

The Chickadee Post

Pine Tree Chapter
Fall 2021



AAMAM

**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*



Autumn reflections...

Looking over the last year with our Pine Tree Chapter I know things did not go as our board had planned but we handled it all with grace and understanding. We all were so excited at the concept of an in person meeting, seeing everyone, and reconnecting with old friends. Alas, we had to delay that meeting but we've been able to have some really great lunch and learn webinars that have been well attended. While the webinars are not directly applicable to the work I personally do on a daily basis they give me great insight into more parts of the machine that is our healthcare system. I hope you feel the same way. I'm truly a proponent for continuing education regardless of what your job role currently is. If you haven't taken advantage of those webinars I would urge you to do so, the leaves aren't the only the changing—there's constant change in our healthcare system and it is always so hard to keep up with.

This year I attended AAHAM's ANI and what a great event that was. My favorite presentation was by "Creating a Culture of Success" by Brian Garver and I would encourage anyone to listen to him speak. There are many great opportunities with National AAHAM that if you are not a national member I inspire you to look into it. The networking, the education, the opportunity—all bountiful.

In other fun news surrounding ANI, we found out that our Chickadee Post placed 2nd in best journal in our chapter size division—how neat is that?!

I hope this season of change brings some great things your way; great food, great friends, great opportunity, or great comfort. Whatever you seek, I hope it multiplies as quickly as the leaves falling from my maple tree today.

~Samantha Berube
Pine Tree Chapter Secretary

HUGE update to certification testing!!

AAHAM previously announced that they will now offer all certifications on a monthly basis—the 3rd 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!!](#)



Surprise Billing



Click [here](#) to read the most recent position paper modified in July 2021.

Here's a snip from the draft:

“Recommendations: AAHAM and its members seek to work with Congress, and the Administration, to address problems in the No Surprises Act, which are unrealistic timetables for hospitals to meet. They include:

Section 103:

1. The time deadlines in the dispute resolution process for out of network rates are impractical and weigh heavily against providers. If the parties cannot agree on the process, and if the state does not have an established process, the Act provides for an Independent Dispute Resolution Process (“IDR”) to determine out of network rates. The applicable time periods are not realistic. 30 days to negotiate a resolution; 4 days to give notice triggering the IDR:3 days to select an arbitrator; 3 days for the HHS Secretary to select an arbitrator;10 days to submit the proposed offer for reimbursement; and a 90 day "cooling off period" that prevents the party submitting the dispute to the IDR from submitting another case related to the same item or service involving the same party for 90 days.”

