

The Lincoln Log

American Association of Healthcare Administrative Management Illinois Newsletter



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*The IL AAHAM Board would like to thank you
for your membership, participation and
support!*

Happy Easter!

*Bill, Kenny, Chris, Rena, Nancy, Kathy, John, Doris, Al,
Maria, Julie, Tera, Josh, Bob and Donna!*

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Julie VanPelt, CHFP, CPC, CPAT, CCAT

*IL AAHAM
Lincoln Log
Co-Editors*



Joshua Johnson, CPAT, CCAT

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PRESIDENT'S

Message



*Kenny Koerner, CPAM
IL Chapter President*

Where is Spring? Well Spring is here so the calendar says, but it sure doesn't feel like it. As many of you know, I love baseball and typically by now I have had my baseball team that I coach outside for many practices. But not this year. This year my team has been stuck inside the gym for what seems like an eternity. It is getting to that point in the practice season where we've been around each other quite a bit, and only each other quite a bit, you know what I'm saying. We haven't gotten outside to play against other teams, or gotten outside just to get some open space so that we aren't so cooped up inside a small confined area. This time of year, when we've been around each other for such a long time without actually getting outside to practice or play games, I find that we reach a point where the learning no longer occurs. We don't have any new ideas or positive vibes still happening amongst our team.

I'm sitting here today thinking about how our offices and revenue cycles so closely mirror my youth baseball team in this regard. We work so closely together in our facilities day after day, week after week, month after month. There can be times that we reach a point that we are so familiar with each other that we don't generate any new ideas. That my friends is where your Illinois AAHAM membership comes in to play. Just last week over 130 of us were in Springfield for our March educational session that we co-sponsor with ICAHN. We were there networking with our friends to discuss the numerous challenges that we each face and to generate new ideas and methods of facing those daily obstacles. It was another fantastic educational session where once again I found myself coming back to the office rejuvenated, with a fresh outlook on my revenue cycle projects and issues.

Did you know, 68% of our current Illinois AAHAM membership are providers from hospitals and clinics just like yours? We have a vast network of people facing the same issues each day that you are. We are all in this together, we all signed up for this organization as a vehicle that we can utilize to make us better healthcare professionals each and every day. I urge you to take advantage of your membership by networking with your peers, and by continuing to attend the educational sessions that will allow each of you to get outside of your office to allow for a new outlook on life and on your work. Our next meeting is Thursday, June 6th at the Par a Dice Hotel in East Peoria featuring an insurance payer panel and round table discussions. Hope to see you all there....As always, go Cubs.....Kenny





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AAHAM LEGISLATIVE DAY

Once again, it is time for the Annual AAHAM Legislative Day on Capitol Hill in Washington DC.

Several of your IL AAHAM Board members will be making the trip to our Nations Capitol to participate in Legislative Day.

This even brings you face-to-face with the decision makers in Washington who determine the outcome of our industry's top legislative priorities.

This year's topic will focus again on the Telephone Consumer Protection Act (TCPA). In order to foster responsible and prompt communications between healthcare providers, their agents, and consumers, and to preserve the integrity of the US Credit system, it is imperative that Congress take immediate action to modernize the TCPA for the 21st Century.

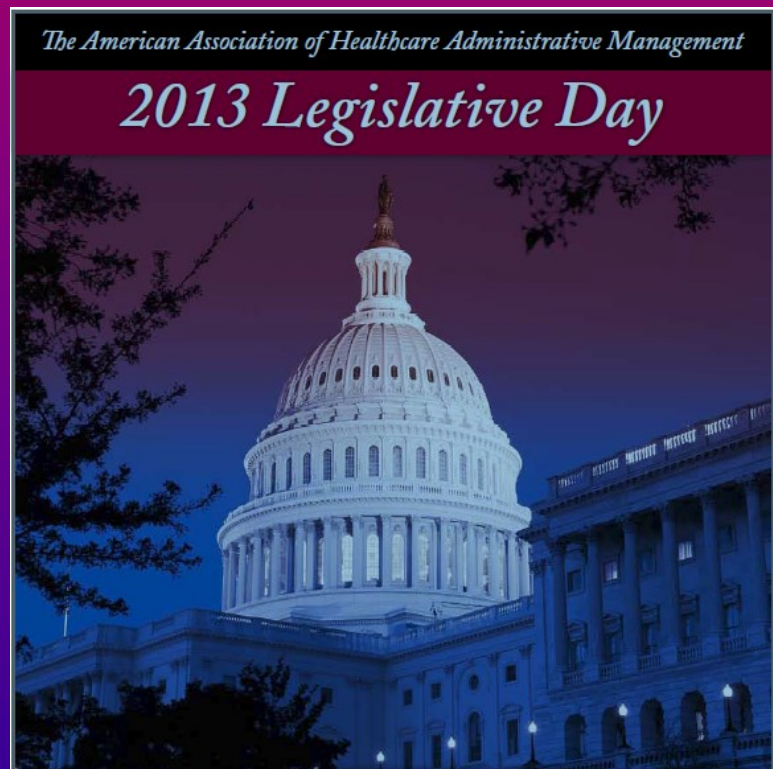
IL AAHAM is proud to Participate in Legislative Day, organized by our very own IL Past President and current National AAHAM 2nd Vice-President, John D. Currier, CPAM, CCT With special collaboration from AAHAM's political Friend, advisor and Washington liaison, Paul Miller.



