

THE LINCOLN LOG



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Award winning e-Magazine for the Illinois AAHAM Chapter



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- Nuts & Bolts
- ANI Pics
- Are You Ready to Jump Ship?
- Employee Retention

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THE LINCOLN LOG

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★ The stars and years located on the Lincoln Log logo represent the number of first place finishes for Illinois AAHAM in the publication category at AAHAM National.

LINCOLN LOG EDITORIAL POLICY & OBJECTIVE

The LINCOLN LOG magazine is published four times annually by the AAHAM ILLINOIS CHAPTER to update the membership regarding chapter and national activities as well as to provide information useful to health care administrative professionals.

Opinions expressed in articles or features are those of the author(s) and do not necessarily reflect the views of the Illinois Chapter - AAHAM, the National AAHAM organization or the editor.

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President's Message

John Carrier

Dear IL AAHAM Members,

I am excited to get this AAHAM year underway and to begin my service as your President. You have elected me and the entire Board of Directors to serve as your representatives. We sincerely intend to fulfill that leadership by offering the best educational programs we can provide while at the same time being fiscally responsible.

The Illinois Chapter is highly respected at the National level for our past accomplishments, awards, programs, and enthusiasm. We certainly intend to continue that respect. I am excited to work with a somewhat new board this year. We completed our planning board meeting in late January and everyone was enthusiastic, energetic, and cooperative to work for you. These members make quite a commitment to serve you.

I have developed the motto of "NEW YEAR", "NEW IMAGE" for 2006. As professionals

in the healthcare business we want to always express that professionalism in our programs and meetings and be sure that we are recognized as the premier professional organization in healthcare administrative management.

Professional development of our members is one of the premium goals of our association. We will be providing numerous opportunities to you this year toward that goal. We have some outstanding educational programs in the pre-planning as well as certification assistance and coaching.

An organization such as ours is only as strong as its members, so I encourage all of you to feel free to contact me or any of your IL AAHAM Board Members with concerns, topics, etc. that you may have. I look forward to seeing all of you throughout the year. See you in Peoria in March.

Respectfully,

John Carrier

Nuts & Bolts Nuts & Bolts

By Jimmi Evans

I was in the basement the other evening looking for something and noticed all the jars of nuts and bolts I had gathered over the years. Some were large nuts and bolts stored in old mayonnaise and mason jars and some were small nuts and bolts stored in baby food jars. My children are in their 20's now so I know those nuts and bolts were put in the baby food jars a long time ago. We keep them "just in case". I picked up one of the dusty containers and peered into it as though examining each item housed inside and trying to remember how I had accumulated each one. What was the item I gleaned those spare parts from that at the time seemed so necessary to keep? Now here they are, years later, rattling around in jars and giving the impression that they are worthless. I started to turn to throw the entire jar into the big trash can and then stopped. I shook the jar lightly and inspected the contents through the glass one more time and thought how each of those nuts and each of those bolts were really like some of the skills I have picked up over the years working in Patient Accounts.

Some skills are useful only for a while and then they are retired to a glass jar in the basement of our minds. Times change and so does technology. The spinning round ball on the end of a pen for dialing the phone all day is no longer useful with push button phones or voice recognition. My ability to remember the three digit telephone area code and the state associated with it is now defunct as more area codes are added seemingly monthly through

out the country. Those nuts and bolts might as well be tossed into the garbage. I remember "tickling" and "flagging" accounts in long metal bin-like file drawers when accounts were all in paper and we did not have computers. A piece of cardboard the same size of the account was placed in front of the account with a green tab on the top to remind us that this account was past due. A flag with a red tab meant that the account was on the way to a collection agency. Those were some of the nuts and bolts I once used and now keep in the glass jars of my memory cells, "just in case".

I shook the jar again and thought: actually, some of the people in our office are a bit like the contents in these glass jars. They have been around a long time. Have we helped them keep their skills up to date and currently useful? Have we helped them grow their skills and learn new skills? Have we been afraid if we help them grow they may leave us? We must never, never put any of our people in a glass jar. If we help them grow their skills and continue to be up to date, they may well leave us for greener pastures. However, they will never forget us. We may need to call on them one day and they will remember how we helped them. The favor will be returned. Who was the best boss or teacher you ever had? Was it the one who asked you to do the same mundane things over and over until you could do them in your sleep or was it the one who helped you to learn and grow; the one who helped you add to your nut and bolt collection?

