

The Lincoln Log

American Association of Healthcare Administrative Management Illinois Newsletter



WELCOME TO
ILLINOIS
AAHAM
American Association of Healthcare
Administrative Management

THE LAND OF LINCOLN

Providing the Educational and Career Development Needs
of Healthcare Professionals in the State of Illinois.

www.IllinoisAAHAM.com

Summer 2013

1st Place Winner!!

For Excellence in Journalism and Graphic Design,
Winner of the 2011- 2012 National AAHAM Journal Award!!





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

Have A Great Summer!!!!

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



Inside this edition...

President's Message

2013 National AAHAM Board Elections

Charles Garvin Golf Outing

Newly Certified Members

AAHAM's Ask and Answer

Jodie Edmonds, HFS Bulletin

So you want to be a Chapter President... By, John Currier, CPAM

Summer Meeting Highlights

Save the Date—Fall 2013 Educational Meeting!

2013 Calendar of IL AAHAM Events

IL AAHAM Leadership

IL AAHAM Corporate Partners



Julie VanPelt, CHFP, CPC, CPAT, CCAT

*IL AAHAM
Lincoln Log
Co-Editors*



Joshua Johnson, CPAT, CCAT

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



*Kenny Koerner, CPAM
IL Chapter President*

I've recently gotten caught up in the Chicago Blackhawks playoff run to the Stanley Cup. I think if you know me you know that I'm a huge baseball and Cubs fan. I haven't traditionally followed hockey to any extent outside of watching the Blackhawks from time to time whenever the Cubs weren't on. However, this year the Blackhawks had a magical regular season and have taken that to the Stanley Cup Finals against the Boston Bruins. Until recently, hockey always seemed like a foreign language to me. I'd watch and watch but never really felt like I knew what many of the rule were such as off sides or icing. I needed the announcers to explain the rules to me on a regular basis. Once I took the time to have someone teach me the nuances of the game, I really truly enjoy it so much more than I did when I didn't have a full understanding of what I was experiencing. And isn't this how our community for the most part views healthcare and the revenue cycle? They've used our services from time to time, but they certainly don't understand all the rules and regulations that dictate many of our revenue cycle processes and policies. It takes one of us to take that extra step, to take the extra time to work with members of our community so that they can better understand our healthcare processes so that they too can have a better experience with us. How can we ensure that our staff is able to communicate effectively with our community members you ask?? What better way to ensure your staff is competent in healthcare revenue cycle than to get them certified through one of our AAHAM technical exams? I know from personal experience that the experience of studying and taking of the technical exams allows for staff to be more confident in communicating the knowledge that they have to our patients. If you haven't already, please consider the certification process through our fine organization. I think you'll find that it's well worth the investment that you make!

Just got back from our June meeting in East Peoria. It was great to see such a large turnout for this meeting, which once again for the second consecutive year featured a payer panel. We received great feedback on the survey forms letting us know what type of education you would like to continue to see from us throughout the year. I know that your AAHAM board is busy working on the education sessions coming up for our Fall meeting which is September 11th and 12th at Starved Rock in Utica and for our Annual State Institute which is December 5th and 6th at the Embassy Suites in East Peoria. Both meetings promise to provide each of you with an opportunity to hear and discuss the pressing issues of today all while taking advantage of numerous networking opportunities with your colleagues. Hope to see you at one of these soon!! Take Care and enjoy the rest of your Summer....

Kenny





LockBox

EOB to ERA



Simplify.

LockBox is a secure feature that allows users to autopost 100% of their EOB's & have access to funds the same day they are deposited

How does it work? Mail is received, opened, and sorted at the LockBox operations center. Collected funds are transferred to your bank account the same day. EOB's and other correspondence from the payer are scanned, imaged, and indexed and all EOB images are converted to ERA's. You now have an electronic copy (ERA) for 100% of your EOBs to use for autoposting.

Call for a free demo today at 605-323-0800

Find more simply effective solutions at www.eProviderSolutions.com



NATIONAL AAHAM OFFICERS ELECTION!!

The Voting Opens Monday July 15!

Visit www.aaHAM.org to vote!

We are honored to present the candidates for the 2014-2015

AAHAM Executive Officers:

President:

Victoria DiTomaso, CPAM

1st Vice President:

John D. Currier, CPAM, CCT

2nd Vice President:

Lori Sickelbaugh, CPAM

Satish Kumar Thangavadivelu, CPAM, CCAM

Treasurer:

Lisa Hennigan, CPAM

Amy Mitchell, CPAM

Secretary:

Kia Earp, CPAM

Christopher Ostrowski, CPAM

Linda Patry, CPAM





CHARLES GARVIN MEMORIAL GOLF OUTING SEPTEMBER 11, 2013

Senica's Oakridge Golf Course

658 East US 6

LaSalle, IL 61301

815-223-7273 www.senicasoakridge.net

NOON shot gun start—

Scramble Format

*Lunch Purchase available at
Golf course.*

Grilled Steak Meal to follow!



