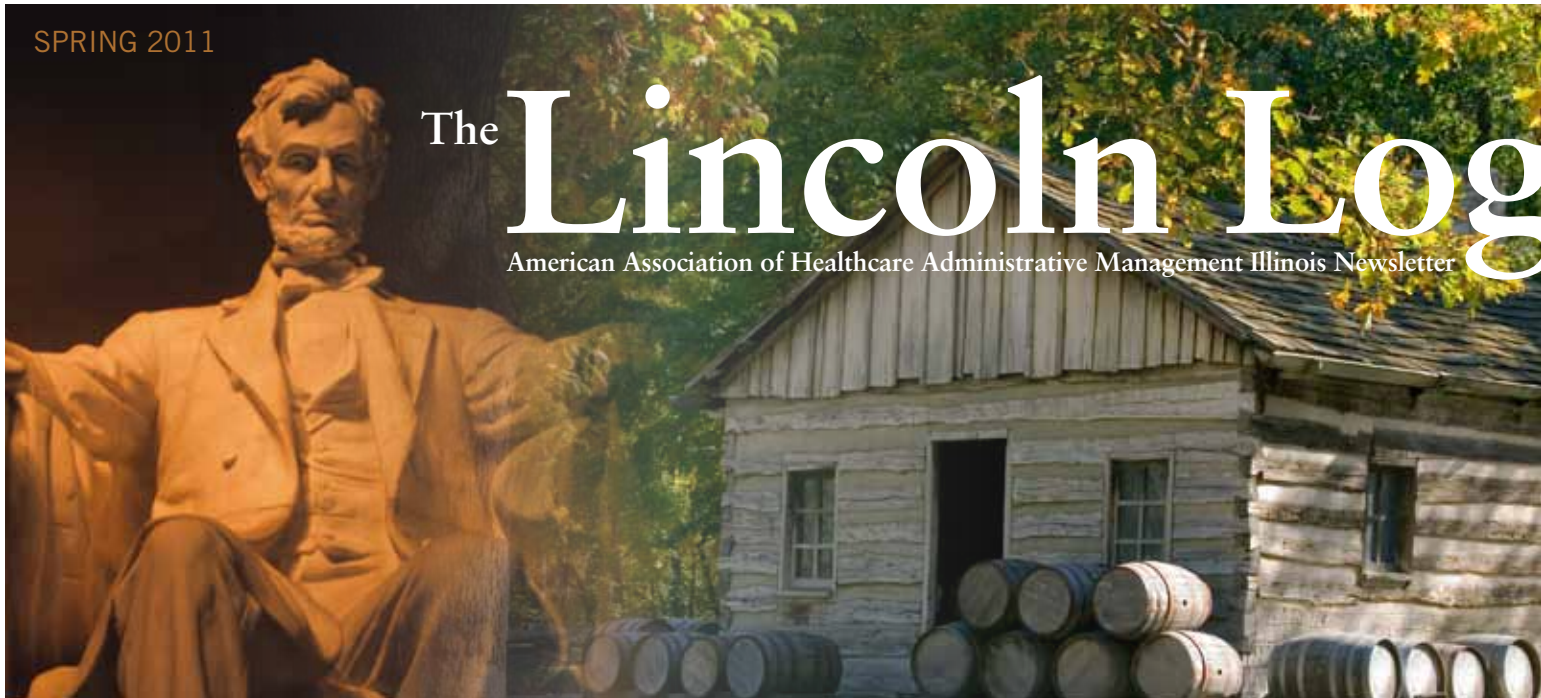


SPRING 2011

# The Lincoln Log

American Association of Healthcare Administrative Management Illinois Newsletter



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## 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*

Members & Friends of Illinois AAHAM –

In March of 1981, at the invitation of Genevieve Legris (CPAM), 17 people met at St. Mary's Hospital in Kankakee, Illinois, and voted to charter the Illinois Chapter of AGPAM, the American Guild of Patient Account Management. The chapter borrowed \$500 from National to fund the new organization and "the rest is history" ...a great history! By the way, the loan was repaid after the first educational seminar in September of that year. Bob Anderson documented the details of the founding of our chapter in the Fall 2010 edition of the Lincoln Log.

This year we proudly celebrate the 30th Anniversary of the Illinois Chapter of AAHAM. The changes in healthcare delivery and patient account management have been amazing. Can you imagine what the next 30 years will bring?

