

THE *Illinois Chapter's*

LINCOLN LOG



1987, 1988, 1989, 1990, 2002, 2003, 2004, 2005, 2006, 2007
Award Winning Ezine for the Illinois Chapter

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ALL ROADS LEAD TO CHICAGO

In This Issue

Expanding your Center of Influence

Managing your Boss on Change

Fun and the Bottom Line

NEXT MEETING IN BLOOMINGTON IL DEC 4-5th 2008



The LINCOLN LOG

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LINCOLN LOG

EDITORIAL POLICY & OBJECTIVES

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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ILLINOIS AAHAM President's Message Bill Carlson

Illinois AAHAM Members:

Summer is "officially" over but as the weather cools and the leaves turn, there is still plenty of time for a "road trip". I hope you all have had an opportunity to relax with family and friends this summer.

AAHAM's Annual National Institute is just a few days away and Chicago will be welcoming hundreds of attendees from across the country. Your Illinois Chapter will be hosting the hospitality event Wednesday, October 8th from 9 until midnight with live entertainment by "Chicago's Dueling Pianos" and plenty of fun for everyone. If you are attending the ANI, help us show our AAHAM friends a great time in Chicago.

A big "Thank You" to Cheri Lockhart and her committee for their fund raising and hard work putting this event together. We are all looking forward to a great evening and a terrific ANI. I also want to take this opportunity to say "Thank You" to the corporate sponsors who have made this event possible through their generous financial support. A hospitality event contributors list is located elsewhere in this issue of the Lincoln Log. As you work with these companies or see their representatives at the ANI, take a moment to thank them for their support of our chapter.

Please take a minute now to mark your calendar and make plans to attend this year's ASI, December 3-5 at The Chateau in Bloomington. An agenda and registration information will be out shortly after the ANI. This year's ASI agenda is super! Jodie Edmonds and Elena Butkus will provide IPA and IHA updates and Jennifer Druckman will provide insights into OIG Workplan Investigations. Angela Morelock, a Certified Fraud Examiner, CFE, and Certified Forensic Accountant with BKD in Springfield, MO, will present a fascinating look into the world of fraud, embezzlement and white collar crime.

RAC, the Recovery Audit Contractors program from CMS is headed our way in 2009. To help you prepare and better understand what you are likely to face, we are bringing in two members of the Southern California AAHAM Chapter who been through this experience in the CMS pilot project. George Colman, Esq., General Counsel for National AAHAM and Chairman of the SC Chapter and Tanja Twist, National Finance Committee Chair will relate their experiences with RAC and help you prepare. <http://aha.org/aha/issues/RAC/index.html>

Rounding out our agenda on Friday will be our friend and perennial ASI speaker Jeanne Scott and her view of healthcare politics. Jeanne will be speaking to us only a month after the November elections so this will be an exciting presentation. Laurie Shoaf, National AAHAM President, will be our keynote at dinner Thursday evening and a great vendor fair and live music Thursday evening will complete a terrific ASI. You will want to make sure you attend this meeting.

2009 will no doubt present challenges to us all, both personally and professionally. Illinois AAHAM will continue to provide you with the information, resources and support necessary to deal with these challenges successfully.

Looking forward to seeing you at the ANI in Chicago and at our Annual State Institute in December.

Bill Carlson

2008 – 2009
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The Illinois AAHAM Chapter would like to sincerely thank our Corporate Partners for their continued support and dedication to the Chapter. Your partnership enables us to provide quality educational and networking opportunities throughout the year. Without your financial support this would not be possible.

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CHERI LOCKHART, 1ST Vice President

Illinois Chapter AAHAM

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EDITOR'S CORNER

Award Winning eZine
2003, 2004, 2005, 2006, 2007

Welcome to the Fall 2008 Edition of the Lincoln Log! Check out the articles in this issue and the Cross Word Puzzle at the back of the Ezine. Don't forget the ANI in Chicago Oct 8-10 or the ASI in Bloomington in December.