Prices

Golf, Cart & Dinner: \$70/person

Dinner ONLY: \$30/person

Name of Registrant:

Other names of your Golfing 4-some:

Fee enclosed \$ 70/person

Dinner ONLY fee enclosed@ \$30/person

Registration Deadline:

SEPTEMBER 4th!!!

Pay by Credit Card Online

<http://www.illinoisaaHAM.com/events.htm>



*Please make checks payable to **ILLINOIS AAHAM** and mail registration & payment to:*

Maria Orwig, Director of Business Services

210 W. Walnut St.

Canton, IL 61520

morwig@grahamhospital.org

Reminder!!

~Jurisdiction 6 (J6) Ask-the-Contractor Open Door Forum Teleconferences for Part B Providers in Illinois, Minnesota, and Wisconsin~

National Government Services is hosting a series of Ask-the-Contractor teleconferences (ACTs) for providers transitioning to the J6 Medicare Administrative Contractor (MAC). The calls are open to all transitioning J6 Part B providers in Illinois, Minnesota, and Wisconsin. The Open Door Forum allows providers the opportunity to ask questions and share information during the session with your J6 MAC.

Please note that **preregistration is not required** for these ACTs. However, if you plan to ask a question, please have the following information available for follow-up purposes: Name, Phone Number, Provider Number and Name, State Abbreviation and E-mail address.

Part B calls are scheduled on the following dates and times:

Date: Thursdays - July 18, July 25, August 1, August 8, August 15, August 22, August 29, September 5, September 12, September 19, September 26, October 3, October 10, and October 17.

Time: 9:30 - 10:30 a.m. central time (CT)

Dial in number: **866-308-0254**

Conference ID number: **513 419 3655**



When patient accounts are past due, we're here to help.

We reduce days outstanding, lower the cost per account, and improve cash flow. Plus, we recognize the value of urgency to recover past-due account balances quickly, collect with care, and protect your brand equity.

Receivables management solutions



Past due collections

Increase net recovery while protecting your brand.



Revenue cycle management

Reduce costs and increase performance of ARM placements.



ICD-10 medical coding

Reduce risk, and increase performance of medical procedures coding and billing processes.



Smart Solutions. Beyond Expectations.

Acquisition & Enrollment | Care & Loyalty | Up-sell & Cross-sell | Receivables & Subrogation
800-767-2364 | afni.com | afnicareers.com | solutions@afni.com



MEDICAL
REIMBURSEMENTS
of AMERICA, INC.

VERONICA MODRICKER, CHFP
REGIONAL VP OF SALES

7105 MOORES LANE
BRENTWOOD, TN 37027
CELL 309/912-0480
EMAIL: vmodricker@MRAresults.com
www.MRAresults.com





Presents...

PASSPORT eCare™ NEXT

Payment Certainty for Every Patient™

Passport goes beyond connectivity, utilizing proprietary technology and business intelligence to **turn raw data into actionable information.**

The **automated, error-free workflow** created by Passport eCare™ NEXT allows you to manage all the financial components of every patient encounter and ensure *Payment Certainty for Every Patient™*.

Wherever where your patient encounter occurs, **Passport eCare™ NEXT integrated solution suites have you covered.**

Orders > Scheduling > Patient Access > Best Payment > Claims
Patient Engagement > Population Health Management

- » One solution for your patient access and payment certainty needs
- » Integrated with your systems and workflow
- » Top-ranked customer support

Visit www.passporthealth.com
or call **630-916-8818**



NEWLY CERTIFIED MEMBERS

CPAT AND CCAT

Congratulations!

