

THE *Illinois Chapter's*

# LINCOLN LOG



1987, 1988, 1989, 1990, 2002, 2003, 2004, 2005, 2006, 2007

2008

Award Winning Ezine for the Illinois Chapter

## LEGISLATIVE DAY 2009

### APRIL 15-16

### WASHINGTON, DC

Medicaid Funding

Healthcare Reform

RAC





# The LINCOLN LOG

## TABLE OF CONTENTS

### Feature Articles

- The Most Overlooked Networking Opportunity ■ Page 6-8  
By Kevin Eikenberry
- Spotlight on an Illinois Member ■ Page 9  
With Julie Van Pelt
- Avoid These Top Five Resume Mistakes ■ Page 13-14  
By Deborah Walker

### Departments

- President's Message ■ Page 3
- Corporate Sponsors ■ Page 4A, B, C
- Illinois AAHAM History ■ Page 21
- Editor's Corner ■ Page 5
- Illinois PAC Report ■ Page 15
- Certification Corner ■ Page 17, 18, 19
- Log Post-It Notes ■ Page 22
- 2008 Calendar ■ Page 20
- A Little Humor ■ Page 12
- Cross Word Puzzle ■ Page 23, 25

#### 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.

Reproduction and/or use of the format or content of this publication without the expressed permission of the author(s) or the editor is prohibited. ©Copyright 2007

Lincoln Log Editor  
Steve Dennis, CPAM  
Sjdx2@yahoo.com



## ILLINOIS AAHAM President's Message Bill Carlson

Dear Fellow AAHAM Members -

Spring is on the way, at least on the calendar, and not a minute too soon. I was fortunate to escape the chill of winter and piles of snow for a couple of days in January as I attended the National AAHAM Board Meeting in sunny Scottsdale. State Chapter Presidents and the National Executive Board met to discuss and plan the business of the national organization. The beautiful Fairmont Princess Resort & Spa in Scottsdale will be the site for this year's ANI. Save the dates and plan to attend this year's ANI, you will not be disappointed.

2009 is an election year for the National Board as well as your Illinois Chapter. If you would like to get more involved in your chapter and have an interest in running for a position on your Board of Directors, please contact me or John Currier for additional information. Additionally, we are always looking for fresh ideas and help with certification, meeting planning, education, membership and the many activities of the chapter and would welcome your participation in any of these areas. Let us know where your interests lie and we'll put you to work.

Your Board of Directors met for a very productive annual planning session on January 24<sup>th</sup> and the meetings and agendas have been set for the year. We are going to be very busy. I hope you will participate in all the meetings and events that you can.

Here's the lineup for this year: "Save the Dates" and see [www.illinoisaaaham.com](http://www.illinoisaaaham.com) for details.

- **Spring Education Meeting** at the Par-A-Dice Hotel in East Peoria – Thursday March 12
- **AAHAM Legislative Day** in Washington, DC – April 15<sup>th</sup> & 16<sup>th</sup>
- How about some Baseball? Friday June 19<sup>th</sup> **Family BBQ Picnic** and **Chief's Baseball** in Peoria.
- **Summer Education Meeting** in Nashville, TN - July 23<sup>rd</sup> & 24<sup>th</sup>. Co-Sponsors: Illinois & the new "Music City" chapter.
- **Fall Education Meeting** at the Holiday Inn and Suites in Bloomington – Thursday August 27<sup>th</sup>
- The **ANI** at the Fairmont Princess in Scottsdale, AZ – October 14<sup>th</sup> & 15<sup>th</sup>.
- Our own **Annual State Institute** in Bloomington- December 3<sup>rd</sup> & 4<sup>th</sup>.

Stay involved. Illinois AAHAM is the best resource for your career in healthcare.

See you in Peoria!

*Bill Carlson*

**2008 – 2009**  
**CORPORATE PARTNERS**

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.

# PLATINUM LEVEL

**AHC/CBA**  
BRUCE TICHENOR  
[btichenor@ahcinc.com](mailto:btichenor@ahcinc.com)

**G2N**  
BOB GRASS  
[bgrass@G2N.org](mailto:bgrass@G2N.org)

**COLLECTION**  
**PROFESSIONALS, INC**  
GREG HIMELICK  
[cpils1@ivnet.com](mailto:cpils1@ivnet.com)

**NEBO SYSTEMS, INC**  
FRED FALLER  
[fred@nebo.com](mailto:fred@nebo.com)

**MEDLEARN**  
Jennifer Huback  
[jhuback@medlearn.com](mailto:jhuback@medlearn.com)

**ROCKFORD MERCANTILE**  
**AGENCY**

DANIELLE MILLER  
[dani@rmacollections.com](mailto:dani@rmacollections.com)

**ALLIED BUSINESS**  
**ACCOUNTS, INC**  
BILL CARLSON  
[wc@abacollect.com](mailto:wc@abacollect.com)  
BETTY MARSCHANG, CPAM  
[bmarschang@abacollect.com](mailto:bmarschang@abacollect.com)

**LKCS**  
TIM TURCZYN  
[timt@lk-cs.com](mailto:timt@lk-cs.com)

**RELAYHEALTH**  
RICK LAMBERT  
[Richard.Lambert@relayhealth.com](mailto:Richard.Lambert@relayhealth.com)

**2008 – 2009  
CORPORATE PARTNERS**

**GOLD LEVEL**

**HEALTHCARE FINANCIAL RESOURCES**

**DAVE DORMAN**

[dcdorman@hfri.net](mailto:dcdorman@hfri.net)

**RRCA ACCOUNTS MANAGEMENT INC**

**KEVIN HELLER**

[rrca@essex1.com](mailto:rrca@essex1.com)

**SILVER LEVEL**

H&R ACCOUNTS, INC/MED PAY MGMT - RON SNYDER - [rsnyder@hraccounts.com](mailto:rsnyder@hraccounts.com)

PRO COM SERVICES OF ILLINOIS, INC - JOHN MCGLASSON - [mcglasson.john@pro-comservices.com](mailto:mcglasson.john@pro-comservices.com)

R&B SOLUTIONS - DENNIS A BREBNER - [dbrebner@randbsolutions.net](mailto:dbrebner@randbsolutions.net)

GUSTAFSON & ASSOCIATES - Bobette Gustafson - [b\\_gustafson@GustAssoc.com](mailto:b_gustafson@GustAssoc.com)

HEALTHCARE REPORTS – Todd Mettler- [Todd.Mettler@HealthcareReports.com](mailto:Todd.Mettler@HealthcareReports.com)

ACCORDIS, INC - JERRY WESTFALL - [jwestfall@accordisinc.com](mailto:jwestfall@accordisinc.com)

OUTREACH SERVICES - COREY SHANK – [cshank@outreachservices.com](mailto:cshank@outreachservices.com)

CYMETRIX - TIM TOLCHIN - [tim.tolchin@cymetrix.com](mailto:tim.tolchin@cymetrix.com)

