



Gopher Tracks



WED Nov 11th

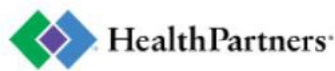
*Price Transparency 2021
Proven Strategies for Patient A/R Recovery Success
Round Table Discussion:
Handling the COVID-19 Crisis*

THURS Nov 12th

Payer Panel

Veterans Affairs Claims

Virtual Payer Panel Conference



Inside:

**Virtual Conference Agenda and Speakers/ Streaming
Coping with COVID Blog/ Hilton DoubleTree Cookie Recipe!
Vendor Benefits Extended to 2021**



President's Message

Heather Rickgarn

Fellow AAHAM Members,

Pumpkins, the change of fall colors, and the crisp air are beautiful reminders that fall is here. As we enter this change of season, we here at MN AAHAM are also looking forward to some additional updates and support for our members. With the increasing complexity of COVID-19, we are dedicated to helping you as members. We are listening to your concerns, and trying to identify new ways to provide content and community events. From upcoming roundtable events to a virtual fall conference and free webinar offerings, we continue to be dedicated to helping you succeed in your roles.

Moreover, during this time of change, I want to open the dialog by encouraging our membership to continue to be involved. We continue to thrive as a chapter through our strength in numbers and support of local providers, hospitals, clinics, specialty services, and vendors. Many of you have or will be getting ballots for our upcoming election. I encourage you to consider the possibility of future participation on our local AAHAM board. The amount of time required for a local board position is minimal, and you can have a profound impact on the education we offer, the providers we seek for payer panel, and so much more. As we plan for the coming year, we need your help and continued support to ensure we thrive as an organization. The more we hear from you, the greater the benefit of your membership.

As I prepare to close my message for this edition of Gopher Tracks, I want to thank everyone for your help and input throughout the year thus far. I am honored to be your President and want to continue to do what is best for you as a member of the MN AAHAM chapter. I am confident we can continue strong!

Happy Fall, everyone, and I look forward to seeing you at one of our many upcoming virtual events!

Respectfully,

Heather E. Rickgarn, Ph.D, CRCP, CRCS

Questions?

Contact Us

<https://www.aaham.org/Home.aspx>

The American Association of Healthcare Administrative Management

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Fairfax, VA 22030

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"Raise the Level"

#AAHAMRaisetheLevel

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



2020 Annual National Institute Cancelled!

Dear Members:

Thank you for your patience and understanding as we have continued to navigate the situation with the COVID-19 pandemic. Even now, the status continues to change, not only daily, but hourly some days, and there is no telling what the next few months will bring. Therefore, after much discussion, AAHAM leadership has decided to cancel the 2020 AAHAM ANI. We based this difficult decision on many factors, all of which we feel increase the uncertainty and improbability of holding our ANI in October. We feel cancellation is the only responsible choice as the safety and well-being of our members and attendees is our top priority.

AAHAM's mission and our continued goal with the ANI, is to provide education and networking, and we feel these both would be severely reduced and impacted due to our current state. We are concerned with how to offer you and our corporate partner attendees a positive, fun and rewarding experience with the limitations that are being imposed. We also know that many organizations are not reimbursing for travel as well as that others have restricted travel entirely through the end of the year.

This will be only the second time in our history that we have had to cancel our ANI. Ironically, the only other time we had to cancel was back in 2005, due to Hurricane Katrina when it was to be held in New Orleans as well!

Our decision was also based on concerns we have received from our members and corporate partners as well as cancellations of other conferences through the end of the year. Because of these factors, AAHAM has determined it would be an unacceptable risk to hold the ANI this October. We will continue to look for additional and new educational and CEU opportunities in light of the cancellation.

As we have weathered other crises, we will get through this together, of that I am sure! Please stay safe and well.

All my best,

Lori Sickelbaugh, CRCE
President

WED Nov. 11th

Price Transparency 2021

Proven Strategies for Patient A/R Recovery Success

Round Table Discussion: Handling the Covid Crisis

THUR Nov. 12th

Payer Panel

Veterans Affairs Claims

**Virtual
Conference**

Wednesday November 11th

10:00-11:30 AM **Amy Tepp/ Eide Bailly**
Price Transparency 2021

This presentation will cover the evolution of pricing transparency for hospitals. It will discuss the final rule that will become effective January 1, 2021 and how hospitals can work towards implementation compliance.

