

THE *Illinois AAHAM 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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Support the RAC
Moratorium

In This Issue

8 Ways to Sabotage your Success
New Approaches to Old Problems
Building an Engaged Workforce
PLUS
Professional Certification FAQ's

Next Meeting June 20th, 2008



Bill Carlson
2008 – 2009 Illinois Chapter President
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Go to the Illinois AAHAM Website
for more Content, Tools and Information
www.illinoisaaaham.com



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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Thank you to all Corporate Partners!



ILLINOIS AAHAM President's Message Bill Carlson

Illinois AAHAM Members –

I hope June finds you and your families healthy and you're home above water and intact. It has been quite a Spring in the Midwest as flooding continues in many areas. Many of our neighbors will be a long time in recovering from the tragic loss of life and property to due to recent tornadoes and storms. Mother Nature often tempers the warmth and beauty of Spring with a good dose of weather reality. I think we got the message. This might be a good time to send a check to your local chapter of the American Red Cross to support the work they do when we need them.

John Currier, John McGlasson and I attended AAHAM Legislative Day in March and had a great trip to Washington. Liz Baptist joined us as we met with senior staffers in the offices of Dick Durbin and Barack Obama to ask for their support of HR 4105 – calling for a one-year moratorium on full implementation of the CMS Medicare Recovery Audit Contractor (RAC) project. The latest issue of "The Journal" includes an overview and highlights of Legislative Day as well as many photos of the event. Legislative Day and a trip to our Nation's Capitol is always a great experience and an excellent opportunity for us all to get involved in the issues and the legislative process that effect our hospitals and clinics.

AAHAM's 39th ANI will be held this year at the Hyatt Regency in Chicago. The dates are October 8-10 and our Illinois Chapter will be hosting the hospitality event on Wednesday evening. The Illinois ANI committee has done a fantastic job in lining up entertainment and making plans to welcome hundreds of AAHAM members from around the country to our State. Our Illinois Board has chosen not to schedule a September education meeting this year in hopes that many of you will take this opportunity to attend the ANI. Mark your calendars now to join us in Chicago. More details, registration information and the education agenda will be available at the National AAHAM web site.

Our Summer Education Meeting and annual Charles Garvin Memorial Golf Outing will be held June 19th & 20th. We'll be hitting the fairways, at least some of them, at Coyote Creek on Thursday and then meeting at The Embassy Suites in East Peoria on Friday. Cheri has put together a group of great speakers and a timely agenda as we focus on reimbursement issues, including POS collections. We're looking for another great turnout and hope to see you there.

Please let me or any of your officers or board members know how the Illinois chapter can be of greater assistance to you in your professional development. We're glad you are a member of Illinois AAHAM.

Be well and enjoy your summer!

Bill Carlson



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8 Ways to Sabotage Your Success

Ever know someone who “has it all,” then throws it away by doing something stupid or worse—something fatal? The most well-known examples are celebrities—musicians, entertainers, athletes—seemingly making all the money in the world and then doing something self-destructive. Think of Brittany Spears, Michael Vick, Paris Hilton, and Wesley Snipes; all are in a self-destructive spiral of their own decisions.

While, hopefully, you are not having similar experiences, many people sabotage their success in more subtle ways. What about you for 2008? Are you in a self-sabotage mode? Are you short-circuiting your own success? Check out the warning signs.

Success saboteurs...

- **Fail to put a premium on learning.** They become content with what they know and are closed to new ideas and challenges. Because they do not commit to continuous learning, their world narrows as they age. A narrow perspective becomes rigid and stagnant leading to poor decision making. Successful people know that the more they learn, the more they realize that they don't know. They read a wide variety of books and periodicals and have an appreciation of history. A continuous education keeps you humble and curious.
- **Give up too soon.** If at first they don't succeed, they quit. Yet, often people quit when success is just around the corner. A little more perseverance and the goal could be reached. If you look at the histories of very successful people it often includes many “failures” that were turned into learning opportunities.

Several years ago, more than 20 editors turned down two unpublished authors for a nonfiction book project. Refusing to give up, Jack Canfield and Mark Victor Hansen eventually sold the book for a nominal advance to a small Florida publishing house. *Chicken Soup for the Soul* became an instant best-seller and has sold millions of copies. The difference between a writer and an author is that the author did not give up.