CREDITORS COLLECTION BUREAU INC - Rod Goodall - [rgoodall@creditorscollection.com](mailto:rgoodall@creditorscollection.com)

MEDICAL RECOVERY SPECIALISTS INC - KEITH BULL - [kbull@medrecovery.com](mailto:kbull@medrecovery.com)

# 2008 – 2009 CORPORATE PARTNERS

## BRONZE LEVEL

THE CBE GROUP, INC

ROBERT FAGIN

[rafagin@cbegroup.com](mailto:rafagin@cbegroup.com)

AAMS

LUKE GRUBER

[lgruber@aams.biz](mailto:lgruber@aams.biz)

CMD OUTSOURCING SOLUTIONS, INC

RUSS CAUSEY

[rcausey@cmdosi.com](mailto:rcausey@cmdosi.com)

EARLY OUT SERVICES, INC -  
GENERAL SERVICE BUREAU

BRAD UHLENHOPP

[buhlenhopp@gsbcollect.com](mailto:buhlenhopp@gsbcollect.com)

MANAGED CARE PARTNERS, INC

JAMES RICHMOND

[jrichmond@mngdcare.com](mailto:jrichmond@mngdcare.com)

UCB

DOUG HEADMAN

[daheadman@ucbinc.com](mailto:daheadman@ucbinc.com)

KNEPPER & KIBBY, P.C.

JAMES KNEPPER

[jaknepper@aol.com](mailto:jaknepper@aol.com)

EAGLE RECOVERY ASSOCIATES, INC

NANCY VOLLMER

[nvollmer@eaglerecovery.net](mailto:nvollmer@eaglerecovery.net)

MRA

VERONICA MODRICKER

[modrickerv@medicalreimbursements.com](mailto:modrickerv@medicalreimbursements.com)

STATE COLLECTION SERVICE, INC

BRAD WOODALL

[bradw@stcol.com](mailto:bradw@stcol.com)

HORIZON FINANCIAL MANAGEMENT

AL STADL

[maris65@sbcglobal.net](mailto:maris65@sbcglobal.net)

TRACKERS, INC

ERIC LUDTKE

[Eric@trackerscorp.com](mailto:Eric@trackerscorp.com)

When you join ILLINOIS AAHAM as our Corporate Partner

## You don't belong to it – it belongs to you!

JOIN NOW to take advantage of these BENEFITS!

Please contact me for details and benefits of the Corporate Partners Program

CHERI LOCKHART, 1<sup>ST</sup> Vice President

Illinois Chapter AAHAM

Email: [clockhart@essex1.com](mailto:clockhart@essex1.com)





## EDITOR'S CORNER

Award Winning eZine  
2003, 2004, 2005, 2006, 2007, 2008

Welcome to the **Spring 2009 Edition of the Lincoln Log!** A new President, a new Governor, an economy in distress! What new challenges will AAHAM members face in the coming year?

Spring brings new challenges for Illinois members. Red Flag Rules, the Uninsured Act and a new ABN on the regulatory front. Increasing numbers for bad debt and charity as the economy continues to tank. RAC is heating up again.....what's your facility doing to prepare?

Spring brings new opportunities as well. Legislative Day in Washington in April is the chance you've been waiting for to make your voice heard. Education, networking and certification continue to be at the core of AAHAM's strengths. I hope you enjoy this edition.

Your feedback is critical to the success of the chapter and to AAHAM as a whole. If you have an idea for an article, written a article or heard a great speaker, let me know. 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. **Uninsured Discount Act** - Are you ready?
2. **Legislative Day** - More important than ever for our voice to be heard with the new administration.
3. **Certification** - Demonstrate your knowledge. Get certified this year!
4. **Membership** - Have you invited anyone to join?

Steve Dennis, CPAM  
[Sjdx2@yahoo.com](mailto:Sjdx2@yahoo.com)

**WANTED**  
Articles      Speakers      Survey Topics  
Charity Projects      Volunteers for Video Project



# The Most Overlooked Networking Opportunity

**W**hen the word networking is mentioned, most people I know think about salespeople or business owners exchanging business cards any chance they can.

Of course networking can be the card exchange. It's also "doing lunch" and attending events and many other equally valid and important things, but even so, most of what is written and thought about networking focuses on external networking.

External networking is important. And, for a leader in a company of any size, I would suggest that the most important networking opportunity you have is the one all around you - networking with those within the company; networking internally.

Since this type of networking isn't talked or written about much; it is rarely thought about.

And yet, for all of the relationships, learning and opportunities external networking can bring, the same can be true when you focus on building your network inside your company as well.

Here are eight ways you can creatively and effectively network within the boundaries of your own organization.

**Invest One Lunch A Week** - One great way to build relationships is over food. And since everyone has to eat, you can likely get on people's calendars relatively easily. Why not invite someone from another department or someone you don't know well to lunch? Make the lunch about getting to know them, which means you want to do less talking and more listening.

**Seek Out Internal Mentors For Yourself And Your Team** - If you are in a relatively large organization, there are probably people that you have heard of or have watched from a distance in admiration. Why not approach them to be a mentor to you and/or members of your team?

**Be a silo buster** - If your organization operates in a fragmented, highly departmentalized, siloed way, decide to be the silo buster. All these ideas can help you do this, but the point here is to make a conscious decision to network with the purpose of building relationships that will begin to break down these barriers.

**Create "lunch and learns"** - Invite people from other departments with expertise your team or department doesn't have to come and share that information over lunch. This creates new learning opportunities for both sides and gives people a chance to get to know new people at the same time.



## *Continued – The Most Overlooked Networking Opportunity*

**Establish more cross functional brainstorming** - Have a big problem or challenge? Starting a new project? Looking for new business opportunities or product ideas? Bring together a cross functional, eclectic group of people from around the company to share their ideas and perspectives in identifying ideas. When you do this you will get more (and likely better) ideas; you will build new relationships (especially if you design the session knowing that's one of your goals); and - perhaps most importantly - you will create greater commitment across the organization for the ideas you do implement because more people were involved in the process.

**Start a league** - It could be bridge, basketball, golf, croquet or any of a hundred other things. Find something of common interest to a broad number of people and get them playing after work or at lunch. When you're playing you are getting to know people for more than just their position or knowledge, you are really "getting to know" them. This one may take more time to form and maintain, but the networking value is tremendous.

**Share the love** - Don't just focus on building `your` network; make sure to connect others. As you get to know more people in deeper ways, you will find out their needs and goals. With those valuable insights, you can connect them to others inside the company who share similar interests and can help them achieve their goals. When you become the connector, you become more valued and valuable.

**Create internal networking events** - The Chamber of Commerce and other organizations everywhere have been doing this for years. Why can't you create an internal event with the specific goal of getting people to know each other better? Many of the other ideas on this list may be the platform or the "excuse" for such an event - but you can come up with many more that will work within your organization now that you are thinking about it!

