

Pine Tree Times

The AAHAM Pine Tree Chapter Newsletter

October 2017



**NEW MEDICARE CARDS
EXCELLENCE IN OPERATIONS
AND MUCH MORE!**



www.aahamme.org



PRESIDENT'S MESSAGE

As we move towards the end of 2017, and the end of my tenure as President, I wanted to take a moment to thank everyone who has made this past year and the 2 years of my presidency an amazing success. I am truly grateful for so much help and dedication to this association. This week we will hold our annual conference in Rockport at the Samoset.

From National, this past year has been very busy. The “Raise the Level” campaign has focused on increasing membership, with a national campaign focused on student membership, by offering complimentary memberships to full-time college students who are taking at least 12 credit hours. This is an exciting way to introduce AAHAM to our future healthcare finance leaders.

We just returned from the National AAHAM ANI held a couple of weeks ago in Nashville, TN. It was a great conference, as always, filled with informative and timely sessions as well as great vendors and many networking opportunities. The Maine Chapter was awarded 3rd place in Chapter Excellence for our division. First place went to our new neighbor chapter, the Twin States, so many congratulations to them for their first win for the chapter! The Maine Chapter also received a milestone award for 45 years in existence.

We'd also like to congratulate Paul Fitzpatrick on receiving the National AAHAM President's Award. We are so proud to be able to call Paul one of our own, as a long-standing member and former president, and he could not be more deserving of this honor!

Another one of our long-standing members has decided to call it a day and retire. Congratulations to Bonnie Richards! Bonnie has been one of the most dedicated members of AAHAM and part of the board in many different roles for several years. Bonnie's contributions are countless and invaluable and we will truly miss her bright and loving personality and selfless willingness to pitch in and help wherever needed. Best of luck!, we will miss you, Bonnie!!!

Thanks again for a wonderful year!

Respectfully submitted,
Nicole Bishop, President

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NEW MEDICARE CARDS

Make sure your system is ready to accept the MBI. Be sure to include a variety of your stakeholders in the process early to ensure a smooth transition

Go to the CMS.gov website for more details: [Click Here](#)

Note the following:

- Beginning in April 2018, Medicare will start sending new Medicare cards with the MBI to all people with Medicare. The transition period where you can use either the HICN or the MBI to exchange data will begin no earlier than April 1, 2018 and run through December 31, 2019. The format of the card is 11 characters in length and made up only of numbers and uppercase letters.
- Beginning October 2018, through the transition period, when you submit a claim using your patient's valid and active HICN, Medicare will return both the HICN and the MBI on every remittance advice.
- Medicare will note in the message field on the eligibility transaction responses when they've mailed a new Medicare card to each individual with Medicare.
- Medicare won't send the MBI in eligibility transaction responses when a provider gives them a HICN.
- Medicare will return a message on the eligibility transaction response for a Railroad Retirement Board (RRB) patient. The RRB will keep sending cards with the RRB logo, but providers won't be able to tell from looking at the MBI if your patients are eligible for Medicare because they're railroad retirees. Program your system in advance to identify RRB patients so you know to send those claims to the Specialty Medicare Administrative Contractor (SMAC).
- Use the beneficiary identifier (MBI or HICN) you used to submit the claim that's under appeal, even after the transition period.

MBI Format											
Pos.	1	2	3	4	5	6	7	8	9	10	11
Type	C	A	AN	N	A	AN	N	A	A	N	N

Where will the MBI's characters go?

C – Numeric 1 thru 9 **N** – Numeric 0 thru 9 **AN** – Either A or N **A** – Alphabetic Character (A...Z); Excluding (S, L, O, I, B, Z)

Amy Mitchell , CRCE-I National Second Vice President

Pine Tree Chapter AAHAM

UPCOMING MEETINGS

November 02, 2017	Annual Education Conference	Samoset Resort
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Register online at www.aahamme.org

HEALTHCARE HUMOR



PINE TREE CHAPTER BOARD

President - Nicole Bishop

Vice President - Natasha Nile

Treasurer - Karen Clark

Secretary - Jessica Nile

Board Member - Barbara Lynch

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Board Member - Vaughn Clark

Board Member - Kathy Kimball

Board Member - Tammy Rose

Board Member - Theresa Huck

Board Member - Kay Doucette

Board Member - Vickie Heath



SPOOKY HEALTH STATS

\$7.4 billion. Dollars Americans spent on Halloween candy, costumes and decorations in 2014.