I hope you enjoyed the Summer Edition. Getting that 1st edition produced was a real challenge for me. I've written a few articles and done many presentations, but a newsletter was something new. Learning new software plus organizing, composing.....re-composing, spell checking.....It goes on and on, but the end result was a new set of skills and an experience I won't forget!

Your feedback is critical to the success of the chapter and to AAHAM as a whole.

If you have an idea for an article, let me know.

If you've written an article, submit it for publication.

If you'd like to see an article on a specific topic, send me an email or give me a call.

If you have heard a Great Speaker, contact me and I'll see if we can reprint an article they've written.

Want to help to help put an edition together, but not sure what it takes? My cell phone is 217-553-4902.....**No Experience Necessary!**

The Lincoln Log is an ever evolving tool and we want to stay on top of making it an interesting and effective eZine.

HOT TOPICS

1. **RAC Audit** - Come to the ASI to hear 1st Hand Experience in California!
2. **2008 ANI** - Don't miss the Hospitality Room Wed Night! Hosted by the Illinois Chapter.
3. **Hospital Uninsured patient Discount Act** - Effective April 1st 2009



Steve Dennis, CPAM

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Articles

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Expanding Your Center of Influence

I was in the backyard playing with my two youngest daughters. It was late in the day, and the sun was low on the horizon. The night air was cool and our shadows were long on the driveway. My youngest daughter, Allison, walked up and stood right at the end of my shadow and said, "Look how big you are daddy."

When you added Allison's shadow to mine I did look very tall. I certainly covered more ground. Building your center of influence is quite the same thing. You as an individual can only cover so much ground. You can only meet so many people. You can only create so many business opportunities.

If you are the only champion of your cause then you will limit your success. By growing your center of influence and having others talk about you, refer clients to you, and be thinking about your well being you can cover more ground. Having Champions on your team will extend the ground you cover and the results you achieve.

Successful professionals are constantly extending their center of influence. They seek out and create champions that will help them achieve their goals. Here is how to organize your thinking and actions to grow your team of Champions.

Think of your Champions as two groups: the first is your Inner Sphere, and the second, your Outer Sphere. Your Inner Sphere contains those people who you have developed a good relationship with. They know what value you offer and they believe in what you do. They trust that you will deliver a high level of service and quality product if they recommend you to one of their peers.

In order to develop deep, meaningful relationships with your Inner Sphere of Champions you should contact them on a monthly basis. Maybe you call one month, or send them an email, or clip an article and mail it to them. Whatever the action might be, staying in contact on a monthly basis will help you maintain a top-of-mind awareness. These Inner Sphere Champions like you and believe in you, and because of this they want to see you succeed.

Take a sheet of paper and list those individuals who might fit into your Inner Sphere of Champions. Go for eight names. I call this your Great Eight. Once you identify these people, begin a monthly program to stay in touch with them. Remember to deliver value first before ever asking for anything. If you are an asset to them, then over time they will become an even greater asset to you.

It is also critical that you have already developed a super Memorable Marketing Message before connecting with them. By its definition you must be able to communicate in under ten seconds the value you deliver, and who you will best deliver that value to. If you have this



powerful but simple statement developed, then you can make sure your Champions know it and can repeat it to others who could use your products and services.

Now think about your Outer Sphere of Champions. Write down fifteen names. I call these your Future Fifteen. This is like your minor league system for your Great Eight. You should touch base with your Outer Sphere of Champions quarterly. These are people that you may have a loose relationship with or

someone that you want to meet and get to know. These people over time have the potential to expand your center of influence as you get better acquainted and move them into your Great Eight.

Every day you should be thinking about who should be added to either your Inner or Outer Sphere's of Influence. You should always be on the lookout for a great idea to contact them with. Maybe one month you purchase a relevant book, write a little note in each one, and mail those books to your Great Eight. Get the picture?

