

# THE LINCOLN LOG

American Association of Healthcare Administrative Management Illinois Newsletter



JUNE

2016

## WE ALL HAVE ISSUES



**W**e just believe ours have a little something extra to offer. You can belly up to the bar and sample one of our craft beers. You can grab a table and order up your favorite cut of steak. Or you can just pick out your favorite dessert and pair it up with a nice cup of coffee. We've got a little something for everyone here at the Lincoln Log so give us a read and I'm sure you'll find something to keep you coming back. And don't just print me out and read me at your kid's soccer game. We've got clickable navigation links and maybe a few hidden surprises here and there, so be sure to explore the whole digital issue.



If you get lost, click the Lincoln Log border at the bottom of most pages and it takes you right back here to page one.

## WHAT'S COOKIN'



<a href="#">President's Message</a>	2
<a href="#">Save the Date</a>	3
<a href="#">Upcoming Webinars</a>	4
<a href="#">Hot Topics</a>	5
<a href="#">2016 Legislative Day</a>	7
<a href="#">April HFMA/AAHAM Meeting</a>	10
<a href="#">Newly Certified Members</a>	14
<a href="#">PAC and Legislative Updates</a>	17
<a href="#">Treasurer's Report</a>	19
<a href="#">AAHAM Membership</a>	21
<a href="#">Twitterverse</a>	24
<a href="#">Provider Spotlight</a>	25
<a href="#">Corporate Partners</a>	27
<a href="#">Corporate Partners Program</a>	30
<a href="#">IL AAHAM Leadership</a>	35
<a href="#">Get To Know Your Board Members</a>	37
<a href="#">Payer Roundup</a>	40
<a href="#">2016 Calendar of IL AAHAM Events</a>	42
<a href="#">History of Lincoln Logs</a>	44
<a href="#">The Lincoln Bedroom</a>	46



ILLINOIS  
AAHAM

# President's Message

This is a busy time of year for many. The end of the school year snuck up on us. Graduation season is winding down. The days are longer and the yard work resumes. Spring sports are coming to an end only to give way to summer activities. It's time for the swimming pools and sunshine! Little League games are underway. Vacations are being planned. Wedding invitations are being mailed. I can remember as a child the excitement and thrill of summertime! As an adult, I long for the thrill of having an entire summer ahead to just be a kid!



**Joshua Johnson, CRCP-I**

I proudly serve as the GCMS Unit 5 School Board President. As I prepared to deliver my Commencement address, my mind began to wonder. These young adults are about to embark on the beginning of their life's journey. Many of them are headed into higher educational opportunities. Some of them are headed into a career proudly serving in the military. Some of them will embark in a trade. Some will move far away and some will stay close to home. Each one setting forth on their very individual journey...it is a scary and thrilling time for them. I am filled with a sense of pride as I reflect on this class and the things they have done to achieve their goals and what fantastic opportunities they have ahead of them! I know, you are asking yourself why I am rambling on about this...well, like the graduates with new opportunities, we as AAHAM members have abundant opportunities ahead of us as well. AAHAM Certification is among the best in the industry. Becoming certified through AAHAM is one of the most fulfilling things I have ever achieved in my adult life. You are really missing out on fantastic opportunities if you have not considered the AAHAM certification offerings. There is no better way to enhance your career than by becoming certified by the premiere Revenue Cycle organization in the nation. The [benefits of AAHAM](#) membership are immeasurable.

This is a busy time of the year for IL AAHAM as well. The 12<sup>th</sup> Annual National Legislative Day in Washington, D.C., was April 25 and 26, 2016. The event was a great success. Illinois AAHAM was well represented on the Hill! We were able to visit with our National Legislative offices and bring about awareness of issues that directly impact us. This year we represented two issues; The Medicare Audit Improvement Act and the HIP Act. You can read more about both of these issues at <http://www.aaham.org/Events/LegislativeDay.aspx>

IL AAHAM and HFMA joined forces for a Joint Meeting on April 21, 2016. There were well over 100 in attendance and it was a great meeting in East Peoria. We continue to provide outstanding Webinar opportunities. Suzanne Lestina presented a Revenue Cycle Webinar on May 20<sup>th</sup>. We also held the June 9<sup>th</sup> Summer Meeting in Bloomington at the Parke Regency Hotel and Conference Center. We enjoyed hearing from Matthew Jones, 3 Time Cancer Survivor and appreciate the great participation from our Payor Panel!