- **Undervalue their talents and time.** Too often we think that if it's easy for us, then “anyone can do it.” Saboteurs undervalue their gifts, which leads them to under price their labor, products and services. They may wait for someone to “notice” how hard they work or patiently wait for a raise. Successful people know that they have to sell themselves and negotiate to get paid what they are worth.
- **Overvalue their talents and time.** With an exaggerated view of themselves, they miss opportunities. They may become “full of themselves,” which blocks their view of reality. They find it hard to listen to others, especially if this includes some disparaging feedback. Ironically, the more successful people are, the more difficult it can be to improve. After all, why change when things are going well. With a tendency to isolate themselves with “yes” people, they get caught up with “group think” and miss important information.
- **Clutter their minds with junk.** We're living in the “cyber information age.” I call it cyber garbage. Lots of junk data from junk sources. Saboteurs confuse data with information.



They get bogged down with electronic leashes that litter their days, their lives and their minds. They listen to the junk media that is more focused on celebrity gossip than real news. Successful people stay focused and alert for opportunities. Albert Einstein once said, “I never clutter my mind with something I can easily find in a book.”

- **Waste time.** Procrastinating, mindless TV, and lost weekends waste precious time that could be focused on personal goals. Saboteurs are experts at wasting time. Some are even successful in wasting their whole lives. They complain that they don’t have enough time yet squander time through disorganization, lack of priorities and failure to focus. Their motto is “why do today what I won’t do tomorrow?”
- **Talk instead of act.** It’s a good way to pretend you are not procrastinating, but the only one you are fooling is yourself. For year I talked about writing a book. One day a colleague told me to “quit talking and start writing. You diffuse your energy by talking instead of doing.” I finished the book a short time later. Success saboteurs are good talkers but short on doing. They talk about their next big deal or what they *plan* to accomplish.
- **Believe intentions count.** Goes well with procrastination, but they want credit for their intentions and planning. In fact, they may become offended if others do not appreciate their intentions even though it never translated into action. Their favorite sayings are “I meant to” and “I planned to.” Intentions don’t count. Action does.



Barbara Bartlein, is the People Pro. She offers keynotes, seminars and consultation to help you build your business and balance your life. 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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1ST TIME ATTENDEE'S



FR - Cami Davis, Keara Davis, Deb Hamilton, Deann Wadell, Gabriela Moroney, Tammy Rowland BR – Alan Cieslak, Thomas Bruno, Gary Jensen, David McCullough



President Bill Carlson with our Sponsors



1ST Vice-President with our Special Project



Building An Engaged Workforce

Think about a time when you felt engaged at work. What did it feel like...what did you accomplish? Did you feel energized, with the ability to see through problems to develop innovative solutions? Did you feel you could accomplish miraculous results and outperform all your goals? What if all your employees were engaged...what would that do for your overall business results?

"Highly engaged employees outperform their disengaged counterparts by a whopping 20-28 percentage points." - The Conference Board Employee Engagement, A Review of Current Research and Its Implications

What is Employee engagement? Wikipedia defines it as "a concept that is generally viewed as managing discretionary effort, that is, when employees have choices, they will act in a way that furthers their organization's interests. An engaged employee is a person who is fully involved in, and enthusiastic about, his or her work."

Research confirms a link between key business outcomes such as Customer Engagement, Profitability, Efficiency/Innovation, Sales Growth and employee engagement. Doesn't that make sense? It takes an engaged, satisfied employee to provide the type of service that result in customer satisfaction and retention. It is tough to "fake" happiness in your work.

Here are a few tips to increase Employee Engagement in your organization:

- Create Line Of Sight to Outcomes - Employees need to know not only the company vision but the importance of

their contributions in clear terms related to their specific jobs.

- Get to Know Your Employees as Individuals - It is important to find out your employee's motivations and strengths. It is equally important to also find out what is important to them off the job such as hobbies, interests and family.
- Assess Engagement - An engagement assessment helps to direct your focus towards specific areas of strengths and weaknesses in your culture. This allows teams to celebrate successes and create action plans to improve misses.

NOTE: Contents of this article adapted from an article in Management Skills Resource, Inc. newsletter "The Resource Report".