Expanding your center of influence in an ongoing project that, over time, will pay big rewards. Begin the process today and don't let a day go by where you don't think about expanding your center of influence. Follow this ritual, and you will be on the road to Building

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Did you know The Illinois Chapter has over 30 members planning on attending the ANI in Chicago!



Take a stroll along the
Chicago Lakefront
while attending the
2008 AAHAM ANI!



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CERTIFICATION CORNER

News from Professional Chair, Doris Dickey, CPAM:

The week of September 22, 2008 there were four IL AAHAM members who sat for their professional certification exams. We wish them luck as they await their scores.

I want to personally thank the certified members who graciously agreed to give of their time to proctor the 8 hour exam for these individuals. Thanks to: Judi Lines, Carol Hoehn and Debra Wilson.

The next professional certification testing date will be April 2009, with an application deadline of March 1, 2009. If you are interested in more information about professional certification, you can go to the national web page or give me a call (815-561-1620).



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News from Technical Chair, Veronica Modricker, CHFP

ILAAHAM had 15 people sit for the CPAT/CCAT/CCT exam from August 11-23, 2008. There were five of the examinees that passed successfully on the first try and one that passed the final section. Of these six, there were five CPAT and one CCT.

Congratulations to all examinees and thanks to all proctors. Your commitment is commendable!

National AAHAM reported that the August 2008 CPAT/CCAT & CCT examinations granted certification to 306 individuals nationwide.

September 1st, 2008 was the deadline for the November 10-22, 2008 next scheduled exam dates.



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WEB SITES OF INTEREST

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CERTIFICATION TECHNICAL FAQ'S

CPAT, CCAT, CCT

Q: What is Technical Certification?

A: Technical certification tests the proficiency of clerical staff involved in the processing of patient accounts and to prepare them for the many changes to come. AAHAM offers three types of Technical Certification; the CPAT (Certified Patient Account Technician) the CCAT (Certified Clinic Account Technician) and the CCT (Certified Compliance Technician)

Q: Who is eligible?

A: The CPAT/CCAT or CCT exam is available to anyone involved in the processing of patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in patient accounting is recommended to successfully complete the exam.

Q: What is the difference between the CPAT and the CCAT?

A: The CPAT is designed for those who work on the hospital side of patient accounting while the CCAT is for those who work on the clinical/physician side.

Q: What does the exam cover and how much time do I have?

A: Each examination has three sections covering patient access services & communications/registration, third party billing regulations, and credit and collections laws & third party follow up. All three sections cover relevant regulation and acronyms by sections. Each section has 40 questions. An examinee has 2 hours to complete a full exam, 80 minutes to complete a dual exam, and 40 minutes to complete a section retake of the exam. The CCT exam covers four areas: knowledge of the Office of Inspector General compliance recommendations.

The seven elements of a healthcare compliance plan, agencies that oversee healthcare compliance and non-compliance penalties.

Q: What if I don't pass all of the sections?

A: If you do not pass at least 2 of the 3 sections of the exam you will have to retake the entire exam. If you pass two sections you must then pass the final section within 12 months otherwise a complete retake the entire exam will be necessary. If taking a Dual exam, both sections must be passed or an entire retake is required.

Q: How much does it cost?

A: The cost of taking the full exam is \$100. If you need to re-take a section the cost is \$45. A dual certification exam is available to current CPAT's or CCAT's for \$75. The cost for the CCT exam is \$45. Please make all checks/money orders out to "AAHAM" and send them TO THE NATIONAL OFFICE IN FAIRFAX, VIRGINIA. Attn: Certification Dept. 11240 Waples Mill Rd. Suite 200, Fairfax, VA 22030.

For more information, go to the national AAHAM web page (www.aaham.org), contact the national AAHAM office at 708-281-4043 or

**Contact the IL Technical Certification Chair
Veronica Modricker, CHFP**



MANAGE YOUR BOSS ON CHANGE

The major complaints that employees have can be solved at the employee / boss level. The employee needs to take an active role in the relationship. Try not to wait for your boss to change his/her response to you; change your response to your boss.