Mark your calendars for the September 16 Fall Meeting in Galena, IL at Eagle Ridge Resort and Golf Course. We also hope you can Join us on September 15 for either the Charles Garvin Annual Golf Outing or the Downtown Galena Shopping Trip/Wine Tour.

Look forward to seeing you all in September! Take time out of your hectic schedule to enjoy life .

*Josh*



save  
the  
date®



Charles Garvin Annual Golf Outing  
Downtown Galena Shopping Trip / Wine Tour  
September 15, 2016  
Fall IL AAHAM Meeting  
September 16, 2016



AAHAM ANI  
Las Vegas, NV  
October 5-7, 2016

IL AAHAM ASI  
December 1-2, 2016



# Upcoming Webinars

**August ??, 2016**



**Topic:** Illinois Medicaid Update

**When:** TBD, August 2016

**Speaker:** Kelly Sutphin– Gutman - Experian Health—Cosand Unit

**Illinois AAHAM**

Watch for registration details via an email Blast or the [IL AAHAM website](#)

**August 3, 2016**

**Topic:** Solving the Problem of Uncompensated Care

**When:** WEDNESDAY, Aug. 3, 1:30 p.m. - 3 p.m. EDT

**Speaker:** John Whaling, Team Member at Bernard Health

This informative, intermediate level webinar will look at the Affordable Care Act (ACA) and its impact on the uncompensated care issue, the ways hospitals are solving this problem and provide case studies of hospitals which have successfully helped their uninsured patients find the right health coverage. To make sure we have space for you, payment must be received on or before **July 27**. You will receive your confirmation and handouts via email **by Aug. 1**. **EVERYONE Earns 3 AAHAM CEUs for attending.**

[Click here to download the full description and printable order form.](#)

[Click here to register online.](#)

[NON-Members can click here to register online.](#)

**National AAHAM**

**August 17, 2016**

**Topic:** 501(r), A Practical Approach to Compliance

**When:** WEDNESDAY, Aug. 17, 1:30 p.m. - 3 p.m. EDT

**Speaker:** Janet Hodgdon, CPA, CPC, Director, Baker Newman Noyes

This informative, intermediate level webinar will focus on the three operational areas of financial assistance policies, billing and collection activities. Compliance with these regulations is required to maintain a hospital's tax-exempt status. To make sure we have space for you, payment must be received on or before **Aug. 10**. You will receive your confirmation and handouts via email **by Aug. 14**. **EVERYONE Earns 3 AAHAM CEUs for attending.**

[Click here to download the full description and printable order form.](#)

[Click here to register online.](#)

[NON-Members can click here to register online.](#)

**National AAHAM**



# AAHAM: Report from Senate Commerce Hearing

The chair of a U.S. Senate committee said at a Wednesday hearing that a federal telemarketing law passed 25 years ago doesn't appear to be aging well.

The U.S. Senate Committee on Commerce, Science and Transportation heard testimony on the Telephone Consumer Protection Act, legislation that was frequently called "outdated."

TCPA requires solicitors to keep and abide by a "Do Not Call" list and targets "robocalls" by limiting the use of automatic dialing systems. The hearing was held to assess the law's effectiveness two-and-a-half decades later.

The conversation pitted consumer protections against business interests. Consumer advocates argued that the law isn't stopping the thousands of illegal calls made each day to cell phones and landlines. Business advocates say the language is vague and gives little protection to companies who had no intention of calling someone without the required consent.

Those at the hearing also questioned whether TCPA adequately considers new technology and changing consumer patterns.

"TCPA is showing its age," Sen. John Thune, a Republican from South Dakota and chair of the committee, said at the hearing. He supports finding a solution that helps legitimate businesses avoid excessive lawsuits.

"Nobody is proposing consumers shouldn't have control. The problem we have is the TCPA is no longer working as well as it should," he said.

Several on the committee, including ranking member Bill Nelson, a Florida Democrat, agreed on the need to update the law, but balked at any talk of making it easier for companies to call cell phones without consent.

