

in this issue >>>

- * *Meeting the Hospital Revenue Cycle's Biggest Challenges in 2019*
- * *MIPS Participation Reached 95%, Exceeding CMS*
- * *40% of Revenue Cycle Leaders Don't Discuss Charge Capture Regularly*



American Association of Healthcare
Administrative Management

Spring
2019

A Quarterly Newsletter for the Pine Tree Chapter

The Chickadee Post



Upcoming Conference >>>

*Spring Specialty Meeting
April 5, 2019
Northern Light Health
43 Whiting Hill
Brewer, ME 04412*

Don't miss:

- * *Securing Healthcare Coverage for Uninsured Patients*
- * *Tips for a Successful Conversion*
- * *Charge Capture and Reconciliation*

...and more!!

TICKETS

\$60.00 AAHAM Member Rate

\$85.00 AAHAM Non-Member Rate

\$30.00 AAHAM Board Member Rate

Please send registrations and payment information to:

Theresa Huck
405 Woodford Street
Portland, ME 04103

Make checks payable to:
Maine Chapter of AAHAM

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

Revenue Cycle

Meeting the Hospital Revenue Cycle's Biggest Challenges in 2019!

Scott Herbst, SVP & General Manager, Availity
JANUARY 23, 2019

Hospital revenue cycle departments have gained greater visibility in recent years as a significant driver of revenue streams. Yet many of these departments continue to face serious challenges in several areas, including workforce, interoperability and electronic health record (EHR) optimization. Taking revenue cycle management to the next level by harnessing technology and data analytics can help hospitals and health systems track costs and identify opportunities for cost savings, gain efficiencies and optimize financial performance. Elevating the revenue cycle will be key as healthcare transitions to value-based care payment models.

However, many organizations have been slow to adopt the revenue cycle management (RCM) tools that will help them optimize RCM, according to a recent study released by the analyst firm [Black Book](#). Among the findings:

- Of the 522 hospitals surveyed, 400 have adopted workable RCM IT plans and implemented new RCM systems over the last six years — an improvement since 2012.
- But 26 percent of hospitals started the year without viable, effective RCM solutions.
- Of the hospitals that didn't have solutions in place in January 2019, most (82 percent) said they'll make value-based reimbursement decisions in 2019 without an advanced software implementation or an outsourced partner.

As healthcare leaders look to RCM teams to identify cost saving opportunities and generate stronger cash flow, RCM leaders can step up their game by focusing on automation and optimized workflows.

Continue reading [HERE](#)

President's message

Spring is right around the corner and I for one am ready!

Ready for warmer weather, green grass, blooming flowers, and our Spring Specialty Meeting. This year's meeting will be held on April 5th at the Cianchette Auditorium in Brewer. We have a great line up of speakers, some of the topics include Medicare Advantage, mva billing, price transparency and much more. I hope you all can find time in your busy schedules to attend

In January I attended my first National Board meeting as President. It was a great opportunity to meet Presidents from other chapters and to hear that they are facing some of the same issues as we are. The National Board has been very busy continuing to support the 340B drug program and getting ready for Legislative Day in April. This year's push will be regarding the Price Transparency legislation. National AAHAM will be offering a free webinar on April 3rd at 1:30 titled "Seeing Through Price Transparency". National AAHAM members will earn 3 CEUs for attending.

To those of you thinking about obtaining AAHAM certification, I encourage you to take the leap. The new certification books are now available and National AAHAM will again be holding free webinars for the different levels of certification. For more information on registration and testing dates, please check out the AAHAM website. I want to end this by thanking you for allowing me to be the President of this great chapter. I look forward to seeing you at our upcoming education sessions.

Have a wonderful day!

Karen Clark



Did you know that upon successful passing of any certification test, members can apply for reimbursement of the cost of the exam if your employer will not reimburse you? All you need to do is apply for the William Batty Scholarship. Please contact Kay Doucette, Scholarship Chair at Kay.Doucette@Anthem.com for more information.

CALL FOR NOMINATIONS



National AAHAM
2020-2021

Quality >>>

MIPS Participation Reached 95% in 2018, Exceeding CMS Goals

By Jacqueline LaPointe

March 21, 2019—Ninety-five percent of eligible clinicians avoided a negative payments adjustment through Merit-Based Incentive Payment System (MIPS) participation in 2017, of which 93 percent earned a positive adjustment.

The findings come from the 2017 Quality Payment Program Reporting Experience [report](#) recently published by CMS. The report provides a comprehensive view of the clinician experience in the first performance year of the Quality Payment Program, which includes MIPS and the Advanced Alternative Payment Model (Advanced) track.

The report shows CMS exceeded Quality Payment Program participation goals and clinicians benefited from partaking in the new value-based reimbursement program.

The federal agency aimed to have 90 percent of eligible clinicians participate in MIPS in 2017, which had flexible participation options to help ease providers into the new program and promote robust participation.

The data indicates the "Pick Your Pace" approach worked, with over 90 percent of eligible clinicians participating in MIPS and 99,076 providers considered qualifying APM participants (QPs) under the Advanced APM track. CMS only anticipated about 70,000 eligible clinicians to reach QP status in 2017.

