



2012 Spring Edition

President's Message Nan Woldin

I'd like to begin by thanking Sue Bertram for so graciously passing the presidential baton and serving our chapter so well in 2010-2011. She was a great leader and I look forward to working with her as Board Chair for the next 2 years. I need her sage advice to keep me on the straight and narrow!

We're off to a great start for 2012, AAHAM Western Reserve Chapter's 40th year! We kicked off with a Board Meeting at the end of January and welcomed newly-elected Board members; First Vice President and Membership Chair, Diane Murray; Second Vice President, Education Chair, Toni Shamblin; Secretary, Ann Buchheit; Treasurer, Sandy Peffer, and Board Members Mike Attebery and Steve Rybka. Back by popular demand as Corporate Partner liaison is Casey Williams.

Speaking of Corporate Partners, our chapter is blessed to be supported by **25** this year! As you receive information about our meetings and events, please remember that we are able to keep our reservation costs low and provide quality educational speakers with the financial assistance we receive from the Corporate Partners. A complete list appears in this newsletter and is on our website as well, <http://www.aaham.org/westernreserve>. As your organization finds itself in need of vendor services, please consider one of our Corporate Partners.

Also, in January, I attended the National Board Meeting at the Hyatt Coconut Point in Florida. There was much for us new Presidents to learn...! I made some new friends and I was

fortunate to be assigned to the Chapter Development Committee. I'm looking forward to being very involved for the next 2 years. The Coconut Point Resort was beautiful and is the site of the ANI this year in October. Please consider attending this national event. It's guaranteed to be educational and fun and the venue offers a lot of amenities to enhance your stay.

Our first meeting of the year was held jointly with HFMA at Corporate College. How nice it was to see so many of you there! Our next meeting is May 4th—details are in this Issue's "Education Highlights" from Toni Shamblin. Please watch our website and your inbox for information on all upcoming events, including our *spectacular* annual 2-day conference in September, where we will really celebrate our 40th year in style with special activities, prizes and Anniversary Corn Hole Tournament!

Part of our goal for this year is to increase meeting attendance by keeping registration prices low and offering 40th Anniversary specials like the BOGO for the May meeting. I hope you will be able to join us at all of our upcoming meetings and encourage you to take advantage of our great meeting rates by bringing additional staff, and colleagues, with you.

Also, in 2012, we will be updating our website. We've started obtaining quotes, so stay tuned for the new 40th Anniversary edition of the Western Reserve website. Look forward to a more robust website with a "Members Only" portal and ability to register and pay online. We're so excited!



I am fortunate to be President of this awesome chapter for the next 2 years. I'm going to make an effort to speak to each of you personally at our meetings; that, in and of itself, should be your impetus to attend. 😊 Please consider

becoming more involved in the chapter. Our committee chairs are always in need of members. Speaking from personal experience over the last 10 years, it is rewarding and fun to be able to play an active part in this organization and it doesn't require nearly as much of your free time as you might think. Please contact me, or any of the Board members, for information. The input and expertise of our members is what keeps us strong and successful. Also, please feel free to contact me anytime with comments, suggestions, questions, ideas, or to address any other issues you may have.

See you on May 4th!



Membership Committee ***Diane Murray, First Vice President***

I am very proud and honored to have been elected as First Vice President & Membership and excited to begin my 2012-2013 term! I am pleased to announce Kelly Duffy has accepted the position of Membership Committee Chairperson, and we both look forward to seeing you at the meetings throughout the year!

Kelly jumped right in managing the registration desk at both the December and February meetings! Thank you Kelly for doing a great job, and welcome aboard!

Membership Update: The Membership numbers for 2012 so far are slightly behind last year, with 116 current members. We have 45 non-renewals and we are in the process of contacting those folks now. The good news is we have 17 brand new members to our Chapter, so we are on track to exceed last year's total of 135 and reach our Membership goals for this year. Look for updates throughout the year as we continue to add new members!

Application for membership is on the National AAHAM website at AAHAM.org. You can complete online or print and mail in as directed. Dues are very reasonable at \$175 for the year, and there are

no additional Chapter dues when joining Western Reserve. Please renew if you haven't already, and reach out to your colleagues to remind them of the benefits of membership in the only National organization dedicated to the revenue cycle for both management and the front line staff. AAHAM's mission is to provide education, certification, networking, and advocacy for revenue cycle professionals, so join today and spread the word!