All of these ideas may not apply to your situation, but some of them will. For every idea I've shared I would guess you can think of five more. In the end, the most important key to internal networking is to just start doing it!

As you build your internal network you will create benefits and opportunities for you, those you're networking with, and for your team and colleagues. When you look at it this way you hopefully realize what a valuable investment time spent on building a larger and broader set of relationships inside of your company can be.



**Potential Pointer:** The most overlooked opportunity to network is not out in the world, but right inside your organization. As a leader, or aspiring leader, when you mine the network and relationships within your company you help both yourself and your team create greater success!

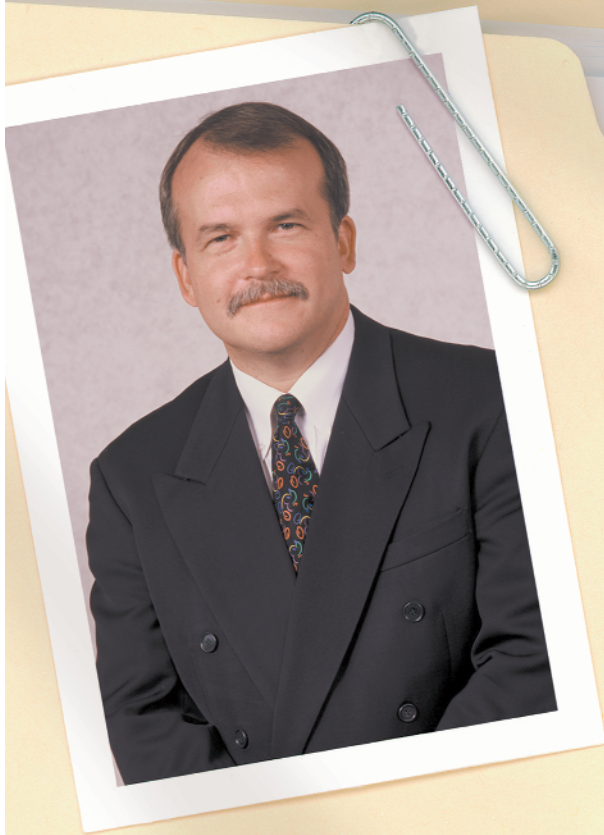
**Byline:** Improving your skills is important for you individually and as a leader. One way to keep learning as a leader is to get engaged in an ongoing learning process that changes your perspective, allows you to teach what you are learning and helps you become more conscious. Launch your leadership successes and become the leader you were born to be with a free 2-month trial Silver Membership in Kevin Eikenberry's Remarkable Leadership Learning System. Kevin is the Chief Potential Officer of The Kevin Eikenberry Group, a learning consulting company that helps organizations, teams and individuals unleash their leadership potential.



© 2009 All Rights Reserved, Kevin Eikenberry and The Kevin Eikenberry Group. Kevin is Chief Potential Officer of The Kevin Eikenberry Group (<http://KevinEikenberry.com>), a learning consulting company that helps Clients reach their potential through a variety of training, consulting and speaking services. To receive your free special report on *Unleashing Your Potential* go to <http://www.kevineikenberry.com/uypw/index.asp> or call us at (317) 387-1424 or 888.LEARNER.



Doris Dickey & Cheri Lockhart  
Co-Coordinator  
Safe Harbor - Bloomington IL  
Charity Project



**“G2N dropped our days  
in uncoded backlog  
from 30 to 5, put  
\$8 million in cash  
on my balance sheet,  
and gave me peace of  
mind about our coding.**

**You can't ask for  
more than that.”**

– **Jerry Paule, CFO**  
Phelps County Regional Medical Center  
Rolla, Missouri

**G<sup>2</sup>N Healthcare Financial Consulting  
Services Can Help Your  
Hospital Capture More Revenue.**

When Jerry joined the organization as CFO, he realized some big improvements were needed. “We had \$10 million tied up in coding,” he explains. “The backlog was horrible.”

Jerry and his team assessed the situation and brought in G<sup>2</sup>N to manage the hospital's ED coding. Before long, G<sup>2</sup>N was doing 100% of Phelps' coding.

“G<sup>2</sup>N gave me confidence almost immediately,” he says. “They consistently cared about quality, and their work was rock-solid.”

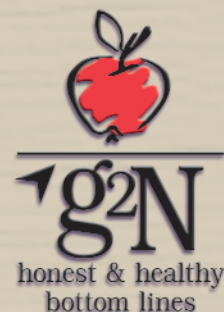
With G<sup>2</sup>N's assistance, the hospital now has just \$2 million in coding. *That's \$8 million now working for the hospital.*

G<sup>2</sup>N specializes in recapturing revenue for healthcare facilities—whether from coding, billing, revenue cycle improvement or anything else.

If your hospital has revenue tied up, we can help you solve it. To learn how, contact Susan Adams at G<sup>2</sup>N. Better yet, call Jerry Paule himself at 573.458.7903 and ask how our process worked for his hospital.

**G<sup>2</sup>N: Gross to Net Solutions**

13354 Manchester Road, Suite 101  
Saint Louis, Missouri 63131  
314.835.9311 • fax 314.835.9386  
[www.g2n.org](http://www.g2n.org)





## Spotlight on an Illinois Member

**Name, Current Title, Employer and Number of years in current position:** *Julie VanPelt, Director of Operations, H & R Accounts/MedPay Managements Systems/Preferred Medical Deposit, 4 years.*

**When/Why did you join Illinois AAHAM?** *I joined in the Fall of 2008. I wanted to network with PFS managers in Illinois, share ideas and keep current with the best practices across the industry.*

**Who encouraged you to get involved with AAHAM?** *Ron Snyder—same guy who persuaded me to take my position with MedPay Management Systems.*

**Family: (spouse's name, children and names, pets, home town):** *Samantha, 23 yrs "off the payroll" currently moving from Phoenix to Philadelphia. Victoria, 16; Alexia 12 and John—the most spoiled little boy in the world, aged 6 and a couple of cats all make home in Moline Illinois*

**Favorite book or movie:** *I will watch any musical, live or on film, and love it. I like classic books—Bronte sisters are a favorite.*

**Traits of my best boss ever:** *Brilliant, passionate, willing to be convinced, forgiving and appreciative.*

**What do you know now that you wish you knew a long time ago?** *You know- I have no regrets...my mistakes were all learning opportunities and sometimes held the most amazing turn of events. If I'd known it all or at least the outcome, I might have played it safer and missed out on some pretty good stuff. There are people who I wish had*

*become part of my world earlier though and of course, some that left my world far too soon.*

**What was your first paid job?** *Cleaning the housekeeping carts at Illini Hospital in Silvis Illinois.*

**Hobbies or favorite thing to do in down time:** *I'm a certified Zumba instructor. Zumba is Latin- inspired fitness dance to salsa, cumbia, reggaeton, etc. It burns up to 800 calories an hour and is so much more fun than running on a treadmill. I teach/take class/practice about six-ten hours a week.*

**What would we find in your briefcase nearly every day?** *My laptop, half a dozen cords, chargers, etc. for all my electronic gadgets and a gift certificate for a massage that my co-workers gave me for Christmas. I have every intention of pampering myself one of these days!*





## APPLICATION FOR NATIONAL MEMBERSHIP

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

EMPLOYER/ORGANIZATION NAME: \_\_\_\_\_

PRIMARY ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ LOCAL CHAPTER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ WEBSITE: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_

How did you hear about AAHAM?  Colleague  Publication  Website  Other: \_\_\_\_\_

If referred by AAHAM member, please give name: \_\_\_\_\_

Membership Type:  National Member  Student Member

**NATIONAL MEMBERSHIP** - The fee to become a National member is \$175. If you join anytime between July 1st and August 31st, the dues are \$140 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$210 for the rest of the current year and all of the following year.