Maureen	St. Clair	CCAT	Avadyne Health
Cindy	Lamb	CCAT	MBR
Karen	Tuley	CCAT	MBR
Debbra	Owens	CCAT	Med Pay Mangement Systems
Angela	Dalton	CCAT	Spectrum Health
Henry	Koehler	CCAT	Spectrum Health
Kimberly	Titus	CCAT	Spectrum Health
Ashley	Young	CCAT	Spectrum Health
Patricia	Siewert	CCAT	Spectrum Health
Elaine	Smith	CCAT	Spectrum Health
Jody	Washington	CCAT	Spectrum Health
Susan	Weir	CCT	Blessing Hospital
Amy	Williamson	CCT	Blessing Hospital
Tracy	Milleville	CCT	Memorial Medical Center
Greta	Strandberg	CCT	Spectrum Health
Rebecca	Catour	CPAT	Avadyne Health
Michele	Ertel	CPAT	Blessing Hospital
Leslie	Henry	CPAT	Blessing Hospital
Pamela	Bittorf	CPAT	CGH Medical Center
Meaghan	Coward	CPAT	CGH Medical Center
Kimberly	Davis	CPAT	CGH Medical Center
Jean	Thomaschefskey	CPAT	CGH Medical Center
Eric	Westbo	CPAT	CGH Medical Center
Terry	Wike	CPAT	CGH Medical Center
Shawna	Winstead	CPAT	CGH Medical Center
Shannon	Campos	CPAT	Crawford Memorial Hospital
Darrin	Cook	CPAT	Magnet Solutions
Victoria	Turner	CPAT	MBR
Tracy	Beasley	CPAT	Medical Business Resources
Debra	Dye	CPAT	Medical Business Resources
Kelli	Plunk	CPAT	Medical Business Resources
Courtney	Guernsey	CPAT	Spectrum Health
Rachelle	Johnson	CPAT	Spectrum Health
Andrea	Keech	CPAT	Spectrum Health
Lori	Mendez	CPAT	Spectrum Health
Susan	Miller	CPAT	Spectrum Health
Nancy	Oosterhouse	CPAT	Spectrum Health
Megan	Saczynski	CPAT	Spectrum Health
Christine	Wheaton	CPAT	Spectrum Health
Frank	Green	CPAT	Spectrum Health
Patricia	Gibson	CPAT	Spectrum Health



*NEWLY CERTIFIED
PROFESSIONAL MEMBER!!
CPAM*

Congratulations!

Congratulations to IL Chapter's NEW
CPAM's!!

Kimberly Velazquez, CPAM
CGH Medical, Sterling, IL

Dawn Clark, CPAM
FHN Memorial Hospital, Freeport, IL



Exceeding the Needs of the People We Serve

Berlin-Wheeler

Receivables Management

Since 1970

1-800-366-2373



Since 1970 Berlin-Wheeler has been building rock solid client relationships based upon mutual trust, respect, experience, and performance.

Call us today to begin experiencing the service that you deserve.

At Berlin-Wheeler there really is a difference - our healthcare clients will tell you.

Call Shirley Mason @ 314-435-3377



Visit us on
Facebook

Search for:

Illinois American Association of Healthcare Ad-
ministrative Management



Tweet with us:

@AAHAMIL



Find us on LinkedIn: Search for
AAHAM Illinois Chapter

WELCOME TO
ILLINOIS
AAHAM
American Association of Healthcare
Administrative Management
THE LAND OF LINCOLN

Providing the Educational and Career Development Needs
of Healthcare Professionals in the State of Illinois.

www.IllinoisAAHAM.com

Click here to watch the "amateur" IL AAHAM Membership
video! [IL AAHAM MEMBERSHIP VIDEO](#)

ERA
EAGLE RECOVERY
ASSOCIATES, INC.

NANCY VOLLMER
VP Sales & Marketing

424 SW Washington St.-3rd Floor
Peoria, Illinois 61602
P: 309.272.4501
T: 800.906.3210
F: 309.272.1400
C: 309.258.2424
nvollmer@eaglerecovery.net

WELCOME TO
ILLINOIS
AAHAM
THE LAND OF LINCOLN

Home Leadership Events Newsletter Photo Gallery Our Partners Q & A Forms

Providing the educational and career development needs of
healthcare professionals in the State of Illinois.

Visit our Website at www.illinoisaaaham.com



Your Trusted Partner In Performance

Founded in 1896, family owned & operated, our long term success offers health care professionals service, security, reliability & performance virtually unmatched in the industry.

We provide customized solutions:

Extended Business Office

- Self-Pay First-Party Letters & Phone Campaigns
- Accelerates Cash-Flow
- Prevents Accounts From Becoming Past Due
- Patient Sensitive

Pre-Collection

- Third-Party Impact at a Low Fixed Price
- Diplomatic
- Accelerates Cash-Flow

Full Collection

- We get paid only if we collect
- Diplomatic, Professional Approach
- "Sometimes firm but always fair"
- Self Pay, Insurance Re-Billing
- Payment Arrangements
- Workers Comp / Liability Cases
- Skip Tracing, Skip Tracing, Skip Tracing
- Credit Reporting

**Please contact Heather Turcany
today to discuss your collection needs
815.405.2191 / hturcany@collectmcg.com**

ESTABLISHED 1896 | www.merchantscreditguide.com

Merchants' Credit Guide Co.



ILLINOIS
AAHAM

ASK Illinois AAHAM?????

ASK:



Dear Illinois AAHAM,

I've had patients new to Medicare ask me what they can read to be well informed on what is covered by Medicare. Do you have a recommendation that I can pass on to them?