11:30-12:30 PM **Katie Peterson, Rachel Harris/ Nemadji**
Revenue Cycle 101: Denial Prevention/ The Real Cost of Denials

Learn the top types of front-end denials and how and why they happen. Discover why there is a higher cost to working denials than what can be seen on a patient's bill and learn how much your denials are actually costing you. By preparing for and preventing denials through process improvements will save you money later.

Even though we can't play the Heads-Tails game, we encourage members to still support the charity, St. Cloud Area Special Olympics.

St. Cloud Area Special Olympics

As a local Team with Special Olympics, we are responsible for being self-funded. We have a couple of fundraisers we perform every year. We have a wreath sale in the fall and The Polar Plunge in the winter along with selling raffle tickets throughout the state in the fall.

We offer children and adults with intellectual disabilities year-round sports training and competition. Through Special Olympics we offer athletic leadership programs for people with intellectual disabilities who transform themselves, their communities and the world.

We also help athletes who are interested to become Global Messengers to get their stories out into the communities they serve.

Currently we offer the following sports: Floor Hockey, Power Lifting, Basketball, Swimming, Golf, Track, Bowling, Softball, Skiing and a new sport, Snow Shoeing. As you can see, they are kept very busy. All of our coaches are volunteers so, if you or someone you know is interested, we are always looking for more coaches!

Every story has a hero and we currently serve over 100 athletes through out the year in the above sports. Thank you for your help in serving these athletes!

**1:30-3:00 PM Sjern Lundquist/ Capio
Proven Strategies for Patient A/R Recovery Success**

In this interactive session the panelists will talk about what they are doing strategically to address growing Patient A/R, and what's been successful and what hasn't worked. Strategies will be discussed that are impacting recoveries such as technology, new processes, new services (patient financing, charity, financial counselors, new payment policies and working with vendors (without naming names.) Gain insights on successful strategies your peers have implemented to achieve exceptional Patient Balance recovery performance while sustaining a compassionate patient-centered culture. Discover steps you can take home to create positive change in your Business Office. CFO's, Revenue Cycle professionals and individuals involved with Patient Access and Patient Billing will find this to be an informative and beneficial session.

3:30-4:30 PM Round Table Discussion: Handling the Covid Crisis

- i. What have you done differently since Covid?
- ii. If doing work-from-home, what have you learned/ willing to share?
- iii. Advice for your peers?

Thursday November 12th

Our annual Payer Panel Meeting will be on Thursday November 12th. We will have representatives from many payers, including, NGS, MN Medicaid, Medica, HealthPartners, and more. Representatives will update us with important changes and issues within their companies. Each representative will have a time to present and go over answers to previously submitted questions. Attendees will also have the opportunity to submit in writing any other "last minute" questions which reps will take back to their office to get answers.

9:00-10:00 AM Veterans Affairs Claims/ Jim Hoffman

In this session, attendees will focus on Veterans Affairs claims, specifically learning about the MISSION Act and the impact it has had and will continue to have on the revenue cycle. Attendees will learn updates on the Cerner EMR system. Attendees will take away three key learning points to help with VA claims, and will have the opportunity to ask questions, bounce ideas, brainstorm, and problem solve specific areas of the revenue cycle as it relates to VA claims.

10:00-10:45 AM MN Department of Labor and Industry, Workers' Compensation Division

10:45-11:30 AM National Government Services

11:30-12:15 AM Blue Cross of Minnesota

- 1:00-1:45 PM **Minnesota Department of Human Services**
- 1:45-2:30 PM **HealthPartners**
- 2:30-3:15 PM **PreferredOne**
- 3:15-4:00 PM **Medica**
- 4:00-4:45 PM **U Care**

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Speakers

Jim Hoffman, COO, Argos Health



Jim Hoffman serves as Chief Operating Officer at Argos Health. He is responsible for operations, client relations, marketing, sales, and information technology at Argos. He brings over twenty-five years of healthcare operations and technology experience to his role. He is a frequent writer and speaker on current topics in revenue cycle and reimbursement. He has held executive-level positions at BESLER, MedAssets, Accuro Healthcare Solutions, and Innovative Health Solutions. Jim is a graduate of the University of Virginia.

