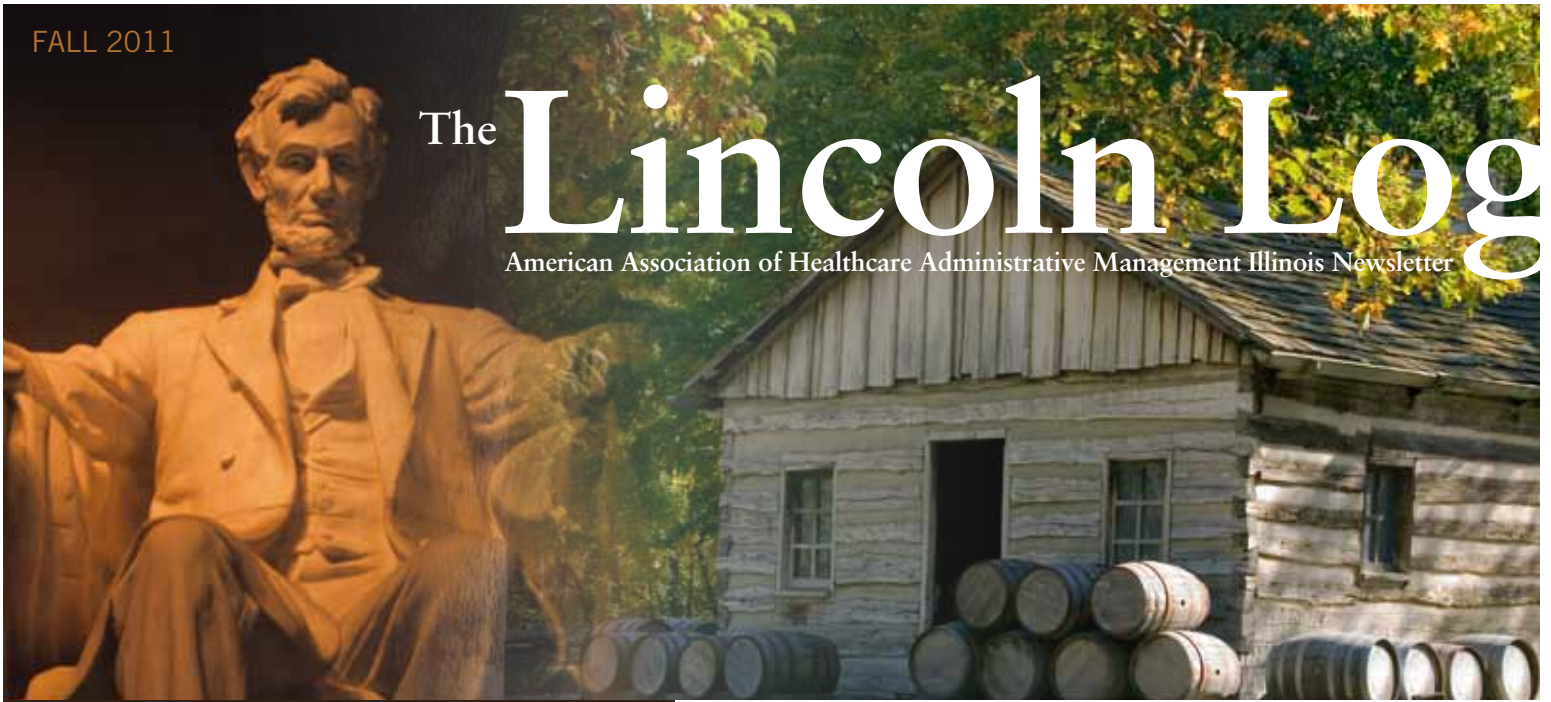


The Lincoln Log

American Association of Healthcare Administrative Management Illinois Newsletter



FEATURED ARTICLES

2011 ASI Certification Presentation
at MBR in Quincy 4

Providing All of Your
Revenue Cycle Management Tools 5

Positive Notes..... 6-7

Happy 30th Birthday
Dear Illinois AAHAM, Happy Birthday to You!..... 8-9

Event Pictures

- September 2011 ASI..... 15
- Charles Garvin Golf Outing..... 16-17

What are the Benefits AAHAM Membership? 18

DEPARTMENTS

President's Message 2

- Bill Carlson

Editor's Corner..... 3

- Julie VanPelt

Registration Application 10 -11

Corporate Partners 13-14

AWARD WINNING EZINE *for the Illinois Chapter*

1987 - 1990
2002 - 2010



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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. 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.



