

The Chickadee Post

Pine Tree Chapter
Fall 2019



AAMAM

**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*



A Message from our Board of Directors

Treasurer Theresa Huck attended the ANI in Las Vegas in early October, here's what she has to say about her experience:

Hello, I had the good fortune to accept the award for Member of the year in 2018. With that nomination comes the reward of attending the next National AAHAM Conference. 2019 was in Las Vegas. A couple of the things on my bucket list was to see Vegas and see the water show at the Bellagio. Knocked off two things off with one trip.

National puts on a very well-organized Annual conference from check in, to meals, to vendors and to speakers. One of the many things they do is have a reception for all new members or first timers at the conference. Sort of gives them a chance to do a meet and greet with a small group of people. I attended my first Annual conference the year before and was able to meet several members of the National Board at this meet and greet.

Next up would be the key note speakers. On day 1 I had the pleasure of listening to Patrick Sweeney...Using Fear as Fuel. Mr. Sweeney was very engaging with his audience. In his discussion he used his fear of flying. He commented on how it was preventing him from taking his little daughter to Disney World to see her favorite princess. After doing much soul searching, he remembered as a small child witnessing on TV a horrific plane crash and seeing all the people that were hurt. He locked that memory in his head causing the fear of flying. Later in life he was determined to overcome this fear and took up Flying small planes. It was not easy at first but now is an accomplished Pilot and has taken his daughter to see her favorite princess. As Mr. Sweeney says...he found out why and how our mind locks us in an anxiety-ridden prison or leads us to the life of our dreams. He has a book coming out in 2020 on this topic.... Fear is Fuel. I will be ordering this book and will report back in another newsletter.



A Message from our Board of Director (cont'd)

Our Second Key note speaker was Lindsay Boccardo—Motivation and the Millennial Mindset: Harnessing a Multigenerational Workforce. I was so engrossed with this speaker I forgot to take notes. Maybe with a little luck we could get her to one of our future meetings.

The Third Key note speaker was Paul Miller our AAHAM Lobbyist for Washington DC...I couldn't make this meeting.

Thursday and Friday were filled with lots of speakers on various subjects from price transparency to denials management. Well-rounded conference.

If anyone would like any of the handouts, please feel free to reach me at huckt@northernlight.org I would be more than happy to send them to you.

Sponsor Spotlight—Revint

Revint is the industry leader in Revenue Integrity suites and services for healthcare providers. Our HFMA Peer-Reviewed suites include Assurance, Underpayment, and Reimbursements, accompanied with our professional and advisory services. Our Assurance Suite includes DRG Validation, Transfer DRG, and Charge Capture; Underpayment Suite includes Hospital and Physician Underpayments, Clinical Appeals, and Worker's Comp Underpayments; and our Reimbursement Suite includes solutions for Worksheet S-10, Disproportionate Share Hospital, and Medicare Bad Debt.

With over 20 years of experience, our team is committed to providing the highest level of customer support to over 1,700 provider organizations nationwide. With just one data set, we are able to deliver results from all solutions within the suite without additional lift from your IT team. One Solution. One Revint



Check out our sponsor's website [here](#)

Contact:
Nicole Cook
Marketing Manager
nicole.cook@revintsolutions.com
cell: 302-304-0210

PAM Week—October 14-Oct 20, 2019

By supporting PAM week, you show your healthcare administrative management team that you appreciate their hard work. A recognition program implemented during this special week is an excellent way of increasing hospital and office morale and expanding knowledge of our profession. We hope you have a truly rewarding and successful Patient Account Management Day and week!

#AAHAMPAMWeek2019
#AAHAMRaisethelevel

What did you do to celebrate PAM week?
Send us your stories and/or pictures to be featured in the next newsletter!

Samantha.Berube@sjhhealth.com



AAHAM ANI—October 9-11, 2019

This year's ANI conference was held in fabulous Las Vegas, Nevada!

Several of our Pine Tree Chapter members took the trip out to the desert to engage in several of the ANI discussion point.



Next years conference is already in the works. View more information [here](#) 2020—New Orleans!!