ANSWER:

was also



One of the best CMS handouts we have seen is the one called "Medicare and You." It is free on the CMS/Medicare website. It's very thorough and fairly easy to understand. We have always found it to be very helpful.

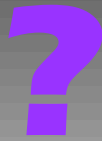
Open enrollment starts in October, you may find it useful to have these booklets on hand.



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!



ASK Illinois AAHAM?????



ASK:

Dear Illinois AAHAM,

There are discussions at our shop pertaining to summer dress codes. What is the difference between dress capri's and casual capri's??



ANSWER:

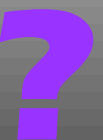
If you have to ask, they are probably not dress capri's. Seriously, if they have more pockets than dress pants and they have hanging strings, they are not considered dress capri's.



*Dress Capri's should look like dress pants, just shorter!
Happy summer!!*



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 Healthcare & Family Services (HFS) Bulletin

Jodie Edmonds, Vice President, Medicaid Revenue Consultant

July 1, 2013

SMART Act Implementation – Outstanding Adjustments HFS Programming has been completed!

Provider Preventable Conditions/Hospital Acquired Conditions

- Effective with admissions on and after July 1, 2012, and until the time that the department implements the All Patient Refined Diagnosis Related Groups (APR-DRG) claim processing system, the department will reduce the payment for the affected admissions by \$900.00.
- HFS will perform adjustments to reprice claims that were initially paid at \$0.00 and will also perform adjustments to reduce the payment for any affected claims that were paid in full after the emergency rule suspension.

Physical Therapy Services Provided by Hospitals

The system changes were put into production on May 16, 2013.

- Effective with dates of service on and after July 1, 2012, HFS will revert the payment rate for physical therapy procedures to the rate hospitals were paid under the APL: \$115.00 per visit for general hospitals and \$130.00 per visit for children's hospitals, rehabilitation hospitals and specific rates for critical access hospitals.
- The department will apply the 3.5% SMART Act rate reduction for hospital outpatient services to these claims.
 - **Safety Net Hospitals and Critical Access Hospitals are excluded from the 3.5% reduction for physical therapy services.**
- HFS will adjust to the higher rate any claims that have already been adjudicated at the lesser payment amount.

Cost Sharing Effective April 1, 2013

HFS announced in a Provider Notice dated March 29, 2013 that effective with dates of service on or after April 1, 2013, the department will be increasing the \$3.65 copayment to \$3.90.

HFS still has not completed the necessary programming that will deduct the \$3.90 co-pay from the provider's reimbursement.



Medicaid RACs

The Affordable Care Act (ACA) requires Medicaid agencies to contract with Recovery Audit Contractors (RACs) to identify and recover overpayments and to identify underpayments. Illinois awarded a contract to HMS.

"Top Six" list of what you should expect from any RAC contractor:

- Conduct face-to-face meetings and conference calls with hospitals and provider associations, and individual providers.
- A 24/7 state-of-the-art web-based portal to help you navigate the overpayment identification and recovery process without the burden of paper.
- Through the Provider Portal, claims targeted for potential overpayments are delivered electronically.
- A full-time Provider Services team to guide you through the audit process.
- Regular updates on findings.
- A highly skilled Clinical Review team. Registered nurses, certified coding professionals, and physicians experienced in the review of medical records.
- Guidance on how to correct overpayment errors in the future.

Information provided on June 19, 2013 from the Inspector General

- The RAC is still in the development stage, data acquisition, etc.
- Per the contract, hospitals have been excluded from certain areas, including hospital DRG.
- The RAC contractor will be providing an extensive overview, education and training prior to the commencement of the RAC audit.
- HFS will provide an update once the education and training has been completed.

Senate Bill 1330 just passed and is heading to the Governor for signature.

- Under that statute, undisputed amounts that arise from OIG audit processes are to be paid pursuant to our self-disclosure protocol. Disputed amounts proceed through the administrative hearing process. This will apply to RAC audits as well.

HCPCS codes being added to the APL

Effective Date: January 1, 2013

CMS deleted HCPCS codes G0290 and G0291 and replaced them with the following new HCPCS C-codes that will be added to the APL:

- HCPCS Codes: C9600 – C9607

HFS Therapy Rejections - X26 (Equivalent Service Previously Paid)

The HFS system only allows reimbursement for one therapy CPT code per discipline per date of service.

Physical Therapy Billing Example:

- CPT Code 97001 (PT Evaluation), Modifier GP & CPT Code 97110 (PT Treatment), Modifier GP when billed on the same claim for the same date of service.
- Providers will need to decide which code to bill because both services cannot be billed and reimbursed, keeping in mind though that the evaluation code does not require prior approval nor does it apply toward the client's therapy cap.