President's *Message*

I hope that you are all doing well and have had ample opportunity to spend time with family and friends this summer.

Board member Rena Willey and I were pleased to join Phil Begley, Penny Weide, Tina Ward and 63 staff members of Medical Business Resources, Inc. of Quincy in celebrating their certification accomplishments. MBR has certified 94% of their employees with CPAT certifications. We honored the staff with a certificate and refreshments on September 9th and commended MBR for their support of AAHAM and their acknowledgement of the value to their business and their employees of our certification programs. Congratulations!

The latest membership reports have been released and Illinois AAHAM is proud to announce that our 2011 membership is 248, second largest chapter in the country.

Sixty-four new members have joined our chapter this year. Welcome! Get involved in your chapter. We grow and thrive through the knowledge, experience and participation of our membership.

Applications have been submitted for the National Chapter Excellence and Journal awards and we're looking forward to the National AAHAM election results. Good luck John!

A COUPLE OF REMINDERS FOR YOUR CALENDAR:

- **October 5-7** **Annual National Institute – The Wynn, Las Vegas**
- **December 1-2** **Annual State Institute / 30th Anniversary – The Chateau, Bloomington**

Program information and online registration will be available at www.illinoisaaaham.com for the ASI as well as all of the education meetings. Please visit our web site and support our Corporate Partners.

Best regards –

Bill Carlson, CPAM

President – Illinois AAHAM

EDITOR'S CORNER

As the co-editor of *The Lincoln Log*, I am asking for a favor. Can each of you add my email address to your contacts right now? It's jvanpelt@avadynehealth.com; go ahead I'll wait for you.

Perfect, thanks. Now here's the favor (that was just the pre-favor exercise): each time you read something interesting that might impact your peers, do something exciting that only those of us in the business would appreciate or you have a life event that inquiring minds would want to know, please send it to me.

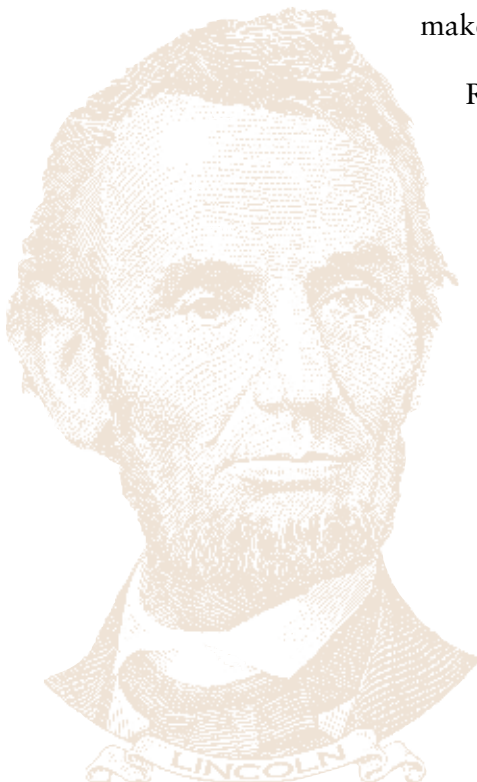
While I am appreciative of all the cooperation I've received when I tap someone on their virtual shoulder for a contribution to *The Lincoln Log*, I think we would all enjoy and benefit by reading those little pearls of information that are short, sweet and to the point. Plus, sharing your personal news is a great topic for us to use as ice-breakers when we meet in person at our chapter meetings. It's much easier to start a conversation with an acquaintance that begins "How is that new grand baby?" vs. "What are your thoughts about the new bank fees for debit card usage?"

Do not worry about editing or punctuation. Do not worry that your recent promotion might not be as newsworthy as the birth of someone's triplets in the back of a cab. Okay, that didn't happen but you get the point. We're all friends here. As I've said in the past, one of the many benefits of chapter membership is that we immediately gain more than 200 friends in the business. There's something about 400 clapping hands cheering on your victories both large and small that can really make your week.

Ready...set....SEND!

