



**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*

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Energy and Commerce
Committee*
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The Chickadee Post

Summer 2019

Upcoming Conference >>>

Commercial Payer Meeting

8AM—September 13, 2019
Italian Heritage Center
40 Westland Ave
Portland, ME

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/>**

Annual Meeting

November 7-8, 2019
Meadowmere
74 Main Street
Ogunquit, ME

Big Happenings

FOR IMMEDIATE RELEASE

19 July 2019

The American Association of Healthcare Administrative Management (AAHAM) Applauds Energy & Commerce Committee For Unanimously Agreeing To Send HR 3630 to the Full House for a Vote

Fairfax, VA - The American Association of Healthcare Administrative Management (AAHAM), the leading professional association focused exclusively on the healthcare revenue cycle applauds The House Energy & Commerce Committee's 48-0 vote to send H.R. 3630, the No Surprises Act, to the full House of Representatives for consideration. This legislation seeks to protect patients and families from "surprise" or out-of-network medical bills, which has become a major issue for patients.

"AAHAM applauds Chairman Frank Pallone (D-NJ) and Ranking Member Greg Walden (R-OR) for their hard work and willingness to allow all sides to be heard on this complex issue" said AAHAM President, John Currier, CRCE-I. "We want to thank all the members of the Committee for their work by taking the first step towards ensuring patients are protected and there is an independent body who will serve as arbitrator in these types of cases" Currier added.

H.R. 3630 includes a last-minute bi-partisan amendment offered by Representative Raul Ruiz (D-CA) and Representative Larry Bucshon (R-IN), which would allow certain payment disputes between providers and health plans to go to arbitration. The Ruiz-Bucshon amendment would let either side appeal the federal benchmark payment to an arbiter in cases when the median in-network rate paid to doctors or hospitals exceeds \$1,250.

"Today Congress took another step forward to ensuring we take the patients out of the billing equation. Thanks to a bi-partisan effort by Rep. Ruiz and Rep. Bucshon, we get closer to creating a billing system that allows for an independent voice to decide the outcome and not a federal benchmark rate, which would likely drive up the cost of healthcare for everyone" said AAHAM 2nd Vice President, Amy Mitchell, CRCE-I.

"Baseball style arbitration works" stated AAHAM Treasurer, Kenny Koerner, CRCE-I. In my home state of Illinois, we have baseball style arbitration and it works. We don't walk away happy with every outcome, but we know by having an independent voice review the claims of both sides, we have the chance to be heard" he added.

AAHAM will continue to work with all relevant Committee's in the House and Senate on this critical issue. AAHAM supports patients and bringing healthcare costs down through Baseball style arbitration.

Vice President's message

Greetings to the Maine AAHAM—Pine Tree Chapter Members

The warmth of summer and its relaxing weekends are flying by. I sincerely hope you all enjoyed the beauty that the months of June, July and August bring to us filled with friends and family, camping, BBQs, sandy beach visits and whatever else brings a smile to your face in the state of Maine or elsewhere.

With the summer months coming to a close and our children packing up their backpacks and heading off to kindergarten and some all the way to college, we truly get back into the grind of our various careers of healthcare revenue cycle. With fall comes some great conferences that YOU as a Maine AAHAM – Pine Tree Chapter member do not want to miss. **Friday, September 13, 2019** brings the Commercial Payer Meeting. In this ever changing healthcare market, attending this meeting is one sure to not be missed to receive the most current and up to date information from our commercial payers with the opportunity for you to ask questions and offer feedback that is vital to your day to day operations. Next up is our Annual Meeting which will be held at the Meadowmere Resort in Onqunquit, Maine from Thursday, November 7th to Friday, November 8th. If you haven't attended in the past, this is a meeting surely not to be missed. It is two days filled with dynamic speakers, a panel discussion and fun-filled networking evening events.

As the Vice-President and Program Committee Chair, I could not be more proud and honored to be part of this particular AAHAM chapter. Through my years of involvement in the Maine AAHAM – Pine Tree Chapter, I have seen growth in our members and would encourage you to reach out to your fellow co-workers to join you in a meeting that is relevant to your work day and share the experience of AAHAM and all we have to offer as a chapter. I extend to you as members to continue the growth and strength of our chapter not only by spreading the good word of our chapter and bringing someone new with you to a meeting, but I implore and encourage you as your Vice-President to think about joining one of our committees. You might say it's a volunteer position or it's a lot of work or I am already so busy. As your Maine AAHAM – Pine Tree Chapter Vice President, I am telling you that yes, yes you can do this. If I can, you can. I am one of your trusty vendor representatives, mother of three boys and three fur babies and I work on the weekends as well. The reward related to the time invested in AAHAM will have great outcomes not only professionally but personally as well. We need more members to pick up and join a committee, we need your input to make us stronger within the AAHAM community by bringing better content to all of the members. Join a committee – what happens in your day to day operations, your thoughts, your needs, your input is happening in another hospital, on another team. We are experiencing so much change in healthcare RIGHT NOW from mergers to price transparency and the more people like YOU on our committees giving new and fresh perspectives helps our entire chapter and members.

