

The Chickadee Post

Pine Tree Chapter
Winter 2020



AAMAM

**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*



Membership Renewal Time!

It's time to renew your National and Maine AAHAM dues! Renew today and take advantage of the "pandemic dues discounts" being offered!

Maine AAHAM is offering all current members a chance to add a friend for free! Renew today and you can give a friend who is not a current member and has not been a member for 3 years the gift of a free 2021 membership!

Just have them file out an application and include your name so we know who they were referred by.

National AAHAM is offering a discount of 10% (\$21.00) if you renew or decide to join National AAHAM for this first time if you pay your dues by December 31st. They are also offering, for the first time, a payment plan option for those who are unable to take advantage of the discount. All National members who have retired are eligible for a free membership as well. Log onto www.aaham.org for all the details.

The Maine AAHAM Board wishes you all a very happy and safe holiday. Hoping 2021 brings everyone good health and good cheer!

ELECTION RESULTS!!

(no, not *that* election)

Board election results

Incoming Officers:

President—Melody Armstrong
Vice President—Alex Denham
Secretary—Samantha Berube

Continuing roles:

Treasurer—Theresa Huck
Board Seat—Kathy Kimball
Board Seat—Shelli Nichols

New Board Members:

Briana Dulac
Amber Benson
Tammy Souza



Looking
forward to
2021



A Message from... our newly elected Chapter Vice President

Happy Holidays to all of Maine AAHAM!

What an incredibly challenging year this has been for all! As we see the light (vaccine) at the end of the Covid tunnel, the time is now for us to remain strong, continue to set good examples for our communities and persevere through the difficult winter months ahead. Though the holidays will not be the same as in years past, I challenge you to turn that into a positive. Get the board games out the closet, tell stories, cuddle up together for a movie or 3, draw some pictures or write some letters, sing and dance (with those in your bubble), get outside and play in the snow and mostly, to take advantage of this time and make the most of this opportunity. Our lives will go back to a “normal” at some point and I have already found myself hoping that I will appreciate that there were so many positives during this pandemic. More time with my wife and kids, more time to finish projects in and around the house and more time to work on me. The stresses of “normal” will return soon enough, but, a small part of me hopes it is not too soon. My thoughts are with you all and to all a wonderful holiday! I want to leave you with a “Covid” 12 days of Christmas ditty. Enjoy!

All My best,
Alex Denham



A Message from... our newly elected Chapter Vice President (cont'd)

12 Days of Christmas "Covid style" Credit to Jon+Jon

On the 1st Day of Christmas, my true love gave to me "Endless Days of Quarantine"

On the 2nd Day of Christmas, my true love gave to me "2 Latex Gloves"

On the 3rd Day of Christmas, my true love gave to me "3 Medical Masks"

On the 4th Day of Christmas, my true love gave to me "4 Months off School"

On the 5th Day of Christmas, my true love said to me "Back to Phase 1"

On the 6th Day of Christmas, my true love said to me "6 Feet Apart"

On the 7th Day of Christmas, my true love gave to me "7 Hand Sanitizers"

On the 8th Day of Christmas, my true love gave to me "8 rolls of Charmin"

On the 9th Day of Christmas, my true love said to me "Can't Get a Haircut Now"

On the 10th Day of Christmas, my true love said to me "My Pants Don't Fit Now"

On the 11th Day of Christmas, my true love gave to me "Cancelled Vacations"

On the 12th Day of Christmas, my true love said to me "PLEASE No More Zoom Calls"

WAY TO GO!!!

Did you hear, our very own Amanda Merrill achieved the highest test result for the CRCP!

She was recognized during the 2020 Holiday Awards Showcase held via Zoom on Wednesday, December 9th.

Awesome job Amanda!



Chapter Excellence

Our Chapter Excellence application was scored and we did well! We got 97 out of 105 total points in our division (chapters with 61-99 members). Other chapters in this division include Georgia, Minnesota Gopher, Pennsylvania Three Rivers, and more.

I am very proud of how well our little chapter did this year, there is no I in team and this letter proves that. So great job everyone!

A special kudos to Theresa for all her hard work in getting all the documentation together and submitting the application!! You Rock!!

--Karen Clark, Chapter President



The pursuit of excellence is a journey without an end.

