

# The Chickadee Post

Pine Tree Chapter  
Fall 2022



**AAMAM**

**American Association of Healthcare  
Administrative Management**

*The Premier Organization for  
Revenue Cycle Professionals*



# The winds of change

Fall 2022 is upon us and along with beautiful scenery comes changes including some with our local chapter. We're in the throws of elections, we're planning our next in person meeting, and we're getting ready for the upcoming year. In November, we will have a modified version of our annual and we look forward to your attendance. We have a great cast of speakers on a variety of topics in addition to a 50<sup>th</sup> celebration for our Pine Tree Chapter. We'll be gathering at the DoubleTree in South Portland and will have a great networking event and dinner with some of our sponsors and speakers in attendance. I personally am looking forward to the connections to make and getting to know my Pine Tree Chapters in a more personal and collaborative way. I hope you would consider and urge you to reach out to become a member of one of our committees. Fresh ideas and new people within the group is greatly appreciated and we want to grow and engage our local membership.

See you in November!

~Samantha Berube  
Pine Tree Chapter Secretary  
Communications Committee Chair



**Maine AAHAM Annual Meeting and 50th Anniversary Celebration**

**Thursday, November 3, 2022**

**DoubleTree Hotel  
363 Maine Mall Road  
S. Portland, ME**



7:30-8:00 Registration

8:00-8:15 President's Welcome

8:15-9:15 SURPRISE BILLING presented by Amy Graham and Wade Gallon of Stroudwater

9:15-10:15 CONTRACT INTERPRETATION presented by Richard Lovich of Law Offices of Stephenson, Acquisto & Colman

10:15-10:30 BREAK

10:30-NOON INTEGRATING PRIMARY CARE & BEHAVIORAL HEALTH COLLABORATIVE CARE MANAGEMENT MODEL presented by STEPHANIE MOORE

NOON-12:45 LUNCH

2:45-1:45 TELEHEALTH POST PHE presented by Andrew Solomon of Northeast Telehealth Resource Center

1:45-2:00 BREAK

2:00-3:00 NATIONAL AAHAM UPDATES and COMMON DENOMINATOR COMMUNICATOR presented by Kate Clark of Mosaic Health

3:00-4:00 BEST PRACTICES TO COMBATTING DENIALS presented by Sarah Mendiola of CloudMed

4:00-4:15 Closing Remarks

5:00 ANNIVERSARY AND NETWORK DINNER IN THE MONHEGAN/LITTLE RIVER ROOM

JOIN THE CHAPTER IN YOUR IN MAINE ATTIRE AS WE CELEBRATE OUR 50TH ANNIVERSARY



# CEU Tracking straight from National

As a Certified AAHAM Member, you can maintain your certification designation by earning Continuing Education Units (CEUs). We encourage you to periodically review the CEU requirements and track your status online to ensure your certification stays in good standing.

[Click here](#) to verify your eligible education time has been submitted to the National office and review your online activity. You can submit any unreported CEUs via our online form at <http://www.aaham.org/Certification/RecertForm.aspx>. or through your Chapter Certification Chair. If you need assistance accessing the online tool, please reach out to [Matthew](#) or [Kristen](#) at the National Office.

The CEU requirements are outlined below by Certification designation as well for reference:

## **CRCE CEUs**

CRCE members are required to earn 40 CEUs during their two-year certification period (at least 20 of those must come from AAHAM sponsored events) and maintain National AAHAM membership in order to maintain their certification.

## **CRCP and CRIP CEUs**

CRCP and CRIP members are required to earn 30 CEUs during their two-year certification period (at least 15 of those must come from AAHAM sponsored events) and maintain National AAHAM membership in order to maintain their certification.

## **CRCS CEUs**

CRCS National members are required to earn 30 CEUs in the three-year certification period (at least 15 of those must come from AAHAM sponsored events) and maintain National membership in order to maintain their certification.

## **CCT CEUS**

CCT members are required to earn 20 CEUs in the three-year certification period (at least 10 of those must come from AAHAM sponsored events) and maintain National AAHAM membership in order to maintain their certification.

## **How to earn CEU's to maintain certification**

[Click here](#) for a detailed breakdown of what qualifies for CEUs.

## **AAHAM Sponsored Event**

An AAHAM Sponsored Event for purposes of qualified Continuing Education Units is an educational program, meeting, seminar, or webinar, the subject of which is a healthcare revenue cycle topic, and which is presented or approved by AAHAM National or an AAHAM Chapter. At least half of your CEUs need to come from AAHAM sponsored events, and it is fine for all of your CEUs to come from AAHAM sponsored events as well.