Have any of us put ourselves in a glass jar? I knew a Patient Accounts person once who

Nuts & Bolts Nuts & Bolts Nuts & Bolts

refused to learn how to run a computer because he was convinced computers would not be around long. You know where his glass jar ended up. Have we kept up with the current technology, Medicare coverage, CPT codes, Transaction Code Sets, HIPAA and benchmarking? Do we continue to add to our nut and bolt collection on a regular basis?

One day my CFO asked me if I could help bill and collect for a physician's office. The doctor's future accounts would be in a central computer system but the current accounts in his little stand alone system would not be converted. Worse yet, the stand alone system was dying and could not be fixed. Thankfully the little system still had enough life in it to print things. We printed out all of the accounts and I filed them upright in a cardboard box. The physician's office person was an extremely bright young lady but she was totally confused as to what I would ever do with that cardboard box of accounts. She had never known a time when her office did not have a computer. She looked at me in a pitiful manner and smiled sweetly and said "Good luck!" I just reached for one of my nuts and bolts in the glass jar of my memory cells and started making red and green "flags" for accounts not paid up to date. I had stored that information "just in case" and here was the case. Someday that bright young woman will have a few glass jars of her own stashed away.

If we find we are putting any of our employees into glass jars, let's help them to add to their nut and bolt collection. It will be beneficial to them as well as to our offices if they spend the time to add to their skills and get certified through AAHAM. We should take the time out of our schedules to go to the AAHAM

meetings to keep our own nuts and bolts up to date as well. However, don't throw out all your old jars of nuts and bolts you have stored away because you might need them "just in case".

Jimmi is an Illinois AAHAM member working at OSF St. Joseph Memorial Medical Center in Bloomington, Illinois as Director of Patient Accounts. Thank You again Jimmi for your creativity with the pen.

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Congratulations Doris Dickey



Doris Dickey was recognized for her service, dedication and commitment to the Illinois chapter of AAHAM in Springfield, Illinois on December 8, 2005 with a Lifetime Membership Award.

The criteria for receiving a lifetime award from the Illinois Chapter of the American Association of Healthcare Administrative Management (AAHAM) is based on the persons dedication to not only the local chapter but to their career and their facility. It represents that person's ability to be one of the top in their field and shows they take an active involvement in all areas of their profession. This person has demonstrated they have the ability and determination to be more than just active in all aspects of their job but to be a visionary and to look into other ways to improve their facility, community, and the AAHAM association as a whole.

The American Association of Healthcare Administrative Management is the premier professional organization in healthcare administrative management. AAHAM was founded in 1968 as the American Guild of Patient Account Management. Initially formed to serve the interests of hospital patient account managers, AAHAM has evolved into a national membership association that represents a broad-based constituency of healthcare professionals.

Professional development of its members is one of the primary goals of the association. Publications, conferences and seminars, benchmarking, professional certification and networking offer numerous opportunities for increasing the skills and knowledge that are necessary to function effectively in today's health care environment. AAHAM actively represents the interests of healthcare administrative management professionals through a comprehensive program of legislative and regulatory monitoring and its participation in industry groups such as ANSI, DISA and NUBC.

AAHAM's mission is to be the premier professional organization in health care administrative management. Through a national organization and local chapters, AAHAM provides quality member services and leadership in the areas of education, communication, representation, professional standards and certification.

The Certified Patient Account Manager exam is every bit as challenging for patient account managers as the CPA and Bar exams are for their respective fields. Sitting for this eight hour exam takes commitment and dedication.

That's one of the reasons it is so prestigious in our industry. For over 25 years the Professional Certification exam has set the standard of excellence in patient accounting. Doris Dickey received her CPAM certificate in 1988 and has been actively involved in the Illinois Chapter of AAHAM since that time. She has served as Illinois' Chapter President, Chairman of the Board and was recently re-elected to the board as Secretary.

Ms. Dickey, Business Services Manager, has been employer at Rochelle Community Hospital for over 30 years.

