



American Association of Healthcare Administrative Management

Western Reserve Wire

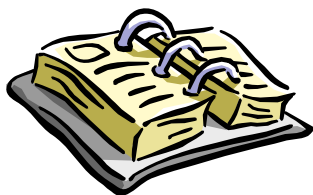
Issue #1 – April, 2008

President’s Message by Dilys Krueger, MSHA, CHAM

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Mark Your Calendars!



Friday, June 6 – AAHAM Meeting – 8:00 a.m. – 1:00 p.m: PFS Benchmarking, Akron General Health and Wellness Center West, "Summit" Meeting Room
4125 Medina Rd.
Akron, OH 44333
330-665-8000
330-665-8091 Fax

Thursday, July 24– HFMA & AAHAM Joint Meeting on Managed Care, Windows on the River, located in the historic Powerhouse at Nautica: 2000 Sycamore Street, Cleveland OH 44113

September 11 & 12, 2008
AAHAM/Western Reserve 2-Day Educational Conference – the Lodge &



Our Leap Year meeting was amazing as I stood before some 70 members and guests as your new president. The new location at the Akron Health and Wellness facility provides us with a great location, better food options, and room to grow. Reduced costs for the facility gives us the opportunity to pass the savings on to you for meeting registration costs.

This year we have 20 Corporate Partners who have invested their financial backing and support for the Western Reserve Chapter of AAHAM. Also, we have an outstanding executive board and committee chairs. We are financially sound, have a great membership mix and educational opportunities.

My theme for this year is Western Reserve Chapter Lighting the Way....

Envision our chapter as a lighthouse.

- Location of our “lighthouse” is accessible to hundreds and hundreds of healthcare professionals. We are developing our mailing list, asking members to renew their AAHAM membership and inviting others to our meetings. Our goal as a board is to double our membership.
- The light is our communications! This is our first newsletter to go out of this chapter for a very long time. Our National AAHAM Website is being revamped and should be finished April 1. You received individual emails regarding the February meeting. We want to communicate the

Conference Center at
Geneva State Park,
www.thelodgeatgeneva.com

Thank You! **2008 Corporate Sponsors**

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Board Members

Chapter Chairperson
Mary White, CPAM



Fidelity National Collection
Sales Manager
Phone: (800) 445-2562

certification opportunities and recognize those who have achieved their goals.

- Challenging times for healthcare finds us on rough waters. Western Reserve aims at supplying you with the networking resources and education to weather the storms. We took an informal survey at our February meeting of things that keep you up all night and we are trying to incorporate those topics into our educational plan.

March 5th and 6th I represented you (the Ohio Hospitals) in Washington D.C. at Legislative Days. I visited the offices of Senator Voinovich and Senator Brown to gather support for the passage of H.R.4105, which is a one-year moratorium on the Medicare RAC program. We need to stop and fix the program before it rolls out to other states. I presented a RAC Update at our meeting on Friday, April 4. We also enjoyed a wonderful speaker, Holly H. Bognar, Ph.D. who gave a presentation on Accountability.

I look forward to serving you and together we can light the way...

Sincerely,

Dilys Krueger
President Western Reserve Chapter
AAHAM

Membership Update

The membership committee is very busy. Our February meeting was well received by 74 members and non-members. We have 70 currently enrolled in the Western Reserve Chapter. We only have 36 who have not sent their 2008 renewal; we will be contacting them to remind them what a great "Lighting the Way" chapter we are becoming. Our goal for 2008-2009 is to grow by 50%; it may seem like a lengthy goal but I am sure everyone will agree that our education committee is doing the utmost to get speakers that cover all the major issues we are faced with today. Thanks to Diane Murray, Coletta Victor and Bob Shaffer for helping me with the membership committee.

Respectfully submitted,

Patti Day
First Vice President

Education Update by Cindy Anderson, 2nd VP
Education

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AAHAM started off 2008 with a very successful Leap Year Day meeting with presentations from CareSource and Ohio KePro. The meeting was held in the Akron General Health and Wellness Center and we had a record attendance regardless of the snowstorm that morning. We had a great meeting on Friday, April 4 and our future meeting dates are planned for June 6th, July 24 (held jointly with HFMA), and December 12th. Plans also include a 2-day conference September 11-12, 2008 at the Loge and Conference Center at Geneva State Park.

Dan Arnold, Education Committee Chair and myself have lined up some great topics for our future meetings and hope to continue the great start we had on 2/29/08. Some of the topics we are looking into this year include Medicare Bad Debt reporting, 990 and Community Service, PFS benchmarking, RACs, Accountability, Medicare updates (presented by NGS staff), Anthem updates (presented by Anthem staff), Denials and Underpayments, injections & infusions (everyone's favorite) and much more. So take the time now to "save these dates" so you can get out and network with your peers and hear some good presentations. AAHAM looks forward to seeing you!

