



THE LINCOLN LOG

- 1987 - 1988
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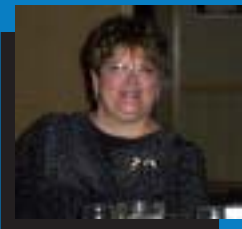
Award winning Ezine for the AAHAM Illinois Chapter



ASI 2006

Featured Articles

MONEY ... HAPPINESS ... and the PURSUIT of BOTH
The Positive "GIVE & TAKE" of Criticism
Increase Productivity for the New Year
Carrots, Eggs & Coffee



Next Meeting March 23, Peoria, IL



THE LINCOLN LOG

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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.

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Illinois AAHAM President's Message John Carrier

Dear Fellow IL AAHAM Members,

I hope 2007 has found you well thus far. Your IL AAHAM Officers and Board of Directors recently spent a Saturday at a planning retreat getting things lined out for what we hope is another great AAHAM year.

In 2006, we celebrated 25 years of IL AAHAM. As we start year 26, I think you will find it to be as educational, exciting, and beneficial. In our profession, things are on a continual changing path and AAHAM strives to keep the membership apprised of changes in healthcare.

In 2007, we will be "rolling out" our NEW scholarship program, funded with your local AAHAM dues. Watch for details on this new program.

The dates and locations for the education meetings and Charles Garvin Memorial golf outing are set. Please visit our website at www.illinoisaaaham.com for more information and details. While you are there, check out some new links on the website, such as the speaker data base. Also remember that you will be able to register for the meetings on line.

I look forward to seeing each of you throughout the year. As always, feel free to contact me or any of your Board members at any time. Have a great year!

Sincerely,

John Carrier



The People Pro

Barbara Bartlein

Money ... Happiness ...

and the

Pursuit of Both

Money does not seem to make us happy. Not only do we want what we don't have, we aren't always sure what exactly it is that we want. And often, once we get it, it doesn't make us happy. In fact, people have interesting attitudes about money and what it can do for them and what they will do to get it.

These are the conclusions of a number of research projects conducted by psychologists, economists and social scientist from the University of Pennsylvania, the University of Illinois, Princeton University and others. Numerous studies are evaluating the connection between happiness and money.

In the book, *Are You Normal About Money?*, author Bernice Kanner outlines responses from a public survey posted on the Bloomberg Web site. According to respondents, sixty-five percent would live on a deserted island for a year for \$1 million dollars. Sixty percent would even admit to a crime that they didn't do and serve six months in jail for the amount — and 10 percent would lend their spouse for a night. For \$10 million, most of us would do just about anything: one-fourth would abandon our friends, our family, and our church. And for that amount of money, 7 percent — one in every fourteen of us — would even murder.

Part of the problem with money is that people want more. Thanks to fifty plus years of mass media pushing merchandise at us, we are convinced that more will make us happier. For decades, Lewis Lapham has been asking people how much money they would need to be happy. “No matter what their income,” he reports, “a depressing number of Americans believe that if only they had twice as much, they would inherit the estate of happiness promised them in the Declaration of Independence. The man who receives \$15,000 a year is sure that he could relieve his sorrow if he had only \$30,000 a year; the man with \$1 million a year knows that all would be well if he had \$2 million a year ... Nobody, he concludes, “ever has enough.”

Yet, there is no firm research that supports the notion that more will make us happier. The Center for Advanced Study in the Behavioral Sciences in California examined data from 20 nations regarding happiness. In each country, rich people reported more happiness than the poor. But in comparing nations overall, the pattern was mixed, with the happiness levels for poor countries often nearly as high as they were for richer ones. (The United States was tops in happiness, but Cuba was a close second.)

continued on page 6



Money...Happiness...

and the Pursuit of Both

While Americans have become more affluent, their happiness levels have not really increased. In a series of studies by the University of Chicago, the average U.S. family has become 60% richer in the last 30 years, they are not significantly happier. In 1960, approximately 42% of Americans surveyed pronounced themselves “very happy.” A similar poll in 1990, found that 43% were “very happy.”

What seems to matter most for your sense of well-being and your happiness level is how you stack up against your neighbors. People tend to use this yardstick of comparison to evaluate their money and circumstances. Even a millionaire will feel miserable in the company of billionaires.