From the trench,

-Julie



2011 ASI Certification Presentation at MBR in Quincy



*Medical Business Resources, Inc. employees from the Quincy office.
Ninety-four percent of the Quincy office is technically certified.*



*Bill Carlson, CPAM; Rena Willey, CPAM; Penny Weide, CPAT/
MBR Senior Account Analyst; Phillip Begley/MBR Director of
Revenue Cycle Operations*

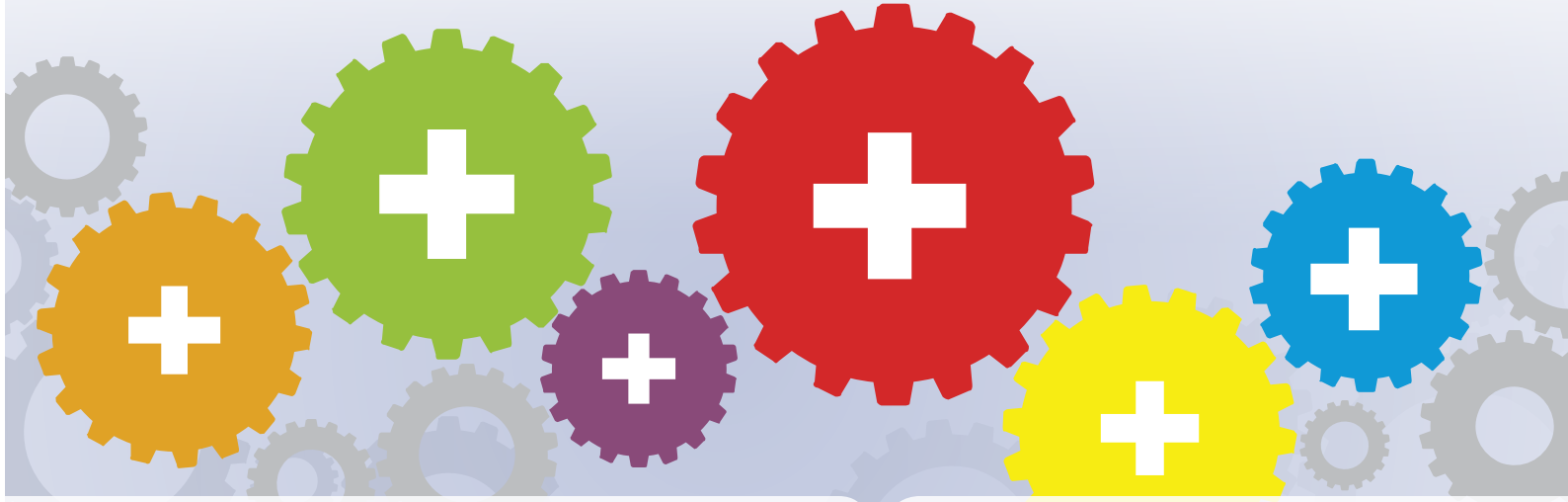


Rena, Bill, Penny, Tina Ward, CPAT/MBR Project Manager

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A New Era in Revenue Cycle Management

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The Value of Performance Evaluations

Whether you are a manager or an employee, you need feedback to function effectively. Even upper level executives need feedback. A performance evaluation is a great way to obtain that feedback.

A performance evaluation is a motivating tool to enhance productivity. Unmotivated workers who feel management does not care about their development and success spell low productivity and possible failure. It is vital that both the reviewer and employee understand that the only way to measure productivity, morale and growth on the job is through some type of concrete evaluation process.

Beneficial as the process is, human nature makes both parties uncomfortable during the evaluation process. It is difficult to listen to someone outline one's own weaknesses. Most people have a resistance to being judged. That resistance makes supervisors uncomfortable in judging their subordinates. The words you use and the correction you offer can significantly impact your employees. How an employee feels about their job, and possibly even themselves, can be directly influenced by a performance evaluation.

You have the power to influence your employees. You should not walk on eggshells and be afraid to give honest feedback. It is crucial, however, that you are aware of how the information is presented. When your employees believe you are committed to their development and success, they will appreciate your feedback. Most importantly, remember to criticize or correct the work behavior, not the person or personality. Just because a person *makes* a mistake, doesn't mean they *are* on a mistake!