Illinois AAHAM has changed over the past 30 years as well. Today we are financially sound, offer 4 top notch educational seminars each year, publish an award winning electronic newsletter each quarter and receive support from 33 Corporate Partners involved in our organization. We promote Professional and Technical Certification programs for our membership and are directed by 15 active and knowledgeable healthcare professionals. As of this month, we are the second largest AAHAM chapter in the country with 216 members and are #1 with 34 new Illinois AAHAM members. Illinois members include a past National Secretary and current National Treasurer and Professional Certification Committee Chair.

We have a proud and accomplished history and a very bright future. This year we will elect new chapter officers and board members and I invite you get involved and share your knowledge and experience in directing our chapter. We have all received the benefits of our AAHAM membership – let's "pay it forward".

Happy Anniversary Illinois AAHAM!

Bill Carlson, CPAM

# EDITOR'S CORNER

Tim Turczyn and I are delighted to be co-editing The Lincoln Log again this year. We will be reaching out to many of you to ask for contributions and articles of interest. Please feel free to submit articles, newsworthy announcements or just fun ideas for The Lincoln Log.

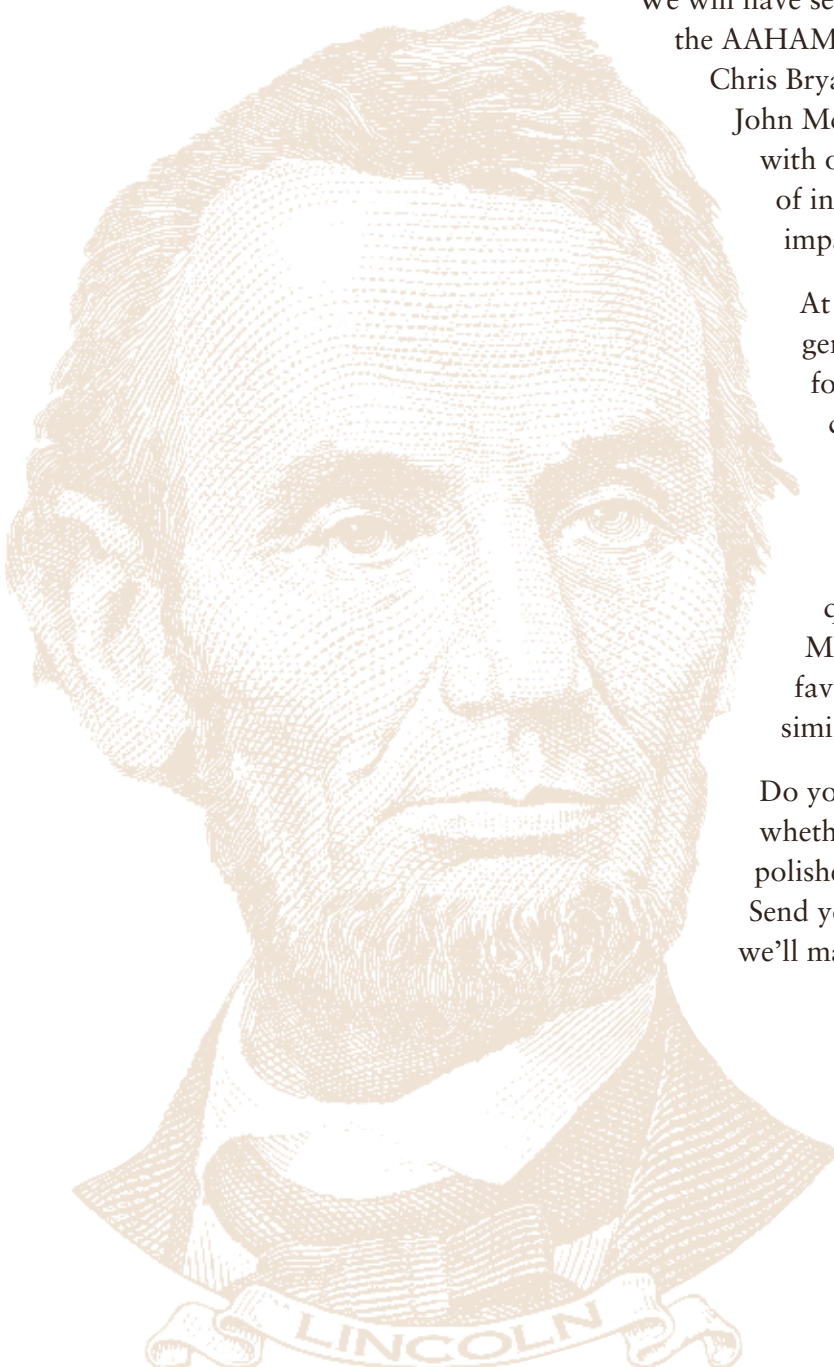
## Items from our chapter:

We will have seven members representing the Illinois chapter at the AAHAM Legislative day March 30-31 in Washington DC: Chris Bryant, Bill Carlson, John Currier, Doris Dickey, John McGlasson, Maria Ortig and Rena Willey will meet with our various legislators to discuss health care topics of interest and develop a relationship with those who impact our industry.

At the joint ICAHN/Illinois AAHAM meeting, the generosity of our attendees resulted in raising \$553 for Camp Coco, SIU's School of Medicine camp for children with cancer.

Speaking of our March meeting, check out the pictures from the presentation where Jodi Edmonds shared valuable insight and answered questions from the audience regarding Illinois Medicaid. This well attended meeting received favorable satisfaction marks and we plan to offer similar joint presentations in the future.

Do you have news? Anything that you want to share whether it's a recent promotion, a wedding or you just polished off your degree---we want to know about it. Send your scoop to [jvanpelt@avadynehealth.com](mailto:jvanpelt@avadynehealth.com) and we'll make certain your peers know about it!





Without you we would be an organization in name only. Membership is the lifeblood of all organizations and as our numbers change each year, and they always will, we rely on new joins to maintain our base and grow our chapter. We also look to our members for fresh ideas and suggestions to help us guide our chapter and provide the experience and education necessary to fulfill our mission.

We are very proud to welcome our new Illinois AAHAM members and to thank those of you who have renewed your membership in our chapter. Don't hesitate to contact us if we can be of assistance to you if you have questions regarding your membership benefits. We welcome you and look forward to your active participation in your Illinois Chapter as well as the National AAHAM organization.

With Best Regards –

Bill Carlson, CPAM  
President – Illinois AAHAM

John McGlasson  
2nd Vice President / Membership Chair



Dave Appino, VP	Furst Group
Chase Behrendt, Eastern Region Patient Financial Services Supervisor	OSF Healthcare System
Mary Bovard, Patient Financial Services Director	Sarah Bush Lincoln Health System
Teresia Bugh	Blessing Hospital
Amy Cruz, Marketing	Raymond E. Clutts
Christina Cunningham, Patient Access Representative	Blessing Hospital
Cheryl Dabney	Blessing Hospital
Gail Dietrich, Account Specialist	Medical Business Resources, Inc.
Jody Freeman, Patient Financial Services Supervisor	Sarah Bush Lincoln Health System
Theresa Giannaris, IT Support/Account Representative	Medical Business Resources, Inc.
Lindseigh Griesbaum, Patient Financial Services Representative	Blessing Hospital
Andrew Griesbaum, Financial Assistance Specialist	Blessing Hospital
Tim Haag, Sales and Service Executive	State Collection Service, Inc.
Christine Inman	Medical Business Resources
Joshua Johnson, Patient Access Coordinator	Gibson Area Hospital
Denise Klein, CPAT, PFS Contracted Payer Lead	Marianjoy Rehab Hospital
Heather Lair, Patient Financial Services Representative	Blessing Hospital
Mary Layton	Mason District Hospital
Jacqueline Leuty, Patient Accounts Manager	Advocate Bromenn Medical Center
James Linville, Revenue Cycle Operations Specialist	Blessing Hospital
Dayna Miller, Patient Accounts Education Specialist	St. Elizabeth's Hospital
Marsha Moody	Gibson Area Hospital & Health Services
Julie Reichert, PFS Representative	Blessing Hospital
Marisa Roach, PFS Representative	Blessing Hospital
Debra Robinson, Patient Finance Representative	Blessing Hospital
Dana Schuerman, Eastern Region Patient Financial Services Supervisor	OSF Healthcare System
Ellen Spears, Supervisor	Blessing Hospital
Donna Stortzum, Director, Patient Financial Services	OSF Holy Family Medical Center
Adam Sumii, Patient Financial Services Representative	Blessing Hospital
Sheila Teaney, PFS Representative	Blessing Hospital
Candi Underwood, HIM Director	Gibson Area Hospital & Health Services
Jane Vaughn, Patient Financial Services Supervisor	Sarah Bush Lincoln Health System
Shelly Venvertloh, Patient Financial Services Representative	Blessing Hospital