Sjorn Lundquist



Sjorn has over 20 years of experience in Healthcare Revenue Cycle sales and operations management. He has worked with Health Systems, Physician Groups, ASC's and outsourcing partners to develop and execute payer and patient facing recovery programs.

He has served as Chairman of the ACA-Minnesota Legislative Committee, been a Board Member of Great Lakes Credit & Collection Association and was a National Council of Delegates representative for ACA.

He is currently responsible for developing and growing business partnerships for Capio, the nation's largest buyer of aged healthcare receivables.

Speakers

Amy Tepp, CPA, Partner-in-Charge of Revenue Cycle, Eide Bailly LLP



Amy has more than 30 years of experience in health care finance, leadership, reimbursement, revenue cycle, and compliance. She has worked as a Medicare auditor; director of reimbursement, revenue integrity, & regulatory review and analysis; compliance officer and consultant.

Amy is the Partner-in-Charge of Revenue Cycle within health care consulting for Eide Bailly. She assists providers by developing solutions focusing on revenue cycle process optimization, Chargemaster development, pricing transparency strategy, compliance program assessment and compliance audit function.

Katie Peterson, CPAR, Denial Management Coordinator, Nemadji



Katie holds 17 years of revenue cycle experience, ranging from hospital pre-registration to insurance claim resolution. Her knowledge spans a variety of topics, including insurance verification, prior authorizations, coding verifications, claim editing and submissions, and insurance denials. She is a strong believer in success by collaboration and teamwork, and actively participates on Nemadji's advisory and innovation teams. Katie enjoys attending AAHAM events both locally and nationally and looks forward to continuing to build relationships that support growth for both members and providers.

Rachel Harris, RHIA, CPAR, Denial Management Coordinator, Nemadji



Rachel's background is in Health Information Management—a graduate of the College of St. Scholastica, she has spent the past 10 years involved in everything from hands on patient care to software development. She has extensive work experience with the revenue cycle and HIM functions; including coding, claim scrubbing, denials, physician training, transcription and dictation, records creation and retention, credentialing processes, portal development, coordination of departments and mentoring interns.

Both Katie and Rachel are passionate about helping providers understand the complexities surrounding denials—both preventing and overturning—and have been key players in developing Nemadji's new denial management solution, Resolve. Resolve offers providers an outsource denial management option that appeals and overturns denials to obtain proper reimbursement for services, as well as provides actionable data to allow for process improvement and prevention of future denials.

National AAHAM Quick Links

Here are the most common pages with information you would need to link to:

- Membership - <http://www.aaham.org/JoinNow.aspx>
- Certification - <http://www.aaham.org/Certification.aspx>
- Legislative Day - <http://www.aaham.org/LegislativeDay.aspx>
- The ANI - <http://www.aaham.org/AnnualNationalInstitute.aspx>
- The infohub - <http://www.aaham.org/InfoHub.aspx>
- The National Calendar - <http://www.aaham.org/Events.aspx> (Please don't forget to send me any upcoming meetings for me to post there)

Also, if you've missed any of the emails going out to the membership, all the current news and immediate upcoming events can be found on the aaham homepage.

Moayad Zahraiddin
Operations & Membership Director

CERTIFICATION COMMUNICATION CORNER



I hope that during this difficult time everyone is reaching out to their AAHAM 'Family'. Fellow Local and National AAHAM members are your best resource for keeping current with what is happening in our profession. Another way to stay current with changes in healthcare is to become certified. We have something for everyone, from the frontline billing staff to the Revenue Cycle Managers. Please visit [AAHAM Certification](#) for an overview of types and to take the first step, providing you the benefits of:

- *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*

And provides your employer the opportunity to:

- *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*

Both our local and national AAHAM are offering educational opportunities through webinars and online meetings.

In the words of our National President:

"Our Education Committee has been working hard to bring you valuable, timely education. These are free opportunities for knowledge and CEUs. Be sure to visit our website as new events are being added regularly. Our local chapters are also offering education to help you stay current, informed and competitive."

Our Certification Committees are committed to bringing you a stellar certification program, with opportunities to grow as your career does and add impact to your resume. The AAHAM certification program is the best in the revenue cycle industry and truly sets us apart. Our popular free certification webinar series has gone remote so you can watch the recordings and listen when convenient for your schedule. There is also a short test for CEU seekers."