Deborah Avrin, SPHR, has many years of human resources and training experience.

To find out more about Deborah or her company, Management Skills Resource, Inc., go to <http://www.managementskillsinc.com>



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New Approaches to Old Problems

10-Things to Consider if You're "Stuck"

If you are experiencing problems you can't get rid of, you should consider that you don't know, or haven't done, the thing that's going to solve your problem. In other words, if your life sucks, or you are "stuck," or in a "rut," and you don't know what to do, you're going to have to look outside of your comfort zone for the answer. Your answer is not going to be found in the category of, "Things I already know..."

Oftentimes, a problem you can't get rid of is filling the time-slot of something else you should, or would like to, be doing. If you aren't doing what you want to be doing, that's a problem; and if you don't know what you want, or where you're heading in life, that's a problem. You've got to be doing something with your time; and, if you aren't doing what you want, you're probably spending your time creating, talking about, and trying to solve, problems of some sort.

If you're unhappy, stuck, suffering, or have a "chronic" problem, consider the points listed below; one or more of them may offer the insight you need to find the solution to your problem - a solution that's always been there, just beyond your awareness.

10-things to consider if you're stuck with a problem:

1. Whatever you think the problem is, it probably isn't. Likewise, if you still have your problem, you aren't the expert on how to solve it, and don't have the answer; so keep looking without assuming you already know everything. That's what problems are

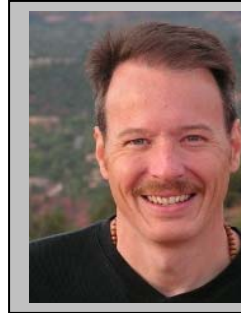
- reminders that we don't know it all yet.
2. If you think you're sure what the problem "definitely is NOT," or what it "Can't possibly be," consider that as the most-likely possibility of what it is.
3. Consider all the things (physical, emotional, memories, traumas, resentments, fears, etc...) you could be holding onto, consciously or unconsciously... Unresolved issues create unsolved problems and conditions.
4. Instead of trying to "Get rid" of problems, such as illness, debt, unhappiness, etc, seek solutions. Reframe your desire and focus to a positive pursuit of health, wellness, prosperity, and happiness, for example, rather than a desire to lose, or get rid of, something.
5. "DSD!" Do Something Different. If you keep doing what you've always done, you'll stay stuck right where you are! If you want different results, effects, or circumstances and conditions, think different thoughts, feel positive feelings, and do different things. Change is guaranteed; progress is up to you.
6. What are you focused on most of the time? Form follows thought; and it follows focused thought quicker and more completely... Are you focused on the bad, lack, or possible negative outcomes? Or are you focused on what you want to experience?
7. If your problem is physical, consider your body as a metaphor for your life: Shoulders carry burdens, feet



and legs support us and carry us forward, etc... Louise Hay's "You Can Heal Now" is a great reference guide to finding possible thought patterns for various physical symptoms or "expressions."

8. Look honestly at your repetitive thinking. If you are complaining of a problem, you might be complaining about other things, or people, as well. These complaints are the source of most of our problems in life. Chronic complaining always leads to chronic conditions and problems.
9. What exactly is it that you want? Are you simply discontent? If so, you can run, but you can't hide. You can change your outer world, but are you seeking change for the sake of change, or to "get rid" of a problem? Or, is there indeed something you truly want? Do you know exactly what it is that you want?
10. Consider how unwilling, or afraid, you might be to actually change... What could it mean to you if you were suddenly "different," or in a different situation?

When faced with "immovable objects," or problems, many people immediately grab a blunt-instrument and start banging away on what they consider to be the "obvious" problem - which is usually someone else, or something outside of them. If you take an honest look at the things you are carrying around with you, you just might find the answer to your problem was closer than you thought - just outside of your awareness. Try a new approach to old problems; try looking "inside" for the answers to your problems - it's the last place most people look.