2021 Chapter Milestone Anniversaries

35 Years

Pennsylvania
Three Rivers
Chapter

40 Years

Colorado Rocky
Mountain
Chapter

Florida Sunshine
Chapter

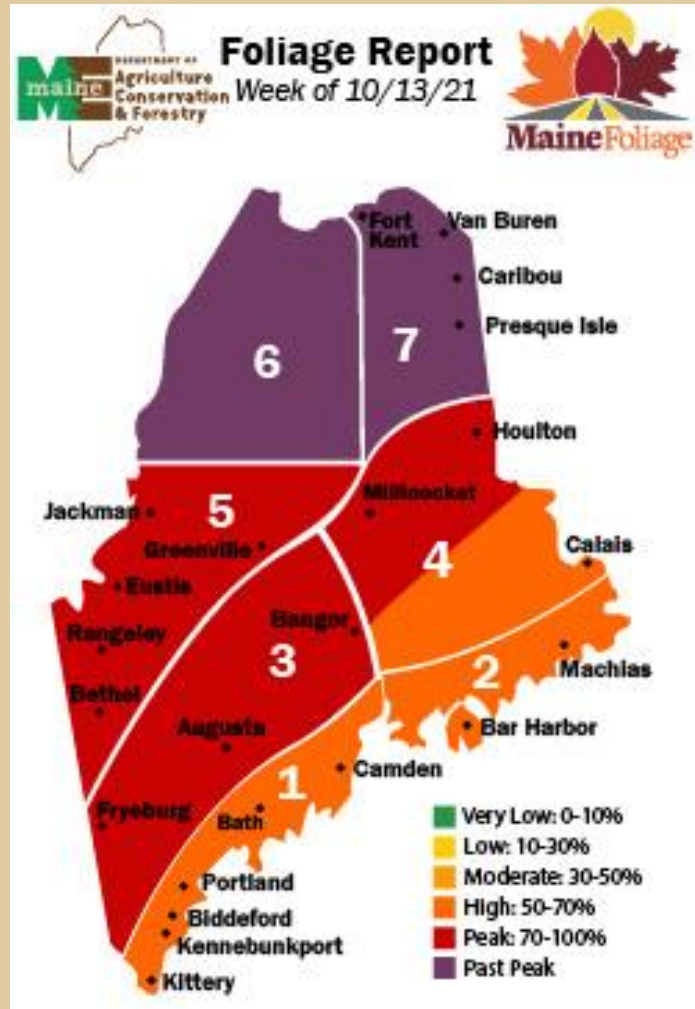
Illinois Chapter

45 Years

Iowa Hawkeye
Chapter



Seasonal Happenings!



Last newsletter we brought you ideas to explore the state in the summer months... now we've officially come upon the season of autumn (my personal favorite)!

Rangers, as of October 13th, have reported high color to peak color change throughout most of the state. Northern Maine is past peak with moderate leaf drop.

Check out these fall activities:

- A trip via the Old Canada Road Scenic Byway
- A beautiful walk through Vaughan Woods in Hallowell
- A rafting trip!

www.maine foliage.com



Making Automated Prior Authorization Faster and Provider Adoption Better

An article by Brian Covino, MD on the Managed Healthcare Executive website:

Provider frustration with authorization processes continues, but there are solutions for evidence-based, easy-to-navigate and complete approvals

Even as COVID-19 cases were spiking around the country in 2020, placing a huge burden on the U.S. healthcare system, physicians struggled to get approvals from their health plans for prior authorizations (PAs). The resulting delays caused some patients to abandon treatment plans.

This isn't just one physician's opinion. It's what physicians told the American Medical Association in a newly released survey about the impact of the pandemic on medical doctors and their patients.

The numbers are sobering: 69% of 1,000 practicing physicians surveyed in December 2020 reported that health insurers had either reverted to pre-pandemic PA policies or never relaxed these policies. Only 1% of responding physicians said their health insurers maintained relaxed requirements through the end of 2020, when the U.S. health system was buckling under the strain of record numbers of COVID-19 cases.

Unfortunately, the manual-based PA processes used for years by health insurers can create a bureaucratic nightmare in the best of times. The AMA survey shows that 94% of physicians report having experienced care delays while waiting for health insurers to authorize necessary courses of treatment.

Those delays come at a real cost. Ninety percent of physicians said PA requirements have a negative effect on patient clinical outcomes, while 30% said the requirements have led to a serious adverse event for a patient in their care. These include patient hospitalization (reported by 21% of physicians), life-threatening events or interventions to prevent permanent impairment or damage (18%), and permanent disability or death (9%).

Striking as these numbers are, the AMA report essentially summarizes what everybody already knew: A significant number of physicians and patients are impacted by delays related to PAs. When unnecessary delays in approving medical care results in harm to patients, something has to change. Archaic PA processes should be streamlined to reduce delays or disruptions to the delivery of healthcare services.

The good news is that electronic prior authorizations (ePAs) already exist to reduce the wait time for PA approvals from health plans. A new report by the trade group America's Health Insurance Plans (AHIP) on the results of a yearlong initiative to assess the impact of ePA concludes the median time between submitting a prior authorization request and receiving a decision from the health plan was reduced from 18.7 hours to 5.7 hours, a reduction of 69%.

It's clear why ePA saves time for physicians and their staff. According to the AHIP survey, 34% of all survey respondents reported fewer phone calls, 38% reported fewer faxes coming in and going out, 42% reported less time spent on phone calls, and 41% reported less time spent composing faxes and transmitting them.

Why automated PAs are the solution—[continue reading](#)



AAHAM Files Brief to Seek Rehearing of 11th Circuit Court Decision

In order to directly protect the interests of AAHAM's members and corporate partners, this week AAHAM filed an amicus curiae (friend of the court) brief seeking a rehearing of the 11th circuit court Hunstein case. This is the most direct and immediate step available to combat this decision and is the best mechanism AAHAM could utilize to continue to defend and support our entire membership related to this ruling.