An example is found in the wild financial years of the mid-eighties, when many New York investment bankers earning “only” \$600,000 a year felt poor and suffered from depression, anxiety, and loss of confidence. On less than \$600,000, they were unable to keep up with their neighbors, colleagues and friends. As one broker described his lack of success, “I’m nothing. You understand that, nothing. I earn \$250,000 a year, but it’s nothing, and I’m nobody.”

This is the problem with money and consumption. Each new luxury quickly becomes a necessity and then an even newer luxury must be identified. We become convinced that we *need* the flat screen TV, granite counter tops, and heated seats in the new car. From early on, we learn a pattern of consumption that is focused on “extrinsic values,” of obtaining more to make us happy.

There is increasing evidence, however, that the pursuit of affluence has damaging psychological effects, including severe depression and anxiety. In a series of case studies dating to 1993, Ryan and Kasser examined the effects of pursuing money and material goods. Focusing excessively on obtaining wealth was found to create a lower sense of well-being and self-esteem. Everyone who sought affluence as a goal had a lower score for happiness.

There was one point that all research on happiness seemed to agree; happy people do better than unhappy people in most realms of life; they have better social relationships, do more volunteer work, have better health and make more money. So money may not make you happier, but being happy may make you more money.

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Your *best* choice for Patient Liability Follow up

By Jane Boucher



The Positive Give of Criticism

Many people respond negatively to the word criticism, instantly associating it with harsh comments, hurt feelings and angry responses. But criticism does not have to be destructive, regardless of whether you are on the giving or receiving end.

Be conscious of the spirit in which criticism is given. Are you prone to giving negative criticism? Ask yourself if you have lost perspective and humor because you are so focused on what others are doing wrong. Remember that if you are too critical, you are blocking the creative process that accompanies any job. Being critical in a negative way inhibits good relationships, produces retaliatory criticism and bruises much-needed good will among co-workers.

A negative critic will find himself talking about a co-worker behind their back, which fosters distrust and anger once that co-worker finds out it is happening. And they will find out!

Negative criticism is a destructive force that can cause irreparable damage to self-esteem, job productivity and attitude. On the "Why You Hate Your Job" list, it ranks on top for a lot of employees. But criticism doesn't have to get a bad rap. Indeed, there are ways to criticize productively and positively.

- Think of it as teaching. Instead of criticizing someone for an obviously rushed presentation, you might say, "You did a good job! Am I right in thinking I didn't give you as much time to present your excellent information as you would have liked? Let's get together and talk about how you can format the information so that next time you can discuss each point in more detail within the time period."

You can also show me how you formulate your presentation so I can allot the time you need." You've just taught your co-worker, through criticism, how to improve on his or her job.

- Build self-esteem. Letting a co-worker know that her work is valuable is a true self-esteem builder. When you tell her she is doing a good job, she will most likely be far more receptive to hearing how she can do an even better job next time.
- Timing can be everything. If a co-worker is receiving praise, never deflate their joy by sharing criticism at that moment. Always ensure that your comments are private. Choose a time that is neutral and calm.
- Make sure the comments can be implemented. Always talk about what can be done next time.
- Listen. How does the recipient of your criticism feel afterward? Ask. Then listen closely to determine if he understands what you have said.
- Avoid the "should." Are the first words out of your mouth, "You know, you should really write your report this way?" Remain open and instructive, instead of rigid and pedantic and your criticism is more likely to gain acceptance.
- Don't push. It puts stress on the recipient and shows you are far more concerned with seeing your ideas implemented than your co-worker's well-being.

Tell the person you are criticizing how he or she will benefit from taking a certain action. Remind the person of the powerful payoffs to their career, which would come from responding positively to criticism. Criticism can serve as a useful tool for improving job performance, motivating others and creating a sense of resolution as solutions are reached.

By
Jane
Boucher



The Positive Take of Criticism

How do you take criticism?

Take a brief look at something you do that could cause someone to criticize you. Maybe you make mistakes. Mess-ups, miscalculation, failed ideas and just plain "I blew it!" are bound to happen. But, like anger, it's the way you respond to the mistakes that makes the difference.

It is important to remember to take responsibility for your failures as well as your successes. Look at the mistakes and failures as necessary and valuable life lessons. Don't let your response to them (and the resultant criticism) sabotage the rest of your life.

Realize that successful people actually make more mistakes than unsuccessful people do. What that means is they keep trying far longer than unsuccessful people who quit or give up after a few failures. They know that a spectacular success will justify all the failures along the way. How many tries do you think it took Thomas Edison to get the light bulb or the phonograph to work?

