

The Chickadee Post


Pine Tree Chapter
Fall 2020



AAMAM

**American Association of Healthcare
Administrative Management**

*The Premier Organization for
Revenue Cycle Professionals*



A Message from... our Chapter Vice President

Hello and warm greetings Maine AAHAM friends –

First and foremost, I wish you all well and the best of health.

As I sit here, crafting a message to all of you in September of 2020, I reflect on what a year 2020 has been so far. We have shown collectively how adaptive and strong we are individually, as groups and as families. Some of us are working remotely and learning how to do that for the first time and balancing many new things. I tip my hat to all who are continuing to thrive and adapt in ever changing world. I see us reaching out and supporting each other and lifting each other up and finding new ways to carry on. I applaud us all.

Some of what has been the most difficult for all of us (personally, professionally, adults and children), has been the adjustment and lack of networking and socialization. We are finding new ways through Zoom calls and outside social distancing. In that regard, our AAHAM Chapters miss all of you. Our quarterly meetings not only provide dynamic educational content but the ability to network and grow professionally. Maine AAHAM is diligently working to continue to adapt and change with the challenges put before us with pandemic. While we greatly miss seeing everyone, we are working hard on providing educational content every month through a free monthly webinar.

In the coming the months, please continue to look for educational content via webinars through Maine AAHAM and National AAHAM. Also, of important note, elections for Maine AAHAM board members will be coming up this fall as well; please watch your emails for election ballots. The board and our committees value your feedback; if you would like to see any new content added to our newsletter or webinars, please let us know.

In closing, take good care, stay well, stay healthy, stay positive. Thank you for all you do.

--Melody Armstrong

Upcoming 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.



September 29th: Lunch and Learn Webinar—Navigating the Stormy Seas of Denial Management Presented by Peter Angerhofer, Principal at Colburn Hill Group.

Despite an industry wide focus on managing initial denials, many providers still struggle to manage payer denials. Unreliable data, difficulty interpreting 835s, and a lack of organizational will to deploy root cause fixes combine to undermine many well-intentioned efforts. As a result, providers spend precious resources working denials that could have been resolved with upstream process fixes. We'd like to share a case study which illustrates the use of Business Intelligence (BI) tools in creating a map from the information, resulting in quantifiable, sustainable improvement in denial performance.

Click [here](#) to register for this webinar held via Zoom

Upcoming 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.



October 15th: Webinar—Finding Lost Revenue in a Cash Flow Crisis Presented by Billy Trujillo Manager TCG Simone Smallwood

Click [here](#) to register for this webinar held via Zoom



SAVE THE DATE
THURSDAY 10/15/20
@ 12:30 PM
WEBINAR:
FINDING LOST
REVENUE IN A CASH
FLOW CRISIS

PRESENTED BY:

BILLY TRUJILLO, MANAGER, TCG
SIMONE SMALLWOOD, TCG

CLICK HERE TO REGISTER OR
GO TO AAHAMME.ORG
FOR MORE INFO



The American Association of Healthcare Administrative Management (AAHAM) Creates National Patient Financial Advocate Task Force

We are very excited to share an update from the National Patient Financial Advocate Task Force, Advocate Pledge and Seal! AAHAM and the Task Force have been working hard on your behalf to support healthcare debt collection. Our Patient Financial Advocate Task Force's entire mission is focused on promoting all of the good that our hospitals, healthcare providers and business partners are doing for patients in understanding their healthcare debt. Our new Pledge and Seal is the next exciting step in that process.

AAHAM recently announced the formation of a National Patient Financial Advocate Task Force. Since that time, one of our top priorities has been the creation of a Patient Financial Advocate Pledge. This Pledge embodies the standards and principles that we feel our AAHAM early out and third party collection agency members personify when contacting patients regarding out-of-pocket healthcare costs. The Pledge epitomizes our N.I.C.E. promise for the patient experience. Below is a list of Task Force member business partners that have already signed on to this Pledge, and now proudly display this Pledge in their place of business as an affirmation as to how they communicate with each individual healthcare patient. They each now also utilize the AAHAM Patient Financial Advocate Seal on outgoing communications to indicate their commitment to these standards. AAHAM is asking each of our member business partners that collect healthcare debt in one fashion or another, to commit to the Patient Financial Advocate Pledge and to the N.I.C.E. promise during each patient experience.