Pete Koerner, author of The Belief Formula

<http://www.ExploreExpandEvolve.com>

JOIN US AT THE 2008 ANI

WHEN - OCT 8th, 9th, 10th

WHERE - CHICAGO

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EDITOR'S CORNER

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2003, 2004, 2005, 2006, 2007

New Editor Struggles

Welcome to the Summer 2008 Edition of the Lincoln Log! I am excited and a little apprehensive about taking on this job for Illinois AAHAM. After all, I'm following in the footsteps of some pretty good editor's, including Dick Wytrwal, Bill Carlson and Trace Manning! The LL has won numerous awards and helped other AAHAM Chapters with advice on how to move from a printed copy to an electronic version. I'll give it my best shot, but I need your help!

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 Moratorium – Did you send letters to your elected officials in Washington asking them to support HR 4105?
2. 2008 ANI – It's in Chicago! Let's show AAHAM what a great ANI is about by turning out in force!
3. NPI Only – Effective May 23rd 2008.....How has it impacted your facility or company?

I'm looking forward to my stint as editor.....I expect to learn a lot from all of you. I'll keep you posted.



Steve Dennis
CPAM

Articles
Charity Projects

WANTED

Speakers Survey Topics
Volunteers for Video Project



Certification News Important Dates & Information

PROFESSIONAL & TECHNICAL

June 1st, 2008 - Registration Deadline for August Technical Exam, CPAT/CCAT/CCT

July 23rd, 2008 - "Productivity Quality Performance Management" with Gary Smith, CPAM

August 1st, 2008 - Registration Deadline for Fall 2008 CPAM/CCAM exams

August 11-23rd, 2008 - CPAT/CCAT/CCT exam period

September 1st, 2008 - Registration Deadline for November 2008 Technical Exam, CPAT/CCAT/CCT

**September 12th, 2008 - "Legal Aspects of Insurance Reimbursement" with Jeff Podraza, Esquire,
Executive Program Director - AHC, Inc. BACK BY POPULAR DEMAND**

September 27th, 2008 - Fall CPAM/CCAM exams

October 8-10th, 2008 - 2008 ANI - Chicago IL - Hyatt Regency Chicago

October 13-18th, 2008 - 2008 Patient Account Management Week

November 10-26th, 2008 - CPAT/CCAT/CCT exam period

December 1st, 2008 - Registration Deadline for February 2009 CPAT/CCAT/CCT exam

March 1st, 2009 - Registration Deadline for April/May CPAM/CCAM exam

March 1st, 2009 - Registration Deadline for May 2009 CPAT/CCAT/CCT exam



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CERTIFICATION PROFESSIONAL FAQ'S

CCAM & CPAM

Q: What are the benefits of obtaining AAHAM certification?

A: Certification helps keep you in pace with the industry. You gain recognition by the industry, personal challenge and satisfaction, national recognition, professional development, individual enrichment, employer awareness, and advancement opportunity. In many instances certification can get you the job or promotion you really want.

Q: What is the difference between the CPAM and the CCAM?

A: The CPAM is designed for those who work on the hospital side of administrative management while the CCAM is for those who work on the physician side.

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

A: Each examination is four sections. Sections for the CPAM Examination are admission/registration, patient billing, credit and collections, and accounts receivable management. Sections for the CCAM Examination are patient registration/communication, clinical billing, credit and collections, and accounts receivable management. An examinee has 8 hours to complete a full exam, 6 hours to complete a dual exam, 4 hours for two section retakes, and 2 hours for one section retake.

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

A: If you do not pass at least 2 of the 4 sections of the exam you will have to retake the entire exam. You must then pass the final section(s) within 18 months of your original test date. Otherwise you will have to retake the entire exam.

Q: How much does it cost?

A: The cost of taking a full exam is \$175. If you need to re-take a section the cost is \$40 for each section retake. A Dual certification exam is available to current CPAM's or CCAM's for \$100. Please make all checks/money orders out to "AAHAM" and send them to AAHAM's National Office Attn: Certification Dept. 11240 Waples Mill Rd. Suite 200, Fairfax, VA 22030. You can also pay by AMEX, VISA, or MC (no debit cards), through the mail, or fax 703-359-7562.

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

**Contact the IL Certification Chair
Doris Dickey
at ddickey@rcha.net**



Lincoln Log Notes Network

Congratulations!

John Currier, CPAM

Illinois AAHAM's newest
Professional Certified Member

Director of PFS
Illinois Valley Community Hospital

The ANI will be in Chicago IL
@ The Hyatt Regency

Oct 8-10 2008

Have you made plans to attend?