**STUDENT MEMBERSHIP** - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

## PAYMENT OPTIONS

**For Credit Card Payment:**  Amex  Visa  MasterCard

Card Number: \_\_\_\_\_ Exp: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address, if different from above: \_\_\_\_\_

**For Check Payment:**

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

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

**Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense.**

**Please note: Membership is on an individual, not institutional, basis and is non-transferable.**

### YOUR PAYMENT TOTAL:

NATIONAL DUES: \_\_\_\_\_

LOCAL DUES: \_\_\_\_\_

TOTAL ENCLOSED: \_\_\_\_\_

**AAHAM... Educating Your Revenue Cycle Team**  
**Certification • Compliance • Leadership Development • Networking • Advocacy Cutting Edge Training + Nationally**  
**Recognized Certification = Improved Performance**



**Local Chapters:** AAHAM has 38 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership

Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	<p><b>Years in Healthcare:</b>  <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+</p> <p><b>Certification:</b>  <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA)  <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA)  <input type="checkbox"/> Other (please list)</p> <p><b>Employer Type:</b>  <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Billing  <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting  <input type="checkbox"/> Outsourcing <input type="checkbox"/> Software/IT  <input type="checkbox"/> Provider <input type="checkbox"/> Law Firm  <input type="checkbox"/> Other (please list)</p> <p><b>Position:</b>  <input type="checkbox"/> President, Administrator, Executive  <input type="checkbox"/> Director, CEO  <input type="checkbox"/> Partner, Principal, Owner  <input type="checkbox"/> CFO/Controller, COO, CIO  <input type="checkbox"/> Vice President  <input type="checkbox"/> Assistant VP/Assistant Administrator  <input type="checkbox"/> Director, Manager, Supervisor  <input type="checkbox"/> Technician  <input type="checkbox"/> Clinical <input type="checkbox"/> Academic <input type="checkbox"/> Other (please list)</p> <p><b>Responsibility:</b>  <input type="checkbox"/> Accounting  <input type="checkbox"/> Administration/Operations  <input type="checkbox"/> Admitting/Access <input type="checkbox"/> Audit <input type="checkbox"/> Benefits  <input type="checkbox"/> Budget <input type="checkbox"/> Compliance  <input type="checkbox"/> Business Development, Sales, Marketing  <input type="checkbox"/> Information Services/Technology  <input type="checkbox"/> Managed Care  <input type="checkbox"/> Medical Records <input type="checkbox"/> Medicare/Medicaid  <input type="checkbox"/> PFS, Patient Billing &amp; Collections  <input type="checkbox"/> Reimbursement  <input type="checkbox"/> Third Party Administration  <input type="checkbox"/> Other (please list)</p>
Greater Florida Buccaneer #03	Tampa/Orlando, Florida area	\$40.00	
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	
Hawkeye #07	Iowa	\$0.00	
Hawthorn #08	Missouri	\$35.00	
Illinois #09	Illinois	\$25.00	
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	
Maryland #13	Maryland	\$20.00	
Mountain West #14	Utah	\$25.00	
National Capital #15	Washington, DC	\$25.00	
New Jersey #16	New Jersey	\$35.00	
Northern California #17	Northern California	\$40.00	
Western Reserve #18	Ohio	\$0.00	
Northeast PA #19	North East Pennsylvania	\$30.00	
Northwest PA #20	North West Pennsylvania	\$40.00	
Rocky Mountain #21	Colorado	\$40.00	
Pine Tree #22	Maine	\$15.00	
Rushmore #23	North & South Dakota	\$0.00	
San Diego #24	San Diego, CA	\$20.00	
South Florida #25	Southern Florida	\$20.00	
Southern California #26	Southern California	\$0.00	
Virginia #27	Virginia	\$25.00	
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Cactus Wren #30	Arizona	\$25.00	
Mid-York #31	New York	\$55.00	
Tennessee #32	Tennessee	\$30.00	
Georgia #33	Georgia	\$30.00	
Connecticut #34	Connecticut	\$35.00	
Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00	
Texas Blue Bonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
Louisiana # 51	Louisiana	\$20.00	
Mumbai #52	Mumbai, India	\$0.00	

**AAHAM... Educating Your Revenue Cycle Team**  
**Certification • Compliance • Leadership Development • Networking • Advocacy Cutting Edge Training + Nationally**  
**Recognized Certification = Improved Performance**



A Little Humor for you



*If there was ever any question...*

*Last night as I lay sleeping, I died or so it seemed, Then I went to heaven, But only in my dream Up there St Peter met me, Standing at the pearly gates, He said "I must check your record, Please stand here and wait."*

*He turned and said "Your record, Is covered with terrible flaws, On earth I see you rallied, For every losing cause."*

*I see that you drank alcohol, And smoked and partied too, Fact is, you've done everything, A good person should never do.*

*We can't have people like you up here, Your life was full of sin, then he paused as he read the last of my record, Took my hand and said, "Come on in."*

*He led me up to the big boss and said "Take her in and treat her well". She used to work in Insurance and Codina. She's done her time in*

*Special Thanks to Doris Dickey for submitting this month's tale!*

*Got a Funny Story or Joke? Send it to Steve Dennis, Lincoln Log Editor  
@sjdx2@yahoo.com.*





## *Avoid These Top Five Resume Mistakes!*

Over the years as a recruiter and career coach, I've seen the consequences of poorly written resumes, resulting in the frustration of a long and fruitless job search. Most resume problems can be traced to these top five resume mistakes.

### **#1 No resume focus.**

The most effective resumes leave no doubt as to the job seeker's career objective. A one-size-fits-all resume gives the impression that the job seeker is uncertain of his career goal. An employer once told me that if a candidate is interested in two completely different positions, he must not be very good at either. If you have more than one career objective, you need more than one resume.