HFS Care Coordination Overview

Federal Initiatives

- Affordable Care Act (ACA) creates Medicare-Medicaid Coordination.
- Coordination Office announces demo projects for Dual Eligibles
 - Illinois is only the 4th state to get the approval for this Medicare-Medicaid Alignment Initiative (MMAI) program.



- Clients receiving full Medicare (Parts A, B, and D) and Medicaid benefits (without spenddown), are over the age of 21 and live in the project areas.

Illinois' State Initiatives

- 50% Medicaid beneficiaries to be covered through a risk-based managed care program.
- SMART Act: \$16 million savings through care coordination initiatives.

Three types of Managed Care Entities will exist

- Traditional HMOs – Accepting full risk capitated payments
 - Harmony Health Plan
 - Family Health Network
 - Meridian Health Plan
- Care Coordination Entities (CCEs) – Provider organized networks providing care coordination.
 - **Implementation targeted for August 2013**
 - Be Well Partners in Health (Chicago Area)
 - Healthcare Consortium of Illinois (Chicago Area)
 - Macon County Care Coordination (Down State)
 - Precedence Care Coordination (Down State)
 - Together4Health (Chicago Area)
- Managed Care Community Network (MCCNs) – Provider organized entities accepting full-risk capitated payments.
 - **Implementation targeted for summer 2013**
 - Community Care Alliance of Illinois
 - Rockford & Chicago Area

Integrated Care Program Expansion

- HFS took the first step in implementing this law by starting the Integrated Care Program (ICP) in May 2011.
 - Current Health Plans – Counties; Cook, DuPage, Kane, Kankakee, Lake & Will
 - Aetna Better Health
 - IlliniCare
- It is a **mandatory** Medicaid program for seniors and adults with disabilities and chronic illnesses.

Integrated Care Program Expansion

- Providers are encouraged to participate in the ICP for the purpose of providing healthcare services to a population that needs it the most.
- The only way for a provider to ensure payment for clients enrolled in ICP, is to contract with the designated health plans.
- Out-of-network providers must submit a pre-authorization for **all procedures**.
 - **Eligible Populations (Aged, Blind, Disabled)**
 - Age 19 and older
 - Non-Medicare eligible older adults and adults with disabilities receiving Medicaid (case numbers beginning with 01, 91, 02, 92, 03, 93) including all Home and Community Based Waiver enrollees

ICP Region Expansion – Implementation targeted for August 1, 2013

- Rockford
- Central Illinois
- Quad Cities Region
- Metro East Region



Our People



Our Services

Professional, Well Trained, Full-Time Dedicated **EMPLOYEES!**

On-Site • 7 days per week • Includes ED,
In-patient and Out-patient staffing •
Staggered Hours of Coverage



"The people at HFMI are professional and responsive to all of our needs; the on-site staff members are trained extremely well. We feel completely comfortable with them as an extension of our hospital system."

- Director of Patient Eligibility at
Cape Fear Valley Health Systems

Our Mission:

- Tailor a solution for your facility
- Assist with the management of your revenue cycle
- Ensure the highest probability of cash recovery
- Drive the reduction of bad debt



"Outdated collection techniques are eliminated. In-patient and out-patient financial representatives work closely with the patients to resolve account balances and reclaim lost revenue"

- Josie Burch, President of HFMI



Healthcare Fiscal Management Inc.
1202 Washington
Williamston, NC 27892
1-800-584-5545
www.hfmi.com



So, you want to be the Chapter President...

By John D. Currier, CPAM

If this is your thought, Congratulations!!! I served as the Illinois Chapter President 2005-2007 and I have to tell you I had a great time doing it! After serving on the Board of Directors for several years, I started that “grooming” process toward being President in 2002. That year I took on the role of 1st VP. Those two years were really a great experience as I got the “inside scoop” on the planning, organizing, and structure of the local chapter. AAHAM represents MY career choice. I wanted to make sure that my needs and my colleagues’ needs were met through quality education programs (and a little fun thrown in as well). I suggest everyone follow the “grooming process” in your chapter. It gets you really involved in the process and gives you an idea of the time commitment needed. [As you know, I am currently in my “grooming process” toward the National AAHAM Presidency!]

My Presidential year started in January and the first order of business was the National Board Meeting, mid January in Arizona. Chapter Presidents are Directors on the National Board and have a vote in actions and decisions at that level. How cool would this be? Yet, why was fear of the unknown taking me over? It did calm me a bit to be going to Arizona in January, versus Illinois in January. (Think about that one!) So here I was, a part of the National AAHAM organization representing my local chapter. I met new friends, who all share my passion for what we do and for AAHAM. Those new friends, now not so new friends, are still a part of my life and I treasure those relationships.

Upon returning from this experience, my next order of business was to get my local chapter structured for the year. As a board, we gathered together on a Saturday for a full of planning and organizing. We assigned committee chairs, assigned committee members, set dates for education sessions, a golf outing, board meetings, etc. It was made very clear what everyone’s responsibilities were. Expectations were established and communicated. The ship can’t sail with only a Captain!

