

The Chickadee Post

Pine Tree Chapter
Spring 2020



AAMAM

**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*



A Message from our President

Hello Maine AAHAM Friends,

I want to begin by thanking you for allowing me to be President of this fantastic chapter for another year. It has been an honor representing our chapter at National AAHAM events and to work with my fellow Maine board members to bring you quality education sessions. I would like to take a minute and acknowledge my fellow hard working board members Vice President Melody McClain-Armstrong, Treasurer Theresa Huck, Secretary Alex Denham, Board members Kathleen Kimball, Sonja McSweeney, Samantha Berube, Frank Ungvary, Shellie Nichols, Scholarship Chair Kay Doucette, Chairwoman of the Board Vickie Heath, and past Presidents Nicci Bishop, Tim Moore, and Paul Fitzpatrick. Shellie is new to the board this year and I look forward to working with her and see what great ideas she will bring to our board meetings. Welcome Shellie!

We are always looking for help with one of our many committees. Chapter Excellence, Newspaper, Sponsorship, Legislative, and Programming are just a few. If you would like to join in the fun please email me at kclark@rfgh.net or reach out to any one of us at our next meeting. I have been involved with the board for over seven years and the professional experience and lasting friendships I have gained over those years makes the time spent well worth it



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

Our Government Payer Meeting will be Friday, March 20th at the Waterville Elks Lodge. This is the meeting originally scheduled for Friday February 6th. If you had registered for the February meeting your registration has been carried over. If you are unable to attend the March meeting please email Theresa Huck at huckt@northernlight.org. We are looking for future topics for upcoming meetings. We have one less meeting this year so if there is something you would love to hear someone speak on or know of a speaker that would be a great addition to our line up please let us know. This is your chapter and we want to provide you with the speakers and information that will best help you with your professional and personal enrichment.

We have a new National AAHAM President, her name is Lori Sickelbaugh. I had a chance to talk with her at the January Board Meeting. She is very excited to take on her new role and shared her goals for the upcoming year. One of the goals she and I both share is increasing member certification. AAHAM has one of the best certification programs in our industry and AAHAM wants to help you become certified. National AAHAM will again be holding free certification webinars this summer. We will be posting the dates and times on our website once they have been announced. Our Chapter has the William Batty Scholarship fund to help members with their educational development and that includes AAHAM certification. If your facility will not reimburse you for the cost of the certification exam you can apply for the William Batty Scholarship and we will reimburse you the cost of the exam fees upon passing the exam. Anyone who has earned their certification within the last year is eligible to apply. So like a wise man told me once, "invest in yourself, you are worth it!"

I would like to end by thanking our 2019 Sponsors for all their help last year. Without their support we would not be able to provide you the quality education sessions we provide. A huge thank you to Marcam Associates, NRA Group, Baker Newman & Noyes, Experian, HBCS, The Thomas Agency, Revint, and Washington & West.

Have a fantastic day everyone and I look forward to seeing you in March!

Karen Clark CRCS-I, CRCP-I
Maine Chapter President



Encourage Courage,

How Fear Can Fuel Success

By Patrick Sweeney

www.pjsweeney.com

Do you remember your first week at work? You probably got up extra early to get ready, put on the perfect outfit, made sure you were the first one to the office, and attacked your new position with the energy of a ten-year old trick-or-treating on a sugar high. Part of your motivation was undoubtedly fear, you might have used fear of failure in a healthy way to motivate you to do a great job and work hard. But you likely made some fear-based choices that, in retrospect, look pretty silly now. Were you afraid to ask for advice because you thought you'd look stupid? Maybe you didn't speak up when you had the best idea because you were the "new guy". We've all been there at some point. It's in that spirit that I'm assigning you a task this week. You have to find the newest members of your company and encourage them to act with courage. You are their new courage coach.