John D. Currier



Paul Miller



AAHAM LEGISLATIVE DAY

A NOTE FROM OUR MEMBERSHIP CHAIRMAN...JOHN MCGLASSON

Several members of Illinois AAHAM are taking part in the National organization's Legislative Day. It is a great and fun experience that you should consider doing in the future.

Even if you can't enjoy the experience of visiting the United States Congress and your US Senators' and Congressman's offices, you can be a part of a successful lobbying effort by supporting AAHAM from your computer.

This year one of the things that the "leg day" lobbyists will be working on is the TCPA, the telephone consumer protection act. The act has been law since the 1990's and badly needs to be updated to the 21st Century.

The law severely restricts contacts with cell phone users by automated telephone dialers. Why is that a problem to healthcare? If your organization is not already using auto dialing, you will in the future. For example using robo calls to send appointment reminders.

In the extreme, if you have a number stored in your phone and use it to make a call, you have made an automated call. You are not going to be sued for the action, but your organization's collection agency may have been. And your organization may be in the future.

Problem is, you often don't know if the number someone gives you is a cell or a land line number. Your collection agency may be scrubbing for cells and not calling accounts that have a cell number only.

So how can you be a part of Legislative Day from home? You can call or email your Senators and Congressman. Say that you support the position of AAHAM.

The best contacts are personal. Relate how your organization might be hurt if the act is not updated. Tell about how you do not know who has cell phones and who has land line phones. Talk about people you know (maybe you) that don't have land lines anymore. Do you like receiving texts rather than calls? If so, say so. Say that it doesn't make sense anymore that different types of telephones are governed by different laws.

If you don't know who your senators and congressman are, send me and email with your 9 digit zip code and I will send you their email addresses.

My email is mcglasson.john@pro-comservices.com .

JOIN THE TEAM, TAKE PART IN "LEG DAY".

John McGlasson, Membership Chairman, IL AAHAM



PEYTON MANNING

...ON LEADERSHIP

BY JULIE VANPELT

Everyone who knows me knows that I love football. A few weeks ago, I was able to listen to Peyton Manning give a presentation on leadership. Before his first word, I quietly wondered what more he could possibly do to impress me behind a podium without a pigskin in sight. Even if you've only watched him audible in a Buick commercial, chances are strong you know of his many awards and accolades.

The reason I love sports is that they emulate life. The lessons we learn on the field, the track, in the gym or pool often show us who we are and what we can be. Listening to Peyton was no exception. His speech was so well delivered, I have decided to take those lessons and share them in the light of someone who will never get paid to run a football play but still can lead like a quarterback.

Preparation. Recently, I was lightly ribbed about the time and intensity I would spend finding a last place for a letter in Words with Friends regardless of how little it meant to the game. I explained it that while the correct place for a U in a game with a 100 point spread seemed silly, I was confident that one day there would be a game where knowing all the options for that pesky 2 point letter would make me a winner. I wanted to be ready for it. Peyton revealed that while team practices are two hours a day and everyone spends time in the weight room, the difference between winning and losing often occurs after practice and before game time. It's while studying pictures, tapes and playbooks. It's knowing all the conditions that could be presented and planning the response. It's seeing something take shape over and over with such consistency that you could predict what would happen in the subsequent minutes because you've witnessed it off the field so many times.

We hear words all the time in business about "nimble" or "fast and light". In our industry, we often feel that the software has its own timetable or the layers of regulations are the menace to the word nimble. There are days when a simple issue mushrooms in to a 3 meeting project requiring a systems analyst and a compliance officer. We feel the opposite of nimble. Yet, with enough preparation our reaction time can be slashed because much like the well prepared athlete, we can run our play because we've watched the conditions and practiced our reaction. It becomes a reflex.