Don't let mistakes weigh you down. You may go through periods where you make more mistakes than at other times - the greater the stress of the situation, the greater the chance of making mistakes. Remember to be patient with yourself, learn from the difficulties and move on.

Here comes the boss or a co-worker anxious to share a few "suggestions" about what you did and how it could be handled better in the future! How do you take criticism?

- Be willing to learn. You can take an active stance. Ask others how you can improve. Be open to what they say. If you realize that criticism is a

way to help you measure your performance and improve upon it, you'll welcome it.

- Listen and learn. Even if you have not sought the correction, turn off the tendency to respond defensively. Truly listen to the criticism. If it is productive, try to respond positively in return.

- Don't put yourself down. Be kind to yourself. Don't decide that you have totally botched the project because someone has pointed out a way it could be improved for future presentations. You are not a total failure at work because one suggestion has been made on how you can work more effectively in the future.

Ask for more. Once you are comfortable with receiving criticism, express gratitude for the help. Ask for more suggestions.

Jane received her Bachelor of Science and Master of Arts from Ohio State University. She has done doctoral work at the University of South Florida and has been an adjunct professor at the University of Dayton, Wright State University, and The McGregor Graduate School of Antioch University ... all in Ohio.

The author of six books, she uses both the podium and paper to promote personal and professional excellence. Her best-seller: *How To Love the Job You Hate*, has been endorsed by Dr. Kenneth Blanchard, respected author of the best-seller, *The One Minute Manager*. She is also a nationally syndicated newspaper columnist appearing in business journals throughout the country.

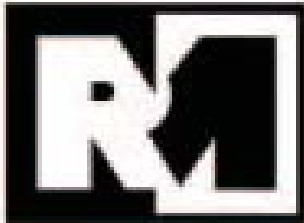
Jane worked with at-risk youth before going into her professional speaking career. This high-powered Fortune 500 professional speaker, corporate trainer, executive coach, and consultant tells it like it is with organizations such as: General Motors, IBM, Inc. Magazine, and the United States Air Force. She has received praise from such notables as Senator Orrin Hatch and has shared the platform with General Norman Schwarzkopf and Bernard Siegel, M.D. Not shy with the media, she has been on more than 1,000 radio and television programs, including CNBC AND CBN.

She is one of the most dynamic women on the speaking circuit today. The National Speakers Association awarded the CSP designation to Jane. Less than 8% of all professional speakers hold this distinction.



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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 Pam, I am a new PFS Manager. Yes, I'm one of those who did a great job of billing and third party follow-up and now "presto" ... I'm a Manager.

It's budget time. How do I know where to start? The former Manager must have taken his files to Shred-X prior to leaving, there's no history on a budget in this office. How do I know what to budget for staff overtime? And, where do I even start on estimating bad debt and recovery costs? I don't want my CFO to think I can't handle the job, any hints?

Dear Ms. Fuss Budget;

In the PFS area, history is oftentimes the best predictor of the future. The expenditure history of your department can be found in the Accounts Payable Department. Look over each item for each month and with the in-depth knowledge you already have about what has gone on in your department and you will be able to identify those expenses that are routine versus a one time expense. Then speak with your CFO to get a feel of what may be coming down the line that could have an impact on your upcoming budget. Is there an upgrade to your system that will be charged to your department? Will a new function and/or an additional employee be added to your department? If you do not have enough coverage to keep the work up while one is gone on vacation, you may want to budget overtime for the employee to get caught up. Be sure to share your approved budget with your employees. They cannot help you stay within the budget if they do not know what it is.

While you are speaking with your CFO, ask what the expectations are for Bad Debt and recovery costs. You cannot meet the CFO's goal if you do not know what it is. Then share that information with your collectors. Can you work out a better deal with your collection agency to exceed your CFO's goals?

On the other hand, you could just tell your CFO that there should be no big fuss over the budget because it is just a guideline. I think that is why most CFO's are bald. But since you are new, he may not know you were just kidding.

P.A.M.

Dear Pam,

Is there a magical list of great PFS subscriptions for references? I have tons of mail everyday with offers. How do I know which ones are worth the money?