Please contact [certification@aaaham.org](mailto:certification@aaaham.org) or [kristen@aaaham.org](mailto:kristen@aaaham.org) with any questions

# In memoriam

AAHAM is so sorry to hear that Shellie Nichols passed away on May 17, 2022. Shellie was an active member of AAHAM since 2011. Shellie served on the AAHAM Board of Directors. She was valued for generous nature, vast knowledge and willingness to help her fellow AAHAM members and coworkers. AAHAM has always been known for our longtime friendships and so many people will miss our dear friend. She fondly spoke of her daughter, Samantha. Through the years, Shellie kept us updated on Sam's activities. The years passed so quickly and Shellie was so pleased when Sam got engaged in December 2017 and married September 2018. Shellie adored being a grandmother. Shellie may be gone, but she will never be forgotten.



# Seasonal Happenings!



**Get your spooky on!**

**Check out these awesome haunted house events across the state!**

**Farmington Fright Fest**

**Trail of Terror at Aquaboggan Water Park**

**Halloween Haunted Trail of Livermore**

**Fright at the Fort at Fort Knox**

**Kenduskeag Haunted House**

**Find so many more at [Maine Haunted Houses - Your Guide to Halloween in Maine](#)**

# Did you know we have a website?

Yes! Our local chapter has a website! [www.aahamme.org](http://www.aahamme.org)

2022 is going to bring some big things after the last two years—just another way to stay connected to our local chapter!



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Maine AAHAM - Pine Tree Chapter

ABOUT ▾ SPONSORS ▾ JOIN EVENTS NEWS AAHAM.ORG ▾ ANNOUNCEMENTS



**MEMBER AREA LOGIN**

Not a member yet? [Click here to join](#)

**WELCOME TO OUR CHAPTER WEBSITE!**

AAHAM is the premier professional organization in healthcare administrative management. The Pine Tree Chapter of AAHAM provides educational, certification, and networking programs for physician and hospital healthcare professionals throughout the State of Maine. We encourage you to browse through our website to learn more about how membership in AAHAM can assist with your professional development.



# AAHAM

Don't forget, just because you're not scheduled to take one of the certification test, you can still listen to the training webinars! Check one of these out:

## **2021 CRCS Federal Agencies & Regulations Training Webinar**

Published: Tuesday, June 8, 2021 by Moayad Zahralddin

## **2021 CRCS Exam Patient Access Section Training Webinar**

Published: Tuesday, June 8, 2021 by Moayad Zahralddin

## **2021 CRCS Exam Billing Section Training Webinar**

Published: Tuesday, June 8, 2021 by Moayad Zahralddin

## **2021 CRCS Exam Credit & Collections Section Training Webinar**

Published: Tuesday, June 8, 2021 by Moayad Zahralddin

## **2021 CCT Training Webinar**

Published: Monday, June 7, 2021 by Moayad Zahralddin

# 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. Keep your eyes peeled on your email.**



Caroline Znaniec presented at our September webinar on the No Surprises Act. She took us through some background information, when the act takes affect, key requirements as well as many other touch points on the topic.

She's just one of the many wonderful, knowledgeable speakers we've had through our webinar series since going virtual. Have you taken advantage of these opportunities?

Be on the look out for communications regarding our upcoming offerings!



*The 2022 PAM Week will be October 16-22, 2022*

→ [About Us](#) > [PAM Week](#)

## **National Patient Account Management Week**

National Patient Account Management Day was established on October 18, 1989 by a proclamation from the U.S. Congress when AAHAM (then AGPAM) sought to officially recognize healthcare administration management throughout the country. The 2022 National Patient Account Management Day will be part of a week-long celebration, October 16-22, 2022, by hospitals, physician offices and others involved with patient account management to recognize and honor the individuals engaged in healthcare administrative management.

This is a special week to honor those special people involved in healthcare administrative management; for managers to honor the individuals on their staffs, for the public to become aware of the profession, and for each of us to recognize our colleagues and ourselves.

What did you do for 2022 PAM Week? Send us your information and we'll highlight it in the newsletter.

Have you already started planning for 2023?

# 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

## Certifications

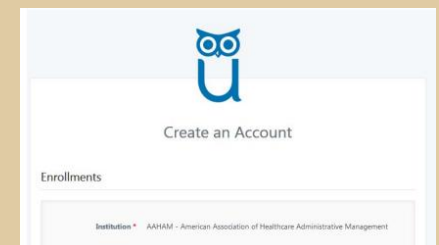
CRCE—Certified Revenue Cycle Representative

CRCP—Certified Revenue Cycle Professional

CRIP—Certified Revenue Integrity Professional

CRCS—Certified Revenue Cycle Specialist

CCT—Certified Compliance Technician



Online Test-taking with ProctorU  
click the image above 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

# Don't' forget about the HUGE update to certification testing!!

AAHAM previously announced that they will now offer all certifications on a monthly basis—the 3<sup>rd</sup> week of each month!