My next National event was Legislative Day in DC coupled with the 2nd National Board Meeting. This too was a new experience. I reunited with my new AAHAM buddies and my networking continued.



June and September were Illinois education meetings prefaced by Board meetings the night before the one day events. (We also hosted a golf outing in September).

The ANI in October was my next big travel for a National Board Meeting where once again I got my AAHAM "fix". I ended that year with the Illinois Annual State Institute in December.

Looking back at that first year as a Chapter President, I would not trade it for anything. It was truly a learning experience I treasure.

So, YOU want to be the Chapter President.....follow some simple steps:

- Put together a calendar of time commitments for the year. Include National and Local Board meetings, events, travel days, etc. Be sure YOU can handle that time commitment.
- Talk to your employer. Hopefully they are familiar with AAHAM. Tell them of your goal to become the chapter president and how this will advance your career and how it will benefit them. Show them your time commitment calendar and be sure they are okay with that. (Some employers ask you to use vacation time, most do not if you have sold them on AAHAM.)
- Talk to your family. Your time away with AAHAM will affect family time. Make sure you have their buy in.
- Take it seriously. Be sure you can fulfill the commitment. Your chapter is counting on you to represent them on the National level.

When planning for time, use this guideline for National events:

- January 3 days
- April 4 days
- October 4-5 days

AAHAM needs good Chapter Presidents. The National organization is only as strong as the local chapters, and the local chapters are only as strong as their members.....lead by the Chapter President! Think about it, give it a try. Let me know how I can help.

Right now is the time to think about assisting your local chapter. The first step in your rewarding involvement is to become a Director. Your Illinois Chapter is looking for new Directors for the next two year term. Consider participating....the time is now.....!

Warmest regards. *John*



Summer Meeting Highlights!

IL AAHAM Summer Educational Meeting
was June 6 at the Par-A-Dice Casino and Hotel...Peoria, IL
Great Attendance and an AWESOME number of First Time Attendees!!!

The Program highlighted speakers from:

National Government Services (NGS)

Wisconsin Physician Services (WPS)

Medical Reimbursements of America

United Healthcare

Blue Cross

NEBO

And...

Resource Tables for:

Patient Access, Payers, Certification, Workers Compensation/Liability



IL AAHAM President,
Kenny Koerner, CPAM



First Time Attendees! Welcome!!!

Summer Meeting Highlights!



Rena Willey presents Keke Odom of Family House with a donation collected from the generous attendees!

*Great Speakers!
Awesome
Education!*

IL AAHAM Gives!



Summer Meeting Highlights!



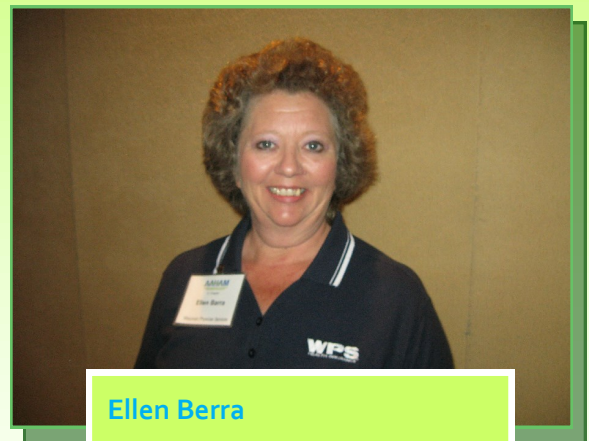
Break-out and
Panel Sessions!



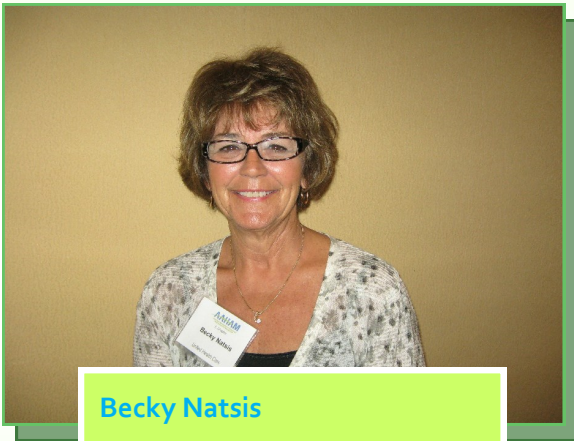
Summer Meeting Highlights!