Dear Junk Mail;

I think we get more junk mail at work than we do at home. How can you decipher which ones could help you? The next time you go to an AAHAM meeting, ask the other PFS Directors what they subscribe to and why. Some will tell you about subscriptions that give them a lot of stats and some will tell you of subscriptions that key in on collections or on billing or on Medicare. Determine what your needs are and then you will know what questions to ask. There is no substitute for a personal recommendation from a fellow PFS Director. In the meantime, you can probably put your office junk mail in the same type of file you put your home junk mail in – the round one.

See you at the next meeting!

P.A.M.

Dear Pam,

Where can I get information about AAHAM certification opportunities? I hear there is some kind of test that I can give to my staff? What can you tell me about that?

Dear Wants Certification;

AAHAM certification opportunities are in every Lincoln Log publication and on the AAHAM web site. There are different types of certification opportunities. Certification is recognized, awarded, encouraged and talked about at the AAHAM meetings. There are coaches, people who have already gotten certification and people who are in the midst of studying for certification at the AAHAM meetings. Go to the next meeting. I promise you that you will get every question about certification answered plus a lot more.

See you there.

P.A.M.



A study of a thousand business people reported that 89% take work home, 65% work more than one weekend a month and 53% spend less than two hours a week looking after their children. Completed by the American Management Association, the study also revealed that more than 68% of the survey respondents felt at least somewhat more overwhelmed at work than they did two years ago.

Are you looking for more time in your life to do the things you really want? We can't create more time, but by using time more effectively, you can streamline work and responsibilities. Here are some ideas for the New Year:

- **Observe yourself.** The first step in time management is to know how you currently spend your time. Log all the hours and what you are doing for one week. You will quickly discover time that is lost with inefficiencies, interruptions, and lack of planning. Be especially wary of the great time waster — television. Discipline yourself to make better choices.
- **Go to bed.** According to the 2005 Sleep in America Poll, approximately half of American workers report that lack of sleep regularly affects their performance on the job and at home. Adults in the US report that they receive, on average, 6.9 hours of sleep each night. The recommended amount is 7.5 to 8.5 hours for a healthy adult. Don't skimp on sleep to get everything done. You may be more productive by sleeping that extra hour.
- **Have a "don't do" list.** Be clear on what things you don't want to do or interfere with your efficiency. I am often asked to lunch by people who want to "network." While I enjoy meeting new people, I have found this to be an enormous waste of time with little benefit to either party. I now refuse these requests and invite them instead to join me at a larger networking event.
- **Go paperless.** You have the technology, so use it. Eliminate the paper trails, files, and copies. Use the computer to put your documents into files and organize your projects. At least twice a year, take a few hours to go through files and delete what isn't being used.
- **Make e-mail the communication of choice.** Eliminate as many phone calls as possible. Integrate voicemails and faxes into your e-mail system to avoid wasting time on other technology.
- **Use e-mail filtering.** This will keep the amount of e-mails at an acceptable level. Tools like "in-box rules" and search folders can mark and group messages based on content and importance.
- **Ignore new e-mails.** It's fine to have the e-mail notification icon on your toolbar but discipline yourself



By Barb Bartlein

Increase Productivity for the New Year

to ignore it. Each time you switch between screens to check the latest incoming mail; you lose your flow and your productivity. Rather open your mail no more than once per hour.

- **Learn the computer programs.** Most of us use less than 10% of the capacity of the programs we have installed on our computers. Yet, you can save time by using macros and other tools. Don't have time to sign up for a course? Download a free list of shortcuts from Microsoft at <http://support.microsoft.com/kb/290938>
- **Use a computerized contact management system.** There are a number of great ones available such as ACT. Many also can integrate into your palm pilot for scheduling, contact, info, etc. It's a great way to keep track of key customer, contacts or even your Holiday list.
- **Set short deadlines.** Long deadlines are the fodder for procrastination. Most of us wait until we are under the gun and then work like crazy to complete the project. Create a deadline system for yourself that includes daily goals even if it is only part of a project.

- **Understand who does the typing.** Consulting

with large corporations, I am often amazed that they try to save money by eliminating support staff. How many hours of time are wasted by folks who are typing with two fingers? Either learn to type or hire someone who does. This holds true for other projects too. If there is someone who can do it better, faster, and more efficient

than you, outsource the work.

- **Systemize everything you can.** From scheduling to grocery shopping, calendars to cleaning, create a system. Systems turn into habits and organized habits increase efficiency.
- **Eliminate everything from your schedule that does not add value.** Too often reports, measurements and routine tasks are of little benefit and interfere with other projects. There is an old Scottish proverb: "Weighing sheep won't make them any fatter." Measurements have their place but periodically evaluate if they are still needed.