### **#2 Lack of marketing strategy.**

Job seekers rarely see their search for what it is—a sales campaign. Think of your resume as marketing material designed to create a powerful first impression and win a multitude of job interviews. Translate your career history into an effective marketing piece by selling toward the reader's buying motives: solving problems, saving time, cutting costs or increasing profits.

### **#3 No accomplishment statements.**

95% of all resumes lack accomplishment statements. Accomplishment allow employers to visualize your contribution to their company. Quantifiable accomplishments motivate employers to call you before their competition discovers you. These statements can dollarize your worth and increase your bargaining power.

### **#4 Lack of resume keywords.**

These days, resumes are screened by both humans and computers. A resume lacking in keywords runs the risk of being read by neither.



An average screening of a resume is 15 seconds or less, so more attention is paid to resumes using the same words found in the job description. Candidate-tracking software retrieves resumes by keywords. A keyword-focused resume will put you front and center.

#### **#5 Incorrect resume format.**

Basically, there are three resume formats: chronological, functional and hybrid.

Chronological: The chronological is best known and easiest to write, a time line style resume. This format works well if your objective is to remain in the same industry or occupation.

Functional: The functional resume places transferable skills and accomplishments at the beginning of your resume. However, a poorly crafted functional resume can be confusing, causing the reader to believe the candidate has something to hide.

Hybrid: The hybrid resume combines the best features of other resumes. It showcases skills and accomplishments while maintaining ease of reading. This is the best format for job seekers of all level. The Hybrid resume is well worth the additional time and effort to craft.

Once your resume is designed to avoid the top five resume mistakes, you will be well on your way to winning interviews and reaching your career objective.



**Deborah Walker, CCMC is a career coach helping job seekers compete in the toughest job markets. Her clients gain top performing skills in resume writing, interview preparation and salary negotiation. Learn more career tips at: <http://www.AlphaAdvantage.com>**



## REPORT FROM YOUR

### IL AAHAM PAC

Your political action committee accomplished quite a lot in its first year, including getting organized, raising some funds and notifying the Illinois Hospital Association about our intentions. We discussed our ideas, intentions and our willingness to support their political efforts.

We worked with IHA in the effort to overturn then Governor Blagojevich's amendatory veto of the Hospital discount act. Sandy Kraiss of the IHA, who helped author the bill will speak at our next meeting in March. She will allow providers to be certain that the plans they have made are correct.

The Illinois AAHAM Board approved two small contributions from the PAC. Newly elected U.S. Congressman Aaron Schock and Illinois State Representative Keith Sommer were the recipients. Both had been speakers at one of our meetings.

The new year may present many challenges. Our new President is promising big changes in healthcare. Our new Governor faces many challenges. He is on the record that the state needs to pay its overdue bills. This will be welcome news for healthcare providers. A letter of congratulations was sent to Governor Quinn along with an offer to activate our committee to help him reach the goal.

As we look to the future, we need to remember that the PAC needs a continuous flow of contributions to achieve its goals. Contributions to the PAC are voluntary and must be personal. All may participate, including those who are not members of Illinois AAHAM. Please consider supporting your political action committee. Checks should be payable to the Illinois AAHAM PAC and addressed to:

Illinois AAHAM PAC  
C/O Veronica Modricker, Treasurer  
416 Seventh Avenue, West  
Andalusia, IL 61232

John McGlasson  
Illinois AAHAM- 2<sup>nd</sup> Vice-President  
Committee Chair Illinois AAHAM PAC

#### Illinois Government Links

[Senator Dick Durbin](#)  
[Senator Roland Burris](#)

[Illinois Legislature](#)  
[Illinois Recovery Website](#)

# The Patient Statement **YOU DESIRE!**

Get fully customizable statements with almost no restrictions.

SAS70  
TYPE II CERTIFIED

LKCS can give you the Patient Statements you've been dreaming of! You will even get to use your branding, logo and colors on your statements. You won't get generic "one-size-and-format-fits-all" statements in double window envelopes.

## Finally, a Statement Processor that works with you and for you.

LKCS is a full service commercial printing and mailing facility. We are your one-stop source for statement processing, notices, marketing, forms, checks, websites and other electronic marketing services. LKCS has been in business since 1961 and has customers in 48 states.

You can view more information online at:  
[lk-cs.com/aaham](http://lk-cs.com/aaham)

## The personalized service you deserve!

Please contact Tim Turczyn today  
to discuss your unique situation.

**1-866-552-7866**

[Tim.Turczyn@lk-cs.com](mailto:Tim.Turczyn@lk-cs.com)



We do that.

866-552-7866  
[www.lk-cs.com](http://www.lk-cs.com)

**Hospital**  
4130 Plank Road  
Peru, IL 61354

Monthly Statement  
of Account

ADDRESS SERVICE REQUESTED

ADDRESSEE

HOSPITAL PATIENT  
100 NE Route 44  
Anytown, IL 10101-0001

Patient Name:  
HOSPITAL PATIENT  
Billing Account Number: XXXXXXXXXX-XXXX  
Statement Date: 12/04/07  
Discharge/Service Date: 11/08/07

Description	Amount
CLINICAL LABORATORY	48.00
DX X-RAY	172.00
DX X-RAY/CHEST	202.00

**Account Summary**

Previous Account Balance	\$432.00
New Charges	.00
Less Payments/Adjustments	.00
Current Account Balance	\$432.00
Current Amount Due:	\$432.00

**Messages:**  
Thank you for choosing LKCS Hospital.  
PERHAPS DUE TO AN OVERSIGHT, THIS ACCOUNT HAS NOT BEEN PAID IN FULL. CONTACT US AT 815-223-0391 OR 866-552-7866.  
AN ITEMIZED BILL IS AVAILABLE UPON REQUEST. FINANCIAL ASSISTANCE MAY BE AVAILABLE. MAJOR CREDIT CARDS ACCEPTED.

To help us process your payment, please return the lower portion of this statement with your payment. Do not send currency.

Billing Address	Billing Account Number	Date Due	Amount Due	Amount Enclosed
HOSPITAL PATIENT	XXXXXXXXXX-XXXX	12/18/07	432.00	

Check here if your address has changed. Please indicate changes on back.

To pay by credit/debit card:  
Please indicate credit/debit card preference. Provide the account information and sign below, or call 815-223-0391.  
 VISA  MasterCard  Discover

Card Account No. \_\_\_\_\_  
Card Holder Name \_\_\_\_\_  
Authorized Signature \_\_\_\_\_  
Expiration Date \_\_\_\_\_ Amount \_\_\_\_\_

To pay by check or money order:  
Make payable to LKCS. Write your billing account number on the front of your check or money order and mail in the enclosed envelope to:

LKCS Hospital  
4130 Plank Road  
Peru, IL 61354



2008 CHARLES GARVIN AWARD WINNER  
VERONICA MODRICKER



**Veronica Modricker with Kim (Garvin) Molitor  
2008 ASI  
BLOOMINGTON IL**



## **CERTIFICATION CORNER**

### **News from Professional Chair, Doris Dickey, CPAM:**

The next professional certification testing date will be April 2009, with an application deadline of March 2, 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).