Local Chapter Webinars

Need some education? We've got you covered! Our chapter has been working hard to get some webinars out to our members to keep the learning going.



We are in the works to finalize plans for January and February webinars! January's webinar will provide information regarding Medicare updates for 2021. More info to come!!

PATIENT FINANCIAL ADVOCATE PLEDGE



Last newsletter we shared the exciting information about the National Patient Financial Advocate Task Force, the new Patient Financial Advocate Pledge and Seal!

[Click here to review the pledge](#)

Many across the nation have already taken the pledge!

[Click here to see AAHAM Members who have already taken the pledge!](#)

“The Pledge and the Seal are an opportunity for all of us to show our real value to our patients. It’s an opportunity for us to stand together with a unified voice and let the public know we do care and want to assist our patients with understanding their healthcare billing.” Kenny Koerner, AAHAM 2nd Vice-President, AAHAM Patient Financial Advocate Task Force Chair

Americollect President Shawn Gretz talks about what the AAHAM Pledge means to his business





Legislative Currents

November 30th update includes:

- Hospitals Cancel Surgeries to Preserve Staff During Covid Surge
- HHS Looks to Drop Insurers' Obamacare User Fee, Up Verification
- PharMerica Trims Whistleblower's Medicare Kickback Claims

[Download the November 30th issue here!](#)

December 15th update includes:

- Vaccine Rollout Makes U.S. Dairy Worry About Dry Ice Supply
- 'Surprise' Medical Billing Fix Emerges as Congress Races to Deal
- Expert's Testimony in Hospital Billing Fight Narrowed by Court

[Download the December 15th issue here!](#)

AAHAM ANI

The 2020 Annual National Institute will be held at the

Sheraton New Orleans in New Orleans, Louisiana

CANCELLED
October 21-23, 2020

The 2021 Annual National Institute will be held at the

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

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@aaaham.org.

AAHAM Annual National Institute

The Exhibitors:

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

The Program:

ANNUAL NATIONAL INSTITUTE (ANI):

We offer four(4) concurrent tracks:
Patient Access
Revenue Cycle Management
Professional Development/Leadership
Operational Management

The Attendees:

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

Learn
More



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

CRIP—Certified Revenue Integrity Professional

CRCS—Certified Revenue Cycle Specialist

CCT—Certified Compliance Technician

Registration Deadline	Exam Period
December 15, 2020	March 8-19 Testing Period
April 15, 2021	July 19-30 Testing Period
August 16, 2021	November 8-19 Testing Period

Online Test-taking with ProctorU
click the image below for info



Questions? If you need assistance with the CRCE, CRCP, or CRIP examinations, please contact [Matthew Hundley](#) at 703.281.4043 x 3.

If you need assistance with the CRCS or CCT examinations, your study guide order, or recertification, please contact [Kristen Reamy](#) at 703.281.4043 x 7

Recently Certified and CEU Reporting



The following passed their exams in the November testing cycle:

- Certified Revenue Cycle Specialist (CRCS)
 - Ashley Audet-Severy
 - Joanne Jorgenson
 - Brenda Katon
 - Shauna Littlefield
 - Tracy Mccue
 - Kim Michaud
 - Julie Myers
 - Lynn Nadeau
 - Tracey Obrien

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

Continuing Education Unit (CEU) Extension



Get a Clue! Eliminate All Timely Filing Adjustments

By Peter Angerhofer, Colburn Hill Group

In the popular board game Clue, players move about the board collecting information about a murder. As they find out what didn't happen – it wasn't Miss Scarlet, it wasn't with the rope, it wasn't in the Billiard Room – the winner eventually narrows it down to the only possibility: Professor Plum in the Conservatory with the Candlestick! (It isn't always in the Conservatory, but it somehow is ALWAYS Professor Plum!)

The game works because players can differentiate between the various locations, suspects, and weapons. It wouldn't work if every clue was the lead pipe.

Unfortunately, too many PFS shops treat their write offs like a bad game of Clue. When they find claims that are too old to bill, or when they perform regular cleanups of aged or low balance AR, they use adjustment codes like "Exceeds Filing Limits." In the process, they lose data that might otherwise give them insight and allow them to catch that dastardly Professor.