Implement these ideas to increase your productivity for 2007. Then take a nice vacation.

Barbara Bartlein, The People Pro, is 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



CARROT? EGG? COFFEE?

A carrot, an egg, and a cup of coffee ... You will never look at a cup of coffee the same way again.

A young woman went to her mother and told her about her life and how things were so hard for her. She did not know how she was going to make it and wanted to give up. She was tired of fighting and struggling. It seemed as one problem was solved, a new one arose.

Her mother took her to the kitchen. She filled three pots with water and placed each on a high fire. Soon the pots came to boil. In the first she placed carrots, in the second she placed eggs, and in the last she placed ground coffee beans. She let them sit and boil; without saying a word.

In about twenty minutes she turned off the burners. She fished the carrots out and placed them in a bowl. She pulled the eggs out and placed them in a bowl.

Then she ladled the coffee out and placed it in a bowl. Turning to her daughter, she asked, "Tell me what you see."

"Carrots, eggs, and coffee," she replied.

Her mother brought her closer and asked her to feel the carrots. She did and noted that they were soft. The mother then asked the daughter to take an egg and break it. After pulling off the shell, she observed the hard boiled egg.

Finally, the mother asked the daughter to sip the coffee. The daughter smiled as she tasted its rich aroma. The daughter then asked, "What does it mean, mother?" Her mother explained that each of these objects had faced the same adversity: boiling water. Each reacted differently. The carrot went in strong, hard, and unrelenting. However, after being subjected to the boiling water, it softened and became weak. The egg had been fragile. Its thin outer shell had protected its liquid interior, but after sitting through the boiling water, its inside became hardened. The ground coffee beans were unique, however. After they were in the boiling water, they had changed the water.

"Which are you?" she asked her daughter. "When adversity knocks on your door, how do you respond?"

Are you a carrot, an egg or a coffee bean?

Think of this: Which am I? Am I the carrot that seems strong, but with pain and adversity do I wilt and become soft and lose my strength?

Am I the egg that starts with a malleable heart, but changes with the heat? Did I have a fluid spirit, but after a death, a breakup, a financial hardship or some other trial, have I become hardened and stiff? Does my shell look the same, but on the inside am I bitter and tough with a stiff spirit and hardened heart?

Or am I like the coffee bean? The bean actually changes the hot water,

the very circumstance that brings the pain. When the water gets hot, it releases the fragrance and flavor. If you are like the bean, when things are at their worst, you get better and change the situation around you.

When the hour is the darkest and trials are their greatest, do you elevate yourself to another level? How do you handle adversity? Are you a carrot, an egg or a coffee bean?

May you have enough happiness to make you sweet, enough trials to make you strong, enough sorrow to keep you human and enough hope to make you happy.

The happiest of people don't necessarily have the best of everything; they just make the most of everything that comes along their way.

The brightest future will always be based on a forgotten past; you can't go forward in life until you let go of your past failures and heartaches.

When you were born, you were crying and everyone around you was smiling.

Live your life so at the end, you're the one who is smiling and everyone around you is crying..

It's easier to build a child than repair an adult. This is so true.

May we all be COFFEE

Author Unknown

2003

2004

Editors' Corner

2005

2006

On December 7th & 8th Illinois AAHAM celebrated their 25th year of existence. There were so many factors that made this meeting outstanding, starting with the cost of \$50.00...wow! This event drew one of the best showing of members and guests to my knowledge. There were 17 first time attendees which I believe could be a record for an Illinois AAHAM meeting. We had the National AAHAM Chairman Linda Sheaffer, CPAM, CCAM, the National AAHAM First Vice President Laurie Shoaf, and the National AAHAM Secretary and Illinois, Iowa member Liz Baptist all in attendance...guess they heard about our ASI last year. Honored at the dinner party was all the past presidents of AAHAM and many were in attendance: Veronica Modricker, Richard Wytrwal, Doris Dickey, Robert Anderson, Betty Burch, Dave Hume, and of course our current president John Currier.

Listed below are all of the past presidents and years of service.