This is our opportunity to show our patients that we care and are there to support them. AAHAM urges all of our partners to join with us in this effort by supporting the Pledge and applying for the Seal. This Pledge and 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. This Pledge and Seal will set you apart from others in the industry who choose not to support this mission and its goals. This Pledge can and should be displayed in your business. When clients are looking around at firms to do business with, will they choose someone supporting an industry standard or someone who doesn't? This Pledge and Seal in addition to being a calling card to a patient that you are there to support them, it's your calling card for new opportunities.

Cont'd from previous page

To show that your organization abides by the Patient Financial Advocate Pledge, and to apply for your Seal, please email Task Force Chair Kenny Koerner at ken.koerner@cghmc.com stating that your organization abides by the Pledge and that you are applying for the Seal. Upon review of your acknowledgement that your organization operates within the standards of the Pledge, AAHAM will email you the Patient Financial Advocate Seal that you can proudly display as you choose.

Join these Task Force Business Partners that have already agreed to the Pledge:

Shawn Gretz, President, Americollect, Manitowoc, WI

Kristina Gursky, CRCP, Director, IC System, St. Paul, MN

Deborah Kelly, CEO, MyCare Finance, Inc., Tampa Bay, FL

Timothy Moore, CRCP, CEO, Marcam Associates, Rochester, NH

Chris Morgan, President, R3 Dynamics, St. Charles, MO

Richard Rogers, CRCE, Vice President, AR-Solutions, Scottsbluff, NE

As our Task Force efforts move forward, we will continue our communications with congressional leadership and consumer patient advocacy groups to convey the countless benefits that our AAHAM member organizations provide to our patients by sharing this Pledge with them. AAHAM and the Task Force are committed to advocate on our members' behalf to share all of the great work that we are doing to educate and assist our patients in navigating all facets of healthcare finance. We will also continue to combat all legislation that is introduced that prohibits our member hospitals and business partners from this mission. As you know, we are stronger together in numbers and our voice is being heard!

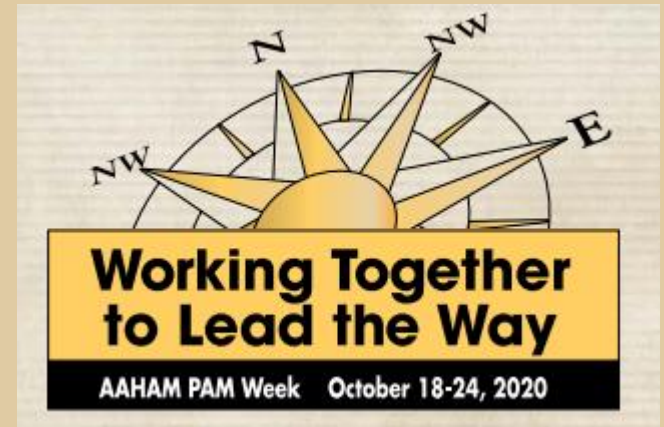
Kenny Koerner

AAHAM 2nd Vice-President

AAHAM Patient Financial Advocate Task Force Chair



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 2020 National Patient Account Management Day will be part of a week-long celebration, October 18-24, by hospitals, physician offices and others involved with patient account management to recognize and honor the individuals engaged in healthcare administrative management.

Our theme this year is ***“Working Together to Lead the Way”***. 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.

There are numerous opportunities for you to gain recognition for your department or office. Submit an article on our profession to your chapter or company newsletter. Local newspapers often have sections that highlight important dates and celebrations. Create an informative display describing the work, growth and/or evolution of the department or spotlighting the department's employees. Some departments celebrate with decorations, contests, treats and create elaborate themes to get office/hospital-wide involvement.

By supporting PAM week, you show your healthcare administrative management team that you appreciate their hard work. A recognition program implemented during this special week is an excellent way of increasing hospital and office morale and expanding knowledge of our profession. We hope you have a truly rewarding and successful Patient Account Management Day and week!

For more information please contact, Moayad Zahraiddin at the National Headquarters at 703-281-4043 ext. 4 or moayad@aaHAM.org.


What are you doing to celebrate PAM week?



Sponsor Spotlight

Baker Newman Noyes (BNN) is a tax, assurance, and advisory firm entrusted by individuals and leading organizations to deliver effective accounting and financial solutions with diligence, vision, and responsive client service. We draw on our deep experience and foster collaboration between our practice groups to find solutions to any situation. Our clients are our motivation and the measure of our success.

BNN attracts talented professionals from prestigious accounting and advisory firms in want of a place where complex issues are solved through teamwork and where relationships with our clients and our community take priority.