President John Currier, National President speaking. (Photo courtesy of Melody Armstrong)



President John Currier presenting an award to the first student member who attended LegDay. (Photo courtesy of Melody Armstrong)



Kenny Kroener, National Treasurer, presenting on Chapter Excellence. (Photo courtesy of Melody Armstrong)

October 10th Update on ANI from National AAHAM

Future
conferences are
already in the
works!

View more
information [here](#)

2020—New
Orleans

2021—Baltimore



Look What Happened Yesterday at the AAHAM ANI!

Almost one hundred executive and professionally certified members attended the annual CRCE/CRCP Breakfast and awards ceremony. Awards included the Certification Excellence awards for highest exam scores and awards for chapters with the most certified members.

After coffee and snacks with the exhibitors, everyone enjoyed keynote presenter Lindsay Boccardo's interesting session, "Motivation and the Millennial Mindset: Harnessing a Multigenerational Workforce" about how engaging your multi-generational can help you maximize the value of generational differences on your team.

Afterwards, attendees enjoyed a tasty lunch buffet in the packed exhibit hall when the concurrent sessions ended. Awards for chapter milestones, achievement, retention and \$9,000 in scholarship winners were also announced.

Later, the group filled the meeting rooms for more topical educational sessions.

After a quick break, everyone gathered for the popular Thursday night networking reception, "All In Gaming Night" and learned how to play Craps, Roulette, Poker and Black Jack while enjoying sliders, wings and a tater tot bar. Party goes into the Vegas spirit and came dressed as their favorite Las Vegas performer...Elvis anyone?

Follow us on Instagram AAHAM1968





AAHAM Certification

How does certification benefit an individual?

Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire.

Earning certification can help you by:

- Improving your earning potential
- Giving you a competitive advantage with current and prospective employers
- Granting you the recognition you deserve
- Providing access to the positions and promotions you seek and desire
- Building a network of peers in the influential group that shares your certification designation
- Continuing to expand your skills and expertise through continuing education

- CRCE**--Certified Revenue Cycle Executive
- CRCP**--Certified Revenue Cycle Professional
- CRCS**--Certified Revenue Cycle Specialist
- CCT**-- Certified Compliance Technician

Registration Deadline	Exam Period
December 19, 2019	March 9-20, 2020
April 15, 2020	July 20-31, 2020
August 17, 2020	November 2-13, 2020
December 15, 2020	March 2021

We have a new Certification Manager, Kristen Reamy!

She can be reached at kristen@aaaham.org or contact her at 703.281.4043 ext 2.

Recently Certified and CEU Reporting



The following passed their exams in the July testing cycle:

- Certified Revenue Cycle Professional (CRCP)
 - Vera Byrd, CRCP-I
 - Sonja McSweeney, CRCP-I
- Certified Revenue Cycle Specialist (CRCS)
 - Amber Anderson, CRCS-I
 - Margaret Gerry, CRCS-I
- Certified Compliance Technicians (CCT)
 - Emily Andrews, CCT
 - Jennifer Greenier, CCT

Reporting CEUs >>>

Did you know you can now report your own CEUs directly on the www.aaham.org site?

If you are requesting CEUs for attending a AAHAM Pine Tree Chapter meeting, you can enter your CEU information and it will be updated once they receive the file from me. If you have other activity that you need to report such as proctoring a certification exam or attending AAHAM Legislative Day, that can also be done on the AAHAM website and you can upload your back-up. There is a list of CEU qualifying activities to the left of the AAHAM CEU Reporting Form on the website.

Here are the steps for reporting your CEUs:

- Go to www.aaham.org
- Click on the certification tab at the top
- Click on recertification
- Click on Online CEU Reporting Form
- Fill out Recertification Type (s)
- Fill out your name, member ID, address, etc. The CEU units are on the left so you can report the correct amount.
- Click Add Files to add your back up.
- When done, click Start Upload
- You will get an e-mail from AAHAM afterwards.