Our February meeting, a joint meeting with HFMA was a wonderful, all day event with education topics including ICD-10, 340B DSH Hospitals, D.I.S.H (leadership team building) ACO's Implications for Revenue Cycle and Beyond, along with the (always popular!) updates from OHA's Charles Cataline. We had a good turnout, with over 110 registrations and the Networking hour following the meeting was a great opportunity to enjoy a beverage, appetizers and mingle with friends. Congratulations to the Committee members of both AAHAM and HFMA for putting together a great program to kick off the year!

This is a great time to be a member of the Western Reserve Chapter of AAHAM, as we celebrate our 40th Anniversary! Watch for special celebrations throughout this (ruby) year!

I look forward to seeing you all at the next meeting!



Education Update:

Toni Shamblin, BSBA, Second Vice President

Welcome to 2012 and the start of a new term for your AAHAM Board Officers. I look forward to the challenge of filling the 'big shoes' following the AWESOME job **Cindy Hoyt** did in the 2010-2011 term. For me to be successful I need your help – what are you interested in; do you know of a great speaker; what topics do you want to learn more about? Contact me at any time, to give me your feedback and suggestions. I need volunteers for the Education committee. This will be a fun committee that gets to plan the meetings & menus. It has to be a fun committee since **Debbie Becker**, of FCI and **Amanda Burkett**, of Bellevue Hospital have agreed to join, but we still need more members. 😊

Mark your calendars now the much anticipated line-up of the 40th Anniversary.

Friday, July 20th 8 am to 1 pm
Tentative: To Be Announced 20 & 21st
Friday, December 7th 11:30 – 4:30

National Events:

April 11-12 Legislative Days – Washington, DC
May 31 National Scholarship deadline
October 17-19 Annual National Institute (ANI) -
Hyatt Regency Coconut Point in Bonita Springs, FL



We have three great speakers and topics, lined up for our May 4th morning meeting. You do not want to miss this government payer education and excellent networking opportunity! John Currier, National Education Chair is also going to do an abbreviated presentation of Fish Sticks. This great line-up is being presented to you by our wonderful Corporate Sponsors.

Friday, May 4, 2012

Akron General Health and Wellness Center
West
"Summit" Meeting Room
4125 Medina Road Akron, OH 44333
330-665-8000

☐ **8:00 a.m.** - Registration & Continental Breakfast

☐ **8:30 a.m.** - Business Meeting

☐ **8:45 a.m.** – **Tammy Tucci**, CMS/Palmetto updates with Q&A session

☐ **10:00 a.m.** - Break

☐ **10:15 a.m.** – Fish Sticks - fun presentation dealing with customer service in today's fast-paced competitive world.

Presented by: **John D. Currier, CPAM, CCT**

AAHAM National Second Vice President
Executive Director
Revenue Cycle Management
Gibson Area Hospital & Health Services

☐ **11:00 a.m.** – Break

☐ **11:15 a.m.** – **Laura Gibson**, ODJFS MITS updates with Q&A session

☐ **12:30 p.m.** - Lunch / Networking

Registration is: **Members get "Two for One" @ \$30.00. The BOGO is brought to you by AAHAM Corporate Sponsors. So grab a friend and get your registrations in. Non-Members are \$45.00. This is a great reason why you should complete your membership application right now if you aren't a member.**

See the latest news & updates for all 2012 activities go to our website @

<http://www.aaham.org/westernreserve/Activities/tabid/468/Default.aspx> who knows maybe sometime

this year a contest or hidden 'ruby' may appear. Lastly, I want to personally thank all of the vendors who contribute so much to AAHAM. We could not exist without you.

Secretary Report Ann Buchheit

As I find myself writing this article, I'm looking out the window of our home office, watching my neighbors rake leaves, cut grass, and clean up their yards. Who would have believed we would have 70° in Cleveland on a March weekend?

I am honored to be your secretary for the Western Reserve Chapter of AAHAM. I'm been looking forward to participating more actively in our chapter.

If you find that you have dreams of being published and would like to use your writing skills, I could use your help. I am looking for volunteers to assist with compilation of our newsletter! The newsletter committee members would assigned to the other board members to obtain their quarterly article and format into our newsletter. Should you wish to assist in this endeavor, please feel free to email at Ann.Buchheit@UHhospitals.org.

It was exciting to learn of the plans for this year's educational opportunities, the redesigned web page at the first 2012 board meeting. It is amazing the amount of work that goes into planning and successfully hosting these events.

Thank you for this opportunity to serve as your secretary! Enjoy the early spring weather!

Congratulations – New CPATs Pam McFarland

The following persons successfully passed the February 2012 CPAT exam. Please join us in congratulating these newly certified CPATs. The board and chapter welcome you and look forward to your participation as AAHAM members.