If two or more managers are involved in the review process, you may have more resistance from the employee. It can set up a "two-against-one" scenario for the person being reviewed. Often the employee will become defensive. In order to help defuse the situation, explain to your employee that you want to be a partner in their professional success. This changes the balance of power so you and your employee are on the same team working together. This helps the employee feel that the manager is their advocate.

While conducting the performance evaluation, make sure to express confidence in your employee's efforts. Offer a genuine commitment to help them achieve future goals. Your objective, constructive feedback will help motivate your employees.

Better Performance Evaluations training should be provided for both management and employees to understand the priority of performance evaluations. Everyone should know management's commitment to the Performance Evaluation process. If you want your performance review process to be important, it must serve as a tool to motivate your workers to reach their highest potential.

Jane Boucher is an Executive Coach and Certified Speaking Professional
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Her websites are www.janeboucher.com and www.janeboucher.org

Jane Boucher

Executive Coach / Certified Speaking Professional (CSP)

Jane received her Bachelor of Science and Master of Arts from The Ohio State University. She has done doctoral work at the University of South Florida and has been an adjunct professor at the University of Dayton, Wright State University, Sinclair Community College and Antioch University McGregor. She also served as the Associate Director of the Antioch University McGregor Organizational Institute.

The author of seven books, she uses both the podium and paper to promote personal and professional excellence. Her best seller, *How To Love the Job You Hate* has been profiled in Forbes, The New York Times, The Chicago Tribune, USA Today, The National Enquirer, Guideposts and on CNBC, CBN, CNN. Jane is a recognized authority on workplace issues. She is also a nationally syndicated newspaper columnist appearing in business journals throughout the country.

Jane worked with at-risk youth before going into her professional speaking career. This Fortune 500 professional speaker and coach, corporate trainer, Certified Mediator and consultant has worked with organizations such as: Medical Group Management Association (MGMA), the United States Senate, Energy Transfer, American Association of Healthcare Administrative Management (AAHAM), Western CPE, Antioch University Midwest, Toyota, Prudential of Europe, Department of the Navy, United States Air Force, FDIC and the International Association of Hispanic Meeting Professionals (IAHMP). She has shared the platform with such notables as Senator Orrin Hatch, Bernard Siegel, M.D., former Nevada Governor Kenny Guinn, Coach John Wooden, Elizabeth Edwards and Priscilla Presley.

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

You have express permission from the author, Jane Boucher, to reprint and distribute this article.

**For more articles by Jane, go to
<http://www.janeboucher.org/positive.shtml>**

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with the message, "unsubscribe monthly article" in the subject line.**



HAPPY 30TH BIRTHDAY

DEAR ILLINOIS AAHAM,
HAPPY BIRTHDAY
TO YOU!

Written By: Bob Anderson, CPAM

Thirty years of AAHAM (previously AGPAM) in Illinois is a testament to the efforts of many folks. In the last article I wrote for *The Lincoln Log*, a tribute to our first Chapter President, Gen. K. Legris, CPAM who passed away in 2010, I briefly discussed the gathering of 16 Patient Account Managers and 1 Collection Agency owner at St. Mary's Hospital in Kankakee to explore the establishment of an AGPAM Chapter in Illinois.

During that time period, (1981) only HFMA (the Hospital Financial Management Association) was the primary source of education for hospital Patient Account Managers and their meetings were focused primarily on the education of Chief Financial Officers and accounting personnel. Occasionally topics of interest would be on the agenda for Patient Accounting folks and that left a huge void in educational opportunities for Patient Account Managers. It was also not uncommon for Patient Account Managers to be excluded from attending these HFMA meetings because of content not applicable to this position. The gathering of these 17 folks to establish an AGPAM Chapter in Illinois was an opportunity to join a National Guild whose charge was: to provide quality member services and leadership in the areas of education, communication, representation, professional standards, and certification for those professionals who practice in the area of Healthcare Patient Accounting. The vote was unanimous, and as they say.....the rest is history!

Having had the honor to be one of those 17 folks, I have had the opportunity to not only witness the birth of the Illinois Chapter AGPAM, but to watch it take tiny steps and along the way change its name to the Illinois Chapter AAHAM, and then take big steps and eventually become an organization of 248 members dedicated to all aspects of Healthcare Administrative Management. I have also been witness to the many men and women who have actively involved themselves over these past 30 years in this organization. Those who have presented their thoughts and ideas or shared their experiences in dealing with the myriad of issues we face in our profession at a seminar or by writing in our *The Lincoln Log*; the social gatherings where networking and a spirit of shared experiences are exchanged and fostered; the commonality we have in our ability to learn, understand, share, and facilitate the changes to our profession as they come along; and the many volunteer hours freely given in service to the Illinois Chapter AAHAM.