The NFL is using more technology today to be nimble. While that is second nature to the 20 something year olds that are watching new plays on iPads while icing a knee, it is new to the coaches and managers creating that information. While we have all had to stretch our technological wings in the past two decades, it is just the beginning. To win, you have to use the available tools that are out there. No industry escapes evolution.

Peyton tells us that preparation is equal parts of true observation, anticipation, practice and response.

Communication. We hear it all the time. Ad nauseum really. The key to a good business is communication. We go to seminars about how to communicate effectively. We read books with a new twist on something you've likely been doing since birth in one form or another. We have tools: phones, computers, instant messaging, Skype, smartphones, and tablets. Yet, we have all penned the eloquent email, pressed send and later learned that we didn't include everyone we should, or those who received it didn't read it or worse, they read it and had no idea what it said.



Peyton creates the visual of standing behind his center (the dude who hikes the ball) and seeing something in the defense that causes him to change the play from what he just told everyone in the huddle would happen. If you have watched Peyton play, you know this. Arms waving frantically, screaming over the crowd, he runs up and down the line before taking his place in the pocket and starting the play.

He told us that he has a line of communication that he's developed that allows for the message to spread quickly and thoroughly. Because different positions are in different places in the offense, players have different opportunities to hear him well. He's learned which players need to hear it directly from him so they can take off like a shot as soon as the ball is snapped and which ones can hear it secondarily from another player. He knows who he can count on to spread the word.

Do you have a primary line of communication? Are the right players in it? Do they understand the importance of passing along the message quickly and accurately? If your "plays" are failing over and over, evaluate where your communication channel is weak. Find the running backs in your organization who need to stand back and prepare for your handoff. Identify your wide receivers who need to take off the minute the ball is snapped. Make sure your primary players can effectively communicate to the rest of the team. Interestingly, Peyton includes one key position in all of his direct communication: his left tackle. The LT position is the person who protects the Quarterback and keeps him from getting tackled to the ground. While the LT doesn't get the marquee recognition of a wide receiver (dude who catches passes from the quarterback) or running back (dude who carries the ball while running), that position is integral to that play and all the remainder of the game and possibly the season if the quarterback is injured. Who is your LT? Who is that one person that you need to include on all communication that will have your back and keep you from falling flat on it? They may not have the celebrity status in your office but there is undoubtedly one person who needs to be in the loop all the time.

Owning it. It's no secret that managers make decisions. Imagine having to make EVERY decision with a 30 second clock ticking away, 60,000 fans screaming and 300 lb linebackers growling at you in anticipation of driving you in to the ground. Peyton enthusiastically talks about having to make split second decisions knowing that the following day over a million armchair quarterbacks will have the benefit of tape and video replay to second guess his choices. What makes the difference between success and failure isn't always the wisdom of the decision; it's the commitment with which you make it. Peyton explains that if he didn't embrace and own his every decision, his team would sense it. The wide receivers might be inclined to second guess him and improvise their own route resulting in the ball landing on the field without anyone there to catch it. Think of the last time one of your employees "did their own thing" much to your dismay. Is it possible that they didn't feel your conviction and thought their plan might be better than one you felt lukewarm about?

A bad decision enthusiastically implemented can have a good result. A good decision poorly executed can have a bad result. As the leader you are appointed to make decisions, as a good leader you must own each and every one of them for better or worse.

There was something else I learned from Peyton that day that wasn't in his words. Here is a talented man whose father was a Pro-Bowl quarterback and his brother is Eli Manning, quarterback for the New York Giants who sports a couple of his own Superbowl rings. He has wealth and fame accumulated using his immense talent. He has every reason to exude over-confidence. Instead of cockiness or pride, he often smiles and shakes his head almost as if in wonderment how he got here. He speaks of Ray Lewis pile driving him in to the ground as if he should have the ability to prevent it from happening. I don't think he's forgotten his oldest brother, Cooper was on track to NFL greatness but spinal stenosis took away his dream. He has a humility about him that feels genuine. People want to listen; they want to learn from him. He doesn't demand attention; he earns it.

Lead with confidence, prepare with zest, share everything you know, own your choices and at the end of the day, be gracious. And remember, lessons often come from the least likely places if you let them. Even football.