It is an unfortunate fact of running a revenue cycle that many claims will "die" of old age. Most often, the limit that is exceeded is actually an appeal limit triggered by multiple appeals which eventually exceed the deadline for appeal or a missed appeal window (60 or 90 days.) In a few cases, a bill will be held in the editor or at a clearinghouse past a filing limit. It is extremely rare that a bill simply sits in DNFB too long and once billed is denied simply because it was overlooked, forgotten, or somehow slipped through the cracks. In short, the vast majority of claims that deny for exceeding filing limits have some other problem which caused the delay in billing. Calling the write off a Timely Filing Adjustment not only fails to provide any insight into the upstream causes, it actually masks the real problem.

If your adjustment codes say everything looks like a lead pipe, it is awfully hard to know that it was really the candlestick, and if you don't know it was the candlestick, then it is harder to look for the right clues to who murdered the beautiful, innocent claim which now lies at your feet. In applied terms, if everything looks like a timely filing write-off, it appears that the problem is in billing and follow up. But unless something is seriously broken in PFS, the strong likelihood is that those timely filing write-offs are really a mix of authorization, medical necessity, billing error, and other denials. If, for example, most of your authorization denials are being buried in timely filing, you may not realize that authorizations are a problem: "The auth write-off is small, so patient access must be doing its thing – these darn payer limitations are the real problem."

Get a Clue! Eliminate All Timely Filing Adjustments

Cont'd

But if those auth problems were broken out and categorized appropriately, the picture might be very different. It would be easy to identify the lack of authorizations as the root cause of the problem. The answer is to eliminate all use of (or nearly all) Timely Filing write-off codes.

The conceptual solution in Clue is pretty simple – all the suspects and all the potential weapons are right there – just figure out which one is the murderer! A clear goal, but it takes some effort to achieve. Similarly, the conceptual approach of eliminating all Timely Filing

adjustments seems simple, but in actuality it requires work to follow the clues and accomplish the task.

In some cases, posting logic is set to automatically adjust any Timely Filing denial. (In the worst case scenarios, those adjustments go to Contractuals rather than Denials. In those cases, all visibility into the size or shape of the denial problem is lost!) While this might seem like a time saver – if the claim is past limits, the revenue is lost so why should we spend any time on it? – but there really are two potential losses:

First, the timely filing denials might not be legitimate. Perhaps a bill was sent or an appeal was filed but the payer didn't appropriately load it into their system. Or perhaps the bill was delayed for some legitimate reason that might lead a payer to make an exception. So a claim that could be recovered instead is declared dead.

Second, even if the revenue is truly lost, it is likely the mistake will be repeated unless you can learn from this failure. Whether it is sizing the scale of the problem or localizing it by department or payer, appropriately maintained data is a key driver of improved performance. This is essential to keep recoverable claims alive in the future!

Revising the posting logic is a relatively easy step, but the next step is more challenging – if you haven't auto adjusted the claims but they still need to be written off the AR, then someone has to take the time to make the adjustment. The inclination from staff will likely be to look at the last denial and use that as the adjustment code – denied for Timely Filing, written off to timely filing – but doing that will only repeat the same error, just at greater expense.

Staff need to spend some time researching the claim (and need to be trained that expending the time is appropriate) to understand what caused the claim to deny in the first place, and using THAT adjustment code. It is more work and will take more time, but having an accurate reflection of the problems causing adjustments is vital to solving the problems. Even a careful AR manager may be surprised by how the distribution of adjustments changes when timely filing claims are re-distributed to more discrete, meaningful adjustment categories. And that AR manager may enjoy the side benefit of making themselves look good as adjustments shift from the PFS focused Timely Filing Codes to other codes that may be Patient Access or Coding related!

Encouraging staff to move away from the use of timely filing may be difficult – their training and years of experience have likely built a strong tie between the last denial code and the adjustment reason – but there is one way to make a clean break: Eliminate the Timely Filing adjustment codes.

There are very few legitimate uses of the codes to begin with, when they are used they tend to mask the real problem, and staff tend to over- (or mis-) use them. It may mean there are a handful of claims that don't have an appropriate home, but the other benefits far outweigh this potential, minor cost.

Claims are going to die, for a variety of reasons, and the obvious cause of death might be a timely filing denial. But PFS managers should look beyond the obvious and take into account the root causes of those losses, which rarely are solely because of filing limits. Understanding root causes is an extremely valuable clue, which can lead to better understanding of adjustments, reduced write-offs, and ultimately increased collections.