Cindy Anderson
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Certification Corner

Submitted by Certification Chairperson Contact:
Pamela McFarland, CPAM

2008 Certification Calendar

April 26, 2008 - Spring CPAM CCAM exams
May 12-24, 2008 - CPAT/CCAT/CCT exam period
June 1, 2008 - Registration deadline for August

Independence, OH 44131
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CPAT/CCAT/CCT
August 1, 2008 - Registration deadline for Fall
CPAM/CCAM exams
August 11-23, 2008 - CPAT/CCAT/CCT exam period
September 1, 2008 - Registration Deadline for
November CPAT/CCAT/CCT
September 27, 2008 - Fall CPAM/CCAM exams
November 10-26, 2008 - CPAT/CCAT/CCT exams
December 1, 2008 - Registration deadline for
February 2009 CPAT/CCAT/CCT

Congratulations to these individuals who passed their
technical certification exam in November 2007:

Tina Sestak, CPAT

Charlene Turk, CPAT

Lisa Ford, CPAT

Deborah Davis, CPAT

Congratulations to these individuals who passed their
technical certification exam in August 2007:

Bernita Hamrick, CPAT

Rhoda Powell, CPAT

Victoria Zeiger, CPAT

The fee for the technical exam will be increasing to
\$100.00 for the May exam. The application process
will also be changing effective for the May exam.
Applications will now be sent directly to the National
Office.

Please refer to the www.AAHAM.org website for
further instructions. Please note: applications and
cancellations must be completed by the dates posted
on the AAHAM website. Notification of the technical
testing sites and times will be sent to the applications
as early in the testing month as possible. Examinees
should be prepared by the month of testing. Please
contact Pam McFarland, Certification Chair, regarding
any questions about testing.

Technical Certification
CONTINUING EDUCATION UNITS (CEU's):

A certified member must have attained and forwarded
30 re-certification units, of which 20 units must be for
attendance at AAHAM related educational programs,
to the National Office by the end of the three (3) year
re-certification period. Re-certification units cannot be
carried over to the next certification period.

Information on recorded CEU's are available to certified members on the AAHAM website.

Publication Committee

Chairperson:
James Monroe

Committee Members:
Roy Engle
Cindy Hoyt
Toni Shamblin

CEU's may be earned as follows:

Weight	Description
2.0 Units	Each hour in attendance at an AAHAM sponsored educational program.
1.0 Units	Each hour in attendance at an educational program or class relating to the health care field.
3.0 Units	Authored an article published in a National AAHAM publication.
3.0 Units	Given presentations related to AAHAM, patient accounting or healthcare administrative management (<i>AAHAM related credit given if made at an AAHAM sponsored event or if presenter is representing AAHAM.</i>)
2.0 Units	Authored an article published in an AAHAM Chapter publication.
1.0 Unit	Each hour coaching an organized technical certification review session.
0.5 Unit	Each hour proctoring a technical certification examination.
1.0 Unit	Question, answer and reference material submitted and accepted into the Technical Exam Bank.
2.0 Units	Attendance at a National President's meeting.
8.0 Units	Attendance at AAHAM Legislative Day.
6.0 Units	Officer of National AAHAM
4.0 Units	National Committee Chairperson
3.0 Units	Chapter Officer
2.0 Units	Director or Chapter Committee Chairperson

NOTE: A CEU is defined as a sixty- (60) minute period of education.

The designated group CEU re-certification form must be used when a chapter holds a meeting where one or more technically certified members are in attendance. The form must be completed in its entirety and submitted to the National Office.

In situations where a group form does not apply, the designated individual CEU re-certification form must be used for notification of Continuing Education Units (CEU's). The form must be completed in its entirety and submitted to the National Office.

Certification Chairperson Contact:

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pam@mastersassoc.com

Vendor Spotlight



<http://www.cbcsnational.com/>

The Solution Provider for High-Volume Debt Resolution

OPTIMIZE YOUR RECEIVABLES

CBCS works accounts indefinitely, creating new revenue streams for our customers.

CBCS is an established leader in the collection industry with more than 50 years of experience. Many of the nation's Fortune 500 companies use CBCS because we collect when no one else can.

Only CBCS has unlimited access to constantly updated consumer data and our proven, proprietary scoring model. We consider ourselves an information services and data management company that provides world-class collection services. Because of this philosophy, CBCS owns several databases containing rental, utility, mortgage, employment history, subscription and credit information. The data is updated daily, which translates into expanded opportunities to recover old accounts and work the accounts indefinitely.

Large and small companies, hospitals, health care

organizations, utility companies cable providers and financial institutions find solutions to bad debt placements through CBCS' sophisticated online computer collection system. We operate on a commission-only basis and use online services such as skip tracing, credit report access, scoring and predictive dialing to efficiently and courteously collect debts.

CBCS provides solutions for all stages of account recovery:

- First – Party assistance programs
- Pre-collection
- Check recovery
- Primary Collection
- Secondary Collection
- Tertiary Collection
- C.P.R. – Consumer Portfolio Reactivation (inventory management of aged accounts receivables)