Instead of a passive non-response, determine how you will approach your boss based on your understanding of their management style. If you have been following these columns, you have learned that there are four management/leadership styles:

Driver, Expressive, Analytical and Amiable. You cannot control your boss, but you can control your own attitudes, emotions and work style. Think of yourself as the manager - because you are, in this case!

Your attitude is important! A negative, accusatory or disgruntled attitude will only make things worse. Don't try to approach your boss when you are angry. That only leads to bad feelings. It is all about timing. Ask your boss when the two of you can talk without interruption. You might say, "I would like to talk about how I can do my job better. This could benefit both of us. Do you have some time this week when we could talk?

I would really be interested in your input." When you meet with your boss, know ahead of time what you plan to talk about. If you need to point out a problem area, especially if it concerns the boss, offer a suggestion as to how you could help solve the issue.

Empathy and understanding is a two-way street. Put yourself in your boss's shoes. Is your boss under a lot of pressure? Since more and more companies are bottom-line oriented in these economically troubled times, they have lost site of the long-term benefits of having caring, people-oriented managers. Your boss may sincerely want to make things better, but feels frustrated in their current bottom-line oriented organization.

Offer support and it will likely be returned. Ask what you can do to help make his/her job easier. Be willing to take on some tasks that you may not like. This doesn't mean you're a doormat and the boss has permission to dump all their problems on you.

Later, you may get the opportunity to do something you really want to do. You can try making an exchange. Maybe your boss's desk is piled too high! This is just one more stressor. Offer to help your boss with "part of the pile." You can catch more flies with honey than with vinegar.



If you can show your boss that you are willing to give as much effort as possible, you will earn their respect. This is especially true in difficult relationships. The feedback you give your boss may be just the information needed. When your motives are sincere, you won't be afraid to speak up. Once the dialogue is opened, don't let it lose momentum. When you and your boss have set some goals, check to see how things are progressing. You might want to take a few minutes after work once a week to check in. Your boss will know that you mean business and that your efforts were not just a momentary whim.

When communicating with your boss, try to remember:

- Develop an easily implemented "want-list" for your boss.
- Even though your boss may not openly appreciate you, turn the tables and give your boss sincere, appropriate appreciation. Make sure it is sincere. People know when it is not real.
- Do not be demanding. Be assertive, but not aggressive. Be willing to negotiate "needs" with your boss.
- Be open and honest. It is one thing if you express your needs to your boss and s/he doesn't meet them; it's another thing if you never express your needs at all! Your boss is not a mind reader.

The employee and the boss must have a reciprocal relationship. Your boss will never forget if you are the employee that makes their life easier.



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**2008 - 2009
MEETING SCHEDULE & SITES**

RESERVE THESE DATES FOR ILLINOIS AAHAM

Save the Dates

2008 Illinois Chapter
Education Meetings

October 8-10 AAHAM ANI
A Magnificent Mile of Education is
Blowing in the Wind

Hyatt Regency
Downtown Chicago IL

December 4-5 Illinois AAHAM ASI
Bloomington IL
Agenda to be announced
The Chateau

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



Certification News

Important Dates

Professional & Technical

October 8-10th, 2008 - 2008 - Earn CEU's

- ✘ ANI - Chicago IL - Hyatt Regency Chicago

October 13-18th, 2008

- ✘ 2008 Patient Account Management Week

November 10-22nd, 2008

- ✘ CPAT/CCAT/CCT exam period

December 1st, 2008

- ✘ Registration Deadline for February 2009 CPAT/CCAT/CCT exam

February - To Be Announced

- ✘ Technical Exam - CPAT, CCAT, CCT

March 1st, 2009

- ✘ Registration Deadline for April/May CPAM/CCAM exam
- ✘ Registration Deadline for May 2009 CPAT/CCAT/CCT exam

April 2009 - To Be Announced

- ✘ CPAM/CCAM Exam

June 1st, 2009

- ✘ Registration Deadline for June 2009 CPAT/CCAT/CCT exam



FUN AND THE BOTTOM LINE: Using Humor to Retain Employees

Picture this: A team of welfare workers on the front-lines of a poor neighborhood, serving difficult, high-needs clients. And if that's not tough enough, each has a caseload of about 300 and works for an organization undergoing massive funding cuts, downsizing, and policy changes.

