



# AAHAM WRC

## The Wire

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Pondering the Good Ol'days...

Presidential Ponderings



Here is hoping everyone had a fabulous Holiday and are looking forward to an even more fabulous 2019.

I want to personally wish each one of you a Happy, Healthy, and Prosperous 2019.

While 2018 was a year of challenges in the Revenue Cycle world, you can be assured, 2019 will have some challenges to master as well. Who better to keep you informed on what those are than AAHAM?? Have you renewed your membership? Are you planning on upping your game by becoming AAHAM Certified? These are all excellent means/tools to keep you up to speed in the ever-changing world of Revenue Cycle.

Here is the link to National AAHAM's certification:

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

Registration deadlines are as follows:



Upcoming Certification Exam Dates and Registration Deadlines

December 19, 2018

Registration deadline for March 2019 Exam Period

March 18-29, 2019

March 2019 Exam Period

April 17, 2019

Registration deadline for July 2019 Exam Period

July 8-19, 2019

July 2019 Exam Period

– Time's a tickin'



The 15<sup>th</sup> Annual Legislative Days in Washington DC will be April 15 & 16. Please consider participating. It is always exhilarating to be part of this movement. *AAHAM is one of the most recognized and respected organizations on Capitol Hill.*

Please be sure to attend our **next Chapter Meeting – February 20 @ the Cleveland Clinic Akron General Wellness Center in the Fairlawn/Montrose area.** We will have great speakers, with pertinent revenue cycle updates.



Western Reserve Chapter has been so fortunate to have the support of all our wonderful Corporate Partners. With their support, you reap the benefits of outstanding educational updates, networking opportunities, and access to national updates. Please be sure to thank our Corporate Sponsors when you see them.

**But – If you are asking yourself, “What can I do for AAHAM” – the answer is simple ~~ Tell us what you want to hear about, learn, or get updates on. This is your Chapter – You are a very important part of making it successful. We need your voice and ideas. If you are wanting a specific topic discussed, you can bet there are many others wanting it as well. Don’t be shy – we are here for you J**

*By Sandy Peffer*



### *A Note from Nan*

Happy New Year, everyone! I wish you all a happy, healthy and AAHAM education-filled 2019!

Thank you for your support this past year. Our December Holiday event was awesome! It was



great to see some familiar faces that we haven’t seen for a while. Shawn Stack and Julie Hall gave great 2019 Medicare and Medicaid updates and Kevin Willis certainly kept us all entertained with his fun MSP presentation.....who would have thought the words fun and MSP belonged in the same sentence??

Speaking of fun activities, as your AAHAM Education Chair and Board Chair, I promise that AAHAM Western Reserve Chapter will continue to provide the education that your billing offices need to keep abreast of all of these changes and updates in the Revenue Cycle. It is becoming increasingly difficult to encourage members to get out of the office for vital education and networking. Please remember that our industry is ever-changing and we need to keep up with those changes. Your AAHAM Western Reserve Chapter wants to provide the programming you want, so please reach out to me with any 2019 topics that you’d like to have presented and, most importantly, attend our meetings so that you can interact with our presenters face to face. (And of course.....network with your peers....and meJ )

Our next event is our Super PFS meeting with our friends from Northeast Ohio HFMA on Wednesday, February 20<sup>th</sup> at the Akron General Health and Wellness Center in Fairlawn. We have a full agenda, including EAPG updates and reimbursement data as collected by BKD (partnering EAPG updates and reimbursement data as collected by BKD (partnering with OHA)-Jackie Nussbaum will present.



We know what challenges we have faced attempting to determine if our OP Medicaid claims were paid correctly. She will shed light on the issues that caused claims to reject or pay incorrectly. We also have Nikki Davis and Donna Graham, Director and Executive Director of Revenue Cycle at MetroHealth, speaking about the Opioid crisis as it relates to the Revenue Cycle, Casey Williams, from RevSpring, speaking on Patient Engagement in the Revenue Cycle, and Amy Shannon from Pinnacle Leadership, as our KEYNOTE speaker, giving us tips on leading with "GRIT". This is a full-day event, (with corresponding CEUs), that ends with a networking cocktail hour. It's always a very popular well-attended event, so reserve a spot early. Look for email blasts letting you know when registration is open on our website.

See you in February!



*Nan Woldin*  
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### *Thoughts from our First Vice President, Membership, Treasurer, & Website*

Our Holiday Meeting on December 7th was awesome! Thank you to Kyle Richmond with CPCS Statements and J&M Business Solutions for preparing and mailing our meeting announcements. Many thanks to Julie Hall, Shawn Stack and Kevin Willis – I took a lot of notes and enjoyed each of your presentations. Kevin was seriously one of most enjoyable speakers I've seen in my 17 years as an AAHAM member. I was pleasantly surprised by the mix of faces old and new, several of whom I haven't seen in years. It's always nice to catch up, hear what everyone is up to and complain about how old all of our kids (and grandchildren) are getting! The Holiday Raffle was successful as well! Thanks to the continued (and greatly appreciated) generosity of our Corporate Partners and giving spirit of the close to 50 attendees, the Western Reserve Chapter was able to make \$900.00 in donations to the Greater Cleveland Food Bank and the Akron-Canton Regional Food bank. I hate to sound like a broken record, but it really was an enjoyable event!

During the first quarter of 2018, the Chapter underwent a review of our financial records from 2014, 2015 & 2016. The review was conducted by the firm of Zion, Synek & Associates located in Independence. Through the hard work and dedication of our board members, we continue to reduce total expenses by nearly 34% during that time. As we close out



WESTERN RESERVE CHAPTER

2018, we have \$4,072.96 in our savings and \$2,309.48 in checking.

As we begin 2019, I want to thank you for allowing us to serve on the Board and challenge each of you to help be the change that you wish to see in our Chapter. We truly cannot do it without you.

-Mike Reppa

Treasurer (Etc.)



Who are these masked men?

Notions from the desk of the Secretary

I hope the beginning the year has been kind to everyone!

It started with a bang for me.

With the "New Federal Transparency Law", we were working to ensure we were in compliance. Oh course, trying to make the CDM look pretty is somewhat of a chore! Ha-ha. Crafting a disclaimer that helps the patient to understand that CDM is not a reflection their cost; at the same time, gently steering the patient to the folks that can give them a better representation



of what they will owe after insurance. More importantly, how we can help them if they are uninsured, or under insured.

The Ohio Hospital Association sent out a Tool Kit that was vital in helping us to meet the requirements of the New Federal Transparency Law. So, if you did not receive it I recommend contacting OHA. I am confident that OHA will stay on top of this keeping us informed on any changes or updates, so they we can stay in compliance with the new law.

As we close out the old year and open a new year, let us remind ourselves why we do what we do daily. It is certainly not because of the accolades, or the enormous popularity we receive working in Revenue Cycle; but rather, the satisfaction we get from knowing what we do helps our patients every day; even though our patients do not know what we do, or why. We are the front end and back end working together to ensure our patients have the best possible experience with our facilities, and companies.

To all of the unsung champions of Revenue Cycle; thank you!



Teresa

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