1981-82	Gen Legris-CPAM	1983-84	Barb Pupillo
1985-87	Barry Novak	1987-88	Betty Burch-CPAM
1989-90	Dave Hume-CPAM	1991-92	Bob Anderson-CPAM
1993-94	Frank Budzinski-CPAM	1995-96	Gary Klocke-CPAM
1997-99	Chuck Garvin-CPAM	2000-01	Doris Dickey-CPAM
2002-03	Richard Wytrwal, CCAM	2004-05	Veronica Modricker
2006-07	John Currier	2008-09	?

Steve Dennis was honored and awarded the National's President's Award for his work and dedication to the development of the certification training program for Illinois. Steve's work and dedication has gone unmatched and henceforth, the well deserved National's President's Award. Great job and congratulations Steve!

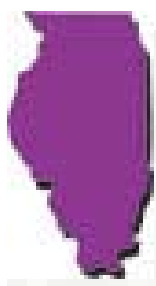
Doris Dickey and Cheri Lockhart received the second place award for the National Chapter Excellence, a job well done in a very difficult category. Congratulations to the both of them for their dedication and hard work.

Jimmi Evans was honored for her outstanding penmanship for articles she has written for the Illinois AAHAM "Lincoln Log. Jimmi also was published in the National AAHAM's "Journal." Keep it up Jimmi, we all love your articles and style of writing..

Trace Manning was awarded first place for the National Journal Award at the ANI for his work on the Lincoln Log eZine. This is the third year in a row in as many years where Trace has won the National Journal Award. Trace was also awarded the Chuck Garvin Excellence award for his accomplishments and dedicated time towards the Illinois Chapter publications. Trace produces all the Illinois meeting flyers, The Lincoln Log, any webpage updates, and any other chapter notifications, publications for the Illinois Chapter .

Education updates and humor were abound from the two day ASI meeting in Bloomington. This year's speakers included Jodie Edmonds, Linda Schaffer, CPAM, CCAM, Jim Whicker, CPAM, Jeff Podraza, Esquire, Elena Butkus, and our old friend Jeanne Scott.

The ASI is truly an event everyone should attempt to make each year. Once you do you will be hooked and I assure you that you will do what you can to attend every year thereafter. We all on the Illinois AAHAM Board of Directors wish to continue this kind of success at all of our meetings. Any suggestions or help members can provide is truly desired and needed to continue such a strong chapter. Get involved in your AAHAM Chapter; you do not have to be on the Board of Directors to contribute.



ASI in Bloomington



"Table of trouble"
Kathy Pombert, Nancy Vollmer,
Kay Senesac, and Vicki Blue



John Currier



Dave Dorman and Bill Carlson



Diana DeMarlie and
Trace Manning



First Time Attendees at the December
2006 ASI in Bloomington



Carol Hoehn, Diana DeMarlie,
and Chris Bryant



2006 ASI attendees



Dick Wyrwal



2006 ASI attendees



CHCC - Community Health Care Clinic
Dr. Paul Pedersen, Medical Director,
Jimmi Evans, OSF, Shirley Drazewski, Executive Director
and John Currier, IL AAHAM President

IL AAHAM
gives a
helping hand



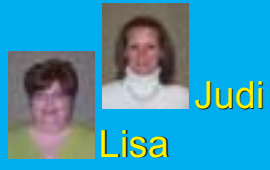
DayCare Center of McLean County
John Currier, Melinda Swearingen, Asst. Director
and Dana David, Director



Let us help you get certified!

CERTIFICATION CORNER

**CPAT
CCAT
CCAM
CPAM**



LOOK WHAT'S NEW

Certification Information & Resources

Listed on the IL AAHAM website.
www.illinoisaaaham.com

LOOK WHAT'S NEW

- | | |
|---|--|
| Certification Contacts | IL Professionally Certified Members |
| 2007 Certification Schedule | 2007 Technical Certification Application |
| 2007 Professional Certification Application | CCT Topics and Resources |
| Frequently Asked Questions-CPAT /CCAT/CCT | Frequently Asked Questions- CPAM/ CCAM |

Listed above are links to information regarding everything you have always wanted to know about the certification process. How, who, where and when, all are answered on the Illinois Certification Program webpage. Go to illinoisaaaham.com, click on Certification, and go to the link you are interested in finding out more information about. Nice work by the Certification Committee! Check it out and get Certified!