But every day after coffee it's the same. The supervisor and two workers appear in the reception area. "What song do you wanna hear? Do you wanna hear Jazz? Rock? Folk?" Then, "playing" accordion folders and staple removers as finger cymbals, they launch into the world's worst rendition of "Across The Universe" by John Lennon, to the hysterical laughter of their colleagues.

"It's our way of keeping up morale," says a team member. "We're so overwhelmed, so stressed, so burned out. This is how we keep our sanity."

As more and more organizations reengineer, merge, restructure, downsize, rightsize, and even capsizes, employees confront uncertainty on an almost daily basis. The rules keep changing in terms of what they're supposed to do, how they're supposed to do it, who they do it for, and whether they get to do it at all. And since most have little or no control over the making of these rules, the result is often a sense of powerlessness that translates into increased stress, decreased wellness, demoralization, absenteeism, and lower productivity, all of which affect rates of employee retention. And we all know that people are an organization's number one asset, and losing them costs money.

So the big question for both individuals and organizations is: How do you keep up spirits, continue to work effectively, and

maintain health and sanity in a crazy-making situation? The team of welfare workers chooses to laugh. It could choose despair, cynicism, bitterness, or negativity, but instead team members choose laughter. As one worker states, "We could either cry, or we could laugh, but you can only cry for so long. We'd had enough of crying, and it was time to do something else."

So in order to help employees survive a crazy-making situation where they have little or no control over external events, organizations need to encourage them to take control over what they can - how they choose to respond to it. And on those days where workers feel overwhelmed, overworked, and have no idea what's going to happen next, the only rational, life-affirming response is to go find some colleagues, and break out the clown noses, kazoos, and Groucho glasses.

Why Laughter? Why is laughter such a positive choice? We all know that it makes us feel good, but in today's bottom-line oriented workplace, the term "feel good" is too nebulous to have much impact on how people go about structuring their job interactions and professional relationships. And most organizations are not going to promote humor as part of their culture because some "touchy feely" wellness devotee thinks that having the boss come to work dressed as a chicken will create a happy afterglow.

So any discussion of the benefits of laughter needs to be more tangible and focused on addressing positive morale, a major factor contributing to the retention of valued employees. I would also add that



humor is a coping mechanism to aid in employee retention, not a cure-all for other systemic problems affecting organizations.

Boosting Morale

It's a common theme. An organization keeps cutting staff until the people left feel like they can't cope anymore. Unfortunately, the organization I'm thinking of didn't take into account what this would do to the morale of the "survivors." Management was unwilling to listen to their concerns, and when anyone did voice them, they were labeled as disloyal. Teamwork plummeted, with employees adopting a "me first" attitude. The office atmosphere was poisonous, rife with gossip, rumors, and backstabbing. "This feels like hell. I'd never recommend this company to anyone, and I just hope I can survive until I take early retirement," said one long-term employee.

Like the team of welfare workers, this group found themselves in a bad situation where it had no control. Sadly though, members were not encouraged make use of humor, the one coping mechanism they had left. Instead management saw it as a frivolous waste of time, a sentiment that came to be echoed by the employees. "We're living in hell. We're too busy to laugh, and besides, it won't change anything," was a common refrain among employees I talked to. However, they were wrong.

According to Steve Lipman, who researched the use of humor during the Holocaust, "Wit produced on the precipice of hell was not frivolity but psychological necessity. Humor is one of the greatest gifts God gave mankind to pull itself out of despair."

In today's uncertain work environment, humor isn't an option; it's a necessary way to boost morale.