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Sign up to send letters to your elected officials in Washington

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

Contact John McGlasson for details

Call 888-633-8238 ext. 4014

Thinking about getting
Certified, but you have
questions?

Check out the FAQ's in
this issue!



2008 – 2009 MEETING SCHEDULE & SITES

RESERVE THESE DATES FOR ILLINOIS AAHAM

Save the Dates

2008 Illinois Chapter Education

June 20 Education Meeting - Embassy Suites
100 Conference Center Drive
East Peoria, Illinois 61611

September - No Meeting due to AAHAM ANI in Chicago

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
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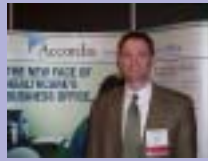
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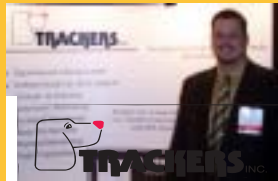


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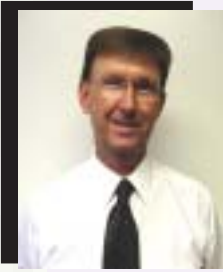
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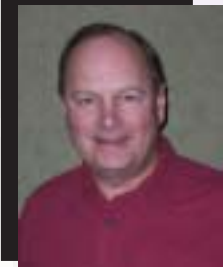
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Congratulations to the 2008 - 2009 Elected Officers and Directors

2008 - 2009 AAHAM Officers and Directors



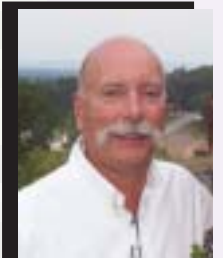
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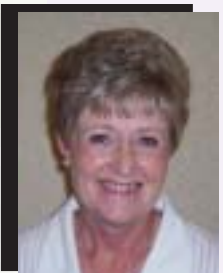
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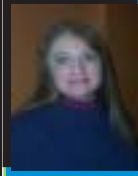
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Name: _____ Title: _____

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



BREAKING NEWS

CERTIFICATION

IL AAHAM had 15 people sit for the CPAT/CCAT/CCT exam from May 12-24, 2008.

There were 6 of the examinees who passed successfully the first try. Of these 6, there were two CPAT, three CCAT and one CCT.

Congratulations to all examinees and thanks to all proctors! The ILAAHAM Board of Directors authorized our committee to purchase new blue folders to hold their certificates to offer a special way to present this award. We hope that everyone will be able to proudly display this certificate in their office for recognition.

We now have new forms to be completed at each meeting of educational sessions for your Professional and Technical Certification Continuing Education Units. These will be at the registration table, so please be sure to take a moment to complete your section. Remember how hard everyone has worked towards this accomplishment, so you don't want to lose your certification because of non-attendance.

A certified member must have attained and forwarded 30 re-certification units, of which 20 units must be for attendance at AAHAM related education programs, to the National Office by the end of the three (3) year re-certification period. Re-certification units cannot be carried over to the next certification period. Information on recorded CEU's are available to certified members on the AAHAM website.

June 1, 2008 was the deadline for the August CPAT/CCAT/CCT exam.

September 1, 2008 is the deadline for the November CPAT/CCAT/CCT exam.