Donna Bordenkircher - Knox Community Hospital
Charles Gordon – Bostford Hospital
Darryl Gordon – Detroit Medical Center
Annette Jordan – Knox Community Hospital
Patricia Joseph – Human Arc
Linda Vance – Knox Community Hospital

2012 Corporate Partners

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Human Arc
Joseph R. Harrison Co. LPA
JP Recovery Services
Masters Associates
McGladrey
Medalist Management
Passport Health Communications, Inc.
Quadax, Inc.
Sakal / CAI
Smartbill, Ltd
Team Recovery
Terry Reppa and Associates, Inc
The HMC Group
The Revenue Group
The ROI Companies
UCB, Inc
Wise Management Services, Inc.

THANK YOU CORPORATE PARTNERS! We appreciate all your support!

For more information about our corporate partners and the services they offer, please go to our web page at <http://www.aaham.org/westernreserve>

Corporate Sponsor Spotlight

AllianceOne:

AllianceOne is a full service, broad spectrum provider of Accounts Receivable Management, Outsourcing and Call Center solutions. Our healthcare services span the entire receivables cycle ranging from eligibility to post charge-off recovery. We can be your business partner in customized solutions helping you increase cash flow while reducing bad debt risk. We are licensed throughout the United States and Canada, HIPPA Compliant, and PCI Certified.

Janet Broz, Vice President of Business Development

Email Address: Janet.Broz@allianceoneinc.com

Phone Number: 419-668-7226

Who is CBCS?

CBCS operates multiple call centers across the country to deliver exceptional recovery services. Customers trust our organization and depend on our services to collect their receivables. CBCS' unmatched use of data resources along with our commitment to being on the cutting edge with our collection products and services is why over 250 Hospitals nationwide use CBCS as a receivables management partner. Regardless of the stage of delinquency, CBCS has the ability to find and collect from consumers when no one else can. ***Our ability to find consumers is the key!***

DebtNext Software, LLC

DebtNext Enterprise™

DebtNext Enterprise™ is an industry-leading application for our clients looking to securely and efficiently manage every aspect of the placement and recovery of accounts receivables. It facilitates advanced analytics and optimization, leverages an ecosystem of hundreds of collection vendor and data providers and seamlessly integrates into your current billing system.

In managing your recovery process both internally and with your third party vendors, data is your friend, but only if it's friendly. And that's what DebtNext Enterprise™ is all about: collecting, refining, optimizing and reporting on all of the information required by the recovery management professional.

Our clients have seen reductions in their write-offs, improved recovery rates along with a reduction in expenses related to recovery dollars, all within the first year of utilization. These are the kinds of results that we bring to our clients every day; maximizing their recovery dollars while reducing their reliance on internal IT resources.

Thom Majka

Director, Business Development

tmajka@debtnext.com

330.665.0040

FirstCredit, Inc.-RevCare-PayMed Solutions

We are the industry leader in providing innovative revenue cycle solutions to health systems across the Midwest and Southeast United States through an array of eligibility and receivables management services.

By improving the revenue cycle, we dramatically enhance the financial performance of our clients.

Among our services:

- Early Out Services (EOS)
- Payment Monitor Services
- Medicaid & HCAP Eligibility & Enrollment Services
- Electronic Payment Processing
- POS/ER Collection Services
- Central Scheduling/Reminder Services
- Call Center Solutions
- Bad Debt Recovery Services.

For more information on our innovative services, please go to www.improvefinancialhealth.com or contact Timothy Sheeler at 1-800-837-3328 x101 or by e-mail at tsheeler@improvefinancialhealth.com

Scholarship Program Deb Uhrina

1. Purpose – to provide educational scholarships to individual Western Reserve AAHAM members and their dependents.
2. Eligibility – any person who has been a Western Reserve AAHAM member for at least one year and has paid their current dues by March 31st of the year in which application is made. If a member's dependent is applying, the above eligibility criteria will apply to the member.
3. Application – Formal application to the Western Reserve AAHAM Scholarship Chair must be postmarked by May 31st.
4. Selection – Applications that meet the established criteria will be considered by a review and selection committee comprised of the scholarship committee chair and two current national members.

PROTOCOL

Application requirements and procedure:

Member Applicant:

- 1) The applicant must be a current (paid) National AAHAM member on March 31st of the year in which application for scholarship is made.
- 2) The applicant must have been a current (paid) National AAHAM member for at least one year prior to the application deadline of May 31st.
- 3) A completed and typed application form, including all attachments specified in the application must be submitted to Western Reserve AAHAM's Scholarship Chair postmarked by May 31st.
- 4) The applicant must also submit, by May 31st:
 - a. A written statement (no more than one page) on why they feel they should be awarded the scholarship. Determination is not solely based on financial need alone.
 - b. A letter of acceptance from the educational institution or a statement from the registrar indicating enrollment.