"Consumers don't want robocalls," Nelson said. "Opening the floodgate to mobile calls ... would have an immediate negative effect."

Consumer protection advocates at the hearing said despite the law, consumer complaints about robocalls are constant. Indiana Attorney General Greg Zoeller told the committee his office handled 14,000 complaints in 2015. This year, it averages 50 complaints a day.

More than three-quarters of robocallers are debt collectors, Zoeller said. He criticized an amendment to TCPA passed last year that allows those collecting debts owed to the government to



call a person's cell phone without consent. He supports the HANGUP Act, which would repeal the amendment.

"Debt collection robocalls are aggressive, relentless and often inaccurate. Of the nearly 700 debt collection complaints my office received last year, about 90 percent were because the caller was harassing the wrong person," he said. "The vast majority of robocallers are scam artists."

Legitimate businesses, however, are often the ones swept up in TCPA actions. Citing "rampant" lawsuit abuse in TCPA claims, Becca Wahlquist, an attorney at Snell and Wilmer who testified on behalf of the U.S. Chamber Institute of Legal Reform, said companies facing TCPA litigation are on the hook for "staggering amounts."

"I have been witness to the growing cottage industry of TCPA plaintiffs and lawyers targeting American businesses that reach out to their own customers for any reason (transactional, informational or marketing), and I can confirm that in the past few years, the problems with TCPA litigation abuse have only worsened," she said at the hearing.

She said litigation doesn't favor consumers. A survey of federal TCPA settlements found that the average attorney fees awarded in TCPA class action settlements in 2014 reached \$2.4 million but the average award to class members was just \$4.12.

A second attorney, Monica Desai, a partner at Squire Patton Boggs, said TCPA has departed from its original intent, which struck a balance between protecting consumers and allowing useful call practices.

"Over time, the TCPA has been transformed into a sword for harassing and abusive lawsuits, with astonishingly disproportionate settlements for

cases with little to no actual harm," Desai said. "Consumers and business, as well as governmental entities, suffer from the lack of common sense application of the statutory language to modern technology and the failure to take into account how consumers and businesses communicate today."

Business advocates said companies have many legitimate reasons to contact customers, from coupons to banking alerts to hospital follow-ups.

The Affordable Care Act requires hospitals and outpatient clinics to follow up with patients after discharge to reduce the rate of readmission, Rich Lovich, an attorney from Stephenson, Acquistio & Coleman testifying on behalf of the American Association of Healthcare Administrative Management, said. But calling patients could put hospitals at risk of violating the TCPA.

AAHAM was one of 22 groups to recently file a petition with the Federal Communications Commission, asking it to clarify its definition of consent.

"The bottom line is that health care providers must be able to effectively, efficiently and economically communicate with their patients," Lovich said. "The TCPA robs our community of this fundamental aspect of the care provider-patient relationship by imposing outdated and artificial restraints on effective communication."

Wahlquist said businesses become vulnerable to lawsuits when customers who gave consent either relinquish the phone number provided to the business or enter a wrong number, intentionally or not. She said an estimated 100,000 cell phone numbers are reassigned to new users each day.

Many of the witnesses at the hearing, including consumer and business advocates, support a national database that callers could use to quickly assess whether a phone number has been reassigned.

"When the company attempts to reach out to its customer at the provided number, it can unintentionally be sending communications to a non-customer — the new or actual owner of the number. This seemingly innocent mistake has become the most significant driver of new TCPA litigations," Wahlquist said.

"Indeed, a statute intended to cover abusive telemarketing has morphed into one supporting claims against well-intentioned companies attempting to communicate with their own customers, generally for transactional or informational purposes."

This article is reproduced with permission from Healthcare Weekly, Volume 2, Issue 20

Miller  Wenhold Capitol Strategies, LLC  
GOVERNMENT AFFAIRS AND GRASSROOTS ADVOCACY  
A Government Affairs Firm Founded on Trust and Built to Produce Results





# House Medicaid Task Force to Propose Changes in 2017

House Republicans won't be ready with suggestions for changing the Medicaid program this year but they will be prepared to make proposals in 2017, the leader of the House Medicaid Task Force said May 10.