Illinois AAHAM has been fortunate to have Certified Members assist with Coaching sessions, Proctor exams, serve as Exam Graders are always ready to answer questions about their experiences.

If you've been thinking about getting certified, make this the year you get started. Think 2+2! Don't know what that means? Be sure to ask at the March roundtable on certification.



Doris Dickey, CPAM  
PFS Manager  
Rochelle, IL 61068  
PH 815-561-1620  
Cell 815-751-7776  
ddickey@rcha.net

### **News from Technical Chair, Veronica Modricker, CHFP**

ILAAHAM had 20 people sit for the CPAT/CCAT/CCT exam from February 9-20th. There were eleven (11) of the examinees that passed successfully.

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

National AAHAM has produced a new Certification Brochure which you can pick up at the March meeting or go to [www.aaham.org](http://www.aaham.org) and download a copy.

March 2<sup>nd</sup> was the deadline for the May Test Session. National will be notify applicants by mail. Watch for updates.

Join us in Peoria for a round table discussion to answer questions and provide tips/suggestions.



Veronica Modricker, CHFP  
416 S. 7<sup>th</sup> Ave.  
Andulsia, IL 61232  
Ph 309-798-2694  
Cell 309-912-0480



**Professional Certification Corner**

**Doris Dickey, CPAM**  
**IL AAHAM Professional Certification Chair**

**CCAM**  
**CPAM**

**Sample Questions for Professional Certification - Billing Section (Answers in Bold)**

APC = Ambulatory Payment Classifications

CPT = Current Procedural Terminology

DME = Durable Medical Equipment

**Know at least 5 examples:**

**Canes, Commodes, Crutches, Hospital Beds, Oxygen tanks, Seat  
Lifts, Traction Equipment, Walkers**

**Medicare Fraud & Abuse:**

**Know at least 5 examples**

**Billing for items or services not documented or furnished**

**Un-bundling or up-coding**

**Inappropriate balance billing for contractual amounts**

**Failure to maintain confidentiality**

**Duplicate/Double billing**

**Billing for a discharge in lieu of transfer (discharge code wrong)**

**Failure to use or inappropriate use of modifiers**

**Routine waivers of co-payments**

**Not following 72 hour rule when applicable**

**Inappropriate use of observation status**

**Failure to determine/apply MSP guidelines**

**Improper Medicare Cost Report filing or improper credit balance handling**

**Improper or lack of Medicare record documentation**

**Billing with wrong provider/NPI numbers**

**Seven components of the OIG compliance Plan:**

**Written policies and procedures**

**Designated compliance officer and committee**

**Effective training and Education**

**Effective line of communication**

**Enforced standards and disciplinary procedures**

**Auditing and monitoring**

**Responding to offenses and developing corrective action plans**

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



## **Certification News**

### **Important Dates**

### **Professional & Technical**

**April 20-25, 2009 -Spring CPAM CCAM exams**

**May 11-22, 2009 -CPAT/CCAT/CCT exam period**

**June 1, 2009 -Registration deadline for August CPAT/CCAT/CCT**

**August 1, 2009 -Registration deadline for Fall CPAM/CCAM exams**

**August 10-21, 2009 -CPAT/CCAT/CCT exam period**

**September 1, 2009 - Registration Deadline for November  
CPAT/CCAT/CCT**

**September 21-26, 2009 -Fall CPAM/CCAM exams**

**October 14-16, 2009 - 2009 ANI - Scottsdale, AZ - Fairmont  
Scottsdale Princess (*Check Out The Coaching Session*)**

**November 9-20, 2009 -CPAT/CCAT/CCT exams**

**December 1, 2009 -Registration deadline for February 2010  
CPAT/CCAT/CCT**



# PROFESSIONAL CPAM AND CCAM APPLICATION

Date: \_\_\_\_\_ *Please type or print neatly.*

Name: \_\_\_\_\_  
*Print name as it should appear on certificate.* (First, MI, Last)

Employer's Name: \_\_\_\_\_

\_\_\_\_\_  
*Please be sure to include your company/hospital name.*

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_

*\*Email is required to process application.*

National Member ID: \_\_\_\_\_

Local Chapter Name: \_\_\_\_\_

Chapter Certification Chair: \_\_\_\_\_

Would you like your facility to be notified if you are awarded a certification? \_\_\_ Yes \_\_\_ No

Name & Title: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Address: \_\_\_\_\_

*Please list your last three employers:*

1. Your Current Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

2. Your Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

3. Your Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

*The CPAM and CCAM exams are only available to AAHAM members in good standing. Dual certification exam is only available to current CPAMs or CCAMs.*

Select exam:

- CPAM (Hospital)
- CPAM Dual Certification (Hospital) (for current CCAM Certified Examinee)
- CCAM (Clinic)
- CCAM Dual Certification (Clinic) (for current CPAM Certified Examinee)

Preferred exam date: \_\_\_ Last week of April  
                                  \_\_\_ Last week of September

Are you currently a CPAM or CCAM? \_\_\_ No \_\_\_ Yes

If yes, Certificate Number: \_\_\_\_\_

If this is a retake, when did you originally sit for the exam? \_\_\_\_\_

**Please note:** If it has been more than 18 months since you originally sat for the CPAM/CCAM exam, you must retake the entire exam.

If this is a retake, which section(s) are you taking?

Section: \_\_\_ 1 \_\_\_ 2 \_\_\_ 3 \_\_\_ 4

If you are applying for Dual Certification, when did you originally become a CPAM or CCAM?

Spring: \_\_\_\_\_ (year)

Fall: \_\_\_\_\_ (year)

Education Credits Being Claimed (if any) Year(s)

*(A candidate claiming credit for education must attach a certified statement of graduation from a college or university, or a transcript of credits if not graduated.)*

## SUBMITTING YOUR APPLICATION:

**Mail application with check or money order to:**

The AAHAM National Office  
11240 Waples Mill Road, Suite 200  
Fairfax, VA 2203

**FEES:** \$175.00 for the full exam  
\$40.00 for each section retake  
\$100.00 for the dual certification exam

**Make checks payable to:** AAHAM - Tax ID#23-1899873

Payment by Visa, MasterCard or Amex is accepted online at:  
**[www.aaham.org](http://www.aaham.org)**

**Application fees are non-transferable and non-refundable.**

**DEADLINE:** Your application must be received by the AAHAM National Office by:

**March 1** for the Spring exams  
**August 1** for the Fall exams

You will receive a confirmation email from the AAHAM National Office indicating your application's acceptance or denial, and a letter from your Chapter Certification Chair indicating the time and location of the exam.