Not to mention finally bringing Professor Plum to justice.

Chapter Throwback—from our Fall 2017 Newsletter



High Deductible Health Plans: Increasing in Popularity with Consumers and What that Means for Hospitals

To date, the Affordable Care Act (ACA) has resulted in an estimated 32 million newly-insured Americans since 2010; nearly one-third of which purchased coverage through exchanges. On the surface, it appears that this would be nothing but positive news for health care providers, as their ability to collect for billed services should be enhanced with more insured consumers seeking care. However, taking a closer look at the plans the newly insured are choosing reveals a growing issue in collections for providers: the increasing popularity of high deductible health plans (HDHPs).

Users of the insurance exchanges and corporate consumers of health insurance are starting to shift their health plan choices toward higher deductible options. The tiered structure of offerings on the exchanges allows consumers to choose their plans based on cost. This is leading to an increase in popularity for HDHPs which typically include lower upfront premiums but higher total costs for many services. The number of HDHP enrollees rose to nearly 17.4 million in January of 2014, up from 15.5 million in 2013, 13.5 million in 2012 and 11.4 million in 2011; an average annual growth rate of approximately 15% since 2011.¹ As consumer preferences shift further towards these HDHP offerings, the need for hospitals to adapt their billing and collection strategy increases; otherwise bad debt and charity care could evaporate profits.

Figure 1: Open Enrollment Period - Popularity of HDHP

	2014	2015
Government Exchanges*		
Silver	65%	70%
Bronze	20%	19%
Off-Exchanges**		
Silver	21%	25%
Bronze	47%	46%
Catastrophic	14%	9%

* Data from U.S Department of Health & Human Services.

** Data from eHealthInsurance 2014 & 2015 Price Index Reports.

Silver, bronze and catastrophic plans contain deductibles that meet the IRS 2015 definition of HDHP. Of these new HDHP consumers, many are forgoing the typical mitigants for high deductibles such as health care savings accounts and flexible spending accounts. The consumers purchasing coverage on the exchanges are more likely to forgo savings accounts and in many cases are not even given the option. According to the National Center for Health Statistics, 36% of Americans under age 65 with private health plans are enrolled in an HDHP, and

Check out other past newsletters here



National AAHAM

AAHAM's Up To The Minute News:

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.



Get To Know a Board Member

Kathleen Kimball

Years you have been a Pine Tree Member: over 25 years (wow, awesome!)

Who is your favorite singer/band? Creedence Clearwater Revival

What was your first job? Secretary in a Real Estate Office

Name something most people don't know about you: I taught 4th grade Catechism for 2 years

Your favorite place to go and relax: Swimming at the Y OR to the ocean.

Who is your favorite sports team and have you seen them in a live game: New England Patriots and No I have not seen them live

Favorite Streaming Service: I don't have one

If you could have super powers what would it be: To find good homes for all of the homeless animals

What was the craziest thing you have every done? I went on a cruise with my sister and we had to get back to the ship. We were late so I had to jump from the dock to the side of the ship (a narrow doorway). A ship worker caught me so I didn't fall into the ocean.

Just for fun

The 2020 Holiday Awards Showcase was held on December 9th where awards for Chapter Excellence, membership, certification, as well as the Bill Spare and National President's Awards were 'handed' out. Here's a recipe for pumpkin spice latte shared

AAHAM Pumpkin latte recipe:

2 cups of milk

2 tablespoons of pumpkin puree

1-3 tablespoons of sugar or sweetener

1 tablespoon vanilla

½ teaspoon pumpkin pie spice

½ cup of hot coffee

Whipped cream

Add milk, pumpkin puree and sugar to a saucepan and stir over medium heat

Heat till hot (do not boil)

Remove from heat, whisk in vanilla, pumpkin pie spice and coffee

Divide into 2 mugs, top with whipped cream and a sprinkle of pumpkin pie spice

A splash of "cheer" is optional!





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



The Maine Chapter of AAHAM is pleased to welcome you as a new or returning member. Annual dues for 2020 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 _____

Want to become a National member?