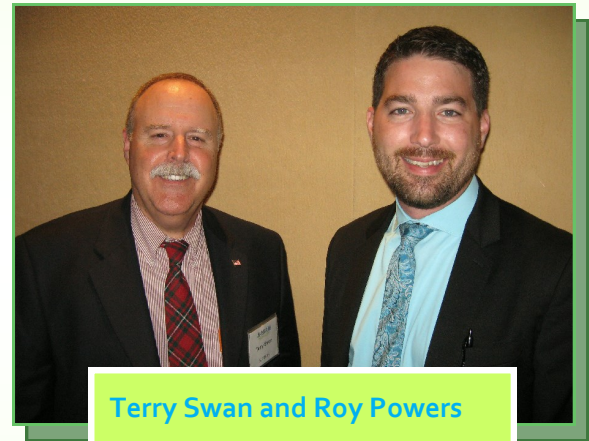
Jean Roberts and Mike Davis
NGS



Ellen Berra
WPS



Becky Natsis
United Healthcare



Terry Swan and Roy Powers
BCBSIL



Brian Niederhauser
"Brad"—MRA, Inc.



NEBO-Passport Panel

*Great Speakers!
Awesome Education!*

Revenue recovery worthy of your reputation.

Our proven strategies
help you collect more
without incurring cost.

HarrisCollect.com 866.781.4538



**HARRIS
& HARRIS**

REVENUE RECOVERY | ANALYTICS | ATTORNEYS



Mark your Calendars!



Fall
Meeting!

September 12, 2013

Starved Rock Lodge and
Conference Center

Rts. 178 & 71

Utica, 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





A revenue-energizing partner

Why do we consider ourselves a partner? Because a partner is integrated, enabling, enhancing and in it for the long haul. The mentality of working *with* you, rather than *for* you, allows us to be adaptable and expectation-exceeding. Our highly-trained staff and flexible, state-of-the-art technology uncover, recover and accelerate your revenue. In the truest sense, we're a revenue-generating partner that can be as large – or small – as you need us to be.

When your revenue is on the line, experience counts. HBCS opened its doors in 1985, and has served hundreds of healthcare clients throughout the U.S. In fact, some of our clients have been with us longer than our competitors have been in business. We are 100% healthcare focused, 100% U.S. based, and have been a VHA Preferred Business Partner for 10+ years.

- Complete Business Office Partnership
- Billing Services
- Insurance Maximization
- Self-Pay Customer Service
- Flex-Staffing

Call Jeff Porter at 877-254-9580 and start capturing the full value of the services you provide.



Visit our web site:
www.hbcs.org/energize8

Energize your revenue cycle

Take Time to
THANK an IL
AAHAM Corporate
Partner!! We
couldn't do it
without them!

If you're looking for a partner you can trust to fulfill your receivables needs, why not select one that has been recognized time and time again by industry leaders?



Partnerships
for a
Lifetime

Serving the needs of the
healthcare industry for more than 60 years!



STATE
COLLECTION SERVICE INC

800.477.7474
statecollectionsservice.com



Who says you can't have your cake & eat it too?



Get paid faster & easier!

You actually CAN have your cake and eat it too with Secure Bill Pay. Our cost-effective payment solution streamlines the entire payment process by combining all payment methods into one secure system--cash, check and credit/debit cards.

Patients are able to pay you online 24x7. Front office staff can easily take any form of payment at the point-of-service. Business office personnel have access to a virtual terminal to process transactions, set up automated payment plans and customize reports for simplified posting.

Make it fast and easy for your patients to pay, and your staff to manage your payment process.



Secure Bill Pay^{net}

www.securebillpay.net • 866.610.9601

Reduce A/R by offering patients more convenient payment options:

- Accept patient payments online
- Automate recurring and scheduled payments
- Capture 'guarantee of payment' at point-of-service; process payment after claim is adjudicated
- Accept all credit / debit cards & eCheck (direct from bank account)

Streamline payment posting:

- Process payments by phone, mail & point-of-service online
- Issue refunds electronically
- Real-time, custom reports and data export
- Auto-post to your practice management system

Security:

- PCI Compliant & HIPAA Compliant
- User-level audit trail



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



Treasurer

Nancy Vollmer

Vice President of Sales
Eagle Recovery Associates, Inc.
424 SW Washington Street - 3rd Floor
Peoria, IL 61602
Tele: 309.272.4501
Fax: 309.272.1400
Email: nvollmer@eaglerecovery.net



Secretary

Kathy Uphoff

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



2012-2013 IL AAHAM Leadership



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



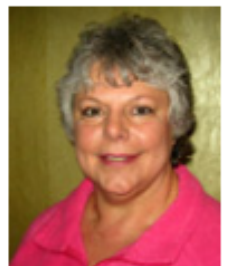
Alan Staidl

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



2012-2013 IL AAHAM Leadership



ILLINOIS
AAHAM

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
Email: donna.r.stortzum@osfhealthcare.org



If you're looking for a partner you can trust to fulfill your receivables needs, why not select one that has been recognized time and time again by industry leaders?