When employees clown around, they're not wasting valuable time, they're making use of one of the few tools available to increase and maintain their esprit de corps. Laughter may not change the external reality, but it can certainly help people survive it.

And this has been proven in some pretty dire situations. Lipman cites an example of how a group of Auschwitz inmates put on vaudeville shows to provide laughter for the camp population. According to one, "We had to make jokes to save ourselves from deep depression."

Somehow these people on the brink of death realized that their morale and survival depended on keeping their ability to laugh alive. As a group, they took the time and energy to make it happen.

And even though nothing could be as horrible as Auschwitz, people in almost all workplaces can learn from this example, taking the time and energy to share humor. Those brave concentration camp inmates proved that humor is a choice, and no matter how much adversity people face, whether it be at work or in their personal lives, they can still choose laughter. As a matter of fact, the worse a situation gets, the more important it becomes to make that choice.

Making It Happen In Your Organization

So what can organizations do to encourage the use of humor as a coping mechanism? On a recent trip, I flew on WestJet Airlines, and found that the crew had turned the usually boring safety announcement into a stand-up comedy routine. My favorite line was "The floor lighting will come on in the event of an emergency landing or a disco revival."



Upon inquiring, I learned that the CEO of WestJet believes that work should be fun. He sets precedents through his own behavior, and by encouraging employees to enjoy their jobs. He makes it safe for his people to use humor by leading the way.

And the payoff? All WestJet employees I spoke to said how much they loved working for the company because it was so much fun. And their enjoyment was reflected in great service to the passengers, who expressed appreciation of the humor and their intent to continue flying WestJet.

So in order to help employees to use humor, organizations need to provide them with the tools and to set an example. When I worked at the Vancouver Crisis Center, we started every training group with an exercise called "the rubber chicken toss." We also provided crisis counselors with baskets of toys to use as stressbusters, and made it clear that humor was encouraged as part of our organizational culture.

These relatively inexpensive interventions did nothing to change the adversity we faced, but they did create an atmosphere that made going to work fun. I often had crisis line workers tell me that one of the reasons they kept coming back was because of how much fun they had.

And if a crisis line, where workers regularly deal with suicide can be made fun, so can any workplace! together!



David Granirer gives laughter in the workplace presentations for hundreds of organizations throughout North America. For more information call National Speakers Bureau at

1-800-661-4110 or go to
<http://www.psychocomic.com>

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Lincoln Log Notes Network

Did you know that ILLINOIS
AAHAM has a
PAC
(Political Action Committee)

Contact John McGlasson for
details

Call 888-633-8238 ext. 4014

The ANI will be in Chicago IL
@ The Hyatt Regency

Oct 8-10 2008

Don't Miss the Hospitality Room
Wednesday Night

Hosted By
The Illinois Chapter

Illinois Legislature Action

✘ **Fair Patient Billing Act - Are You Compliant?**

✘ **Hospital Uninsured Patient Discount Act**
Effective April 1, 2009. Will You Be Ready?

1st Time in the Windy City?

Looking for a Different Dining
Experience or Things to Do?

See the Concierge at the
Hyatt!

Red Flag Rules

Effective November 1st 2008

Will be you be
ready?



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AHC Healthcare Receivables Management specializes in accounts receivable management solutions and complimentary educational offerings.

AHC utilizes federal and state regulations, established case law, and client specific programs to provide client hospitals with education as well as offering 3rd party programs in the following product line areas.

Complimentary procedures

- ✚ ATB Analysis
- ✚ Staffing Analysis
- ✚ Metrics

3rd Party Products & Services – *utilizes over 100 attorneys to help facilitate payment on behalf of our provider clients and their patients.*

- ✚ Health Insurance Follow Up
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- ✚ Denial Management/Under Payment Recovery
- ✚ Medicare Billing Follow-Up
- ✚ Medicaid Eligibility

EBO Products & Services

- ✚ Customized Self Pay out Source billing programs designed with your philosophies in mind
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CBA Collection Officers are more successful in recovering your dollars due to training and exclusively working with patient healthcare bad debts. They understand patients need help in finding money sources to facilitate payment.