Membership Categories and Rates

* Local chapter dues may vary

NATIONAL MEMBERSHIP - The fee to become a National AAHAM member is \$209. If you join between July 1st and August 31st, the dues are \$160 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$250 for the rest of the current year and all of the following year.

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, and cannot be a proxy for a chapter president at any national board meetings. If you are applying as a **Full Time Student Member**, please [click here to join online or download the correct membership application.](#)

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, and cannot be a proxy for a chapter president at any national board meetings.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferrable

AAHAM
American Association of Healthcare Administrative Management
The Premier Organization for Revenue Cycle Professionals

2020 National Membership Application

Please Return to:
AAHAM Membership Department
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
Fax: 703.359.7562
Email: info@aaHAM.org

Name _____ Title _____
Employer Name _____ Email A _____
Address // Work _____
City _____ State _____
Work Phone _____ Cell Phone _____ Secondary Email _____ Local Chapter _____
Address // Home _____
City _____ State _____ Country _____

Members Categories and Rates
Local chapter dues may vary

NATIONAL MEMBERSHIP - The fee to become a National AAHAM member is \$209. If you join between July 1st and August 31st, the dues are \$160 for the rest of the current year and all of the following year. If you join between September 1st and December 31st, the fee is \$250 for the rest of the current year and all of the following year.

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, and cannot be a proxy for a chapter president at any national board meetings. If you are applying as a **Full Time Student Member**, please [click here to join online or download the correct membership application.](#)

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AAHAM would like your consent to contact you through your phone in order to provide you with updates, notifications, and other information related to your membership.

I hereby expressly grant my consent to AAHAM to contact me through the cell phone number provided herein.

You may subsequently withdraw this consent by contacting:
AAHAM Membership Department
11240 Waples Mill Road, Suite 200, Fairfax, VA 22030
Phone: (703) 351-6643 Email: mros@aaHAM.org

I do not grant consent to AAHAM to contact me through my cell phone.

PAIDMENT TOTAL

NATIONAL DUES: _____
LOCAL DUES: _____
TOTAL ENCLOSED: _____

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferrable.



Upcoming National Webinars

Need some education? We've got you covered! National has been working hard to get some webinars out to our members to keep the learning going.



January 13th 1:30pm-2:30pm— [Putting Your Best Food Forward in Virtual Meetings](#)

January 27th 1:30pm-2:30pm— [Reference Based Pricing Health Plans: How to Recognize and React](#)

February 17th 1:30pm-3:00pm— [Going Digital? The Technology Part is Easy; Humanizing is Hard](#)

March 24th 1:30pm-2:30pm— [Conquering Pandemic Losses with AI for RCM](#)

Upcoming National Webinars

AAHAM 2020 Free Webinars



Did you miss any of the free webinars AAHAM held this fall?

This fall a number of free webinars were held through September, October, and November. Those webinars can be viewed by going to the Info Hub on AAHAM.org. Webinars like Pricing Transparency, Consumer Experience and Preparing for a Post-COVID 19 World,

[CLICK HERE TO VIEW THE WEBINARS](#)

Upcoming Events

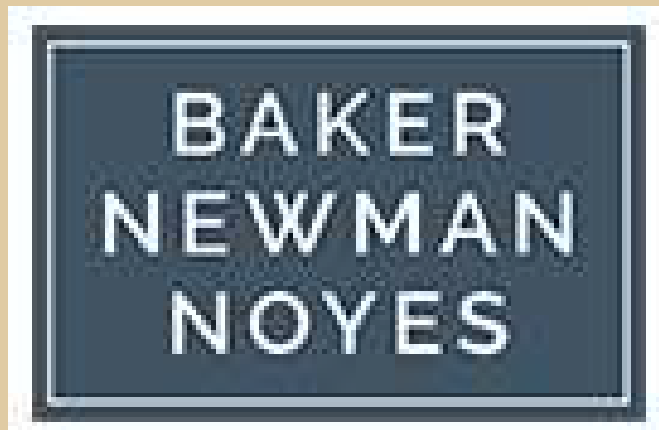
Most in person events have been cancelled or rescheduled due to the COVID-19 pandemic and its impact.

NO EVENT
Scheduled
AT THIS TIME
CHECK BACK SOON!

If you know of any upcoming events, please let Communication Chair, Samantha Berube, know and she can update the newsletter accordingly.



Thank you to our sponsors!!



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