



SUMMER 2014

President's Message: Sandy Peffer

As I am writing this message, I ponder: "How many of Western Reserve Chapter Members are enjoying themselves, either on vacation, or just outside enjoying the wonderful weather?" It was a brutal winter, and I am sure all of us are glad spring and summer are finally here. We all deserve a little fun time now. There is nothing wrong with taking some "me" time to revitalize yourself.

This article, I am not going to bore you with updates that will also be touched on by your board members.

I simply want to invite you to either attend a chapter meeting (06/27/14, 09/11-09/12/14) or visit our website @ <http://wraaham.org/site2/> to get the most up to the minute updates regarding Revenue Cycle. Better yet, become a National Member and expand your resources to include the National AAHAM website <http://www.aaham.org/>. The Quarterly AAHAM Journal is worth the membership fee!!!

As we all are feeling overwhelmed or not being able to see the light at the end of the tunnel, I wanted to share with you an article from the AAHAM Spring 2014 Journal. I have gotten to know Heather through the AAHAM President's

Conferences, and admire her ability to always remain positive. I hope you find this article insightful.

*By Heather Eavers, CRCS-I, P
Reimbursement Analyst/Charge Master
Specialist, Augusta Health, member of the
Virginia chapter*

Working hard without setting goals can leave you feeling like a wheel spinning to nowhere. Goal setting allows you to motivate yourself and decide what you are going to achieve. Your goals can either be long term goals or short term goals. Either will allow you to focus and organize yourself to make the best of yourself. First, create a big picture of what you want to accomplish and then set smaller target goals that will help you achieve this. When setting goals be realistic and specific. This will ensure you are able to stick to your plan. Allow yourself time to achieve your goal. Not all goals can be accomplished overnight. Commit to your goal and don't get discouraged along the way. If you have more than one goal, be sure to prioritize your goals so that you don't end up feeling overwhelmed. However, do set deadlines for your goals. This will give you something to work towards. Even the accomplishment of a minor goal is cause for celebration. Don't get hung up with thoughts about all you still have to do. Then move on to the next milestone. A useful way of making goals more powerful is to use the **SMART** mnemonic. **SMART** stands for:

S – Specific (or Significant).

M – Measurable (or Meaningful).

A – Attainable (or Action-Oriented).

R – Relevant (or Rewarding).

T – Time-bound (or Trackable).

You can be successful in 2014, just set a goal!

"People with goals succeed because they know where they are going" Earl Nightingale

Sandy

MEMBERSHIP MISSIVES: KELLY DUFFY, FIRST VICE PRESIDENT

As of May 1st our chapter membership has a total of 110 members. Please welcome new member Kathryn (Kate) Schlotzer to our chapter.

I look forward to seeing everyone on Friday, June 27th at our next meeting at the Akron General Health and Wellness Center West in Akron.

Please mark down the dates of September 11th-12th. This will be our two day meeting event and it will be wonderful to have a great turnout.

Thank you again to Jimmy Favazzo for all of his help at the last meeting.

I also would like to thank Brittany Stepp for offering her help for future meetings.

Kelly

EDUCATION ELOQUENCE: JANET BROZ, SECOND VICE PRESIDENT

September, 11th and 12th 2 Day Conference - Bertram Inn – great line up of speakers and wonderful fellowship with your peers! Thursday evening will be hypnotic and fun....hint...hint..

December 12th, at the AGMC Wellness Center mid-morning to afternoon (Christmas Party)
Individuals interested in helping with the educational committee please feel free to reach out to me; Janet Broz – email address jbroz@jprecovery.com or cell phone # (419)681- 3503. I really could use your help and input in determining speakers and meeting ideas.

[Chuckle for the month.....](#)

I hate to have to tell you this”, said the Doctor in a sad compassionate voice, “but you have been unfortunately been diagnosed with a highly contagious disease, we will have to quarantine you and you’ll only be fed cheese and bologna.”

“That’s terrible!” Said the distraught young man, quickly sitting down before he could faint. “I don’t know if I could handle being in quarantine...and the cheese and bologna diet...”

What’s with the cheese and bologna diet anyway? I’ve never heard of such a diet before?!”

“It’s not exactly a diet”, responded the Doctor, matter of fact, “it’s just the only food that will fit under the door!”

Have a great summer!!!!

Janet

SECRETARIAL SCRIBBLES: ANN BUCHHEIT, SECRETARY



From a board secretary point of view, things are pretty quiet. So I’m going to keep this short and sweet. Have a wonderful, safe summer. Please save the dates for the Western Reserve Institute in September and the National ANI in October.

Greetings from the Chairwoman of the Board



I hope you are all having a great start to summer and are able to fit in some fun activities among the craziness in the Hospital Revenue Cycle arena!