In looking back, we have been fortunate in that our elected chapter leaders have been dedicated to serve and ensure that this chapter succeeds in meeting the needs of both our membership and that of National AAHAM. Those Officers and Directors that have served this organization over the last 30 years are:

PRESIDENT: Gen Legris, CPAM; Barbara Pupillo; Barry Novak; Betty Burch, CPAM; David Hume, CPAM; Bob Anderson, CPAM; Frank Budzinsky, CPAM; Gary Klocke, CPAM; Charles Garvin, CPAM (3 year term); Doris Dickey, CPAM; Dick Wytrwal, CCAM; Veronica Modricker; John Currier, CPAM; and Bill Carlson, CPAM (2 terms).

(Continued on next page)

(Continued from previous page)

VICE PRESIDENT: Barbara Pupillo; Barry Novak; Betty Burch, CPAM; Larry Krippel; Bob Anderson, CPAM; Frank Budzinsky, CPAM; Gary Klocke, CPAM; Charles Garvin, CPAM; Randy Bounds, CPAM; Dick Wyrwal, CCAM; Veronica Modricker; John Currier, CPAM; Bill Carlson, CPAM; Cheri Lockhart (2 terms); Trace Manning; and John McGlasson.

SECRETARY: Dane Schmiege; Betty Burch, CPAM; Larry Krippel; David Hume, CPAM; David Dorman (4 terms); Jim Dufelmeier (2 terms); Vickie Tellor, CPAM; Carol Hoehn, CPAM; Doris Dickey, CPAM (2 terms); and Chris Bryant.

TREASURER: Bob Anderson, CPAM (3 terms); Larry Krippel; Larry Gansmann, CPAM; Frank Budzinsky, CPAM (2 terms); Rich Meyer (3 terms); Greg Wimbrow; Bill Carlson, CPAM; Dick Wyrwal, CCAM; and Veronica Modricker (2 terms).

BOARD CHAIRPERSON: Gen Legris, CPAM; Bill Rickards; Barry Novak; Betty Burch, CPAM; David Hume, CPAM; Bob Anderson, CPAM; Frank Budzinsky, CPAM; Gary Klocke, CPAM; Charles Garvin, CPAM; Doris Dickey, CPAM; Dick Wyrwal, CCAM; Veronica Modricker; and John Currier, CPAM (2 terms).

DIRECTORS: Larry Krippel (2 terms); Jesse McCormick; Shirley Pennick; Terry Tewes; Martin Tintari (2 terms); Bob Anderson, CPAM (4 terms); Pat Poore; Bill Rickards; Jim Dillier; Wendell Young (2 terms); Duane Zimmerman; Pat Arnold, CCAM (2 terms); Dick Wand (3 terms); David Dorman; Lee Foshang; Gary Klocke, CPAM (2 terms); Rich Meyer; Audrey Yann, CPAM; Betty Burch, CPAM (5 terms); Charles Garvin, CPAM (2 terms); Gary Townsend, CPAM; Bob Olson, CPAM; Cecile Atkinson, CPAM; Sandra Beimfohr, CPAM; Phil Vasquez (3 terms); Russell Hamm, CPAM (3 terms); Bill Okel (2 terms); Bill Slichenmeyer, CPAM (2 terms); Dave Primeau, CPAM (2 terms); Greg Moga; Nadine Sparkman; Alice Decker, CPAM; Parmod Garg, CCAM; Jim Knepper, (2 terms); Dennis Kibby; Doris Dickey, CPAM (3 terms); Bryon Pickard; Vickie Tellor, CPAM (2 terms); Dick Wyrwal, CCAM; Jimmi Evans, (2 terms); Linda McGlauchlen, (2 terms) Brett Keyes; Veronica Modricker; Al Staidl, (4 terms); Bruce Tichenor; Bill Carlson, CPAM; John Currier, CPAM; Steve Dennis, CPAM (4 terms); Carol Hoehn, CPAM (2 terms); Cheri Lockhart; Rick Rogers; Sharon Bounds, CPAM; Kenny Koerner, CPAM; John Rademacher; Ron Snyder, (2 terms); Chris Lashmett; Trace Manning, (2 terms); Diana DeMarlie; Lisa Kronenberger; Nancy Vollmer, (3 terms); John McGlasson; Chris Bryant, (2 terms); Judy Lines, CPAM; Kym Gibson, (2 terms); Sylvia Sorgel; Diane Wilson, (2 terms); Penny Nydegger; Maria Orwig; Julie Van Pelt, CPAT; and Rena Willey, CPAM.