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Maureen	St. Clair	CPAT	Avadyne Health
Leopoldo	Vera	CPAT	Avadyne Health
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David	Corrigan	CPAT	Blessing Hospital
Krista	Fainter	CPAT	Blessing Hospital
Robin	Fitzgerald	CPAT	Blessing Hospital
Stephanie	Laughlin	CPAT	Blessing Hospital
Alexander	Maloney	CPAT	Blessing Hospital
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Renee	Duncan	CCT	CGH Medical Center
Jodi	Molitor	CPAT	CGH Medical Center
Beth	Sage	CPAT	CGH Medical Center
Gabriel	Gallardo	CPAT	CGH Medical Cneter
Shanna	Brinks	CCAT	MBR
Linda	Carr	CPAT	MBR
Stephanie	Cress	CCAT	MBR
Charla	Grafton	CPAT	MBR
Cindy	Lamb	CPAT	MBR
Lisa	Puls	CCAT	MBR
Jeanne	Sapp	CPAT	MBR
Angela	Terwelp	CCAT	MBR
Karen	Tuley	CPAT	MBR
Karen	Zanger	CPAT	MBR
Rebecca	Linn	CPAT	Med Pay Mangement Systems
Debbra	Owens	CPAT	Med Pay Mangement Systems
Shane	Bailey	CCAT	Medical Business Resources
Teri	Lewis	CCAT	Medical Business Resources
Amanda	Maas	CCAT	Medical Business Resources
Chantal	Curry	CPAT	Memorial Medical Center
Kelly	Andry	CCAT	Spectrum Health
Sally	Hayden	CCAT	Spectrum Health
Lori	Mendez	CCAT	Spectrum Health
Karen	Rogers	CCAT	Spectrum Health
Christine	Wheaton	CCAT	Spectrum Health
Tamara	White	CCAT	Spectrum Health
Shelly	Streeter	CPAT	spectrum Health
Greta	Strandberg	CCAT	Spectrum Health Medical Group



NEWLY CERTIFIED

PROFESSIONAL MEMBER!!

CPAM

William Carlson, CPAM, IL AAHAM Chairman of the Board, presents

Jody Ruff, CPAM from Sara Bush Lincoln Hospital with her CPAM Certificate!

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ASK Illinois AAHAM?????

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Dear Illinois AAHAM,

How do I calculate my true cost to collect??

ANSWER:

Total expenses/ total cash collected for a specified time
(usually one year)

We've seen this number calculated differently.

*We've seen it using total expenses for the PFS department or
total expenses for both PFS and Patient Access.*

*More recently we've seen it using all expenses for the entire
revenue cycle.*

*We've seen the calculation over total cash collected and we've
seen it over total number of registrations + admissions.*

*The main goal is to set a benchmark that works for you and
continue to monitor it.*

**Have a question that you think IL AAHAM might be
able to answer?? Please go to our website at
www.illinoisaaaham.org, click on the Q&A tab,
and ask away!**





ILLINOIS CHAPTER

Scholarship Reminder!!

Illinois AAHAM is pleased to announce the annual Scholarship Program for its members and their children seeking financial assistance for higher education. The scholarship application and guidelines can be found on the Illinois AAHAM website at www.illinoisaaham.com under the “About Us” tab.

Application forms including all attachments specified in the application must be postmarked by June 30th, 2013.

Scholarships will be awarded no later than August 30, 2013.

Please direct questions to:

Doris Dickey @ ddickey@rcha.net or

Tera Roesch @ tera_roesch@gibsonhospital.org



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Getting to know a NEW

IL AAHAM Member!!

Name, Current Title, Employer and Number of years in current position:

Wendy Will, Supervisor, Patient Financial Services, Sarah Bush Lincoln Health Center. I have worked in this position for 4 years but have been with the Health Center for 21 years.

When/Why did you join Illinois AAHAM?

To gain knowledge within my position as well have resources to turn to when difficult issues and/or questions arise.

Who encouraged you to get involved with AAHAM?

My Director, Mary Bovard who is also a AAHAM member.

Family: (spouse's name, children and names, pets, home town):

My husband's name is Rick, we have been married for 20 years, we have one daughter Taylor who is a senior in high school - changes are coming!

Favorite book or movie:

I am a musical nut! Grease is probably my all time favorite but have seen many types on screen and on stage.

Traits of my best boss ever:

To have the confidence in me to know I can do the job and the freedom and tools to get it done.

What do you know now that you wish you knew a long time ago? Patience!

What was your first paid job? Waitress at Monical's Pizza in Charleston IL

Hobbies or favorite thing to do in down time: Exercise, read, travel, spend time with family and friends.