Pine Tree Chapter Board Members

President—Karen Clark

Vice President—Melody Armstrong

Secretary—Alex Denham

Treasurer—Theresa Huck

Membership Director—Sonja McSweeney

Program Committee Chair—Melody Armstrong

Communications Chair—Samantha Berube

Bylaws and Legislative Chair—Kathleen Kimball

Nominating and Governance Chair—Vickie

Heath

Scholarship Chair—Kay Doucette

Other Board Members—Nicole Bishop, Paul

Fitzpatrick, Tim Moore

Contact information can be found on our website:

<https://aahamme.org/board.php>

Highlighting our sponsors!



HBCS opened our doors in 1985 to serve the revenue cycle needs of healthcare organizations exclusively. Since then, we've served hundreds of healthcare clients throughout the United States. In fact, some of our clients have been with us longer than our competitors have been in business. Our team members, technology, and protocols are 100% dedicated to healthcare and the intricacies of the healthcare reimbursement environment. Healthcare organizations which utilize HBCS realize significant increases in revenue, improved cash flow, reduced operating costs, and lower bad-debt expenses. Our Headquarters is based in New Castle, DE, and we have a Regional office located in Wakefield, MA. Website: www.hbcs.org

Make sure to save the date for the 2019 Patient Account Management Week! This year it's October 14-20, 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



September 25, 2019 - AAHAM Webinar

October 9-11, 2019 - 2019 ANI, Caesars Palace, Las Vegas, Nevada

October 14-18, 2019 - Patient Account Management Week - THE POWER OF PERFORMANCE

November 4-15, 2019 - November 2019 exams

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



AAHAM Presents FREE study webinars for all AAHAM Certifications!!!

Whether you are planning on taking any of the AAHAM certification examinations, preparing for the future, or need the education to do your job better, you want to sign up for this webinar program. Statistically, those who have participated in our webinars have a higher pass rate than those who did not.

- The CRCE and CRCP webinars will be multiple sessions covering each section of the exam
- We have added another CRIP webinar, which will be one session covering the entire exam
- The CRCS webinar will be one session covering the entire exam
- The CCT webinar will be one session covering the entire exam

Each webinar is 90 minutes and will require a computer, high speed Internet, PowerPoint and a telephone line. The webinar includes a 60-75 minute presentation with a 15-30 minute Q&A period, and a handout provided via email.

Registrations must be received the WEEK before each session.

Earn 3 AAHAM CEUs for EACH study session attended.

The full webinar schedule can be found on the online and downloadable registration forms.

Registration Form and Details

Member Registration



Join us in congratulating the following who passed certification exams during the March 2019 testing cycle:

Certified Revenue Cycle Professional

- Stephanie Daly, CRCP-I
- Nicole Lyons, CRCP-I
- Jane Patrock, CPCP-I
- Nicole Schobel, CRCP-I
- Jessica Thibodeau, CRCP-I

Certified Revenue Cycle Specialist

- Vera Byrd, CRCS-I
- Toni Cookson, CRCS-I
- Trina Cote, CRCS-I
- Morgan Drinkwater, CRCS-I
- Erin Gates, CRCS-I
- Amber MacDonald, CRCS-I

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

New Certification Staff:

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.

AAHAM Certification

REGISTRATION DEADLINE	EXAM PERIOD
December 19, 2019	March 2020

2020 To Be Announced

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

2019 ANI

October 9-19

Casasars Palace, Las Vegas NV

AAHAM's ANI always attracts a large number of qualified speakers, who present on a variety of topics. Be sure to check out the Agenda and Exhibitor Prospectus (available in early 2019) for the ANI. Get a sneak preview of what sessions and educational opportunities will be taking place at this year national meeting.

If you would like to be considered as a speaker for AAHAM's ANI, please visit the Be a Speaker section for an application. Speaking positions, both paid and unpaid are usually filled by the end of April, but we do take information year round and will be sure to mail out Speaker RFPs to all interested parties.

If you have any additional questions about the ANI, please feel free to contact the National Office at 703-281-4043 ext 1 or by email at danielle@aaHAM.org.

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 maters of patient economic affairs."

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coming soon >>>

Articles geared toward:

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

From our National Newsletter

[Volume 19, Issue 13—Click Here to Read!!](#)

In The News

- * No Obamacare Subsidies? Premiums, Deductibles Can Top \$25,000
- * Anthem's Fight With Doctors Shows Risks on Billing Fix
- * Expenses Slashed for Chronic Illness Patients in High-Cost Plans

Legislative/Regulatory

- * Health Insurance Brokers May Face More Disclosure Requirements
- * Medicare Floats \$250 Million Pay Hike for Home Health Agencies
- * Obamacare Alternative Gets New Shot With Labor Chief Acosta Out
- * Medicare Late-Enrollment Penalties Spark Calls for Change
- * Surprise Medical Billing Package Ready for Senate Floor Vote
- * Surprise Medical Bills Curbed Under Bill Passed by House Panel
- * Puerto Rico Medicaid Funding, Safeguards Advance in House
- * Opioid Treatment Records Easier to Share Under Rule in the Works
- * Cadillac' Health Plan Tax Repeal

Legal

- * Health Insurance Escapes Harm if Obamacare Severed, Not Killed
- * Fingerprint Roadblocks Seen Extending Medicaid Fraud Risk
- * Yale's \$1,300 Worker Wellness Fine Is Discriminatory, AARP Says
- * Myriad in Settlement to Resolve Medicare Complaint for \$9.1M

Around the States

- * Idaho: State Wants to Retain Private Insurance Option for Poor

Election 2020

- * As Opponents Tout Medicare for All, Biden Leans Into Obamacare

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



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 _____