> PFS Representative <input type="checkbox"/> Patient Access Representative <input type="checkbox"/> Other (please list)</p> <p>Responsibility: <input type="checkbox"/> Accounting <input type="checkbox"/> Administration/Operations <input type="checkbox"/> Admitting/Access <input type="checkbox"/> Audit <input type="checkbox"/> Benefits <input type="checkbox"/> Budget <input type="checkbox"/> Compliance <input type="checkbox"/> Business Development, Sales, Marketing <input type="checkbox"/> Information Services/Technology <input type="checkbox"/> Managed Care <input type="checkbox"/> Medical Records <input type="checkbox"/> Medicare/Medicaid <input type="checkbox"/> PFS, Patient Billing & Collections <input type="checkbox"/> Reimbursement <input type="checkbox"/> Third Party Administration <input type="checkbox"/> Other (please list)</p>
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Maryland #13	Maryland	\$25.00	
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New Jersey #16	New Jersey	\$35.00	
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Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$20.00	
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Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$30.00	
Georgia #33	Georgia	\$30.00	
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Three Rivers #37	Pittsburgh, Pennsylvania	\$50.00	
Texas Bluebonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
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Michigan #55	Michigan	\$0.00	
Twin States #56	Vermont & New Hampshire	\$25.00	

MN Gopher AAHAM 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

points	25 points	50 points	75 points	100 points
assisting with seminars recruiting a local member articles not written by member but published in the Gopher Tracks or National Journal (max per issue) conducting coaching sessions outside regular meetings	♦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	♦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	♦Recruiting a National Member ♦Grading CPAM/CCAM ♦Proctoring for prof certification	♦Sitting for CCAM, CPAM, or CHCS (Max 100 pts per certification) ♦Passing the CCAM, CPAM, or CHCS

Name: _____ Phone: _____ Email: _____

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Nature: _____ Date: _____

DATE	QUALIFYING ACTIVITY	COMMITTEE CHAIRPERSON	POINTS

Janet Curtis
 Send to: 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



2015 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 \$190. If you join anytime between July 1st and August 31st, the dues are \$150 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$230 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 and submit proof with this application. 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: _____

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

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.

YOUR PAYMENT TOTAL:

NATIONAL DUES: _____

LOCAL DUES: _____

TOTAL ENCLOSED: _____