# DOES THE REVENUE CYCLE IMPACT THE TOTAL PATIENT EXPERIENCE? AND ARE HOSPITALS MISSING THE FINANCIAL OPPORTUNITY?

*Written By: Steve Chapla, Director Third Party  
Solution at Revenue Cycle Partners*

According to Jennifer Robinson, Senior Editor for the Gallup Management Journal, “for over 20 years or so, healthcare organizations have realized providing exemplary medical care isn’t enough to engage hospital patients. That’s because, from the patient’s perspective, excellent medical attention is the least a healthcare organization can offer. Many hospitals recognize this and now focus on the patient experience.”

So what is the “Patient Experience”?

The Beryl Institute collaborated with healthcare professionals and practitioners at hospitals around the county to develop a definition.

**Patient Experience-** *The sum of all interactions, shaped by an organization’s culture, that influence patient perception across a continuum of care.*

This statement and effort is so powerful that 93% of healthcare leaders say patient experience is among their top 5 priorities. Additionally, HealthLeaders Media Patient Experience Leadership Survey indicated 45% of healthcare executives see this as a priority 5 years from now.

The landscape around experience in healthcare is shifting dramatically in part due to the Hospital Consumer Assessment of Healthcare Providers and Systems survey (HCAHPS) and the pending value-based purchasing program that will link payments to clinical care. This will, in the future significantly impact the market basket index, that is used to annually adjust the Medicare Inpatient Payment Rates. The level of reimbursement hospitals receive from their largest payer will be directly tied to the HCAHPS survey. Healthcare economists are advising hospitals with the advent of healthcare reform and future reimbursement levels, one of their financial objectives hospitals will need to achieve, is to generate positive returns under government reimbursement policies. This places increased significance on the outcomes of HCAHPS surveys and hospitals will need to take a more proactive step in managing their operations as they are reflected within the survey.

The HCAHPS survey consists of 27 questions that cover everything from the cleanliness of the patient room, to nurse-patient communication, to pain management. However there are 2 questions that by their nature transcend the entire spectrum of the healthcare delivery system.

- Rate the hospital on a scale from 0 to 10.
- Would you recommend the hospital?

The responses to these questions can definitely be impacted by the administrative processes within the Revenue Cycle. Remember the revenue cycle representatives are usually the last contact with patients upon completion of their healthcare experience. While the time line for the HCAHPS survey requires the survey to be administered within 6 weeks of discharge, there is ability, for a deliberate focus on the patient interactions by the revenue cycle representatives, stressing the organization’s culture and responsiveness to assist with the administrative challenges patients deal with, to influence the patient’s perception of the hospital. This is not only good business sense from an accounts receivable management position but also allows for a world class customer service environment that is proactively managing the patient’s account portfolio. In contrast to an approach that just puts out the fires and is limited to responding to questions and focused only on the immediate collection of a debt. Make no mistake,

*(Continued on next page)*

collecting everything that is due is important, but realize the collection of an out of pocket patient liability or even one entire patient account balance has far reaching effect on greater future reimbursements.

In fact, hospital revenue cycle representatives are the final personal touch points that usually occur between patients and the hospital.

You need to ask these questions:

- *Are these touch points/encounters being used to positively support the hospital's mission statement?*
- *Is there active participation with patients during these encounters to shape the hospital's reputation and brand?*

The answer to these questions all center around how to guide the patient's journey through the healthcare reimbursement maze to find the most appropriate solution for the patient's situation. This journey can be accomplished through the use of specific tools that focus on enhanced communications and a comprehensive resolution of the patient's account. By using people-driven, technology supported services you can achieve a high level of patient satisfaction. Through this satisfaction you can enhance both patient and physician loyalty to the hospital.

The loyalty of these patients can unlock huge future potential revenue sources. The patient life time revenue value is the amount of revenue a patient can expect to generate for a hospital over their lifetime if they choose to utilize the same hospital for all the medical needs. With the impact of consumerism in healthcare this lifetime revenue value is becoming an important part of the hospital's reputation management process and strategic marketing initiatives.

What are things you need to do to maximize the revenue cycle impact on the patient experience as well as protect your future patient lifetime revenue potential?