90 million. Pounds of chocolate Americans buy during the week of Halloween.

41 million. Potential trick or treaters between the ages of 5 and 14 in the United States.

35 million. Pounds of candy corn made for Halloween.

54. Push-ups it would take to burn off an Apple Cider Donut (330 calories).

134. Minutes of walking (or trick or treating!) it would take to burn off a tall Starbucks Pumpkin Spice Latte (380 calories).

1,690. Pieces of candy a standard pillowcase can hold.

3,500 to 7,000. Calories worth of candy an average child collects on Halloween night.

41. Percent of children (ages 2-11) who've had cavities in their teeth.

17. Minutes of burpees required to burn off the calories in a bite-sized Snickers (160 calories).

38.5. Days an average American will spend brushing their teeth over a lifetime. (Dentists say that number should be closer to 60!)

10.5. Grams of sugar in a Reese's Peanut Butter Cup, America's favorite Halloween candy.

13.6. Decayed tooth surfaces the average adult (ages 20-64) has.

EXCELLENCE IN OPERATIONS ~ CUSTOMER SERVICE

Take a “Vow to Wow”

....by John Tschohl

I am in the process of updating one of my books and I came across a heading that I had written in for Costco....Vow to Wow. Since day one COSTCO has had an unwavering commitment to doing the right thing for their members, employees, suppliers and the community. Their strategy is to make sure its customers come back. Its merchandisers are meticulous about their choices of product for their customers and have set detailed standards on everything from the size of cashews to the thread count of bed sheets.

That unbeatable value proposition on quality products and customer service has inspired roughly 90% of Costco’s 85 million cardholders worldwide to renew their \$55 to \$110 memberships each year. **Wow!**

For the twenty-two weeks ended January 29, 2017, the Company reported net sales of \$52.26 billion, an increase of five percent from \$49.98 billion during the similar period last year. **Wow!**

The same holds true for Disney. Have you ever heard of Disney’s reputation for exceptional service? Empowerment is a religion there. Employees are thoroughly trained and then told that they have the authority (has been delegated to them) to do whatever is necessary to deal with problems on the spot in order to make customers happy.

Cast members (as front-line employees are called) do not say, “That’s not my job, I’ll get a supervisor.” When people with problems call a number at Disney World, the first employee who answers the phone makes an effort $\frac{3}{4}$ a heroic effort, if necessary $\frac{3}{4}$ to solve the problem. The employee does not send the caller all over the company.

The Disney philosophy is reflected in a statement that every organization in America with a desire for customer loyalty should mount on the boardroom wall: “Management Must Not Only Support the Front Line But It Must TRUST It As Well.”

Disney believes that front-line employees should be the first and the last contact for customers. These employees and all Disney employees are treated with respect. **Wow!**

Disney realizes great financial benefit for its quality service standards. Because clients are willing to pay for helpfulness and friendliness, for cleanliness, and for fun, The Disney Company attributes its enviable achievements in employee commitment and customer service to “pixie dust.” The formula for pixie dust is not secret. It is Training + Communication + Care = Pride. **Wow!**

Singapore Airlines is a paragon of service excellence among the world’s airlines. The airline sets the quality standard for the world in customer service. The difference with SIA is they walk their talk. Singapore’s standout service makes for a famously pleasant journey during which flight attendants are trained to treat customers with extreme care and respect. Personal TVs with plenty of entertainment options and hot towels served before take-off are just some of the economy perks. The airline’s home base at Changi International Airport is one of the finest facilities in the world and has been named by Skytrax as the Best Airport in the World four years in a row. **Wow!**

Stew Leonard’s is headquartered in Norwalk, Connecticut and operates four stores: in Norwalk, Danbury and Newington, Connecticut and Yonkers, New York. More than 400,000 customers a week are served by 2,000 employees. Sales are estimated at \$400+ million for all stores.

The stores sell more of every item it carries than any other store in the world and is listed in The Guinness Book of World Records for having “the greatest sales per unit area of any single food store in the United States.”

One thing Stew always says at the store is, “You have to make Stew’s a great place to work before you can make it a great place to shop!” The company’s culture is built around an acronym for S.T.E.W.: Satisfy the customer; Team work gets it done; Excellence makes it better; **WOW** makes it fun.

My take on this is to:

1. Vow to treat customers like life-long partners
2. Vow to not disappoint or anger customers
3. Vow to see the business through customer eyes
4. Vow to deliver more service than you promise

“Take a vow to have 100% customer service every time, every day, always and, you’ll ‘Wow’ them every time.”