BAKER
NEWMAN
NOYES

What we believe in

- Doing the right thing
- Delivering exceptionally responsive service
- Winning as a team
- Caring about others
- Learning and growth

[Learn more](#)



Legislative Currents

Legislative Currents are intended to keep members of AAHAM in-the-know regarding pertinent topics as they relate to the industry. Topics such as: fraud and abuse, legislative issues, CMS updates, etc.

[Download the most current issue](#)

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 July testing cycle:

- Certified Revenue Cycle Professional (CRCP)
 - Amanda Merrill
- Certified Revenue Cycle Specialist (CRCS)
 - Autumn Beaulieu
 - Irene Reynolds
- Certified Compliance Technician
 - Samantha Berube
 - Lisa Russell

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



Patient Access Tips

By Peter Angerhofer and Sarah Lovell, Colburn Hill Group

A high-quality Patient Access department is vital to any Healthcare Organization -- ranging from Critical Access Hospitals to large Acute Care Hospitals. Although their needs may vary, Provider Organizations can face numerous challenges within Patient Access. Over-tasked and under-resourced managers and staff. Patient complaints. Ongoing compliance related duties. In the meantime, the Billing office is highlighting errors that result in reduced reimbursement.

Patient Access impacts every single aspect of a patient's care. The efficiency and accuracy of this department means that the investment of time and resources to thoroughly evaluate the operation and its performance, and make necessary alterations to existing practices, is unarguably worthwhile.

Establish Organizational Structure - Centralized models limit Patient confusion, Front End denials, and increase Patient satisfaction. Having any and all Access-related operations under one structure leads to a well-run department. Decentralized models can lead to significant leakage.

Invest in Leadership – A “well-run Patient Access team” means they are *well-lead*. Skilled, experienced Directorship and Middle Management is *critical*. Best practice ORG structure includes Working Supervisors or Team leads. Don't leave out an Educator and Quality resource.

Invest in Your Operation - Taking time to train staff properly, investing in detailed SOPs and factoring in 'downtime' for staff interaction have big returns. Education and training to give staff the necessary, foundational skills (especially entry-level staff) will increase performance and decrease turnover. Give them time and let them practice. Document “Standard Operating Procedures” (SOPs); incorporate them into your core competencies. Hold frequent, brief 'Huddles' as well as Monthly staff meetings: keeping everyone up-to-date builds relationships with your staff.



Patient Access Tips—cont'd

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Key Performance Indicators (KPIs) ++ - Establishing KPIs alone is not enough to drive performance.

Consistent execution and discussion are critical to improving and hitting your targets.

Establish baseline performance for all KPIs, setting both 'achievable' and 'stretch' goals, and establish individual productivity goals for front line staff.

Hold regular meetings or huddles to review current performance and progress towards goals. Require accountability from each team-member.

Monitor Quality and Compliance – Issues of poor Quality and Compliance spells *TROUBLE*, from untimely billing and write offs to patient safety events, to HIPAA breaches and non-compliance with Governmental agencies all of which can have serious financial consequences.

Perform regular quality & compliance reviews and solicit feedback from Stakeholder departments such as Patient Financial Services and Utilization Review departments.

Establish a 'Quality Committee' and baseline performance for your staff in Patient Access functions.

Engage Stakeholders and trend performance, working towards an organizational goal.

Automate Wherever Possible - Observe and document workflows to identify where manual or broken processes have crept in.

Fully assess both workflows and the systems currently in place.

Look to technology! Existing processes may be conducting functions which have great automation potential.

Use data wherever possible to automate workflow and eliminate paper. This increases the likelihood of improved staff efficiency without expensive, inefficient, and cumbersome system implementations.

Colburn Hill Group is a Revenue Cycle Management firm offering three lines of support: RCM technology utilizing Advanced Analytics combined with robotic process automation (RPA); outsourcing of billing and claim follow up to our expert staff, all based in the U.S.; and management consulting and performance improvement. Contact kspaulding@colburnhill.com for more information.

Chapter Throwback—from our Fall 2017 Newsletter

HEALTHCARE HUMOR



OCTOBER BIZARRE AND UNIQUE HOLIDAYS

MONTH-Adopt a Shelter Dog Month, American Pharmacist Month, Apple Jack Month, Breast Cancer Awareness Month, Cookie Month, Domestic Violence Awareness Month, Eat Country Ham Month, International Drum Month, National Diabetes Month, National Pizza Month, National Vegetarian Month, National Popcorn Popping Month, Sarcastic Month, Seafood Month