What would we find in your briefcase nearly every day? Jazzercise clothes!



ICAHN-IL AAHAM Joint Workshop a GREAT Success!

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IL Chapter AAHAM/ICAHN Workshop

Held Thursday, March 21, 2013

8:00am-3:15pm

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3280 Northfield Drive, Springfield, IL



Kenny Koerner, CPAM
IL AAHAM Chapter President



Pat Schou, FACHE
ICAHN Executive Director

ICAHN-IL AAHAM Joint Workshop a GREAT Success!



Donna Stortzum (right) presents Rena Willey, CPAM (left) with the ICAHN Dedication & Leadership Award.



Amy Moffat, Medical Assistant Consultant III, II. Dept. of Healthcare and Family Services



Sandy Kraiss, Sr. Director of Finance, IL Hospital Association



Jodie Edmonds, NEBO Systems

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Mark your Calendars!



SUMMER
Education Meeting!

JUNE 6, 2013

Par-A-Dice Hotel
7 Blackjack Blvd.
East Peoria, IL

Watch your e-mail for details and
meeting registration!



2013 Events Calendar

- April 3-4** **Legislative Day**
Hyatt Regency Capital Hill
Washington, DC
- June 5** **Board Meeting – Par-A-Dice Hotel**
- June 6** **Summer Education Meeting – Par-A-Dice Hotel**
Par- A-Dice Hotel
7 Blackjack Blvd
East Peoria, IL
- September 11** **Board Meeting – Senica’s Oakridge Golf Course**
- Charles Garvin Memorial Golf Outing –**
Senica’s Oakridge Golf Course
658 East Rt. 6
LaSalle, IL
- September 12** **Fall Education Meeting –**
Starved Rock Lodge & Conference Center
Rts. 178 & 71
Utica, IL
- December 4** **Board Meeting – Embassy Suites, East Peoria**
Vendor Reception
- December 5-6** **Annual State Institute – Embassy Suites, East Peoria**
Embassy Suites
100 Conference Center Drive
East Peoria, IL 61611



2012-2013 IL AAHAM Leadership

Officers



President

Kenny Koerner, CPAM, MBA

Director of Patient Accounts
CGH Medical Center
100 E. LeFevre
Sterling, IL 61081
Tele: 815.564.4407
Fax: 815.626.2896
Email: kkoern@cghmc.com



Chairman of the Board

Bill Carlson, CPAM

Director of Marketing
Allied Business Accounts, Inc.
PO Box 1600
Clinton, IA 52732
Tele: 800.533.0216
Fax: 319.352.5356
Email: wc@abacollect.com



First Vice-President

Chris Bryant

Patient Business Services Manager
Dr. John Warner Hospital
422 W. White Street
Clinton, IL 61727
Tele: 217.935.9571 x3211
Fax: 217.937.5262
EMail: chris.bryant@djwhospital.org



Second Vice-President

Rena Willey, CPAM

Director of Patient Financial Services
Memorial Hospital
P.O. Box 160
Carthage, IL 62321
Tele: 217.357.8696
Fax: 217.357.8697
Email: rwilley@mhtlc.org



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Director of Patient Financial Services
KSB Hospital
P.O. Box 737
Dixon, IL 61021
Tele: 815.285.5687
Fax: 815.285.5688
Email: kuphoff@ksbhospital.com



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Directors

John McGlasson

Pro-Com Services of Illinois, Inc.
2427 South MacArthur Boulevard
Springfield, IL 62704
Tele: 888.633.8238 x. 4014
Fax: 800.345.7368
Email: mcglasson.john@pro-comservices.com



Doris Dickey, CPAM

Patient Financial Services Manager
Rochelle Community Hospital
900 North 2nd Street
Rochelle, IL 61068
Tele: 815.561.1620
Fax: 815.562.3131
Email: ddickey@rcha.net



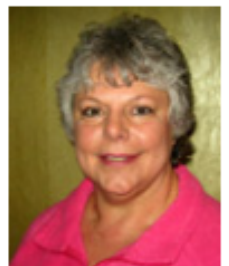
Alan Staidl

Director
Horizon Financial Management
2800 Maple Avenue #33B
Downers Grove, IL 60515
Tele: 630.724.1197
Fax: 630.724.1197 (call first)
Email: maris65@sbcglobal.net



Maria Orwig

Director of Business Services
Graham Hospital
210 W. Walnut Street
Canton, IL 61520
Tele: 309.647.5240 Ext. 2211
Fax: 309.649.5110
Email: morwig@grahamhospital.org