As you have heard by now, the 11th Circuit Court of Appeals issued a recent ruling overturning a long-standing statute when it comes third-party handling of personal information. The Court ruled that those patients could sue a Patient Financial Advocate for sending a patient's personal information to a third-party. This ruling overturns a long-established statute which allows this commonsense professional standard. The recent 11th Circuit decision in Hunstein, if left to stand, will have a tremendously negative impact on both AAHAM's corporate partners and on the revenue cycle community that relies heavily on them. In essence, it held that a hospital creditor violates the Federal Fair Debt Collection Practices Act (FDCPA) by communicating private debtor information to a third party without the debtor's consent. The information communicated was standard identifying information about the debtor and the debt sent to the letter vendor on behalf of the hospital to collect the debt.

There is no set time period within which the court must rule, but as soon as it does, AAHAM will provide an update to our membership. Please contact our AAHAM Legislative Liaison Paul Miller at pmiller@mwcapitol.com with any questions related to this.

Lori Sickelbaugh, CRCE
AAHAM National President

Kenny Koerner, CRCE
AAHAM 2nd Vice President

[Click Here to Review the Brief](#)

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?

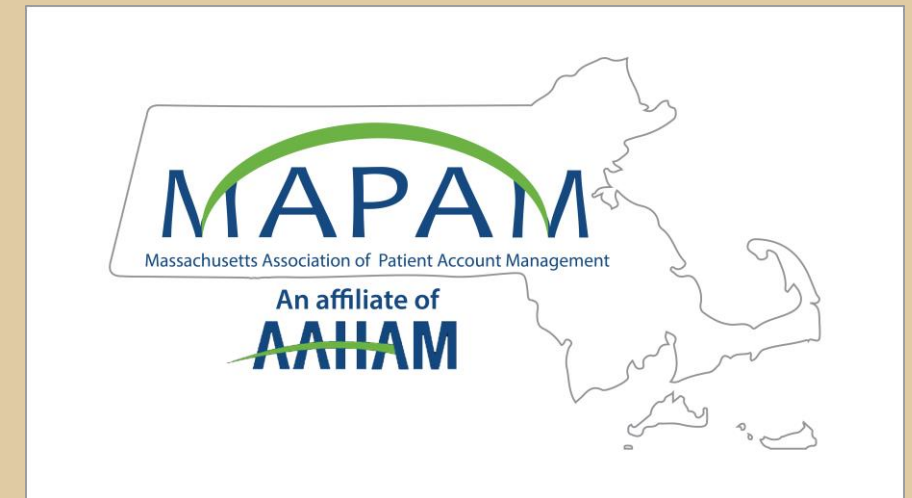
Other Local Chapter Webinars

What a great opportunity!

Our friends over at MAPAM are having a webinar on November 10th that you can attend for only \$25 if you're not a MAPAM chapter member.

Topics include:

- Optimize Health Care Revenue Cycle Operations with Robotic Process Automation (RPA)
 - What You Need to Know About Regulation F
- Click [here](#) to register!





Legislative Currents

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

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

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

Download the August 11th issue [here!](#)

Want to see other archived currents?

Click [here!](#)

National Patient Account Management Week - October 18-24, 2021



The theme for 2021 is “Building a Better Future Together”.

What are you doing to celebrate PAM week?

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

Stay tuned for next years info



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

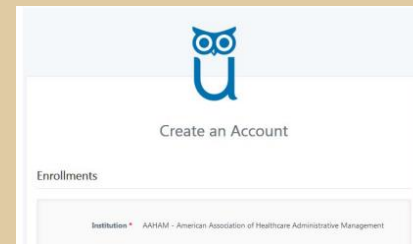
CRCE—Certified Revenue Cycle Executive

CRCP—Certified Revenue Cycle Professional

CRIP—Certified Revenue Integrity Professional

CRCS—Certified Revenue Cycle Specialist

CCT—Certified Compliance Technician



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

Testing Periods

~~April 19-23, 2021~~

~~May 17-21, 2021~~

~~June 14-18, 2021~~

~~July 19-23, 2021~~

~~August 16-20, 2021~~

~~September 20-24, 2021~~

~~October 18-22, 2021~~

~~November 15-19, 2021~~

~~December 13-17, 2021~~

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



- Certified Revenue Integrity Professional (CRIP)
 - Shannon Robinson

Will your name be listed here next?