Lori Sickelbaugh, CRCE National AAHAM President

Upcoming National Certification Dates

August 17, 2020

Registration deadline for November 2020 exams

November 2-13, 2020

November 2020 exams

December 15, 2020

Registration deadline for March 2021 exams

March 8-19, 2021

March 2021 exams

April 15, 2021

Registration deadline for July 2021 exams

July 19-30, 2021

July 2021 exams

August 16, 2021

Registration deadline for November 2021 exams

November 8-19, 2021

November 2021 exams

December 15, 2021

Registration deadline for March 2022 exams



Certification

-- gives one a strong sense of accomplishment to carry forward in their career.

Stacey Mattson, CRCP-I

-- was important to me to be able to demonstrate to my colleagues and my peers I truly understand healthcare revenue cycle. Maintaining this certification through the CEU program ensures I can stay current with the ever evolving changes revenue cycle faces.

Kristina Gursky, CRCP, CRCP

For more information, visit the following links or feel free to email me at tamorae@coretreatment.com.

[National AAHAM Website](#)

[MN Gopher AAHAM Website](#)

Respectfully submitted by

Tamora Ellis CRCE-P

RCM/Compliance Officer – CORE Professional Services P.A.
Education/Certification Chair, MN Gopher AAHAM Chapter

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.

Click on the link for more certification information

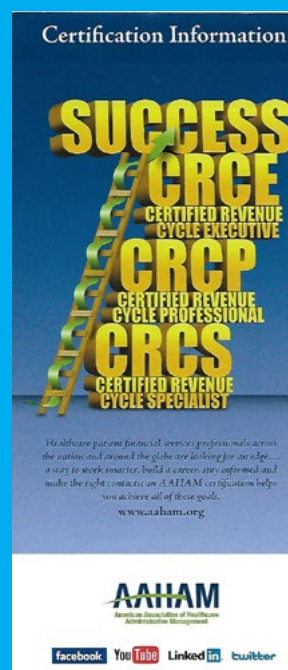
<http://www.aaham.org/certification.aspx>

AAHAM certification options:

- 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

AAHAM offers the certification exams three times a year in March, July and November.

MN Gopher Chapter AAHAM Members:
Please Remember to
Up Date Your Profile with National AAHAM



Online CEU Reporting Form

National AAHAM Resources

To learn more about CEU's and to access the Online CEU Reporting Form, click on the link below:

<http://www.aaham.org/Certification/RecertForm.aspx>



Executive Director's Blog Sharon Galler



Conversation Starters

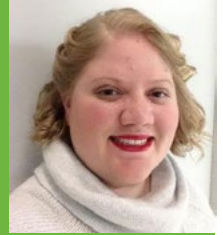
Need some conversation starters for your happy hours or meetings? Here are few provocative questions that can generate some good conversations:

1. WHAT IS ONE THING LIFE IS TEACHING YOU RIGHT NOW?
2. HOW DID YOU LEARN YOUR MOST IMPORTANT LESSON IN LIFE?
3. WHAT IS AN IDEA THAT YOU STRONGLY BELIEVE IN?
4. WHAT ARE YOUR HOPES FOR WHAT THE FUTURE HOLDS FOR YOU?
5. WHAT IS ONE CRUCIAL INGREDIENT FOR TRUE HAPPINESS?
6. WHAT THINGS HOLD YOU BACK FROM DOING WHAT YOU REALLY WANT TO DO?
7. WHAT IS YOUR GREATEST STRUGGLE RIGHT NOW?
8. IF YOU COULD GIVE ONE PIECE OF ADVICE TO A LARGE GROUP OF PEOPLE, WHAT WOULD IT BE?
9. WHAT IS AN ISSUE THAT YOU THINK NOT ENOUGH PEOPLE ARE TALKING ABOUT?
10. WHAT IS ONE THING YOU WANT TO ACCOMPLISH IN YOUR LIFE?
11. WHAT IS ONE PERSONALITY TRAIT YOU ADMIRE IN OTHERS?
12. WHAT IS ONE PERSONALITY TRAIT OF YOURS YOU'D PREFER NOT TO HAVE?
13. WHEN HAVE YOU LEARNED SOMETHING FROM A FAILURE?
14. WHAT WAS THE MOMENT LIKE WHEN YOU DECIDED ON YOUR CAREER PATH?
15. WHAT WOULD YOU DO DIFFERENTLY IF NOBODY WOULD JUDGE YOU?