Dear IL AAHAM Members,

A huge thank you from the bottom of my heart for the Lifetime Membership award bestowed upon me at the December annual meeting in Springfield. To be placed in a category with the previous recipients of this prestigious award such as Bob Anderson and Betty Burch is a true honor.

I treasure my membership with AAHAM. I truly feel AAHAM has given back to me more than I have given to the organization. It doesn't feel like additional responsibilities to be involved in this organization when you enjoy doing it.

Again, thank you to all the members of AAHAM for the professional and personal friendships that have developed through my involvement with our organization. I look forward to continuing to work with our IL chapter and hopefully living up to the challenge of receiving such an award.

Doris Dickey, CPAM



Are You Ready to Jump Ship?

Vacation Time is an Opportunity to Reevaluate Your Career

By Barbara Bartlein

My phone is ringing and my e-mail humming with the same complaint from friends and colleagues returning from vacations, "I don't feel like going back to work." One friend who is a vice-president at large advertising agency said, "I'm sorry I ever took the vacation. It made it clear how much I was missing with my kids and husband. Now I find I'm just looking forward to the next break."

While vacations can be the perfect time to recharge, refresh and return to work energized, for an increasing number of American workers, vacation leads to a reevaluation of priorities, time and a quest to simplify a complicated life. It is very common to have a "gut" feeling about your job long before you consciously admit you need to make a change. While you may be debating your future, your unconscious mind has already made the decision. So how do you know whether you just have "vacation let-down" vs. a real need to make changes?

Evaluate how many of these "quitting signs" are true for you:

- Rather than feeling invigorated and refreshed after vacation, you dread returning to the office.
- You wonder why you don't spend more of each day doing the things you really enjoy.
- You feel like you are missing special time with family.
- On the weekends, you look on the Internet for other job opportunities.
- You find it hard to get out of bed in the morning to face another day.
- You have trouble sleeping on Sunday nights because you are already thinking of all you have to accomplish on Monday.
- You complain to friends and family about your job.
- You find you have less patience with co-workers and customers than you use to.
- Even though you are getting enough sleep, you feel tired once you are at work.
- When you leave the office, you take your time returning to work.
- You don't mention concerns to the boss because it is usually a waste of time.
- You try to kill time at work by talking with co-workers or making personal calls.
- You often arrive late for work.
- Once in the office, you find it difficult to know where to start.
- You do the minimum amount of work required.
- You check the clock frequently to see how close you are to leaving work.
- You start getting ready to exit before quitting time.

Too many "quitting signs"? The first step is to see if you can make some changes with the job you have. Is it possible to restructure your duties to make them more interesting or flexible? It may be possible to work four long days and leave at noon the fifth day. The work week feels different if you are able to arrange work hours so that there is one "early" day to get errands done or play or round of golf.

Perhaps there is an option to work from home one or two days per week. Many employers are encouraging staff to do so as they are able to invest in less space and equipment. Convinced your boss won't go for it? It doesn't hurt to ask. Just remember you need to structure your request how such an arrangement can benefit the company; more flexibility to meet with customers, better concentration for large projects, etc.

There may be a new opportunity in another division where you are currently working. Check with human resources what other positions may be open for your talent and expertise. In today's work environment, there is little expectation that a worker will stay in one position for a lengthy period of time.

Still find that you dread Monday morning? Then what are you waiting for, start looking for a new opportunity. You don't want to be so busy making a living that you forget to make a life.

Barbara Bartlein, CSP, is The People Pro and President of Great Lakes Consulting Group, which helps businesses sell more goods and services by developing people. She can be reached at 888-747-9953, by e-mail at: barb@barbbartlein.com or visit her website at www.ThePeoplePro.com



New Survey Shows That Few Organizations Understand Employee Retention

By Barbara Bartlein



As the boomers plan retirement and there is a projected worker shortage, a new comprehensive study by Spherion Corporation indicates that many employers aren't taking the steps necessary to retain existing employees or attract top talent from a shrinking worker pool.

Spherion's 2005 Emerging Workforce Study surveyed a nationally representative sample of U.S. companies and employees and found a serious disconnect between employers and workers on important workplace issues. They differ on the critical issues affecting retention, such as training and development and work/life balance. The study found that less than one in five employers is positioned for the future to recruit and retain top talent.