- 5) No preference should be accorded an applicant by reason of the applicant's employment position, job title or length of employment or relationship to a review Committee member.

Dependent of Member Applicant:

- 1) The applicant's sponsor (AAHAM member) must fulfill the requirements specified in Sections 1 and 2 above.
- 2) A completed application form must be submitted as specified in Section 3 above.
- 3) The applicant must also submit, by May 31st, the following:
 - a. A written statement (no more than one page) on why they should be awarded the scholarship.
 - b. A letter of acceptance from the educational institution or a statement from the registrar indicating enrollment.
 - c. An official transcript of grades and credits earned.

SELECTION

- 1) Criteria
 - a. Preference will be given to applicants enrolled in studies leading to a certificate or degree in healthcare or an associated field.
 - b. Selection will also be based on a review of the application and supporting documents, and the evidence of financial need.
- 2) No preference should be accorded an applicant by reason of the applicant's employment position, job title or length of employment or relationship to a review Committee member.
- 3) Applications will be screened by AAHAM's Scholarship Chair. Those applications, which meet the requirements specified in Section 1, will be forwarded to the review and selection committee by June 15.
- 4) The review and selection committee will review the accepted applications and select the award recipient. This selection shall take place on or about June 30th.
- 5) Award recipient will be notified on or about July 1st. Award will be presented at our July 20th meeting.

WESTERN RESERVE AAHAM MEMBER SCHOLARSHIP APPLICATION

****APPLICATION MUST BE POSTMARKED NO LATER THAN May 31st****

(Please print legibly or type)

Name of Applicant: _____ Relationship to Member: _____

Name of Member if Applicant is a Dependent: _____

Home Address: _____

City: _____ State _____ Zip: _____

Telephone: (_____) _____ (Home) (_____) _____

(Work) (_____) _____

Chapter Affiliation: _____

Continuous Member Since: _____

Date of Birth: ____/____/____ Marital Status: _____ # of Dependents: _____

What is your occupational title? _____

Employer Name: _____

Address: _____

City: _____ State _____ Zip _____

How long have you been employed in your present position? _____

How long have you been employed in the health care field? _____

What professional certificates or permanent civil classification do you now hold?

Applicant's expected year in college during next academic year: (check one)

____ 1st (Freshman)

____ 2nd (Sophomore)

____ 3rd (Junior)

____ 4th (Senior)

____ 5th (Graduate or Professional School)

Expected college degree or certificate: _____

Expected date of completion: Month _____ Year _____

EDUCATIONAL AND PROFESSIONAL TRAINING:

List below, in chronological order, the names (s) of the institution(s) and address(es) for all undergraduate and graduate work. School dates (years), Degree/Year or credit hours earned beyond BA/BS, and area of study.

PROFESSIONAL ACTIVITIES AND AWARDS

Please list, on a separate sheet, your professional achievements, honors and activities. Include memberships in professional organization, offices held, papers published, committee memberships, convention program participation, etc.

COMMUNITY AND CIVIC ACTIVITIES

Describe, on a separate sheet, your participation in community and civic affairs. Include membership offices held, honors, etc.

AIMS AND GOALS

Outline in approximately 500 words, on a separate sheet of paper, why you desire this scholarship. Include a discussion of your aims and goals relative to your employment in Patient Financial Management.

ADDENDUM

Include on a separate sheet any additional comments, which may distinguish your application from those of other applicants. This is not a required part of the application, but is for your use, if desired, in adding anything you feel would aid acceptance of your application.

FINANCIAL NEED

Please submit a one-page, double-spaced statement if you would like consideration for financial need. Demonstration of financial need may be considered in selecting recipients of the scholarship award. Include a listing of all other sources of financial aid such as scholarships.

I hereby certify that all answers to these questions and all statements in the application are true. I agree and understand that any misstatements of material facts contained in this application may cause forfeiture upon my part of all rights to any scholarship sought hereunder.

I further certify and agree that in the event I do not complete my course of study, I will reimburse Western Reserve AAHAM the percentage of the scholarship equal to the amount of course work not completed.

AAHAM Member’s Signature _____ Date _____

Applicant’s Signature other than Member _____ Date _____

Return Application to: Western Reserve AAHAM Scholarship Chair

c/o Deb Uhrina, 3466 Abington Court, Brunswick, Ohio 44212