**QUESTIONS?** Call the National Office at **703-281-4043**, ext. **201**.

**Please keep a copy of this application for your records.**

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Applicant

# TECHNICAL CPAT, CCAT & CCT APPLICATION

*Please type or print neatly.*

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
*Print name.* (First, MI, Last)

Employer's Name: \_\_\_\_\_

*Please be sure to include your company/hospital name.*

Home  or Work

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Business Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Email: \_\_\_\_\_

*\*Email is required to process application.*

Local Chapter Name: \_\_\_\_\_

*Please list your last two employers:*

1. Your Current Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

2. Your Title: \_\_\_\_\_

Business Dates of Employment: \_\_\_\_\_

Address: \_\_\_\_\_

*Please note:*

The dual certification exam is only available to current CPATs or CCATs.

**Select exam:**

CPAT (Hospital)

CPAT Dual Certification (Hospital) (for current CCAT Certified Examinee)

CCAT (Clinic)

CCAT Dual Certification (Clinic) (for current CPAT Certified Examinee)

CCT Stand-alone

CCT add-on to CPAT or CCAT

Preferred exam month:

February  May  August  November

If this is a retake, when did you originally sit for the exam?

\_\_\_\_\_ (month/year)

*Please note:*

If it has been more than 12 months since you originally sat for the CPAT/CCAT exam, you must retake the entire exam.

If this is a retake of CPAT/CCAT, which section are you taking?

**SECTION:**

1 (Patient Access)  2 (Billing)  3 (Credit & Collections)

If you are applying for Dual Certification, when did you originally become a CPAT or CCAT?

\_\_\_\_\_ (month/year)

**SUBMITTING YOUR APPLICATION:**

*Mail completed application to the National Office:*

**AAHAM National Office – Technical Certification**  
**11240 Waples Mill Rd # 200**  
**Fairfax VA 22030**

**CPAT/CCAT FEES:** \$100.00 for the full exam  
\$45.00 for a section retake  
\$75.00 for the dual certification exam

**CCT FEE:** \$45 for the full exam

*Make checks payable to: AAHAM - Tax ID# 23-1899873*

TO PAY BY CREDIT CARD:

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

*Application fees are non-transferable and non-refundable.  
There are no postponements allowed.*

**DEADLINE:** Application must be received by the AAHAM National office by:

**December 1** for the February exam

**March 1** for the May exam

**June 1** for the August exam

**September 1** for the November exam

You will receive a letter, phone call or email from your Chapter Certification Chair a few weeks before the examination window opens, indicating the date, time and location of the exam. The information to download your studyguide will be emailed to you 6-7 weeks prior to the exam period.

**QUESTIONS?** Call the National Office at (703) 281-4043 ext. 211

*Please keep a copy of this application for your records.*

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Applicant



## ANNUAL STATE INSTITUTE SPEAKERS



**Elena Butkus**



**Laurie Shoaf  
National President**



**Angela Morelock**



**Tanya Twist & George Coleman**



**Jeanne Scott**



**Claire Schenk**



## FRIENDS AND COLLEAGUES 2008 ASI





## 2008 ASI BLOOMINGTON ILLINOIS



National Magazine  
Award 2008

1<sup>ST</sup> TIME  
ATTENDEE'S





## 2009 MEETING SCHEDULE & SITES

RESERVE THESE DATES FOR ILLINOIS AAHAM

### Save the Dates

March 12<sup>th</sup> -Peoria Illinois Chapter Education Meeting

April 15 - 16, 2009 -2009 Legislative Day - Washington, DC

April 17, 2009 - Spring Board Meeting - Washington, DC

June 19, 2009 - Peoria Chiefs Baseball - Illinois AAHAM Social Event

July 23 & 24th 2009 - Co-Sponsor with Music City Chapter Nashville TN

August 27th, 2009 - Bloomington IL @ Holiday Inn & Suites

October 14-16, 2009 - 2009 ANI - Scottsdale, AZ - Fairmont Scottsdale Princess

December 3-4, 2009 ASI - Bloomington IL @The Chateau

**For more information contact: ILLINOIS CHAPTER - AAHAM**  
Bill Carlson 563-242-2586 or 319-230-4488  
[wc@abacollect.com](mailto:wc@abacollect.com)



## Illinois AAHAM History

*Ever wondered how Illinois AAHAM got started? Curious about the growing pains a new chapter goes thru? Well, a new feature of the Lincoln Log is starting with this edition. Over the coming months, we'll share some stories on how our Chapter developed. We'll start by recognizing our current and past presidents.*

## IL AAHAM Presidents

1981-82	Jen Legris
1983	Barb Pupillo
1984	Betty Burch
1985	Barry Novak
1986-88	Betty Burch
1989-90	Dave Hume
1991-92	Bob Anderson
1993-94	Frank Budzinski
1995-96	Gary Klocke
1997-99	Chuck Garvin
2000-01	Doris Dickey
2002-03	Richard Wytrwal
2004-05	Veronica Modricker
2006-07	John Currier
2008-09	William Carlson



Lincoln Log Notes Network

**CONGRATULATIONS TO**

**MARIA LeDOUX -**  
AAHAM National Office  
Certification Director  
On Earning Her - **CAE**  
(Certified Association Executive)