According to the Emerging Workforce Study:

- Only 34% of HR managers mention turnover/retention as a key HR concern.
- 60% of workers rate time and flexibility as a key factor in retention, but only thirty-five percent of employers feel the same.
- Only 49% of employers rate money as an important issue in retention but 69% of workers believe it is.
- Nearly 40% of U.S. employees intend to find a new job in the next 12 months, but employers expect only 14% of their workforce to leave in the next year.

One of the biggest gaps between employers and employees is the importance workers place on the balance between their professional and personal lives. In a previous study in 2003, 96% of employees

agreed that an employer was more attractive when it helped them meet family responsibilities through flextime, work at home options, telecommuting and job sharing. Yet only 24% of employers offer a formal flex-time program, only 12% offer telecommuting and 11% offer job sharing.

The results are of concern as the new emerging workforce is very different than the traditional workforce that many employers have had for many years. There is a new breed of American worker who is confident, self-reliant and has a different set of workplace values and expectations about work and life. They are much more focused on the importance of balance and family time. This growing group currently represents about 31% of workers today and is expected to be the majority of employees by 2007. Many experts are predicting that the more traditionally minded workers will dwindle to near extinction in the next few years.

Yet, the Spherion Workforce study found that only 19% of employers have the progressive mindset, HR approaches and policies to attract and retain top talent for the future. The traditional employers, representing 33% of all employers, have dated views on retention and focus little on the issues of time, flexibility or opportunities for growth.

The employers who are best positioned for the future:

- Offer work/life balance programs, training and educational opportunities and other options to retain employees.
- Frequently survey employees to identify specific retention issues that need to be addressed.

Few Organizations Understand Employee Retention *continued...*



- Hire the right mix of full-time, part-time and contingent resources that assist in building appropriate staffing levels during business fluctuations.
- Utilize HR practices that emphasize individual employee growth and offer flexibility in the workplace.

To build customer loyalty, you must have loyal employees. Employee loyalty is built when it is clear that the employer is concerned about employees both professionally and personally. Workers are encouraged to find the employment options that help them balance their responsibilities at work and at home. They are mentored by management to achieve their potential and maximize their talents. They are urged to participate in training and education that will advance their career and build their life.

Frequently I am asked by employers, “But what if I train an employee and then he leaves?” To which I answer, “What if you don’t, and he stays?”

Barbara Bartlein, is the People Pro and President of Great Lakes Consulting Group, which provides training and consultation to business. She can be reached at 888-747-9953, by e-mail at: barb@ThePeoplePro.com or visit her website at www.ThePeoplePro.com



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ASK ... P.A.M. PATIENT ACCOUNT MANAGER

WHO IS P.A.M.?

If you have a question for Dear P.A.M., please email it to the editor of this publication and it will be considered for future Lincoln Log publications. This is for fun as well as educational. (trace.manning@st-johns.org)

Dear P.A.M.,

I am curious if you can shed any light on this subject. "Medicare Cost Report for Critical Access Hospitals" The recent decision/clarification by Administar Federal that Hospitals should not write-off accounts from hospital A/R to Bad Debt until they have been sent to your Bad Debt Collection Agency and returned back to the hospital as uncollectible. The way I understand this is if your policy in effect as of August 1, 1987, you can continue to write off A/R as you send account to collection agency?

Dear MBD;

If your Medicare account walks like a bad debt and talks like a bad debt it must be a bad debt – right? WRONG!! Regardless if your Medicare intermediary is AdminiStar or Mutual, the rules say that it is NOT a bad debt unless you have records that can show that the balance is uncollectible, worthless and there is no likelihood of recovery in the future.

Normally PA people think of bad debt as those balances that are written off to a collection agency. This is not the case when claiming a reimbursement from the government on a "bad debt" for a Medicare account. Medicare will reimburse your facility a portion of the amount written off to Medicare Bad Debt if the account meets their guidelines for bad debt. Medicare regs state that you have to collect on the Medicare account the same as you would any other account UP TO the point of suit. In other words, the same past due notices must go to the Medicare patient at the same intervals you use for your non Medicare accounts. If you list non Medicare accounts with a collection agency, you must also list your Medicare accounts with a collection agency. You MAY allow the agency to take suit against the Medicare patient but it is not required. The collection agency must put forth the same collection effort on the Medicare accounts as they do on non Medicare accounts.