A new calendar of exam dates and registration links are available:

<https://www.aaham.org/Certification.asp>

You can still use ProctorU for remote testing or a local in person proctor. The exam registration will need to be submitted at least 30 days in advance.

[Additionally—study guides are now being offered in digital format!!](#)



# Recently Certified and CEU Reporting



*CRCP—Paula Walton*

*CRIP—Andrea Beidelman*

Will your name be here  
next?

## *Reporting CEUs >>>*

Did you know you can now report your own CEUs directly on the [www.aaham.org](http://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](http://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**



# 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  
Advocacy

Success Stories  
Networking

Events

...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.



# Membership

Did you know that our Membership Chair is Theresa Huck?

Chapter membership has stayed steady of the rate of last year but we're ready to grow!!

Do you know someone who should join? Forward them our newsletter, let them know all the awesome things that happen in our chapter: webinars, conferences (we'll get back to them), networking, laughs—lots of laughs, making connections and if they're so willing, becoming a board or committee member! The possibilities are...

# ENDLESS

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

## *Who joins AAHAM?*

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### **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 2023 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.

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

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.

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.

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

### 2020 National Membership Application

Name \_\_\_\_\_ Title \_\_\_\_\_  
Employer Name \_\_\_\_\_  
Address ☐ Work \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Secondary Email Address \_\_\_\_\_ Local Chapter \_\_\_\_\_  
Address ☐ Home \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_

**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 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 PROFESSIONAL MEMBERSHIP** - The fee to become a Full Time Professional AAHAM member is \$375. If you join between July 1st and August 31st, the dues are \$275 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 \$425 for the rest of the current year and all of the following year.

**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 current year and all of the following year. If you join between September 1st and December 31st, the fee is \$50 for the rest of the current year and all of the following year. To qualify for the part time student membership, you must be taking between 6-11 credit hours per semester at an accredited college or university. Student members receive all the benefits of membership, including eligibility for executive and professional certification, and a proxy for president at any national board meetings.

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

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

You may subsequently withdraw this consent by contacting:  
AAHAM Membership Department  
11240 Waples Mill Road, Suite 200, Fairfax, VA 22030  
Phone: (703) 281-6043 Email: mcayad@aaHAM.org

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

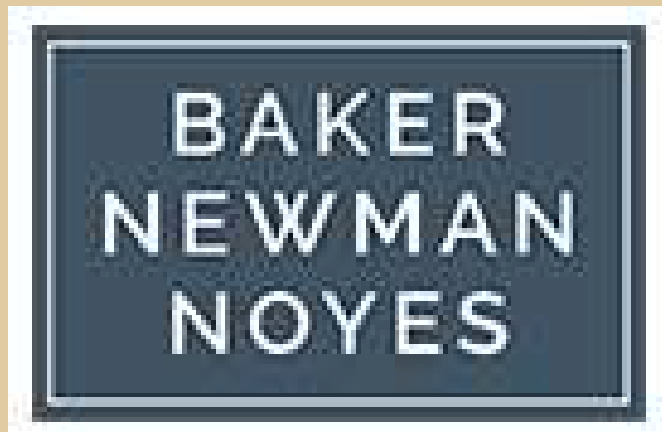
**PAYMENT TOTAL**  
NATIONAL DUES: \_\_\_\_\_  
LOCAL DUES: \_\_\_\_\_  
TOTAL ENCLOSED: \_\_\_\_\_

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.



# Thank you to our sponsors!!



# 2021 Board of Directors and Committees



**President**—Melody Armstrong

**Vice President**—Alex Denham

**Secretary**—Samantha Berube

**Treasurer**—Theresa Huck

Click [this link](#) for contact information

**Program Committee Chair**

—Alex Denham

**Membership Chair**

—Theresa Huck

**Communications Chair**

—Samantha Berube

**Bylaws and Legislative Chair**

—Kathleen Kimball

**Nominating and Governance Chair**

—Karen Clark

**Sponsorship Chair**

—Frank Ungvary

**Certification Chair**

—Vickie Heath

**Scholarship Chair**

—Kay Doucette

**Other Members and Former Presidents**

—Tammy Souza, Amber Benson, Briana Dulac

—Nicole Bishop, Paul Fitzpatrick, Tim Moore,  
Vickie Heath, Karen Clark