- *Educate all employees of the patient experience initiatives especially the revenue cycle representatives and their impact on the outcomes.*
- *Create an environment that fosters patient loyalty as a critical outcome.*
- *Design a patient centered revenue cycle process that is focused on customer service excellence while resolving all patient concerns.*
- *Integrate HCAHPS survey completion within the patient revenue cycle communication process.*
- *Utilize technology to support the customer service function with call centers personnel trained and motivated to achieve established goals.*
- *Insure all third-party service providers are fully supporting your mission and your initiatives to enhance the patient experience.*
- *Explore social media sites to communicate your message and encourage patients to be positive spokes persons for your organization.*

Remember your reputation matters and what your patients are saying is crucial and these experiences are still being formed long after the patient leaves the hospital. That is why revenue cycle operations are critical to effective Total Patient Experience initiatives.

Revenue Cycle Partners provides customer service solutions for hospitals nationally that improve profitability while enhancing the Total Patient Experience. Call Steve Chrapla at (847) 395-7655 to learn more about our Patient Experience and Reputation Management programs and how they can assist your organization.



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[lk-cs.com/aaham](http://lk-cs.com/aaham)

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



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Monthly Statement of Account

Hospital  
4130 Plank Road  
Peru, IL 61354

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



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

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## APPLICATION FOR NATIONAL MEMBERSHIP

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:	\$

**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.*

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



**Technical Certification Committee Report  
Wednesday, March 2, 2011  
6:00 p.m. Springfield, IL**

IL AAHAM had 76 people sit for the CPAT/CCAT/CCT February exams. There were 20 of the examinees that passed the CPAT exam successfully, and 16 CCAT.

Congratulations to all examinees and thanks to all proctors!

Rena Willey, CPAM  
IL AAHAM Chapter Technical Certification Chairperson

# FINANCIALS

## American Association of HealthCare Administrative Management

GENERAL FUND REV/EXP

ILAAHAM

YR 2010

### STATEMENT OF INCOME AND EXPENSES

For the period of: 1/1/2010 to 12/31/2010

#### REVENUES

*Checking*

CHAPTER MTG REGISTRATION FEES	18720.00
LOCAL CHAPTER DUES	2350.00
CORPORATE SPONSORSHIP	18700.00
CHECK CORRECTION	0.02
CHARITY (ILLINOIS FIRE SAFETY)	467.33
ILAAHAM APPAREL	219.35
POSTAGE PD AAHAM APPAREL	38.70
CPAT/CCAT INCOME	3270.00
WEBSITE AD	500.00
GARVIN GOLF TOURNAMENT	1350.00
2010 ASI BOOTH INCOME	3600.00
REFUND STATE DUES (Kraiss)	25.00
<b>TOTAL REVENUES</b>	<b>49240.40</b>

#### EXPENSES

CHAPTER SEMINARS(Speakers, hotel, har	25050.68
FLOWERS FOR FAMILY OF MEMBERS	216.95
CHAPTER EXCELLENCE	625.32
PUBLICATIONS SURVEY MONKEY	200.00
CHARITY (FIRE SAFETY/HEARTLAND)	1092.33
POSTAGE/STATIONARY EXPENSE	23.40
2010 BOARD MEETING EXPENSE	461.34
JAN. 2010 PLANNING MTG EXPENSE	760.55
2010 NATIONAL PRESIDENT'S MTGS.	4680.32
CERTIFICATION EXPENSE	1262.60
ILAAHAM APPAREL POSTAGE	21.40
ILAAHAM APPAREL PURCHASE	425.95
GARVIN GOLF TOURNAMENT	1443.70
ASI SOCIAL EVENTS EXPENSE	2458.97
NATIONAL AAHAM LEGISLATIVE DAY	748.00
C N A SURETY BOND	150.00
WEBSITE EXPENSE	2604.42

(Continued on next page)

# FINANCIALS

ANI 2010	2105.80	
ILAAHAM STATE DUES (Kraiss)	25.00	
NATL AAHAM MEMBERSHIP(Kraiss)	175.00	
MERCHANT CC APPLICATION FEE	595.00	
MERCHANT CC PROCESS FEES	416.42	
DUES/LIFE MEMBERS	1000.00	
<b>TOTAL EXPENSES</b>		<b>46543.15</b>
<b>NET INCOME(LOSS)</b>		<b>2697.25</b>
<b>BANK BALANCE BEGINNING OF PERIOD</b>	<b>49735.70</b>	
<b>BANK BALANCE END OF PERIOD</b>	<b>52432.95</b>	



*Contracted Payer PFS Lead*

Marianjoy Rehabilitation  
Hospital - 4 years

*Member Spotlight*

## DENISE KLEIN

---

### **WHEN/WHY DID YOU JOIN ILLINOIS AAHAM?**

I am looking for networking opportunities. I was also looking for a way to get certification in medical billing. I have been in this field for over 20 years and thought it was time to get certified.