Think about all the things that took you a long time to build up the courage to do. Maybe it was presenting to the whole executive team or suggesting an innovative idea, perhaps going on-site to a hospital. Whatever you wish you did earlier in your career, I want you to find someone in your organization and coach them to do that thing. I want you to encourage courage. It will make you a happier and better person for changing someone's life, and it will help someone grow in confidence. Even if you are not the CEO, you can be the change you want to see in your company. You can help engineer a culture that will have five amazing effects on your organization:

#1 Creates an environment of safety and trust

If you are working at a place where you are encouraged to take risks, to face your fears, to make mistakes and even to fail, you are more likely to be creative, innovative, and more daring than the competition.

#2 Attracts the best employees

The most productive, driven and happy employees are those with the confidence and courage to be authentic. If you practice pushing out of your comfort zone, then you are less likely to be concerned about image, protocol, or trying to be someone you are not. Authenticity requires courage, and when companies encourage their team to be themselves and are accepting, amazing things happen.

#3 Puts a spotlight on opportunities

When the amygdala in your brain activates, it's tell you to fight, flee or freeze because there is a chance in the world of the caveman that you might get hurt or die. Usually it's elimination from the tribe or not looking the most attractive that our primal mating wiring is trying to guard against. The ironic part is that when the amygdala activates, it is almost always a sign there is a big growth of opportunity that has just revealed itself. If you are open to those moments, they build up to an amazing career.

#4 Results in the best ideas

Oftentimes, a new set of eyes on a problem uncovers the best solution, or someone who hasn't done the same thing the same way for years thinks of a new method. Those ideas only come forward if the team has the courage to speak up, even if they aren't the highest paid person in the room.

#5 Saves a ton of energy

It is so tiring spending your day trying to read the minds of other people. In a toxic work environment where fear is used to manipulate and intimidate, employees was half of their day trying to figure out the chess game of internal politics. Ambitious employees try to figure out the answers their boss wants to hear, while tenured staff is terrified of change or try to protect their knowledge so they will remain necessary. These fear-based behaviors are why more than 60% of Americans hate their job an can't wait for the weekend.



Keep in mind that hate, anger, and judgement are not our enemies. The thing that keeps us from living the life of our dreams, a life of harmony, peace and love, is fear. If we can be strong enough to recognize when fear is making us react, and realize it is just a two-million-year-old piece of software running on our lizard brain, we can let it go. It's fear that causes hate and anger. If you can help someone who does not have the same self-awareness and confidence that you have, it will help develop their character and make you stronger. You need to make choices that are not about survival but about happiness, love, success and fulfillment. Learning to use fear as fuel is what gives us the strength to do that.





Legislative Currents

[Click here to download the full issue of the currents.](#)

In The News

- Treat Social Needs Like Patient Care: Health Industry Group CEO

Inside CMS

- Coronavirus Cash Flow Quickens as HHS Seeks to Move \$136 Million

Legislative/Regulatory

- Surprise Billing Effort Jump-Started by Ways and Means Committee
- Asthma, Disease Worsening from Climate Change, House Panel Told
- Can't Text Your Doctor? Blame the Health Privacy Law
- White House Wants to Reduce Opioid Deaths by 15% in 2021

Legal

- Telemedicine Company Owners Accused of \$56 Million Medicare Scam

Around the States

- State Drug-Pricing Laws Hampered by Resistance, Lack of Teeth



AAHAM ANI—October 21-23, 2020

The 2020 Annual National Institute will be held at the
[Sheraton New Orleans in New Orleans, Louisiana](#)
October 21-23, 2020

The ANI is attended by nearly 500 National members and over 75 exhibitors. Each year, the members of AAHAM come together to exchange ideas, renew old friends, make new ones, and further their knowledge and education in the field of Patient Account Management.

Get Exposure! Exhibit booths are available for unopposed time in the exhibit hall. Sponsorships are another way to show your support and enhance your sales, and double your company's visibility. Advertising space is available in the ANIinsider, the official conference program.

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 2020) 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.