Due by April 5th!

Know someone who would uphold the mission of AAHAM and lead the organization?.

It would be best to obtain approval from the person you wish to nominate, although we will verify their interest prior to adding their name to the ballot. You may also nominate yourself.

All nominations are to be submitted through the [AAHAM website](#). Thank you!

Victoria Di Tomaso, CRCE-I
AAHAM Chair of the Board

40% of Revenue Cycle Leaders Don't Discuss Charge Capture Regularly

Written by Jacqueline LaPointe

January 09, 2019 - Over three-quarters (78 percent) of revenue cycle leaders at acute care organizations agreed charge capture is essential to an organization's success, yet most leadership teams only discuss charge capture once a month or less.

Those were the findings from a new [survey](#) conducted by Sage Growth Partners for analytics company Ingenious Med. Researchers surveyed 104 leaders in a supervisory capacity over the revenue cycle at acute care organizations in 35 states.

Charge capture is the process providers use to get paid for services rendered. After documenting a patient encounter in the medical record, providers or their health information management and coding staff assign codes for claims. Staff then translate those codes into charges.

The healthcare revenue cycle hinges on accurate and complete charge capture. However, the survey showed providers have room to improve the charge capture process.

Only one-third of revenue cycle leaders said they discuss charge capture weekly, while 18 percent talk about the process twice a month. Another two percent of respondents also reported never discussing charge capture.

Provider organizations may want to move charge capture up on their priority lists to prevent revenue losses and reimbursement delays, researchers advised. Missing charges and charge lag are the top charge capture challenges, according to respondents.

Failing to capture a charge can result in significant financial losses. Despite its impact on the bottom line, about two-thirds of revenue cycle leaders (68 percent) reported that between one and ten percent of their total charges were under-coded, and 20 percent said under-coding impacted 11 percent or more of their charges.

Under-coding charges is a serious issue impacting an organization's financial health. But the survey also showed over-coding also created trouble for providers.

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



American Association of Healthcare
Administrative Management

CELEBRATING 50 YEARS
— 1968 - 2018 —

Upcoming Webinars

*The Path to Ending Faxing in
Healthcare—Register [HERE](#)*

*A New Congress and New Look at
Healthcare—Register [HERE](#)*

AAHAM Certification

REGISTRATION DEADLINE	EXAM PERIOD
April 17, 2019	July 8-18, 2019
August 15, 2019	November 4-15, 2019
December 19, 2019	March 2020

Certification Opportunities

CRCE--Certified Revenue Cycle Executive

CRCP--Certified Revenue Cycle Professional

CRCS--Certified Revenue Cycle Specialist

CCT-- Certified Compliance Technician

2019 Legislative Day

AAHAM's 2019 Legislative Day will be held at the Hyatt Regency Washington on Capitol Hill in Washington, D.C. April 15-April 16.

This is the 15th years that AAHAM has facilitated connecting members with their elected officials to advocate for change regarding healthcare. Look for updates as a result of this event!!

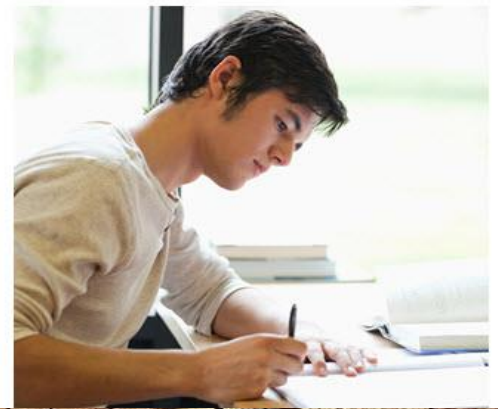
RCM Tip of the Day: Use Exit Interview to Understand Patient's Payment Choice

Hospital revenue cycle leaders should take multiple approaches to understand the behavioral decisions that prompt patient payment activity, said James Zadoorian, PhD, managing principal at ARxChange, which designs patient financial revenue systems.

One approach recommended by Dr. Zadoorian involves establishing exit or discharge payment interviews to ask patients why they're paing in full, making a partial payment or not paying at all.

"Related questions could center around how payment choices are presented and perceived, what cultural and process changes might alleviate payment dilemma and how better to support patients throughout their financial journeys," he said.

Dr. Zadoorian also recommended that hospitals make efforts to understand context and its role in patient payment decisions. "Elective procedures for instances typically come with an economic preparedness, whereas unexpected emergent care catches consumers off-guard financially," he said. "And with four in 10 adults now struggling to cover an unexpected expense of just \$400, understanding the behavioral influences that drive these decisions is central in all matters of patient economic affairs."



coming soon >>>

Articles geared toward:

- *Patient Access*
- *Revenue Integrity*
- *Credentialing and Contract Management*
- *Referrals and Authorizations*
- *Billing and Claims Management*
- *HIMs and Coding*



Renewal/Application Form

The Maine Chapter of AAHAM is pleased to welcome you as a new or returning member. Annual dues for 2018 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**

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.

Please complete the following:

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	

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>

For Treasurer's Use Only:
 Check No. _____
 Date Received _____