A big **THANK YOU** to these men and women who have served the Illinois Chapter of AGPAM/AAHAM. If your name is not listed here, now is a good time to step forward and start getting involved with your Chapter by volunteering for a committee; writing an article for the *The Lincoln Log*; consider making a presentation at a meeting; or become a certified member! Who knows, you just might enjoy what you're doing and consider a Board or Officer position. The Illinois Chapter will only continue to succeed when its members are actively involved. That, my friends, includes YOU!



**HAPPY BIRTHDAY
DEAR ILLINOIS
AAHAM, MAY
YOU HAVE
MANY MORE!!!**





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Employer/Organization Name: _____

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State: _____ Zip: _____ Phone: _____

Fax: _____ E-mail Address: _____

Website: _____

Home Address: _____ City: _____

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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)

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Fairfax, VA 22030
AAHAM Tax ID# 23-1899873

Your Payment Total:

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

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.

Please note, membership is on an individual, not institutional basis, and is non-transferable.

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.

Please Check the Appropriate Codes in Each Category Below.

Years in Healthcare:	<input type="radio"/> Outsourcing	Responsibility:
<input type="radio"/> 0-5	<input type="radio"/> Software/IT	<input type="radio"/> Accounting
<input type="radio"/> 6-10	<input type="radio"/> Provider	<input type="radio"/> Administration/Operations
<input type="radio"/> 11-20	<input type="radio"/> Law Firm	<input type="radio"/> Admitting/Access
<input type="radio"/> 21-25	<input type="radio"/> Other (please list)	<input type="radio"/> Audit
<input type="radio"/> 25+	_____	<input type="radio"/> Benefits
Certification:	Position:	<input type="radio"/> Budget
<input type="radio"/> CPAM/CCAM	<input type="radio"/> President, Administrator, Executive	<input type="radio"/> Business Development, Sales, Marketing
<input type="radio"/> CPAT/CCAT	<input type="radio"/> Director, CEO	<input type="radio"/> Compliance
<input type="radio"/> CHAM (NAHAM)	<input type="radio"/> Partner, Principal, Owner	<input type="radio"/> Information Services/Technology
<input type="radio"/> CHFP (HFMA)	<input type="radio"/> CFO/Controller, COO, CIO	<input type="radio"/> Managed Care
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<input type="radio"/> Other (please list)	<input type="radio"/> Director, Manager, Supervisor	<input type="radio"/> PFS, Patient Billing & Collections
_____	<input type="radio"/> Technician	<input type="radio"/> Reimbursement
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Employer Type:	<input type="radio"/> Academic	<input type="radio"/> Other (please list)
<input type="radio"/> Vendor/Corporate Partner	<input type="radio"/> Other (please list)	_____
<input type="radio"/> Billing	_____	_____
<input type="radio"/> Collection Agency	_____	
<input type="radio"/> Consulting		

Getting to Know

A MEMBER

HELLO my name is

Joshua A. Johnson, CPAT
Director of Patient Access/Registration
Gibson Area Hospital and Health Services
Since October 2010



I joined Illinois AAHAM to enhance my position as the Patient Access/Registration Coordinator. I am excited to be involved with such a great organization that really supports and educates its members. I look forward to serving AAHAM for many years to come. Networking with other members and being a part of a fantastic local/national organization.

I joined with the encouragement of our Executive Director of Revenue Cycle Management, John Currier, who has been involved with Illinois and National AAHAM for many years, served in numerous positions and just been nominated as the National 2nd Vice President.