PLEASE STAY WELL!



Timely Tips Heather Rickgarn



Work from Home Health

Many of us are settling back into the work-from-home routines. It is crucial as you settle into these habits that we remember some important ergonomic and wellness considerations.

1. Avoid the hunch or the couch.

- a. Many of us get into the habit of squinting at our screens, either separate screens or laptops, and we assume the all too common hunch or couch potato curl.
- b. To avoid this, make sure you're working at the appropriate height and use an office chair if possible.

i. How to assess height:

- a. Screens should have a direct (straight line) from the top of your eyes (eyebrow). If there is an angle to the line, it will cause strain.
- b. Your arms should naturally fall flush with the table or desk. Too high or too low will result in shoulder strain.
- c. Knees should be at a 90-degree angle also when sitting. Too high or too low can cause hip and low back strain.

ii. Easy fixes for height

- . Use everyday household items to help increase the height of your screen. Soda can boxes, books, or coffee cans are excellent options to increase your screen height.
- a. If your chair is too low, consider adding a pillow or blanket to increase height.
- b. If your chair is too high, see if there are ways to elevate the entire desk surface to accommodate the height difference.

2. Remember the 20/20/20 rule.

- . Every 20 minutes you sit or stand at the computer screen, you should spend 20 seconds looking at a non-screen object (out the window is my favorite). Additionally, that object should be at least 20 feet away to give your eye muscles a break.
- a. Consider blue light reflecting lenses as a way also to protect your eyes.
- b. Additionally, for every 20 minutes of screen time, you should get up and move for at least 1 minute. As my health watch tells me, don't forget your 250 steps per hour.

3. Don't skip meals, and remember to stay hydrated.

- . When we get into our home routines, we can sometimes fall victim to the phantom snacking. Instead, plan out meals ahead of time to ensure you get a proper meal during your workday.
- a. Remember, 5 ounces of water every hour can also help with brain function and keeping you hydrated.

Hopefully, these helpful tips can help you in adjusting back or reinforcing your existing work-from-home routine!



AHA Predicts Red Alert for 50% of U.S. Hospitals

Brad Skelton, maxRTE

Hospital margins already under pressure are evaporating under the strain of COVID-19. According to a new report, half of all U.S. hospitals will be operating in the red by the end of the year without more federal relief.

The report prepared by Kaufman Hall on behalf of the American Hospital Association (AHA) sounds this dire alarm that threatens the quality of healthcare during a time when it's most needed. Timing of the report coincided with the Senate's return to work last month and talks focusing on a new relief package that as of today is still in limbo.

The report shockingly predicts that hospital margins could sink 7% in the second half of 2020, and that half of all hospitals are likely to operate with a negative margin.

Normally, hospitals typically operate with a 3.5% operating margin. But there was nothing normal about Q2. The lockdown and need to preserve capacity for combatting COVID-19 financially gobsnocked hospitals as patient volumes dropped and elective procedures were cancelled. Patients concerned with potential exposure to the virus—especially those in the vulnerable category—are driving the Q3 post-lockdown reduction in elective procedures.

With an uncertain future about containment/spread of the virus, the report revealed that margins are expected to drop to -3% in the second quarter of this year.

Urgently Seeking More Federal Support

In an AHA call with reporters, David Perlstein, M.D., president and CEO of SBH Health System in New York City, substantiated that the drop would have been negative 15% without \$175 billion in funding provided by Congress a few months ago. He said, "Without the federal support we would have run out of cash and been forced to shut down the hospital." The pandemic has cost Grady

Health System in Atlanta \$115 million, CEO John Hauptert told reporters. About \$70 million of that has led to a reduction of elective surgeries and another \$45 million from increased expenses such as PPE.

A [separate AHA analysis](#) finds that the COVID-19 pandemic could cost hospitals \$323 billion through the end of 2020. The cost increase includes higher prices to get personal protective equipment.

The AHA is pressing Congress for more relief funds and to change repayment terms for Medicare advance payments. The Centers for Medicare & Medicaid Services (CMS) doled out \$100 billion in advance and accelerated payments to facilities at the onset of the pandemic in March. The program has since been suspended, and the AHA and other hospital groups are worried that CMS could start asking for repayment for those loans this month. The group is in talks with lawmakers over the need for changes to the program and is lobbying for Congress to pass legislation that forgives the loans.