**AAHAM AUDIO CONFERENCE**  
**WEDNESDAY, April 22, 2009**

**It's not too early to start  
planning for:**

**ICD-10-CM**

**Will You Be Ready?**

**Legislative Day is April 14-15<sup>th</sup> 2009**

**Sign up now, it's not too late!**

**Check out the**

**New Capitol Visitors Center**

**<http://www.aoc.gov/cvc/index.cfm>**

**Check out your zip  
code.....you will not  
believe the information  
you find there!**

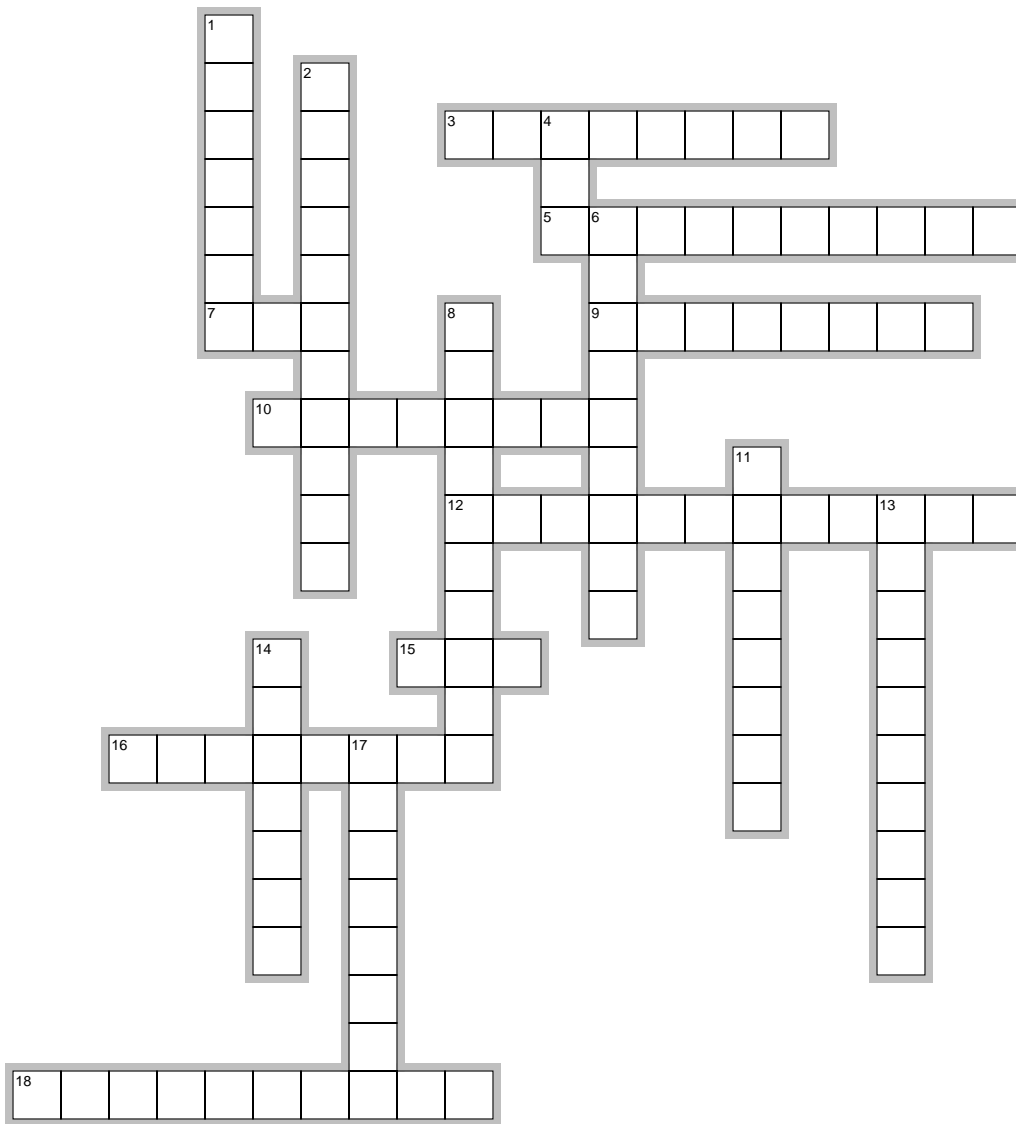
**<http://zipskinny.com/>**

**Red Flag Rules**

**Effective May 1<sup>st</sup> 2009**

**What Steps Are You Taking?**

# SPRING 2009 LL



EclipseCrossword.com

## Across

3. Illinois MAC Contractor
5. Illinois Senior Senator
7. Next Technical Certification Test Session
9. Name of the current Illinois Governor
10. Uninsured Patient \_\_\_\_\_ Act
12. Tool used by politicians and old rock & rollers
15. New Program Starting in 2009 for Illinois
16. New AAHAM Local Chapter in the Midwest
18. Sight of the 2008 ASI

## Down

1. Starts in 2013
2. Number of Local AAHAM Chapters
4. \_\_\_\_\_ Flag Rules
6. Present On Admission Applies to Which Patient Type
8. Sight of the 2009 AAHAM ANI
11. When The State of Illinois is Expected to Pay Medicaid Bills
13. Hotel on Capitol Hill Hosting Legislative Day 2009
14. President Celebrating 200th Birthday This Year
17. Type of Mortgage Responsible for Many Foreclosures

# Congratulations to the 2008 - 2009 Elected Officers and Directors

**Chairman of the Board**  
**John D. Currier, CPAM**  
*PFS Director*  
*IL Valley Community Hospital*  
 925 West Street  
 Peru, IL 61354  
 Tele: 815-780-3722  
 Cell: 815-243-2606  
 John.Currier@ivch.org



**President**  
**Bill Carlson, CPAM**  
*Director of Marketing*  
*Allied Business Accounts, Inc.*  
 PO Box 1600  
 Clinton, IA 52732  
 Tele: 563.242.2586  
 Cell: 319.230.4488  
 wc@abacollect.com



**First Vice-President**  
**Cheri Lockhart**  
*Accordis*  
 PO Box 1235  
 Sterling, IL  
 Tele: 815.535.8117  
 Cell: 815-535.8117  
 clockhart@essex1.com



**Second Vice-President**  
**John McGlasson**  
*Pro-Com Services of Illinois, Inc.*  
 888-633-8238 x-4014  
 Cell: 815-260-5238  
 mcglasson.john@pro-comservices.com



**Treasurer**  
**Veronica Modricker, CHFP**  
*Regional Manager for Development*  
*Medical Reimbursements of America*  
 416 7th Avenue West  
 Andalusia, IL 61232  
 Tele: 309.798.2694  
 Cell: 309.912.0480  
 modrickerv@MedicalReimbursements.com



**Doris Dickey, CPAM**  
*PFS Manager*  
*Rochelle Community Hospital*  
 900 North 2nd Street  
 Rochelle, IL 61068  
 Tele: 815-561-1620  
 Cell: 815-751-7776  
 ddickey@rcha.net



2008 - 2009 A A H A M O F F I C E R S & D I R E C T O R S

**Kym Gibson**  
 The John & Mary E. Kirby Hospital  
 217-762-6120  
 Cell: 217-778-7222  
 kgibson@kirbyhospital.org



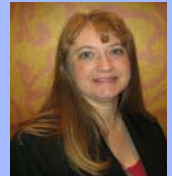
**Ron Snyder**  
 H & R Accounts, Inc.  
 800-383-6110 x-2030  
 Cell: 563-349-0710  
 rsnyder@hraccounts.com



**Steve Dennis, CPAM**  
 Memorial Medical Center  
 217-757-7805  
 Cell: 217-553-4902  
 sjdx2@yahoo.com



**Carol Hoehn, CPAM**  
 Pana Community Hospital  
 217-562-6300  
 Cell: 217-254-4370  
 choehn@panahospital.com



**Nancy Vollmer**  
 Eagle Recovery  
 309-272-4501  
 Cell: 309-258-2424  
 nvollmer@eaglerecovery.net



**Chris Bryant**  
 Dr. John Warner Hospital  
 217-935-9571 x-3211  
 Cell: 217-433-9248  
 chris.bryant@djwhospital.org



**Sylvia Sorgel**  
 Sorgel Consulting LLC  
 773-467-4386  
 Cell: 773-450-0650  
 sorgelconsulting@comcast.net



**Alan Staidl**  
 Horizon Financial Management  
 630-724-1197  
 Cell: 630-244-6289  
 maris65@earthlink.net



**Diane Wilson**  
 Director Patient Accounts  
 BroMenn Healthcare  
 309-268-5528  
 Cell: 309-268-5528  
 dwilson@bromenn.org



# SPRING 2009 LL