I am married to my wife Stephanie, who is the Director of Material Management also at GAHHS, I have an 11 year old daughter Hailey and a 2 year old son Griffin. I was born and raised in Champaign, IL. Graduated High School from Hoopston Area High School and moved to Gibson City to own my own Flower Shop and Greenhouse after attending Parkland College in Champaign. After 13 years, I closed our business and ventured out into a new opportunity and love every minute of it! I even passed my CPAT after just 8 months as the Patient Access Coordinator.

My favorite author is John Grisham and I love suspense movies and comedies!

The traits of my best boss ever were that of a person who recognized that they were only as strong a leader as the employees that they trained and supported. Is someone who was not afraid or threatened to see employees succeed and they always offer words of encouragement and gives good constructive criticism.

What I know now that I wish I knew then ... Lots of things ... mostly, life is short. Don't sweat the small stuff.

My first paid job was a corn detassler...anyone who has ever done it will never do it again! It builds character!

I love to spend time in my yard. Love to landscape and mow!! I also love spending time with my family just goofing off!

What would you find in my briefcase everyday??? My iPad, my cell phone, chapstick, pens, business cards and of course ... CHOCOLATE!



ILLINOIS CHAPTER

2011 Corporate Partners

The Illinois AAHAM Chapter would like to thank our Corporate Partners for their continued support and dedication to the Chapter. Their partnership and generous financial support enable us to provide quality educational and networking opportunities throughout the year.

PLATINUM LEVEL

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UCB, Inc. Doug Headman – daheadman@ucbinc.com



For additional information regarding the Illinois AAHAM Corporate Partners program please contact Cheri Lockhart, 1st Vice President at clockhart@essex1.com

September 2011 ASI Event Pictures



V. Modricker & M. Orwig



Penny Weide & Julie VanPelt, Speakers



Sandy Kraiss, Speaker



Randy Schrum, Speaker



Ray Swisher, Speaker



General Session



David Zanolla, Speaker

Charles Garvin

Golf Outing **Pictures**



C. Bryant, D. Stortzum, H. Turcany, & T. Roesch



B. Anderson, D. Dorman, & A. Staidl

Charles Garvin Golf Outing Pictures



R. Snyder, D. Miller, & K. Koerner



R. Rogers, K. Uphoff, & B. Kemp



J. Lines, S. Mason, B. Carlson, & L. Dillon



G. Tichenor & L. Haag



Adam & Kim



What are the Benefits of AAHAM Membership?

Join AAHAM For Valuable Educational and Career Support. Increase your professionalism, improve your skills and enhance your knowledge with:

- Eligibility for Certification Designations. Professional Certification (CPAM & CCAM) demonstrates your knowledge and proficiency to your employers and your peers.
- The Certified Patient Account Technician (CPAT) and Certified Clinic Account Technician (CCAT) examinations to test the proficiency of individuals involved in the collection of patient accounts and to prepare them for the many changes to come.
- Exclusive invitation and pricing to the AAHAM's Annual National Institute (ANI) known for excellence in education, value, and networking.
- Invitation to an active scholarship and awards program.

Enhance Your Career - network with your peers via the:

- Join your local AAHAM Chapter. There are 36 local AAHAM chapters across the nation to choose from. Joining an AAHAM Local Chapter helps you to gain an edge by being kept up-to-date on the most recent developments in your local area and providing you with a great chance to network with others in your area who are facing many of the same problems and obstacles that you face.
- Membership Directory. Available online at www.aaham.org helps you keep in touch with other members and vendors both locally and nationwide.
- Job Bank to assist you in searching and posting that special job.
- Unlimited networking and information exchange through our web site and chapter interaction.
- Web site access to state and metro area hospital associations nationwide.
- AAHAM Member's Only List Serve.

Stay Informed - keep on top of the latest regulations and guidelines affecting patient accounting matters through AAHAM's publications:

- Subscription to *Legislative Currents*. Distributed via email eight times a year, to keep you up to date on legislative and governmental issues affecting our industry.
- Subscription to *The Journal of Healthcare Administrative Management*. Rated as the #1 membership benefit, the Journal is issued quarterly.
- AAHAM's National News - AAHAM's monthly electronic Newsletter with timely updates and information about your association.

Discounts on Products and Services

- Seminar, meeting, and product discounts offered by the chapters and the National organization.
- Affinity discounts on credit cards, hotels, and rental cars.
- And so much more!

For more details about AAHAM member benefits please review our 2011 Member Services Booklet (**PDF Format**).