-- John Tschohl



OCTOBER BIZARRE AND UNIQUE HOLIDAYS

MONTH-Adopt a Shelter Dog Month, American Pharmacist Month, Apple Jack Month, Breast Cancer Awareness Month, Cookie Month, Domestic Violence Awareness Month, Eat Country Ham Month, International Drum Month, National Diabetes Month, National Pizza Month, National Vegetarian Month, National Popcorn Popping Month, Sarcastic Month, Seafood Month

1st- National Homemade Cookies Day , World Vegetarian Day	17th- National Pasta Day, Wear Something Gaudy Day
2nd- National Custodial Worker Day , Name Your Car Day	18th- No Beard Day
3rd- National Boyfriends Day , Virus Appreciation Day	19th- Hindu Dilawi Day, Evaluate Your Life Day
4th- National Golf Day , National Frappe Day	20th- Brandied Fruit Day
5th- Do Something Nice Day , World Teacher's Day	21st- Count Your Buttons Day, Sweetest Day
6th- Physician Assistant Day , World Smile Day	22nd- Mother-In-Law Day, National Nut Day
7th- Bald and Free Day , World Card Making Day	23rd- National Mole Day, TV Talk Show Host Day
8th- Oktoberfest, American Touch Tag Day	24th- National Bologna Day, United Nations Day
9th- Columbus Day, Curious Events Day	25th- Punk for a Day Day, World Pasta Day
10th- National Angel Food Cake Day	26th- National Mincemeat Day
11th- Emergency Nurses Day, It's My Party Day	27th- Frankenstein Friday, Navy Day
12th- Old Farmer's Day, National Gumbo Day	28th- Make a Difference Day, Plush Animal Lover's Day
13th- Friday the 13th , International Skeptics Day	29th- Hermit Day, National Frankenstein Day
14th- Be Bald and Free Day , National Dessert Day	30th- National Candy Corn Day, Mischief Night
15th- White Cane Safety Day	31st- Halloween , Increase Your Psychic Powers Day
16th- Bosses Day , Dictionary Day	

“IN THE NEWS”

Smartphone-controlled smart bandage for better, faster healing

Scott Schrage | University of Nebraska– Lincoln | October 5, 2017

Researchers from the University of Nebraska-Lincoln, Harvard Medical School and MIT have designed a smart bandage that could eventually heal chronic wounds or battlefield injuries with every fiber of its being.

The bandage consists of electrically conductive fibers coated in a gel that can be individually loaded with infection-fighting antibiotics, tissue-regenerating growth factors, painkillers or other medications.

A microcontroller no larger than a postage stamp, which could be triggered by a smartphone or other wireless device, sends small amounts of voltage through a chosen fiber. That voltage heats the fiber and its hydrogel, releasing whatever cargo it contains.

A single bandage could accommodate multiple medications tailored to a specific type of wound, the researchers said, while offering the ability to precisely control the dose and delivery schedule of those medications. That combination of customization and control could substantially improve or accelerate the healing process, said Ali Tamayol, assistant professor of mechanical and materials engineering at Nebraska.

“This is the first bandage that is capable of dose-dependent drug release,” Tamayol said. “You can release multiple drugs with different release profiles. That’s a big advantage in comparison with other systems. What we did here was come up with a strategy for building a bandage from the bottom up.

“This is a platform that can be applied to many different areas of biomedical engineering and medicine.”

The team envisions its smart bandage being used initially to treat chronic skin wounds that stem from diabetes. More than 25 million Americans – and more than 25 percent of U.S. adults 65 and older – could suffer from such wounds. The Centers for Disease Control and Prevention has estimated that diabetes cases will double or triple by the year 2050.

“The medical cost associated with these types of wounds is tremendous,” Tamayol said. “So there is a big need to find solutions for that.”

Those wounded in combat might also benefit from the bandage’s versatility and customizability, Tamayol said, whether to stimulate faster healing of bullet and shrapnel wounds or prevent the onset of infection in remote environments.

“Soldiers on the battlefield may be suffering from a number of different injuries or infections,” he said. “They might be dealing with a number of different pathogens. Imagine that you have a variable patch that has antidotes or drugs targeted toward specific hazards in the environment.”