The regs say you cannot list the account as a Medicare bad debt until you have tried to collect on it for 120 days. They do not say exactly when the clock starts counting the 120 days and herein lies a problem for a lot of providers. When dealing with the Federal government and especially when asking them to pay you money, it would be wise to error on the side of caution. Our collection agency has set up a separate account for our Medicare accounts. We have a separate write off code for our Medicare accounts to enable them to flow into the correct bucket at the agency. The agency will look at the balances in their Medicare account and note those that have not received payment for 120 days and it appears that no payment will be forthcoming. Those balances are then returned to our office to review which portions of those balances will be eligible for Medicare Bad Debt and which portions will be charity. Remember only the deductibles and co-pay amounts can be claimed on Medicare bad debt. Non covered portions cannot be claimed. The 120 day collection rule does not apply when the patient has already been determined to be indigent via the State's Public Aid eligibility program or via your normal charity program used for all patients.

You also asked about the "moratorium" if your policy was in place prior to August 1, 1987. The AdminiStar regs that you sent to me really states: (sic) If an intermediary "knowingly" allowed you to write off your account to MBD prior to the collection agency ceasing collections on the account prior to August 1, 1987, you can continue to write off AR as you send an account to a collection agency and still qualify under the MBD provisions. HOWEVER if your provider number, ownership etc. changed since then, this nullifies the moratorium and you fall under the current guidelines for MBD. Let's go back to the word "knowingly". Who was your intermediary prior to 1987 that can state they KNOWINGLY allowed you to do this and who in your office was there prior to 1987 that can attest to that fact?

Yes, I was here prior to 1987 and yes I do remember who our intermediary was but I cannot say that they KNOWINGLY allowed us to claim a MBD at the time we sent it to the collection agency. My advice is to bite the bullet and go with the current rules..... PAM

ASK ... P.A.M. PATIENT ACCOUNT MANAGER

WHO IS P.A.M.?

If you have a question for Dear P.A.M., please email it to the editor of this publication and it will be considered for future Lincoln Log publications. This

Dear P.A.M.

How successful do you think facilities are with having Admitting/Registration Staff enter Occurrence and Condition codes at time of registration? My system isn't set up to force the prompt, they have to "remember" certain types of registrations meet the criteria for these codes and then they go to the extra screen to enter them. Do you think this is most often an edit caught in the business office and not in registration?

Dear Codes,

In our facility we came to the agreement that the first department that had the most immediate and correct knowledge would be the one to enter the transaction codes. We listed all of the codes that could pertain to our facility, gathered all of the departments that we thought would be involved and came to an agreement as to what department would have the knowledge and therefore the responsibility to enter the codes. That department head was then responsible to perform the education in their department. When it was all said and done, billing and registration were the two main departments responsible for entering the information. However, Occurrence codes such as those relating to rehab need to be entered by the department. As you go through the codes you will come up with the responsible departments in your facility that would be different from another facility dependent upon the tasks each department is responsible for.

We were informed by Medicare that it is not appropriate for the billing department to guess what code should be entered if they do not have accurate knowledge of what the code should be. For instance, if the Medicare biller does not really know the original date of injury they should not just plug a code into the system to get the claim billed. Unfortunately many of our systems are not capable of prompts for the user to enter the information. We recognized that something had to be devised to identify these needed codes prior to billing or our bills would never get out the door. The department runs a report of their discharges from the previous day and identifies the accounts that are in need of the transaction codes and enters them

at that time. Since this is within the suspense days, the codes get entered onto the account prior to the bill dropping. Once in a while an account needing a code is missed. When this happens the biller will call or email the department for the information. The department gives the biller the needed code within two working days.

Obviously education is the key and our "entry level" registration positions get more demanding every day. Don't give up and don't give in on the codes. Get buy in..... PAM

To submit P.A.M. questions send your email to trace.manning@st-john.org and I will forward to P.A.M.