### **WHO ENCOURAGED YOU TO GET INVOLVED WITH AAHAM?**

A coworker from a previous hospital I worked at for 13 years. She was working on her CPAT and she forwarded me the information.

### **FAMILY**

Joe - *Spouse*

Alek - *Son*

Alex - *Step Son*

3 dogs and 2 cats

Wheaton, IL - *Residence*

### **FAVORITE BOOK OR MOVIE:**

I like so many movies; I love the Sound of Music.

### **TRAITS OF MY BEST BOSS EVER:**

My best boss is one that trusts me to do my job. One that does not micro manage but encourages you to make decisions based on your experience and knowledge. I have to say my boss right now has to be my favorite, we make a great team and she can trust that I will do a great job for her.

### **WHAT DO YOU KNOW NOW THAT YOU WISH YOU KNEW A LONG TIME AGO?**

How to save money! That you should not get too used to things because it will change especially in the patient accounting field.

### **WHAT WAS YOUR FIRST PAID JOB?**

Baby sitting was my first paying job and then a car hop. I grew up in a small town in MI and we had 2 drive-ins.

### **HOBBIES OR FAVORITE THING TO DO IN DOWN TIME:**

I enjoy connecting to friends and family on Facebook. I love gardening and hand washing my car. I do visit my Mom once a month in Michigan and for vacation we usually go to our cabin in TN.

### **WHAT WOULD WE FIND IN YOUR BRIEFCASE NEARLY EVERY DAY?**

My favorite pen. I love pens and always have a favorite.



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*“Let us  
Represent  
the Caring  
Face of  
Your  
Community  
Hospital*

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## 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

##### Allied Business Accounts, Inc. / Health Care Billing Services, Inc.

[www.abacollect.com](http://www.abacollect.com)

Bill Carlson, CPAM – [wc@abacollect.com](mailto:wc@abacollect.com)

Betty Marschang, CPAM – [bmarschang@abacollect.com](mailto:bmarschang@abacollect.com)

##### AHC / CBA

[www.ahcinc.com](http://www.ahcinc.com)

Bruce Tichenor - [btichenor@convergentahc.com](mailto:btichenor@convergentahc.com)

##### ARS / Magnet Solutions

[www.ar-solutions.biz](http://www.ar-solutions.biz)      [www.magnetsolutions.biz](http://www.magnetsolutions.biz)

Richard J. Rogers – [richard.rogers@ar-solutions.biz](mailto:richard.rogers@ar-solutions.biz)

##### Collection Professionals, Inc.

[www.collprofinc.com](http://www.collprofinc.com)

Greg Himelick – [cpils1@ivnet.com](mailto:cpils1@ivnet.com)

##### eHC Solutions

[www.ehcs.com](http://www.ehcs.com)

Ryan Ayres – [ryan.ayres@ehcs.com](mailto:ryan.ayres@ehcs.com)

##### Gustafson & Associates

[www.gustassoc.com](http://www.gustassoc.com)

Bobette Gustafson – [b\\_gustafson@gustassoc.com](mailto:b_gustafson@gustassoc.com)

##### HCFS, Inc.

[www.hcfsinc.com](http://www.hcfsinc.com)

Don McCown – [dmccown@hcfsinc.com](mailto:dmccown@hcfsinc.com)

**LKCS**

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

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

**Passport Health Communications, Inc. / Nebo Systems, Inc.**

[www.passporthealth.com](http://www.passporthealth.com)

Aaron Mulroy - [aaron.mulroy@passporthealth.com](mailto:aaron.mulroy@passporthealth.com)

Tim Friel – [tim.friel@passporthealth.com](mailto:tim.friel@passporthealth.com)

**State Collection Service, Inc.**

[www.statecollectionservice.com](http://www.statecollectionservice.com)