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- ✚ FDCPA
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- ✚ Medical Billing & funding sources
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CBA Utilizes Following Collection Tools

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Products & Services

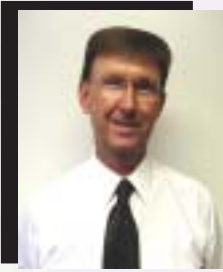
- ✚ Primary Bad Debt Collections
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*How to Find out more; please contact **Bruce A. Tichenor, VP Sales @ 1-800-950-2276** or through email @ btichenor@ahcinc.com.*

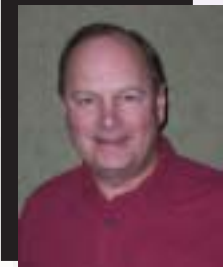
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Congratulations to the 2008 - 2009 Elected Officers and Directors

2008 - 2009 AAHAM Officers and Directors



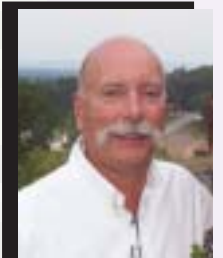
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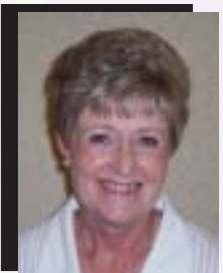
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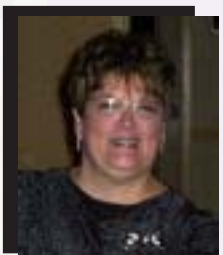
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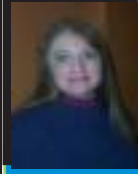
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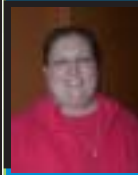
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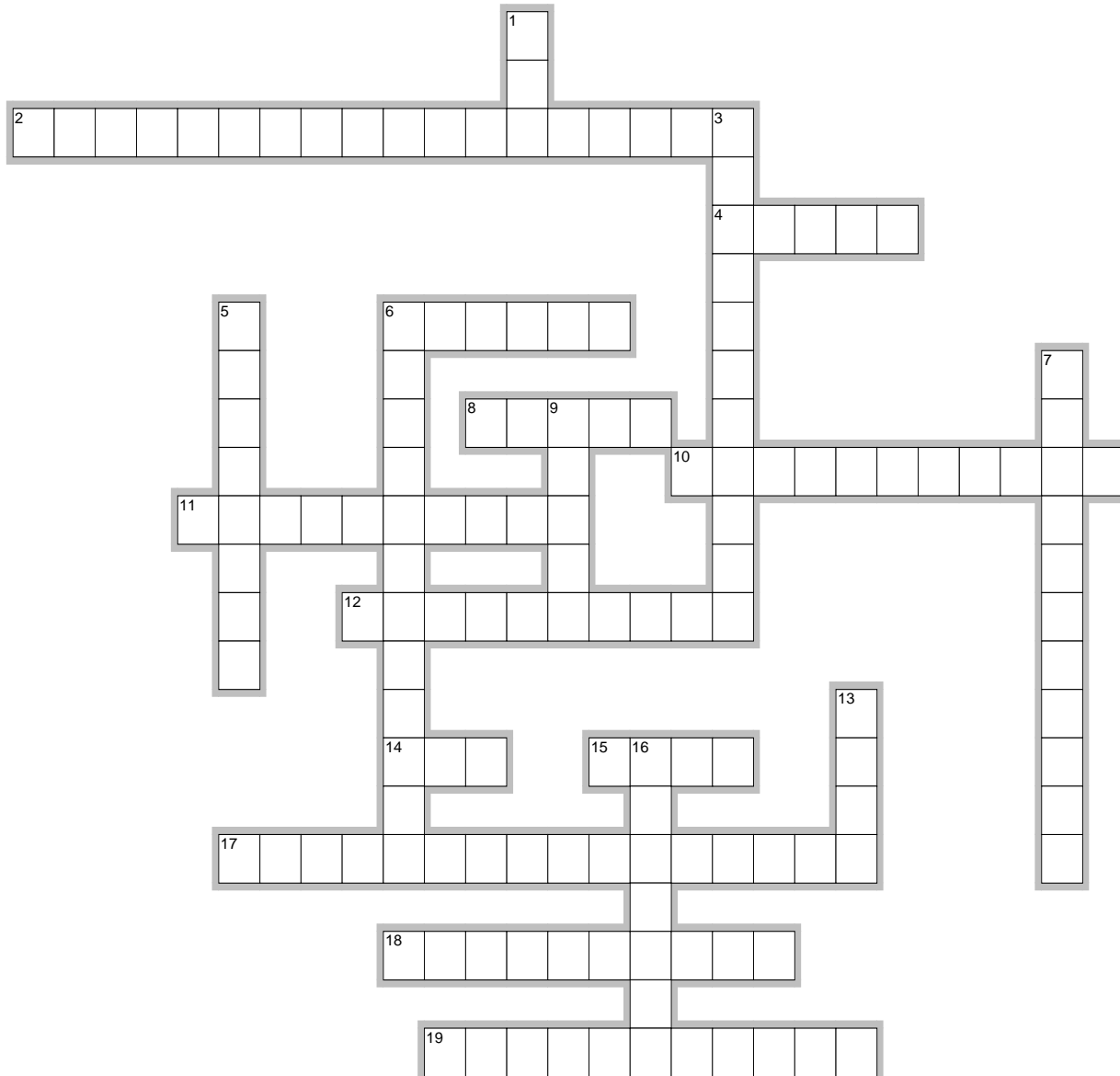
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Try Your Hand at the Illinois AAHAM Crossword Puzzle