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IL AAHAM 2005 ASI

Crowne Plaza, Springfield

...In case you missed it and many of you did, the December ASI was a great success. Many chose to cancel because of the weather forecasts or left early because of several inches of blowing snow across central Illinois. Too bad, but watching the storm from the comfort of the bar was really quite enjoyable.



The weather made travel harrowing for those that tried. David Nelson spent two hours driving home to Petersburg to pick up his wife Joyce and another hour back for the banquet. What dedication! Earlier, Louise Johnson, Veronica Modricker and Brad Uhlenhopp formed a caravan to drive back to the quad city area. Of course Louise and Brad were afraid of getting snowed in and missing any time. V. had a plane to catch, something about a college visit for her son in Denver and maybe a



football game. She made it and now we hear that her son will enter St. Ambrose in the fall.



Those in attendance were treated to informative speakers and programs, a visit from National AAHAM President Bob DeBiase and “Fiesta”, the 2005



awards program and banquet. The educational sessions were informative, as always.

The highlight was Jeanne Scott keeping us up to date on the “critters” in Washington DC. All in all a memorable ASI, even with the snowstorm.



Editors' Corner

2004-2005 Journal Award

Trace Manning accepts the 1st Place National Journal Award from Bob DeBiase AAHAM National President at the ASI in Springfield. The Illinois Chapter has captured this award for the last three years.



Congradulations Dick on your ASI awards.

Dick received the "The National President's Award" from Bob DeBiase for his excellant work on the National level. Dick also received two other awards at the December ASI, the Chuck Garvin Achievement Award, and the CCAM certification. Steve Dennis presents Dick with the well deserved CCAM certificate. Congratulations Dick for a fantastic 2005.

Richard Wyrwal, CCAM

Doris Dickey was awarded the "AAHAM Lifetime Achievement Award" at the ASI.

This award is very prestigious as only Bob Anderson, and Betty Burch have previously received this award in the Illinois Chapter. Doris Dickey has spent many dedicated hours to Illinois AAHAM and making the Chapter what it is today. Your dedication to the Illinois Chapter is greatly appreciated Doris..Thank You!



Doris Dickey and Cheri Lockhart accept the 3rd place plaque for the "National Chapter Excellence Award" from Bob DeBaise. Job well done again this year in a very tough category.



Cheri Lockhart received the Chuck Garvin Achievement Award for her dedication to the Illinois Chapter. Pictured with Cheri is Betty Burch and Doris Dickey in their "Fiesta attire".

CPAM
CCAM
CCAT
CPAT

CERTIFICATION CORNER

Coming Soon!

NEW.... The Certified Compliance Technician (CCT) exam. The exam will focus on compliance with HCFA regulations and OIG directives. It will be an effective tool to help your hospital meet both government and JCAHO requirements for annual education. Watch for details.

CPAT/CCAT exams are scheduled to occur May 15 - 25th. Those taking the exams will be contacted with locations, dates, times.

Study Sessions:

For those thinking about taking professional exams in the fall,

- Study sessions will be offered at the regional AAHAM meeting in Lacrosse, WI in July. Watch for more details.
- We can get study sessions and/or conference calls set up now to help you succeed! Let us know what dates/times would work best for you.
- Our fall meeting is September 14th and 15th in Lake Shelbyville which falls right before the fall exams. This would be an ideal time to test your readiness. A "mini mock" exam can be given for those interested.

Please contact
Lisa Kronenberger at (217) 784-2613
or
Judi Lines at (815) 756-1521 ext 3612 for details.

Get certified!

LOG POST-IT NETWORK

Chris and Carol
ASI 2005



MOVER & SHAKER

Trace Manning
has accepted a new
position at St. Johns Hospital
as
Manager of Physician Billing

217-544-6464 x45204
trace.manning@st-john.org

MOVER & SHAKER

Diana L. DeMarlie
has joined the
Accelerated Receivables Mgmt, Ltd
as
Director of Business Development

Direct: 800-841-5181
Cell: 309-945-6515
ddemarie@armltd.com



Illinois
Iowa
Minnesota
Wisconsin
July 19 - 21, 2006
LaCrosse, Wisconsin



Carol, Linda & Chris
ASI 2005

NEW
Illinois Website
IllinoisAAHAM.com
Check it Out !