A reminder, that through the generous support of our Corporate Partners, AAHAM Western Reserve Chapter has **two \$1000 scholarships** available for members or member dependents. The applicants are NOT required to be pursuing a healthcare related degree to qualify.

The May 31st deadline came and went and the committee received **NO applications!!** Can you believe it??? We are extending the application deadline to **7/31/14!!** Don't lose out on this great opportunity! Please follow this link for information and scholarship application:

<http://wraaham.org/site2/activities/>

Also, thanks to those of you who completed our online survey. I am extremely excited that there were many of you interested in joining the Legislative Committee (which I am forming as we speak ☺)

Please send me an email at:

Nanette.Woldin@stvincentcharity.com to let me know that you're interested in being part of the committee, which will meet monthly. We'll discuss "hot" topics in Healthcare, hopefully hook up with our National Committee counterparts and even our

Lobbyist, Paul Miller, to prepare to "storm the Hill" at the next AAHAM Legislative Days in April 2015.

AAHAM WESTERN RESERVE ROCKS!!

Nan

AAHAM certification options include:

[Certified Revenue Cycle Executive \(CRCE\)](#)

[Certified Revenue Cycle Professional \(CRCP\)](#)

[Certified Revenue Cycle Specialist \(CRCS\)](#)

[Certified Compliance Technician \(CCT\)](#)

Healthcare patient financial services professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts; an AAHAM certification helps you achieve all of these goals.

What is Executive (CRCE) certification?

Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills. AAHAM offers two types of Executive certification; one focused on the revenue cycle within an institutional (hospital, health system) environment and the other focused on the revenue cycle in a professional (physician, clinic) environment. Dual certification is available for those interested in obtaining certification in both specialties.

What is Professional (CRCP) certification?

Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge

and skills. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification. AAHAM offers two types of Professional certification; one focused on the revenue cycle within an institutional (hospital, health system) environment and the other focused on the revenue cycle in a professional (physician, clinic) environment. Dual certification is available for those interested in obtaining certification in both specialties.

healthcare compliance for all staff involved in the processing of patient accounts. It is intended to meet the annual employee compliance training requirements and to support individuals with professional compliance responsibilities in both institutional (hospital, health system) and professional (physician, clinic) settings.

What is Specialist (CRCS) Certification?

Specialist certification is an online proctored exam that tests the proficiency of staff involved in the processing of patient accounts and to prepare them for the many details needed to perform their daily job duties. AAHAM offers two types of Specialist Certification; one focused on the revenue cycle within an institutional (hospital, health system) environment, the other focused on the revenue cycle in a professional (physician, clinic) environment. Dual certification is available for those interested in obtaining certification in the institutional and professional specialties.

“The University of Pennsylvania Health System (UPHS) began a voluntary CRCS certification program to support staff level persons working as part of the revenue cycle. UPHS pays for any candidate to take the test up to three times. The program is very popular with staff, which recognizes the investment that UPHS is making in their personal development. The Patient Accounting Department now offers a reward for passing the exam, paid out annually each year on the individual’s certification anniversary for as long as they maintain their certification.”

Thomas McCormick, CRCE
University of Pennsylvania Health Systems

What is Compliance (CCT) Certification?

Compliance certification is an online proctored exam that thoroughly tests competencies in

Corporate Sponsor Spotlight



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Quadax has helped hospitals and other healthcare organizations of every size improve their financial performance with efficiency-enhancing features of Xpeditor for claims management, remittance management, and more. We help you with more precise editing and greater automation, plus multiple transmissions to Medicare and other payers each day, to speed your cleaner claims to adjudication for faster, more accurate reimbursement.

Industry watchers are predicting a bumpy road ahead for healthcare reimbursement due to the mandated transition to ICD-10. At Quadax, however, we're doing all we can to fit our clients with shock-absorbers, as it were, by providing ample advance testing capabilities, performing early payer testing, and offering proactive assistance with process analysis so that adjustments may be made well in advance for custom programming and workflow.

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James McCauley | VP, EDI Services, Partner
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Mike Reppa, President
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The Revenue Group is a leader in accounts receivable, eligibility determination and call center services. We provide a competitive advantage for our clients who represent a host of industries ranging from government, to healthcare, to utilities, to finance. We serve credit grantors of every scope and size providing trusted, intelligent business services that are scalable to best meet the specific needs of each operation.

Our clients rely on the team at Revenue Group to manage their receivables-specific business functions, which in turn, allows them to focus on their core business. The result is smarter, leaner and more profitable operations—a distinct and measurable return that gives our clients a competitive advantage.

Founded in 1994, the Revenue Group of companies has earned its position as a nationwide leader in accounts receivable, office management outsourcing and call center services. As we have remained intently focused on attracting and retaining the best people in the industry, while investing in class-leading technology and systems. The result is a level of industry knowledge, command and revenue-generating performance that delivers pure payoff for our clients.

*Email: sales@revenuegroup.com
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