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

National Webinars

Need some education? National's got you covered!



Did you know that there are CRCE, CRCP, CRCS, CCT, and CRIP training webinars available to view on the website? There's also a variety of other webinars to view at your own pace. Check it out!

Webinar: 5 Steps to Becoming an Effective Servant Leader

Wednesday, November 10, 2021 1:30PM to 3:00PM

[Click here to download the full description and printable order form.](#)

Webinar: 2022 CPT Updates

Wednesday, December 1, 2021 1:30PM to 3:00PM

[Click here to download the full description and printable order form.](#)

Webinar: Mentorship-Changing Lives One Conversation at a Time

Wednesday, January 26, 2022 2:00PM to 3:00PM

[Click here to download the full description and printable order form.](#)

AAHAM Webinars Page

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?

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

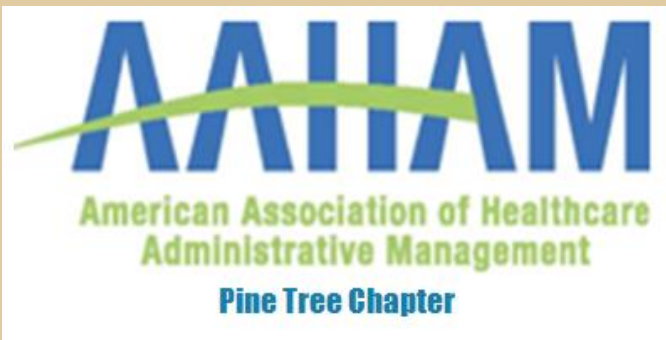
Certification - Nationally recognized certification programs to give you the competitive edge in your career

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?

Take advantage of the “pandemic dues” discount of 10% off your national dues if you renew before December 31, 2021!

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.

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

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 _____ Email Address _____
Address : Work _____
City _____ State _____ Country _____
Work Phone _____ Cell Phone _____ Secondary Email _____ Local Chapter _____
Address : Home _____
City _____ State _____ Zip _____ 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. 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 a credit-bearing semester can join for \$160. Students must submit proof of enrollment with the application. Student members receive all the benefits of membership with the exception of eligibility for professional levels of certification and chapter presidency. For a chapter presidency at any national level, please see the Student Member Application.

PART TIME STUDENT MEMBERSHIP - Part-time student membership fees for you join between July 1st and August 31st are \$160. Dues are \$160 for the remainder of the year. If you join between September 1st and December 31st, dues are \$250 for the remainder of the year and all of the following year. **Eligibility for the part-time student membership:** you must be taking between 6-11 credit hours per semester. Submit proof of enrollment with the application. Student members receive all the benefits of membership with the exception of eligibility for executive and professional certification and chapter presidency at any national board meetings.

AAHAM would like your consent to contact you through the phone in the event we provide you with updates, notifications, and other information pertinent to your membership.

I hereby expressly grant my consent to AAHAM to contact me through my 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) 351-6043 Email: mvoxy@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 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 Events

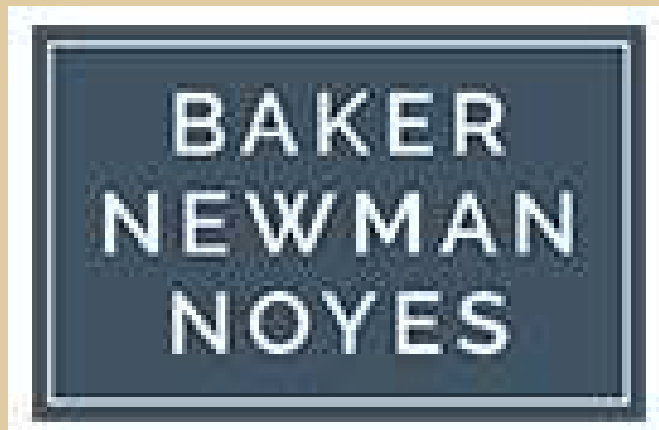
Most in person events have been cancelled or rescheduled due to the COVID-19 pandemic and its impact.

The Pine Tree chapter looks forward to when we can return to in-person meetings, we miss your faces!!



NO EVENT
— *Scheduled* —
AT THIS TIME
CHECK BACK SOON!

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

—Shellie Nichols, Tammy Souza, Amber Benson, Briana Dulac

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