Click [Here](#) for More Info



National AAHAM

AAHAM's Up To The Minute News:

2019 Annual National Institute Full Schedule and Agenda

2019 PAM Week

2019 Chapter Milestone Anniversaries

Get real answers to real world issues such as:

- > Revenue cycle
- > The latest legislation
- > Reimbursement
- > Centralized scheduling
- > Data management
- > Medical records
- > Patient relations, and much more
- > Revenue integrity
- > Admitting and registration
- > Case management/denials
- > Credit and collections
- > Compliance
- > Managed care

Certification Success Stories Events
Advocacy Networking
...and many more! [Check it out!](#)

[AAHAM Journal](#)

- All AAHAM Journals are in the member's only section of the AAHAM website
- Want to submit an article? [Click here.](#)

[eNewswatch](#)

- AAHAM sends out their jampacked electronic newsletter every Wednesday

[AAHAM Info Hub](#)

- Find out more about the information that AAHAM is doing to enact change.

[AAHAM Jobline](#)

- Are you looking for a new position or new staff to join your team?
- Check out what AAHAM Jobline can offer you.



2020 Legislative Day

The 2020 Legislative Day will be held April 20-21, 2020 at the [Hyatt Regency Washington on Capitol Hill](#).

Represent your facility, your state and your industry at the one political event that directly impacts you, your facility and your bottom-line; AAHAM Legislative Day. Our strong grassroots program creates new opportunities for our industry but we need your continued support! We need you to make the trip to Washington to make a difference in our industry, attendance is limited, so register to attend today. It is all about strength in numbers. The more AAHAM members participate in this effort, the stronger the voice AAHAM will have. Remember, if you don't speak up someone else will.

"AAHAM has really understood the legislative and regulatory process and this is why they have had so much success in the past. AAHAM's leadership has gone the extra mile to ensure AAHAM has a strong voice in Washington" said AAHAM's lobbyist, Paul Miller.

- Lobby at the grassroots level
- Receive insider briefings from experts on issues critical to the industry
- Meet face-to-face with your members of the Senate & House
- Network with decision-makers and your colleagues
- Make your voices heard
- Make a difference at the only industry event of its kind
- Earn 8 AAHAM CEUs

AAHAM's annual Legislative Day, brings you face-to-face with the decision-makers in Washington who determine the outcome of our industry's top legislative priorities.

[Hyatt Regency Washington on Capitol Hill](#)

400 New Jersey Ave., NW Washington, DC 20001

For reservations call: 1-888-421-1442

Membership

Did you know that our membership chair is Sonja McSweeney?

Moayad Zahralddin
AAHAM
Operations &
Membership Director



Moayad makes a call to members on how important it is to maintain your membership, highlighting how invaluable certification and networking are to keep up to date on developments and opportunities.

Additionally, Patient Access Management (PAM) week was October 14-18th with a theme of '**The Power of Performance**'. Check out #PamWeek2019 to find out what others did to celebrate and recognize PAM staff across social media.

Membership (cont'd)

The Benefits of AAHAM Membership

Discounts on Services

AAHAM members receive substantial discounts on educational and networking programs as well as AAHAM products including:

- AAHAM Annual National Institute
- AAHAM's Legislative Day
- Webinars
- Training Manuals

Education - Opportunities to strengthen and improve your knowledge and skills

Certification - Nationally recognized certification programs to give you the competitive edge in your career

Publications - To keep you up to date on happenings in the association and the profession

Advocacy - A voice in Washington, D.C. on legislative issues that affect your industry

Local Chapter Involvement - Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level

Discount Program - Receive discounts on products and services



Upcoming Webinars

You've Done Your Risk Analysis, Now What?

When: WEDNESDAY, November 6, 2019 1:30 PM - 3:00 PM EDT
Speaker(s): Sarah Badahman, CEO and Founder of HIPAAAtrek
Registrations must be received on or before October 30, 2019.
AAHAM CEU's Earned: 3

The purpose of conducting your risk analysis is to identify risks, threats, and vulnerabilities, and also to mitigate and manage them. The risk analysis is the first step in your risk management process. Risk management is the ongoing process that comes after the risk analysis. Most consultants and outside firms leave after the risk analysis and you are stuck managing the risks. In this webinar, attendees will learn best practices and useful tips for risk management post risk analysis.