2006 / 2007 MEETING SCHEDULE & SITES

RESERVE THESE DATES FOR IL AAHAM

<i>March 17</i>	<i>Spring Meeting in Peoria at the Paradise Hotel</i>
<i>April 4-6</i>	<i>2nd Annual Legislative Day Fairfax, VA.</i>
<i>April 15</i>	<i>CPAM/CCAM exam postponement/cancellation deadline</i>
<i>April 29</i>	<i>CPAM/CCAM Examination.</i>
<i>May 15-27</i>	<i>CPAT/CCAT examination period.</i>
<i>July 19, 20, 21</i>	<i>AAHAM Regional Meeting LaCrosse, Wisconsin</i>
<i>Sept 14 & 15</i>	<i>Fall Meeting Chuck Garvin Memorial Golf Outing Eagle Creek Resort & Conference Center</i>
<i>October 25-27</i>	<i>Annual National Institute Fairmont Princess Hotel, Scottsdale, AZ</i>

For more information contact: ILLINOIS CHAPTER - AAHAM
Bill Carlson 563-242-2586 or 319-230-4488
wc@abacollect.com

2006 - Platinum

2006 - Platinum



Jerry Westfall
217-528-8090
jwestfall@accordisinc.com



Allied Business Accounts



William Carlson
Betty Burch
800-533-0216
wc@abacollect.com
bburch@abacollect.com



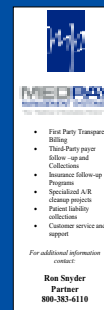
CB Accounts, Inc.
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Bruce Tichenor
800-950-2270

Bruce.tichenor@cbaccounts.com



H & R Accounts, Inc.
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jwestfall@accordisinc.com

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Thank You for all your support throughout the year!

For more information regarding sponsorships contact: *ILLINOIS CHAPTER - AAHAM*

Bill Carlson 563-242-2586 or 319-230-4488

wc@abacollect.com

Let's Be Eagles

Eagles are the most long lived bird in the world.

By the time they reach 40 years old, their claws will start to age, losing their effectiveness, and hard for eagles to catch their prey. The life span of an eagle is up to 70 years old; but, in order to live this long, the eagle must make the toughest decision at age 40: Its beak is so long and curvy that it reaches the eagles' chest; its wings, full of long, thickened feathers are too heavy for easy flying. The eagle is left with two choices: Do nothing and await death or go through a painful period of transformation and renewal.



For 150 days, the eagle first trains itself to fly beyond the high mountains, build and live in its nest, and cease all flying activities. It then begins to knock its beak against granite rocks till the beak is completely removed/ When a new beak is grown, the eagle will use it to remove all its old claws and await quietly for new ones to be fully grown. When the new claws are fully grown, the eagle will use them to remove all its feathers, one by one. Five months later, when its new feathers are fully grown, it will soar in the sky again with renewed strength and be able to live for the next 30 years.



In life, as an individual, in an organization, sometimes, we have to learn to make difficult decisions so as to make room for changes. Changes bring about renewal. And the only way to soar again is to let go of old ways, old habits and old lives. For, as long as we are prepared to put aside old baggage – past glory or shame, past success or failure, be willing to become zero, with an empty cup mentality, we will be able to discover our potential and head toward a renewed perspective in any aspect of our lives.

Author Unknown



Educating Your Revenue Cycle Team

Certification + Compliance + Leadership Development + Networking + Advocacy

AAHAM

Illinois, Iowa, Minnesota & Wisconsin

Regional Meeting

LaCrosse, Wisconsin

Radisson Hotel – LaCrosse

200 Harborview Plaza

“SAVE this DATE”

July 19 - July 21, 2006

HOTEL REGISTRATION INFORMATION

REMINDER: Your hotel reservation must be made by Sunday, June 18, 2006

Radisson Hotel LaCrosse #608-784-6680 or Worldwide Reservation Center at 800-333-3333

Nightly AAHAM Guest Rate:

Room with one king bed, city view = \$93.00.

Room with two queen beds, river view = \$103.00.

Please contact Lois Wakefield at 612-775-2127, Carolyn Roller at 218-786-6589 or Pam Brindley at 515-669-9396 with any special dietary or accessibility needs

Details will be coming to you soon, block out this date
and get your reservations.