Brad Taylor – [bradt@stcol.com](mailto:bradt@stcol.com)

**GOLD LEVEL**

**Healthcare Financial Resources, Inc.**

David C. Dorman – [dcdorman@hfri.net](mailto:dcdorman@hfri.net)

**SILVER LEVEL**

Avadyne Health	Ron Snyder – <a href="mailto:rsnyder@avadynehealth.com">rsnyder@avadynehealth.com</a>
Berlin-Wheeler Receivables Management	Shirley Mason – <a href="mailto:smason@bwmo.com">smason@bwmo.com</a>
Creditors Collection Bureau, Inc.	Sue Glenzinski – <a href="mailto:sglenzinski@creditorscollection.com">sglenzinski@creditorscollection.com</a>
Financial Healthcare Resources, Inc.	Terry Young – <a href="mailto:terry.young@fhrgroup.com">terry.young@fhrgroup.com</a>
Helvey & Associates, Inc.	Gary Tichenor – <a href="mailto:gtichenor@hlv.com">gtichenor@hlv.com</a>
ProCom Services of Illinois, Inc.	John McGlasson – <a href="mailto:mglasson.john@pro-comservices.com">mglasson.john@pro-comservices.com</a>
Midwest Credit & Collections, Inc.	Kathie Summers – <a href="mailto:Ksummers@MCCOnline.com">Ksummers@MCCOnline.com</a>
Medical Recovery Specialists, Inc.	Keith Bull / Richard Meyer – <a href="mailto:kbull@medrecovery.com">kbull@medrecovery.com</a>
Rockford Mercantile Agency, Inc.	Danielle Miller - <a href="mailto:dani@rmacollections.com">dani@rmacollections.com</a>
The HMC Group	Doug Currier – <a href="mailto:dcurrier@hmcgrp.com">dcurrier@hmcgrp.com</a>

**BRONZE LEVEL**

AAMS	Tyson Seehase – <a href="mailto:tseehase@aamsonline.com">tseehase@aamsonline.com</a>
Early Out Services, Inc. / GSB, Inc.	Brad Uhlenhopp – <a href="mailto:buhlenhopp@gsbcollect.com">buhlenhopp@gsbcollect.com</a>
Eagle Recovery Associates	Nancy Vollmer – <a href="mailto:nvollmer@eaglerecovery.net">nvollmer@eaglerecovery.net</a>
Great Lakes Medicaid, Inc.	James Knepper – <a href="mailto:jaknepper@aol.com">jaknepper@aol.com</a>
Horizon Financial Management	Al Staidl – <a href="mailto:maris65@sbcglobal.net">maris65@sbcglobal.net</a>
ICS Collection Services, Inc.	John Cronin – <a href="mailto:johncronin@ics-collections.com">johncronin@ics-collections.com</a>
Managed Care Partners, Inc.	James Richmond – <a href="mailto:jrichmond@mngdcare.com">jrichmond@mngdcare.com</a>
Medical Reimbursements of America, LLC	Veronica Modricker – <a href="mailto:modrickerv@medicalreimbursements.com">modrickerv@medicalreimbursements.com</a>
R&B Solutions	Dennis A. Brebner – <a href="mailto:dbrebner@randbsolutions.net">dbrebner@randbsolutions.net</a>
Revenue Cycle Partners	Steve Chrapla – <a href="mailto:schrapla@revenuecyclepartners.com">schrapla@revenuecyclepartners.com</a>
Quadax, Inc.	Art Juarez – <a href="mailto:artjuarez@quadax.com">artjuarez@quadax.com</a>

UCB, Inc. Doug Headman – [daheadman@ucbinc.com](mailto:daheadman@ucbinc.com)



For additional information regarding the Illinois AAHAM Corporate Partners program please contact Cheri Lockhart, 1<sup>st</sup> Vice President at [clockhart@essex1.com](mailto:clockhart@essex1.com)

# 2011 ASI Event Pictures



*Donation to Camp Coco*



*Door Prize Giveaway*



*Education Session*



*Gary Tichenor & John Currier*



*General Session*



*Gibson City Table*

# 2011 ASI Event Pictures



*Jodi Edmonds & John Currier*



*Kym Gibson & Nancy Volmer*



*Membership Booth & Camp Coco*



*Pat Schou, ICAHN & John Currier, AAHAM*



*Speaker Jodi Edmonds, NEBO*



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