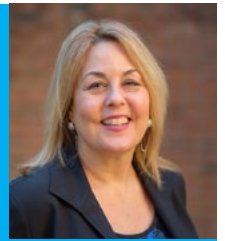
Congress has yet to pass another round of COVID-19 relief. Although McConnell has said that healthcare and relief for providers has to be a major pillar in the next relief package, no specifics were given.

Expediting/Optimizing Income

As the pandemic continues to wreak havoc with hospital financials, hospitals need to use every possible resource for kicking their revenue cycle into warp speed. They need to drive income as quickly as possible, and that calls for ensuring they have the most current, accurate insurance information for every patient at their fingertips. Avoiding reimbursement delays has never been more crucial. Automated solutions could be the lifeline hospitals desperately need. [Find out more here.](#)



Executive Director's Blog Sharon Galler



Working Remotely, Here to Stay?

When I first thought about this article, many of us were scrambling to prepare for our workforces to begin working remotely as states were shutting down due to the COVID-19 pandemic. Fast forward a few months and we are still working from home. Some states are even considering shutting down again.

Many offices were already set up for telecommuting, as was ours and the transition wasn't difficult. Our phone calls come in via email, that includes a recording of the message as well as a text message, we connect to email and files over a virtual private network (VPN), and we all have computers and printers in our home offices. There was no lag time working remotely. We stay in touch with email, cell phones and monthly Zoom staff meetings. No more than two people are in the office at one time and everyone has hand sanitizer. Masks are required in common areas and by all visitors.

Some of you let your employees work from home as long as their work can be done remotely and there's a good Internet connection. While most don't allow employees to take office equipment home, some allow employees to use their own equipment or they provide a laptop and monitor. Employees who have to make outbound calls or receive inbound calls, leave their work phone number as a call back number and use the voice mail to email platform or other software.

Remote workers have productivity goals in place and employees must be at 100% productivity or greater. Some lucky workers have flex time, which works well for those with spouses or children at home.

Linda Patry, CRCE, President of the AAHAM Virginia Chapter and Director of Patient Financial Services at Mary Washington Healthcare instituted telework for her team earlier this year. She shared her productivity techniques below:

"If someone has a job where it's hard to measure productivity, we ask the Associate to keep a list of work they do every day, which they pass onto their Supervisor at the end of the week. They are expected to be readily available via phone or instant message. We report out on productivity to each Associate weekly. Managers and Directors are copied on those emails as well. Each Supervisor (who also works from home) has a quick morning meeting with their team members to ensure that everyone is doing well and has no questions or issues. Supervisors must also distribute a list of work/projects they have done over the week."

If you or your facility is considering telework, here are some tips on what you need to set up a home office:

- A designated area or room to separate home from work as well as add privacy
- A comfortable desk with space to spread out
- Sufficient lighting

- USB and electrical outlets
- A strong Wi-Fi signal
- Sufficient Internet speed, the more, the better (at least 3 Mbps)
- A desktop or laptop computer with a built-in webcam, microphone and speakers
- A telephone headset is helpful if you are on the phone a lot
- A printer with extra paper and toner
- A file cabinet or mobile file drawers
- A green plant to bring a touch of nature inside and also to help clean the air
- An uncluttered wall or area to use as a back drop for videoconferencing

The benefits of working from home are many:

No Commute

No commute equals no wasted time! The average full-time worker spends an average of 4.35 hours a week or 200 hours+ a year commuting. It saves money on gas and wear and tear on your car and is good for the environment.

Healthy Meals

Working from home offers the ability to cook a quick, healthy meal and saves money by not eating lunch out and opting for fast food. Use leftovers or make ahead meals. Stock your fridge with healthy snack options, like fruit, nuts, raw veggies, cheese cubes and sparkling water.

Fewer Sick Days

People who work from home take fewer sick days and get sick less often.

Wear Whatever You Want

Whatever helps you be productive and in work mode, go for it. Some people prefer to dress like they were going to the office, others prefer casual or athleisure wear.

These uncertain times can create anxiety and stress. Maybe these times can also help us reflect on what is truly important and add to our personal growth, be kinder, more grateful and more empathetic.