[Registration Form and Details](#)

[Online Member Registration](#)

[Online Non-Member Registration](#)

Empower Self-Pay Patients with More Choices to Reduce Bad Debt

When: WEDNESDAY, January 29, 2020 1:30 PM - 3:00 PM EDT
Speaker(s): Olivia Currin-Britt, Director, Revenue Cycle Solutions at nThrive

Registrations must be received on or before January 22, 2020.
AAHAM CEU's Earned: 3

In today's healthcare environment, improving the patient journey is critical, especially when an estimated 30% of hospital revenue is dependent on patient payments.

High deductible health plans (HDHPs) require patients to bear a greater portion of their healthcare costs. This makes patients to feel overwhelmed by incoming medical bills causing Accounts Receivable days tend to increase, leading to bad debt. Although a health care organization's bad debt to net patient revenue should be under three percent, most hospitals are trending much higher due to increasing patient liability. This reflects the staggering 42.9 million Americans who are estimated to have a health care bill in collections today.

[Registration Form and Details](#)

[Online Member Registration](#)

[Online Non-Member Registration](#)

Upcoming Events

November 6, 2019 - AAHAM Webinar

December 19, 2019 - Registration deadline for March 2020 exams

January 29, 2020 - AAHAM Webinar

April 20-21, 2020 - 2020 Legislative Day, Hyatt Regency Washington on Capitol Hill

October 21-23, 2020 - 2020 ANI, Sheraton New Orleans, New Orleans, Louisiana

October 13-15, 2021 - 2021 ANI, Hilton Baltimore, Baltimore, Maryland



Board of Directors and Committees

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—Karen Clark

Vice President

—Melody Armstrong

Secretary

—Alex Denham

Treasurer

—Theresa Huck

Click [this link](#) for contact information



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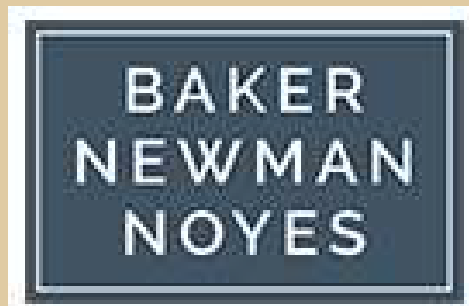
Scholarship Chair

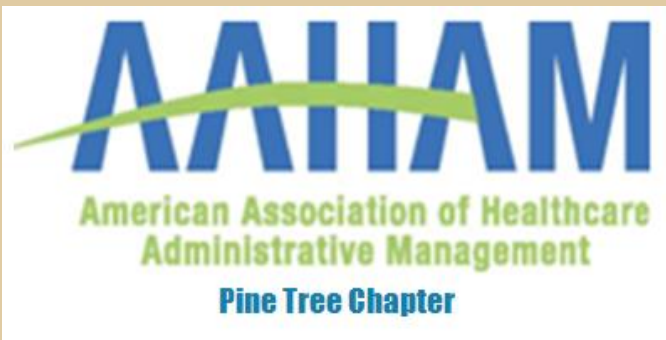
—Kay Doucette

Other Members

--Nicole Bishop, Paul Fitzpatrick, Tim Moore

Thank you to our sponsors!!





The Maine Chapter of AAHAM is pleased to welcome you as a new or returning member. Annual dues for 2019 are \$25.00 per person. Membership runs from January to December. Local dues cannot be prorated during the year.

To ensure that you are a recognized member for the Chapter year and receive all notifications of educational sessions, please submit your payment of \$25.00, made payable to “Maine Pine Tree Chapter of AAHAM” to:

Theresa Huck
405 Woodford Street
Portland, Maine 04103

Please send checks to the attention of Theresa Huck as close to the start of the new Chapter year as possible. Payments can also be made using a credit/debit card through the Maine Chapter of AAHAM website at:

<http://www.aahamme.org/index.php>

If you are a member of National AAHAM and choose to pay your local dues through them, it is important that you still send this form (without payment) to the above address so that our records will correctly reflect your membership.

Name:	Title:
Certification:	Organization:
Address:	Daytime Telephone:
Fax:	Email:
Check all that Apply:	
<input type="checkbox"/> This is a new application	
<input type="checkbox"/> I was referred to AAHAM by:	
<input type="checkbox"/> I am renewing my application	
<input type="checkbox"/> I have paid my local dues through National AAHAM	

For Treasurer's Use Only:

Check No. _____

Date Received _____