- | | |
|---|--|
| 1st- National Homemade Cookies Day , World Vegetarian Day | 17th- National Pasta Day , Wear Something Gaudy Day |
| 2nd- National Custodial Worker Day , Name Your Car Day | 18th- No Beard Day |
| 3rd- National Boyfriends Day , Virus Appreciation Day | 19th- Hindu Dilawi Day , Evaluate Your Life Day |
| 4th- National Golf Day , National Frappe Day | 20th- Brandied Fruit Day |
| 5th- Do Something Nice Day , World Teacher's Day | 21st- Count Your Buttons Day , Sweetest Day |
| 6th- Physician Assistant Day , World Smile Day | 22nd- Mother-In-Law Day , National Nut Day |
| 7th- Bald and Free Day , World Card Making Day | 23rd- National Mole Day , TV Talk Show Host Day |
| 8th- Oktoberfest, American Touch Tag Day | 24th- National Bologna Day , United Nations Day |
| 9th- Columbus Day , Curious Events Day | 25th- Punk for a Day Day , World Pasta Day |
| 10th- National Angel Food Cake Day | 26th- National Mincemeat Day |
| 11th- Emergency Nurses Day , It's My Party Day | 27th- Frankenstein Friday , Navy Day |
| 12th- Old Farmer's Day , National Gumbo Day | 28th- Make a Difference Day , Plush Animal Lover's Day |
| 13th- Friday the 13th , International Skeptics Day | 29th- Hermit Day , National Frankenstein Day |
| 14th- Be Bald and Free Day , National Dessert Day | 30th- National Candy Corn Day , Mischief Night |
| 15th- White Cane Safety Day | 31st- Halloween , Increase Your Psychic Powers Day |
| 16th- Bosses Day , Dictionary Day | |

NEW MEDICARE CARDS

Make sure your system is ready to accept the MBI. Be sure to include a variety of your stakeholders in the process early to ensure a smooth transition

Go to the CMS.gov website for more details: [Click Here](#)

Note the following:

- Beginning in April 2018, Medicare will start sending new Medicare cards with the MBI to all people with Medicare. The transition period where you can use either the HICN or the MBI to exchange data will begin no earlier than April 1, 2018 and run through December 31, 2019. The format of the card is 11 characters in length and made up only of numbers and uppercase letters.
- Beginning October 2018, through the transition period, when you submit a claim using your patient's valid and active HICN, Medicare will return both the HICN and the MBI on every remittance advice.
- Medicare will note in the message field on the eligibility transaction responses when they've mailed a new Medicare card to each individual with Medicare.
- Medicare won't send the MBI in eligibility transaction responses when a provider gives them a HICN.
- Medicare will return a message on the eligibility transaction response for a Railroad Retirement Board (RRB) patient. The RRB will keep sending cards with the RRB logo, but providers won't be able to tell from looking at the MBI if your patients are eligible for Medicare because they're railroad retirees. Program your system in advance to identify RRB patients so you know to send those claims to the Specialty Medicare Administrative Contractor (SMAC).
- Use the beneficiary identifier (MBI or HICN) you used to submit the claim that's under appeal, even after the transition period.

MBI Format											
Pos.	1	2	3	4	5	6	7	8	9	10	11
Type	C	A	AN	N	A	AN	N	A	A	N	N

Where will the MBI's characters go?

C - Numeric 1 thru 9 N - Numeric 0 thru 9 AN - Either A or N A - Alphabetic Character (A...Z); Excluding (S, L, O, I, B, Z)

Amy Mitchell , CRCE-I National Second Vice President

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.



Get To Know a Board Member

Sonja McSweeney

Years you have been a Pine Tree Member: I can't recall, but I think the record shows 2011, but I know I went to many meetings before that time.

Who is your favorite singer/band? This is so difficult, but if I have to pick just one Van Morrison.

What was your first job? Babysitting at 11.

Name something most people don't know about you: I love to refurbish old houses and furniture.

Your favorite place to go and relax: Palm Coast by my pool.

Who is your favorite sports team and have you seen them in a live game: The Red Sox and yes!

Favorite Streaming Service: This may not be what you mean, but Alexa as I can listen to any kind of music at any time.

If you could have super powers what would it be: The power to heal.

What was the craziest thing you have every done? I can't tell 😊

From our National President

September 9, 2020

Dear AAHAM Friends and Colleagues:

It is with great pleasure and privilege that I share this message with our AAHAM Pine Tree Chapter members. You should be very proud of your Chapter, these are challenging times and I applaud your efforts to stay connected, provide education and value to your members.

It is hard to believe we are almost into the last quarter of 2020. I have to admit, I'm a little relieved that this year is almost over! In some ways, 2020 has sped by, yet in other ways, it seems to have really dragged on.