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ACROSS

Answers on the Last Page

2. \$1068 IN 2009
4. The International Statistical Classification of Diseases and Related Health Problems Currently Used in the USA
6. Calls for a 1 Year Moratorium on RAC Audit rollout
8. AAHAM's Original Name
10. Current Illinois Governor
11. TALLEST BUILDING IN CHICAGO
12. Comedy Club
14. All Billable Providers will have one of these

15. Technical Certification for Clinic Staff
17. Famous Blues Club in Chicago
18. Illinois Chapter Magazine
19. Location of 2008 ASI

DOWN

1. A private group organized to elect political candidates
3. HIPAA EDI Transaction 270/271
5. Pale Baseball Team
6. Hotel Location for 2008 ANI
7. The Magnificent Mile
9. Medicare Prescription Drug Program
13. Loveable Losers
16. Name of AAHAM Chapter from India



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Name: _____ Title: _____

Employer/Organization Name: _____

Primary Address: _____ City: _____

State: _____ Zip: _____ Phone: _____

Fax: _____ E-mail Address: _____

Website: _____

Home Address: _____ City: _____

State: _____ Zip: _____ Home Phone: _____

Local Chapter (see page 6, left, for name and fees) _____

Membership Type: (See back for details & dues) National Member Student Member

How did you hear about AAHAM? Colleague Publication Website
 Other (Please list) _____

If referred by AAHAM Member, Give Name: _____

Please allow 2 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.

For Credit Card Payment: AMEX VISA MASTERCARD

Account Number: _____ Name: *as it appears on card* _____

Expiration Date: _____ Signature: _____

Billing Address, If Different from Above: (please include Street Address, City, State and Zip)

For Check Payment:

Please make checks payable to AAHAM and send application with your payment to:

AAHAM Membership
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
AAHAM Tax ID# 23-1899873

Your Payment Total:

National Dues:	
\$Local Dues:	
\$Total Enclosed:	\$

Complete form and fees see www.illinoisaaaham.com