The Exhibitors:

- Medical & Billing Collections
- Computer Software
- Electronic Billing & Claims
- Revenue Auditing
- Healthcare Information Systems
- Uncompensated Care
- Receivables Management
- Hospital & Medical Office Management

The Attendees:

- Chief Financial Officers
- Patient Account Managers
- Business Office Personnel
- Medical Billing Professionals
- Medical Office Managers
- Patient Financial Services Directors
- Compliance Officers



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
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 November testing cycle:

- Certified Revenue Cycle Professional (CRCP)
 - Karen Clark
 - Heather Large
 - Alisha Wood
- Certified Revenue Cycle Specialist (CRCS)
 - Jill Leavitt
 - Julia Page
 - Lisa Plourde
 - Shannon Ryan
 - Brynn Staples

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:

2020 Legislative Day
Local Chapter Meeting
Dates
National Awards
Webinars!

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.

Make sure to register before March 20th!

16th Annual Legislative Day

APRIL 20-21, 2020

Hyatt Regency Washington
on Capitol Hill
Washington, D.C.

AAHAM

Special
\$199
Discounted
Registration
Rate

[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?

Get the career edge you need for less than a dollar a day

There are a number of organizations that focus on the financial side of the healthcare industry. But there is only one national organization dedicated solely to the revenue cycle of both management and the front-line staff: AAHAM.

Reach out to experts for real time answers

As a member of AAHAM, you have the ability to reach out to your local AAHAM Chapter as well as over 30 more across the U.S. to speak to revenue cycle experts about the challenges you face every day.

No other healthcare financial organization gives you the career-boosting power to network with the best-informed revenue cycle professionals and pick their brain about the most important issues in the field.

Build your knowledge base

AAHAM's primary focus is the professional development of its members. In addition to networking opportunities through the local chapters, we offer certification, education and training for staff and managers, publications, conferences and webinars all specifically focused on issues, regulations and guidelines affecting patient accounting matters.

<https://www.aaham.org/WhyJoin.aspx>

Who joins AAHAM?

Providers

Staff involved in the revenue cycle of any type of healthcare provider that gets reimbursed by patients, insurance companies or the government will benefit from AAHAM membership. These include:

- Hospitals
- Physician's offices
- Urgent care facilities
- Long-term care facilities
- Nursing homes
- Other providers

Vendors

Staff of companies that provide outsourced services related to the revenue cycle to any type of provider will also benefit from AAHAM membership. These include:

- Consulting companies
- Billing companies
- Collection agencies
- Software/IT companies
- Law firms
- Other outsource vendors

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

There are none scheduled for registration at the time of this newsletter, however keep your eye on the EVENTS section of the AAHAM website for more details. Click on the calendar below!



Upcoming Events

March 20th, 2020—PineTree Chapter Government Payer Meeting (rescheduled due to weather from February)

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

May 31st, 2020—AAHAM Member Scholarship Deadline

October 21st-23rd, 2020—2020 ANI, Sheraton New Orleans, New Orleans, Louisiana

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



Board of Directors and Committees

President

—Karen Clark

Vice President

—Melody Armstrong

Secretary

—Alex Denham

Treasurer

—Theresa Huck

Click [this link](#) for contact information



Program Committee Chair

—Melody Armstrong

Membership Chair

—Sonja McSweeney

Communications Chair

—Samantha Berube

Bylaws and Legislative Chair

—Kathleen Kimball

Nominating and Governance Chair

—Vickie Heath

Sponsorship Chair

—Frank Ungvary

Certification Chair

—Vickie Heath

Scholarship Chair

—Kay Doucette

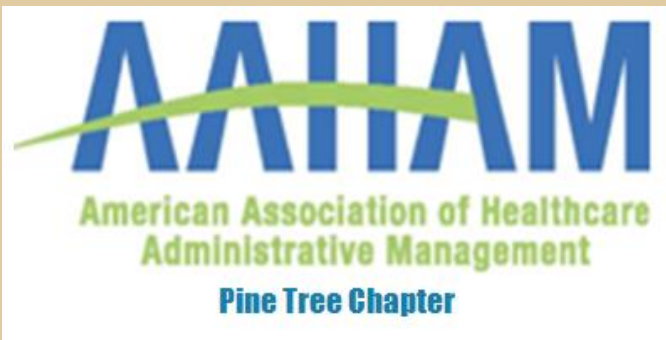
Former Presidents and Other Members

--Nicole Bishop, Paul Fitzpatrick, Tim Moore

--Shellie Nichols

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 _____