We just celebrated Labor Day, a special time to honor American workers. This year American workers have encountered a year like no other, but we are a resilient and creative people and we adapt. It has been a year of challenges and "new normals." We have all had to make so many adjustments and sacrifices to our daily lives and routines. Many of us have had to learn to work remotely, some experienced furloughs, wearing PPE on the frontline, virtual meetings, figuring out telehealth and COVID billing rules...all of which will remain part of who we are and how we do what we do for an undetermined amount of time to come. Now with school starting, many of you are also helping your kids and grandkids learn remotely. I have faith though; challenges often bring out the best in us.



National President
Lori Sickelbaugh, CRCE



I know this is a tough time to stay positive, our amazing country is not in a great place with so much division and uncertainty around us. I keep in mind though; it is important to celebrate our differences and come together. In both our country and in AAHAM, we are stronger together.

As we have had to be, and continue to stay strong, it is critical to make use of our AAHAM networks and AAHAM resources at the National and Chapter level. Our AAHAM networks offer social capital in reaching out to other members that “do what you do” and job connections when and if needed. AAHAM resources are available for education and knowledge; multiple certification levels, free webinars to replace the cancelled ANI, social media and virtual networking events, just to name a few. Many of our chapters and vendor partners are offering education and solutions along with some online fun as well. Remember, we need each other; to be able to reach out, to connect, to belong. Stay connected and get involved, you will be happy that you did!

I am proud to be your National AAHAM President and am looking very forward to when we can be together in person. Please stay healthy and take good care.
All my best,

Lori M. Sichelbaugh, CRCE
President, AAHAM





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

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AAHAM would like your consent to contact you through your phone or email 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.

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Upcoming Webinars

Disappointed the AAHAM ANI was cancelled?

Concerned about how to get your CEUs for your AAHAM Certification?



Don't worry, we've got you covered! Providing education for AAHAM members and revenue cycle professionals is a priority during this unusual time.

For September, October, and November, the AAHAM webinars will be **free!** The AAHAM Education Committee worked hard to review and select the presentations for the ANI. Due to COVID-19, these presenters are unable to provide their information in person. However, we are pleased to offer some of these same presentations as a webinar at no cost.

As stated above, these webinars are **free** to AAHAM members. We are also offering a reduced rate of \$99 per webinar for non-AAHAM members.

This is our way of continuing our mission to be the premiere revenue cycle organization and is another great benefit of being an AAHAM member!

Watch your inbox and the AAHAM Event Calendar for webinar dates and details. We value our members all the time - but especially during these uncertain times!

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.





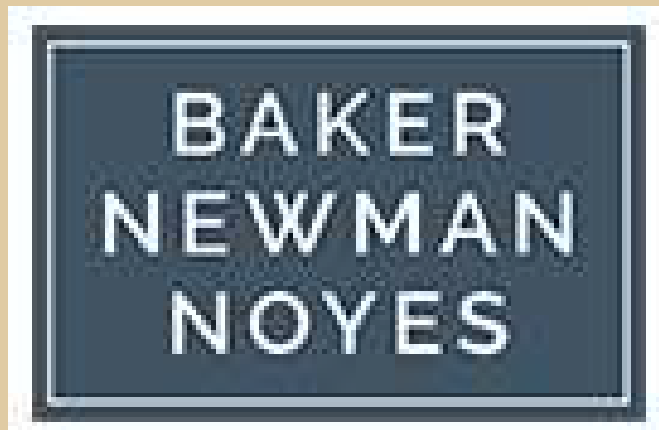
Maine Trivia—Spot the lie

1. Aroostook County at 6,453 square miles covers an area greater than the combined size of Connecticut and New Hampshire.
2. Approximately 40 millions pounds (nearly 90 percent) of the nation's lobster supply is caught off the coast of Maine.
3. Maine produces 99% of all the blueberries in the country making it the single largest producer of blueberries in the United States.
4. Maine's earliest inhabitants were descendants of Ice Age hunters.
5. Portland was first temporarily selected as the state capital. In 1832 the capital was moved to the centrally located site of Augusta.
6. In 1641 America's first chartered city was York.

Congrats to Jessica Westfall, the winner from our last newsletter!

Spot the lie? If so, send your guess to Samantha.Berube@sjhhealth.com with 'spot the lie answer' in the subject line and your guess to be entered to win a small prize!

Thank you to our sponsors!!



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Vice President—Melody Armstrong

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Click [this link](#) for contact information

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