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Julie Van Pelt, CHFP, CPC, CPAT, CCAT
Vice-President of Operations, MedPay/PMD
Avadyne Health
7017 John Deere Parkway
Moline, IL 61265
Tele: 309.277.1547
Fax: 888.260.6020
Email: jvanpelt@avadynehealth.com



Tera Roesch, CPAT, CCAT
Assistant Director PFS
Gibson Area Hospital & Health Services
1120 N. Melvin Street
Gibson City, IL 60936
Tele: 217.784.2622
Fax: 217.784.5853
Email: Tera_Roesch@gibsonhospital.org



Joshua Johnson, CPAT, CCAT
Director of Patient Access
Gibson Area Hospital & Health Services
1120 N. Melvin Street
Gibson City, IL 60926
Tele: 217.784.2612
Fax: 217.784.2645
Email: josh_johnson@gibsonhospital.org



Robert Kemp
Director of Client Relations
Harris & Harris
222 Merchandise Mart Plaze, Suite 1900
Chicago, IL 60654
Tele: 312.423.7593
Email: bkemp@harriscollect.com



Donna Stortzum, RN, CPC, CPC - H
Director of Patient Financial Services
OSF Holy Family Medical Center
1000 West Harlem
Monmouth, IL 61462
Tele: 309.734.1401
Fax: 309.734.1689
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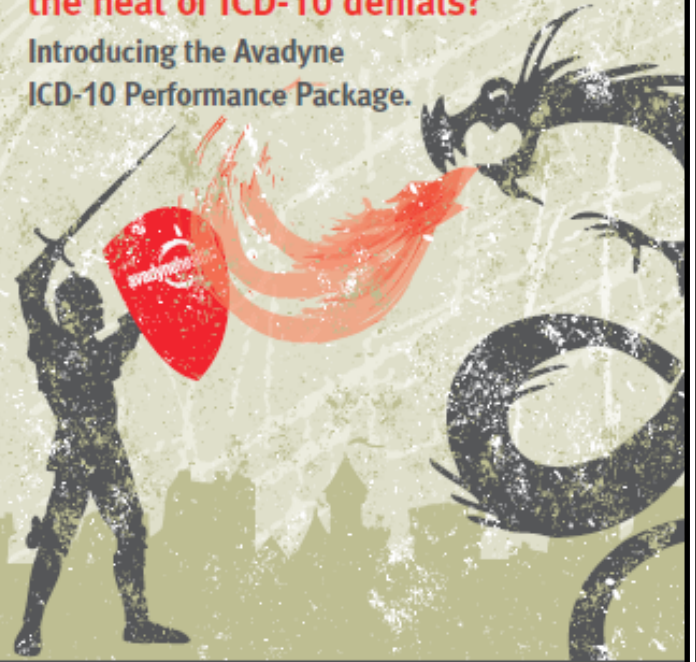


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HORIZON
FINANCIAL MANAGEMENT

AL STADL

2800 Maple Avenue, #33B
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☎ 630.724.1197
☎ 630.244.6289
✉ maris65@sbcglobal.net

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www.harriscollect.com
Bob Kemp – bkemp@harriscollect.com

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Heather Turcany – hturcany@collectmcg.com

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Tim Friel – tim.friel@passporthealth.com

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Steve Smith – stevesmith@afni.com

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Ron Snyder – rsnyder@avadynehealth.com

Jeff Porter – porter@hbcs.org

Maribeth Neelis – maribeth.neelis@answerdata.net

Keith Bull – kbull@medrecovery.com

John McGlasson – mcglasson.john@pro-comservices.com

Danielle Miller- dani@rmacollections.com

Brad Taylor – bradt@stcol.com

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Sue Glenzinski – sglenzinski@creditorscollection.com

Nancy Vollmer – nvollmer@eaglerecovery.net

Al Staidl – alanstaidl@yahoo.com

James Richmond – jrichmond@mngdcare.com

Veronica Modricker – vmodricker@mrareresults.com

Rick Albertini – rickalbertini@quadax.com

Kevin Heller – rrca@essexl.com

Doug Headman – daheadman@ucbinc.com

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For additional information regarding the Illinois AAHAM Corporate Partners program please contact Chris Bryant, 1st Vice President at chris.bryant@djwhospital.org

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.





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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) _____

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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.

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Continued on reverse side...



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>Years in Healthcare:</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>Responsibility:</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 & 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>Certification:</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>Position:</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>Employer Type:</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>		