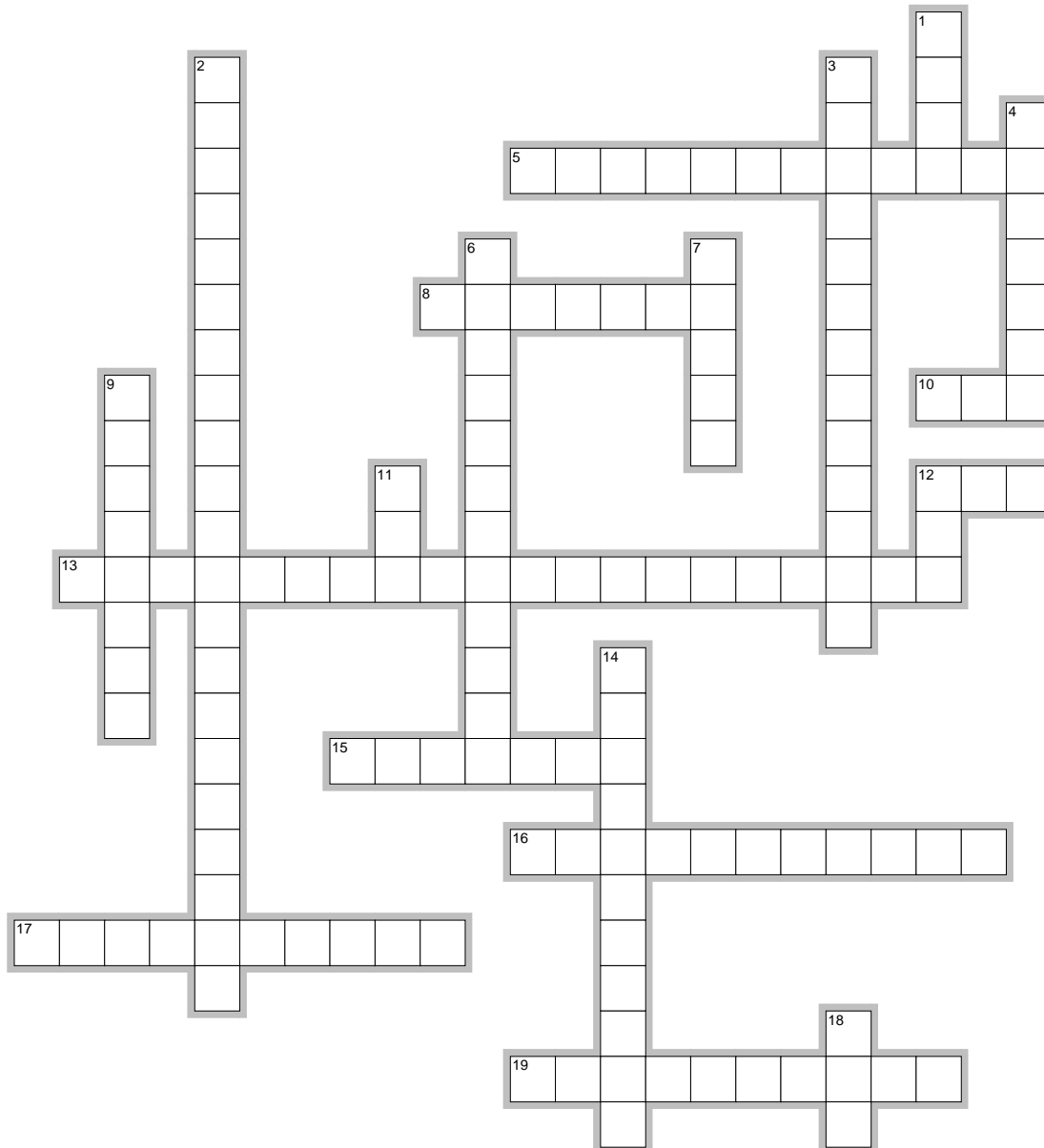
Veronica Modricker

IL AAHAM Chapter

Technical Certification Chairman



Try Your Hand at the Illinois AAHAM Crossword Puzzle



EclipseCrossword.com

ACROSS

5. New CPAM from the Illinois Chapter
8. Site of the 2008 AAHAM ANI
10. HIPAA EDI Transaction for ERA's
12. Acronym of the Agency responsible for Medicare & Medicaid programs
13. Officer Responsible for Chapter Education Programs
15. Current Number of IL AAHAM Professionally Certified Members
16. 2008 ASI location
17. One of the Benefits of Joining AAHAM
19. Site of the 2009 AAHAM National Institute

Answers on the Next Page

DOWN

1. Name of the Work Group involved with Electronic Data Interchange
2. IL AAHAM Website
3. Tool Used to Create Survey's for IL AAHAM
4. House Bill proposing a moratorium
6. Number of Local Chapters across the Nation
7. Number of CEU's need for Professional Recertification
9. Highest Level for Corporate Partners
11. The HIPAA Transaction Only went live on May 23rd 2008
12. Technical Certification for Compliance
14. IL AAHAM's Award Winning eZine
18. Recovery Audit Contractor