STREAMING SUGGESTIONS

COVID 19 has dramatically changed how we live, dress and socialize. It has ushered an upswing in streaming sites. The following are suggestions for some TV shows and films that our members have been watching.

My wife and I have been watching a series on Netflix, Call The Midwife. 8 seasons and it is quite amazing and give an interesting account of the rise of nationalized health in Great Britain after WWII and the transformation of London's poor East End burrow. - Rick Rogers

Two outstanding series is the OA on Netflix and The Boys on Amazon. Be forewarned, The Boys is rather violent. -Pam Brindley

I would recommend Teenage Bounty Hunters, Toast of London and the Inbetweeners on Netflix. A good movie to watch is Troop Zero on Amazon. - JB

Top Rated Movies for Streaming

- You Were Never Really Here / The Big Sick / Suspiria / Blow the Man Down
- Midsommar / Hereditary / Eighth Grade / A Quiet Place / Radioactive
- Get Duked / All three John Wick movies / The Peanut Butter Falcon / Judy

Attention: Corporate Sponsors

The MN AAHAM Board voted to extend corporate sponsorships through 2021 in deference to the fact that the sponsors did not get most of their benefits in 2020.

For the First Time, DoubleTree by Hilton Reveals Official Chocolate Chip Cookie Recipe so Bakers Can Create the Warm, Welcoming Treat at Home

MCLEAN, Va. - For the first time ever, DoubleTree by Hilton is sharing the official bake-at-home recipe for the brand's beloved and delicious chocolate chip cookie, so at-home bakers can create the warm and comforting treat in their own kitchens.

The warm chocolate chip cookie welcome is synonymous with DoubleTree hotels worldwide, and travelers look forward to receiving one, fresh from the oven, upon their arrival.

DoubleTree cookies have a passionate fan following and a long history. More than 30 million are consumed every year, and the DoubleTree chocolate chip cookie even became the first food to be baked in orbit during experiments aboard the International Space Station.

Copycat recipes have been shared online for years, but only now has Hilton released the official version to create at home.

"We know this is an anxious time for everyone," said Shawn McAteer, senior vice president and global head, DoubleTree by Hilton. "A warm chocolate chip cookie can't solve everything, but it can bring a moment of comfort and happiness.

"We hope families enjoy the fun of baking together during their time at home, and we look forward to welcoming all our guests with a warm DoubleTree cookie when travel resumes."