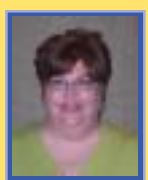
2007 Certification Schedule

April 28	CPAM / CCAM exams
May 14-26	CPAT / CCAT / CCT exams
June 1	Registration deadline for August CPAT / CCAT / CCT exams
August 1	Registration deadline for October 6th CPAM / CCAM exams
August 13 -25	CPAT / CCAT / CCT exams
September 1	Registration deadline for November CPAT/CCAT/CCT exams
October 6	CPAM / CCAM exams
November 12-28	CPAT / CCAT / CCT exams (no exams over Thanksgiving weekend)
December 1	Registration dealine for February 2008 CPAT/CCAT/CCT exams

Certification Committee



Judi Lines, CPAM
jlines@kishhospital.org
(815) 756-1521
Ext. 3612.



Lisa Kronenberger
lisa_kronenberger@gibsonhospital.org
(217) 784-2613



LOG POST-IT NETWORK

Time for a Change•

IL AAHAM is searching for someone to take over the reins for the publications. This would include The Lincoln Log, and the meeting flyers. Adobe pagemaker software is included with a portable PC and digital camera. Interested parties need to contact :
Trace Manning
217-544-6464 x 45204
trace.manning@st-johns.org

MOVIN & SHAKING

Ken Baxter
is now the PFS Director at
Vista Medical Center-East
Waukegan, IL 60085
847-360-2303



FLASHBACK
2004 ASI
Crown Plaza, Springfield

Certification Information & Resources

Listed on the IL AAHAM website.
www.illinoisaaaham.com

Get Certified!

Membership Drive Contest

Contact : Diana DeMarlie for details
or watch for the reminder flyers
Diana.DeMarlie@ps.net
Office: 309-441-6660
Mobile: 309-945-6515





2006 / 2007 MEETING SCHEDULE & SITES

RESERVE THESE DATES FOR IL AAHAM

March 14-15

National AAHAM Legislative Day, Washington, D.C.

March 23

Spring Meeting, The Par-A-Dice, East Peoria

June 21-22

Charles Garvin Golf Outing, The Den, Bloomington

Summer Meeting, The Chateau, Bloomington

September 14th

Fall Meeting, The Par-A-Dice, East Peoria

September 26-28

ANI, Marriott Harbor Beach Resort, Ft. Lauderdale

December 5-7

Winter Meeting, ASI, The Chateau, Bloomington

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



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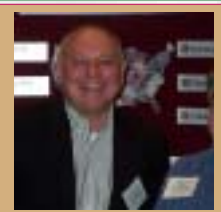


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Rockford Mercantile



Dick Brown
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H & R Accounts, Inc.
MEDPAY
Management Systems

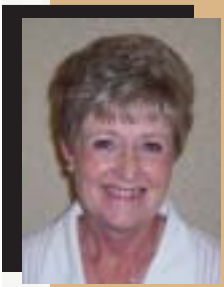


Ron Snyder
800-383-6110

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2006 - 2007 AAHAM Officers and Directors



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ddickey@rcha.net



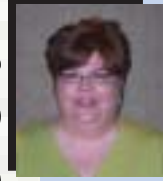
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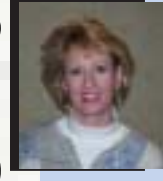
Ron Snyder
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rsnyder@hraccounts.com



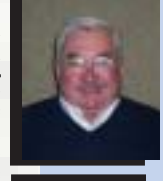
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Diana.DeMarlie@ps.net



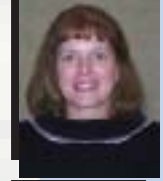
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Nancy Vollmer
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John McGlasson
Pro-Com Services of Illinois, Inc.
888-633-8238 x-4014
Cell: 815-260-5238
jmx2@frontiernet.net



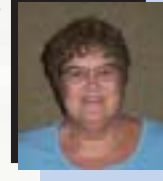
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Application for National Membership

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

Name	Day Phone () ()	Fax Number () ()
Mailing Address	<input type="checkbox"/> Home	<input type="checkbox"/> Check if this is the billing address
City	<input type="checkbox"/> Business	of the credit card you will use below.
Employer Name	State	Zip
Local Chapter Name	Your Title	Date
If Sponsored by AAHAM Member, Give Name	E-Mail Address	
Home Address (if not listed above)	<input type="checkbox"/> Check if this is the billing address of the credit card	you will use below.
City	State	Zip

National Dues \$	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
Local Dues \$		Signature	
Total Enclosed \$			

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	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. Association 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*