PEER REVIEWED
by HFMA®

Healthcare Bad Debt Recovery

2008
BBB WINNER
BUSINESS ETHICS TORCH AWARD
BBB SERVING WISCONSIN

Contracted supplier of
Amerinet®



Partnerships for a Lifetime

Serving the needs of the
healthcare industry for more than 60 years!

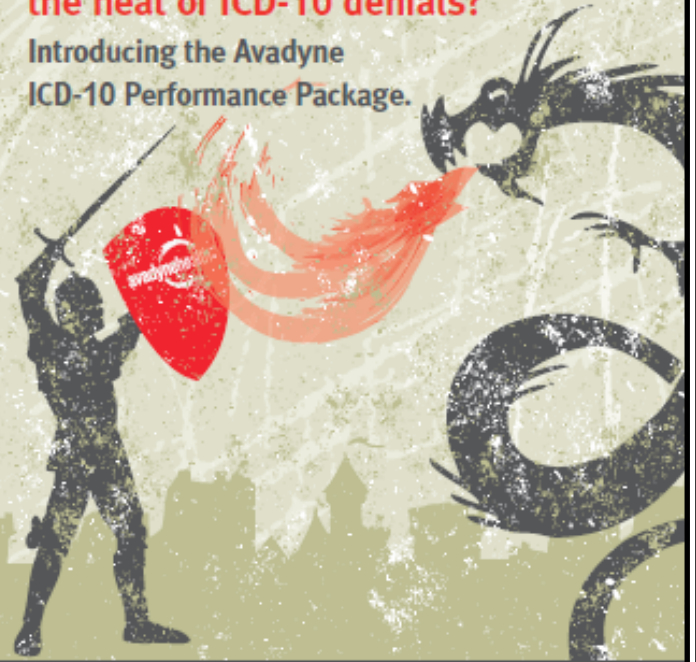


STATE
COLLECTION SERVICE INC

800.477.7474
statecollectionservice.com

Will you be ready to face
the heat of ICD-10 denials?

Introducing the Avadyne
ICD-10 Performance Package.



Denial Follow-Up Technology • Safetynet Staffing
Trend Identification • Denial Avoidance, Dashboards & Reports



Ron Snyder, HFMA
Executive Vice President
563-349-0710 | Rsnyder@Avadynehealth.com

HORIZON
FINANCIAL MANAGEMENT

AL STADL

2800 Maple Avenue, #33B
Downers Grove, IL 60515
☎ 630.724.1197
☎ 630.244.6289
✉ maris65@sbcglobal.net

REVENUE ENHANCEMENT SOLUTIONS FOR HEALTHCARE PROVIDERS



ILLINOIS
AAHAM

Corporate Partners



ILLINOIS CHAPTER

2013 Corporate Partners

PLATINUM LEVEL

ARS / Magnet Solutions

www.ar-solutions.biz www.magnetsolutions.biz

Richard J. Rogers – richard.rogers@ar-solutions.biz

Berlin Wheeler, Inc.

www.bwmo.com

Shirley Mason – smason@bwmo.com

eProvider Solutions, LLC

www.eprovidersolutions.com

BJ Dvorak - bjdvorak@eprovidersolutions.com

Harris & Harris, LTD

www.harriscollect.com

Bob Kemp – bkemp@harriscollect.com

Healthcare Fiscal Management, Inc.

www.hfmi.com

Christopher Fisher – christopher@hfmi.com

Kristine Thimmesch - kristine@hfmi.com

Merchants' Credit Guide Company

www.merchantscreditguide.com

Heather Turcany – hturcany@collectmcg.com

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

www.passporthealth.com

Fred Faller – fred.faller@passporthealth.com

Tim Friel – tim.friel@passporthealth.com

Secure Bill Pay, LLC

www.securebillpay.net

Terry Hauer – terry@securebillpay.net



Corporate Partners

GOLD LEVEL

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

www.abacollect.com

Bill Carlson, CPAM – wc@abacollect.com

Betty Marschang, CPAM – bmarschang@abacollect.com

AFNI, Inc.

www.afni.com

Steve Smith – stevesmith@afni.com

SILVER LEVEL

Avadyne Health

HBCS

Medical Business Resources, Inc.

MRSI

ProCom Services of Illinois, Inc.

Rockford Mercantile Agency, Inc.

State Collection Services, Inc.

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

BRONZE LEVEL

Creditors Collection Bureau, Inc.

Eagle Recovery Associates, Inc

Horizon Financial Management

Managed Care Partners, Inc.

Medical Reimbursements of America

Quadax, Inc.

RRCA Accounts Management, Inc.

UCB, Inc.

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

.....

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.





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

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

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:	\$

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>		