Application for National Membership

AAHAM Membership • 11240 Waples Mill Road • Suite 200 • Fairfax, VA 22030
 Phone: (703) 281-4043 Fax: (703) 359-7562 http://www.aaham.org

Name _____ Mailing Address _____ City _____ Employer Name _____ Local Chapter Name _____ If Sponsored by AAHAM Member, Give Name _____ Home Address (if not listed above) _____ City _____	Day Phone () _____ Fax Number () _____ <input type="checkbox"/> Home <input type="checkbox"/> Check if this is the billing address <input type="checkbox"/> Business of the credit card you will use below. State _____ Zip _____ Your Title _____ Date _____ E-Mail Address _____ <input type="checkbox"/> Check if this is the billing address of the credit card you will use below. State _____ Zip _____
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National Dues \$ _____ Local Dues \$ _____ Total Enclosed \$ _____	For Credit Card Payments: <input type="checkbox"/> AMEX <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD Account Number _____ Billing Address, if Different From Above (please include Street Address, City, State and Zip) _____	Name as it appears on card _____ Expiration Date _____ Signature _____
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Please Circle the Appropriate Codes in Each Category Below.

1 Years in Healthcare 1 0 – 2 years 2 3 – 5 years 3 6 – 10 years 4 11 – 15 years 5 16 – 20 years 6 21 – 30 years 7 31 – 40 years 8 41+ years 2 Certification 1 CPAT 2 CCAT 3 CHAM (NAHAM) 4 CHFP (HFMA) 5 FHFMA (HFMA) 6 CHCS (ACA) 7 CPA 8 Other	3 Employer Type 1 Accounting 2 Ambulatory Care/Clinic 3 Computer Hardware/Software 4 Consulting 5 Credit/Collection 6 Library/Education 7 Government 8 Health Plan/Insurance 9 Home Health 10 Hospital/Medical Center 11 Healthcare System/Multi Facility 12 Law Firm 13 Long Term Care/Post Acute 14 Managed Care 15 Physician Group Practice 16 Physician Practice Management 17 Specialty Practice Group	18 Sub Acute Care 19 Shared Service Organization 20 Coordinated Business Organization 21 Other Medical Facility/Org. 22 Professional/Trade Association 23 Student 24 Retired 25 Non-Working 26 Media 27 Hospice 28 All Other (not listed above) 4 Position 1 President/Administrator 2 Partner/Principal/Owner 3 CEO/Exec Dir/Exec VP 4 COO 5 CFO/Controller 6 CIO	7 Vice President 8 Assistant of Associate VP or Administrator 9 Director 10 Manager 11 Supervisor 12 Staff 13 Technician 14 Clinical 15 Academic 16 All Other (not listed above) 5 Responsibility 1 Accounting 2 Administration 3 Admitting/Access 4 Audit 5 Benefits 6 Billing 7 Budget	8 Business Development/Sales 9 Compliance 10 Collections 11 Finance 12 Information Services/Technology 13 Managed Care 14 Marketing 15 Materials Management 16 Medical Records 17 Medicare/Medicaid 18 Operations 19 Patient Financial Services 20 Provider Services/Relations 21 Reimbursement 22 Third Party Administration 23 Utilization Review 24 Underwriting 25 All Other (not listed above)
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DO NOT use this form for renewing your membership or making an address change.

Membership is on an individual — not institutional — basis and is non-transferable.

Local dues vary by chapter. National dues are prorated according to date of application.

For dues amounts and your chapter assignment, please call AAHAM's National Office at (703) 281-4043 M–F, 9 am – 5 pm, Eastern time.

National Dues are \$150 for the year. Prorated dues amount for July 1 to September 30: \$115
 For October 1 to December 31: \$185 (15 months of membership)

Please allow 2 – 4 weeks for processing once your application is received at the AAHAM National Office.

Dues are not tax-deductible as a charitable contribution, but may be deductible as a business expense.

Send application with your payment to:

AAHAM Membership
11240 Waples Mill Road
Suite 200
Fairfax, VA 22030

Make checks payable to AAHAM
Tax ID# 23-1899873