DoubleTree Signature Cookie Recipe

Makes 26 cookies

½ pound butter, softened (2 sticks) ¾ cup + 1 tablespoon granulated sugar

¾ cup packed light brown sugar

2 large eggs

1 ¼ teaspoons vanilla extract

¼ teaspoon freshly squeezed lemon juice

2 ¼ cups flour

½ cup rolled oats

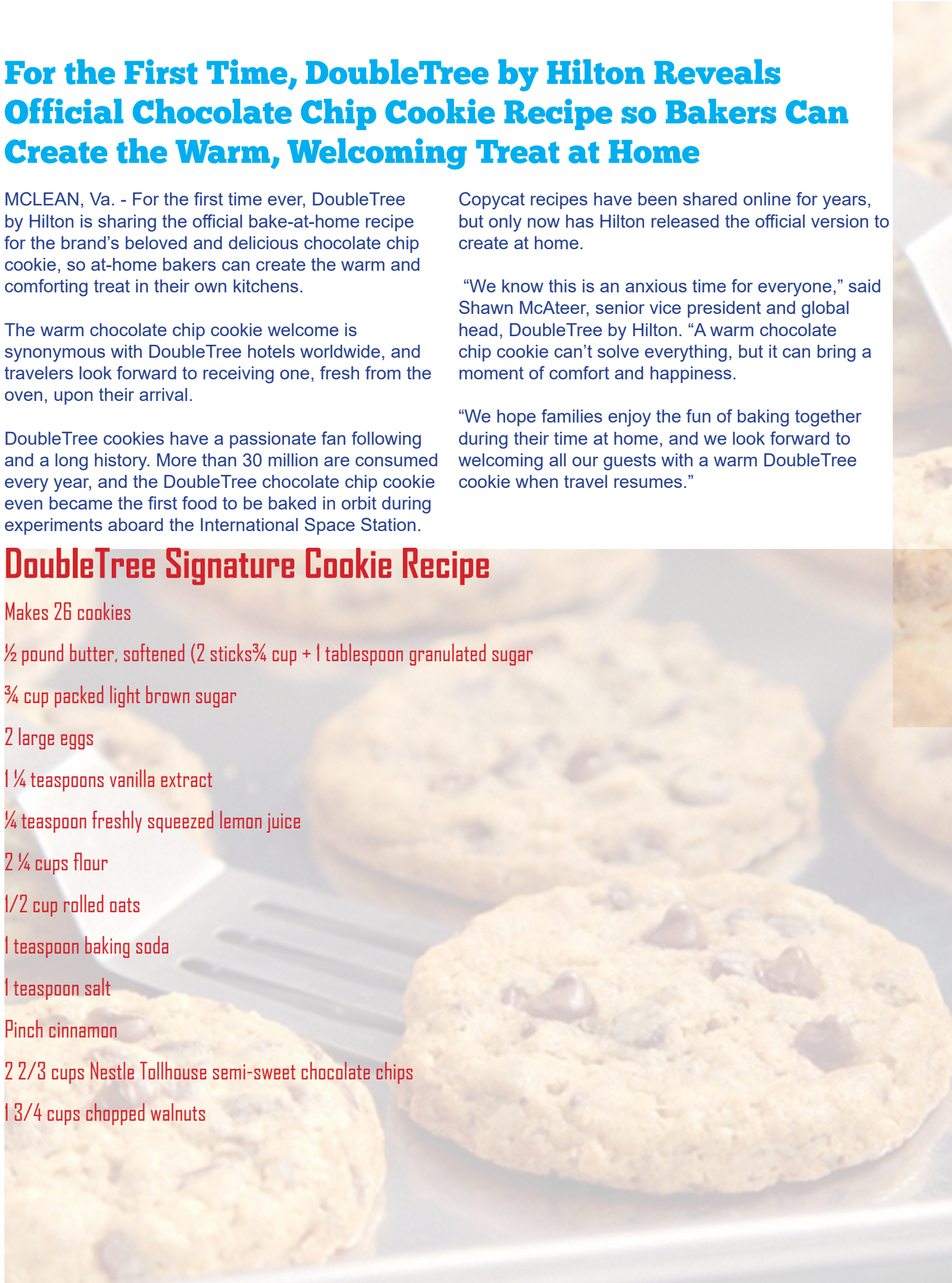
1 teaspoon baking soda

1 teaspoon salt

Pinch cinnamon

2 ⅔ cups Nestle Tollhouse semi-sweet chocolate chips

1 ¾ cups chopped walnuts



Cream butter, sugar and brown sugar in the bowl of a stand mixer on medium speed for about 2 minutes.

Add eggs, vanilla and lemon juice, blending with mixer on low speed for 30 seconds, then medium speed for about 2 minutes, or until light and fluffy, scraping down bowl.

With mixer on low speed, add flour, oats, baking soda, salt and cinnamon, blending for about 45 seconds. Don't overmix.

Remove bowl from mixer and stir in chocolate chips and walnuts.

Portion dough with a scoop (about 3 tablespoons) onto a baking sheet lined with parchment paper about 2 inches apart.

Preheat oven to 300°F. Bake for 20 to 23 minutes, or until edges are golden brown and center is still soft.

Remove from oven and cool on baking sheet for about 1 hour.

Cook's note: You can freeze the unbaked cookies, and there's no need to thaw. Preheat oven to 300°F and place frozen cookies on parchment paper-lined baking sheet about 2 inches apart. Bake until edges are golden brown and center is still soft.



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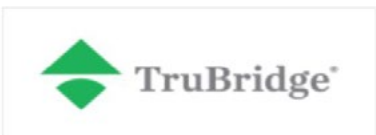
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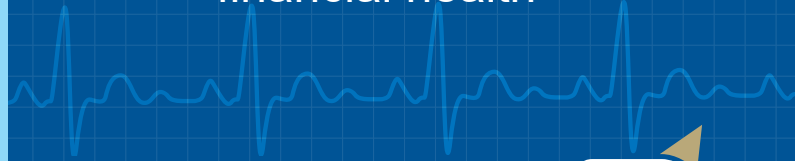
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