Read the rest of the article [here](#)

GETTING TO KNOW A BOARD MEMBER



JESSICAL NILE/SECRETARY

Years you have been a National Member: *not a national member*

How did you get to where you are today professionally: *I started at Perse Technologies (now McKesson) in data entry after I graduated high school in 2001. From there I worked in several different finance healthcare fields including, DME, radiology, anesthesia, Hospital, professional, mental health, substance abuse, childcare, PNMI, dental and various state contracts. Currently I am a manager at MMC in Cash Operations department.*

What was the last book you read: *5 Little Monkey's (I have 2 small children).*

What was your first job: *I worked at Tim Horton's when I was in high school. I used to work at 4am on the weekends to decorate all the donuts then would run the drive through.*

What do you never leave home without when you travel: *Cell phone*

Name something most people don't know about you: *I love real estate. I am always looking on real estate websites at houses and watching the market*

The world would be a better place if only: *People live by the golden rule—Treat others as you would want to be treated.*



GET CERTIFIED!

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.

"Due to its recognition throughout our industry, AAHAM Certification is the first giant career-step upwards in healthcare."

-Bernard W. Lane, Jr., CRCE-I
Yale New Haven Health Services

AAHAM CERTIFICATION OPTIONS INCLUDE:

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

2017 CERTIFICATION CALENDAR

March 13-24, 2017

March 2017 Exam Period

April 17, 2017

Registration deadline for July 2017 Exam Period

July 10-21, 2017

July 2017 Exam Period

August 15, 2017

Registration deadline for November 2017 Exam Period

November 6-17, 2017

November 2017 Exam Period

December 15, 2017

Registration deadline for March 2018 Exam Period



2017 PINE TREE CHAPTER MEMBERSHIP

AAHAM is having a membership drive in 2017 and invites all members to encourage their peers to join our organization. If you are responsible for recruiting a new member, please, have the new member list your name on their membership form. The AAHAM member that recruits the highest number of AAHAM members will be eligible for a free 2017 Registration for The Pine Tree Chapter of AAHAM Annual Meeting or the Pine Tree Chapter of AAHAM will pay your national dues for 2017.

When you renew your dues, you will have the tools to learn how to work smarter, advance in your career and have access to a wealth of revenue cycle information. AAHAM is the only national organization dedicated to the revenue cycle, both management and the front line staff. We provide education and training for staff and managers, as well as offer a nationally recognized certification program.

Renewing your membership in AAHAM, provides the necessary tools to deal with the serious issues facing hospitals today. Some of the valuable benefits of membership are:

- ⇒ Access to Member's Only Section of AAHAM's website
- ⇒ Timely legislative and government updates to help stay in compliance-The latest networking on information systems, regulations, managed care, payer issues and more
- ⇒ Local and national education meetings-including the AAHAM Annual National Institute
- ⇒ Comprehensive certification programs for executives (Certified Revenue Cycle Executive-CRCE), for managers (Certified Revenue Cycle Professional-CRCP) and front line staff (Certified Revenue Cycle Specialist-CRCS and Certified Compliance Technician Exam-CCT). By ensuring your competency in Registration, Billing, Third Party Recovery and AR Management, you can demonstrate functional knowledge of the day to day operations of your facility.

Please, renew today and continue to build your valuable relationships with other Healthcare Professionals as you gain essential knowledge. Renewing your membership in AAHAM is an investment in your professional career and personal growth.

The dues for 2017 are \$25.00. Click [here](#) to be directed to the 2017 membership application.

If you have any questions, please, contact me.

Sincerely,

Bonnie Richards

Membership Chair

207-907-1850

TYPES OF MEMBERSHIPS, RATES, AND APPLICATIONS

<p>National Membership* - The fee to become a National AAHAM member is \$199. If you join between July 1st and August 31st, the dues are \$155 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$240 for the rest of the current year and all of the following year.</p>	<p style="text-align: center;"> Join Online Renew Online Printable Application </p>
<p>Full Time Student Membership*- Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.</p>	<p style="text-align: center;"> Join Online Printable Application </p>
<p>Part Time Student Membership* - The part time student membership fee is \$50. If you join between July 1st and August 31st, the dues are \$35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are \$65 for the rest of the current year and all of the following year. To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.</p>	<p style="text-align: center;"> Join Online Printable Application </p>
<p>Retired Membership* - The fee for retired members is \$50. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact that National Office.</p>	<p style="text-align: center;"> Renew Online Printable Application </p>



Thank you sponsors!

AAHAM's Pine Tree Chapter wishes to thank our **GOLD** and **SILVER** Sponsors

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