The task force of Republican lawmakers, appointed in 2015 by Energy and Commerce Committee Chairman Fred Upton (R-Mich.), is looking at ways to give states more flexibility as well as issues related to funding the program, Rep. Brett Guthrie (R-Ky.), vice chairman of the House Energy and Commerce health subcommittee, said at a Capitol Hill forum. Reauthorization of the Children's Health Insurance Program and legislation extending some Medicare provisions in 2017 may provide the opportunity to act on Medicaid legislation, he said.

The Medicaid program for the poor covers more than 72 million people, more than the Medicare program for senior citizens, and states are particularly hard-pressed to fund the program. "It's coming to a point where states are going to demand it," Guthrie said, referring to efforts to change the program at the federal level to reduce spiraling costs, which are encroaching on states' ability to pay for education and other programs.

Nationwide, \$550 billion was spent on Medicaid in 2015, four times higher than what was spent in 1990, adjusted for inflation, according to Brian Blase, a senior research fellow with George Mason University's Mercatus Center, a free-market-oriented research organization that sponsored the forum.

State Medicaid spending increases have far outpaced education and transportation, Blase said. "When states increase Medicaid, most of the cost is dispersed to taxpayers outside of their state," giving them an incentive to continue spending, "much of which is unfortunately of questionable value," Blase said.

In 2015, 57 percent of all the funds Washington sent to the states went for Medicaid, compared with 12 percent for education and about 7 percent for transportation, Blase said.

In his previous position as a senior staff member for the House Committee on Oversight and Government Reform, Blase said he participated in investigating "many state schemes and techniques to inappropriately bring federal funds into their state."

"No state was more aggressive than New York," Blase said. "When New York saw something it could plausibly bring under its Medicaid umbrella it would 'Medicaid' it." New York received overpayments from the federal government totaling \$15 billion over two decades to house people with developmental disabilities, he said.

By 2011 total Medicaid payments on behalf of 1,300 residents in the facilities equaled \$2.5 billion, about the same amount of money Kansas spent on its entire Medicaid program that year for 400,000 enrollees, Blase said.

Guthrie called for more flexibility from the federal government so states can adapt the Medicaid program to allow for innovation. In Kentucky, where Republican Gov. Matt Bevin inherited the ACA Medicaid expansion from a Democratic predecessor, the state wants to implement an insurance-like program similar to what has been approved for Indiana, Guthrie said. That would make it easier for people who have an opportunity to get a better-paying job to make the transition without the threat of losing healthcare, he said.

Indiana's expansion became effective in early 2015.

The population served by the traditional Medicaid program is sicker than the ACA Medicaid expansion population, "and it's not the best use of the taxpayer dollar to treat both exactly the same," Guthrie said.

"One of the frustrations [of the] task force is why a waiver approved for a state like Indiana isn't automatically available to a state like Kentucky," which is similar to Indiana, Guthrie said. "Indiana spent several years working through waivers, and it looks like we're having to start over to work through those kinds of waivers," he said.

Governors should be given more authority to shape their Medicaid programs, Guthrie said. Following the expansion of Medicaid under the ACA in Kentucky, one in four Kentuckians is now on Medicaid, he said.

This article is reproduced with permission from Healthcare Weekly, Volume 2, Issue 20

Miller  Wenhold Capitol Strategies, LLC  
GOVERNMENT AFFAIRS AND GRASSROOTS ADVOCACY  
A Government Affairs Firm Founded on Trust and Built to Produce Results



# 2016 Legislative Day

April 25-26 marked AAHAM's 12th Annual Legislative Day where we are brought face-to-face with the decision-makers in Washington, who determine the outcome of our industry's top legislative priorities. Our strong grassroots program creates new opportunities for our industry.

"AAHAM really understand the legislative and regulatory process and this is why they have had so much success in the past. AAHAM's leadership has gone the extra mile to ensure AAHAM has a strong voice in Washington" said AAHAM's lobbyist, Paul Miller.

Our two hot topics for this year were:

1. The Medicare Audit Improvement Act
2. The Hospital Improvements for Payment (HIP) Act

**The Medicare Audit Improvement Act.** The Medicare Modernization Act of 2003 first created the Recovery Audit Contractor (RAC) program to identify and recover improper Medicare overpayments and underpayments to healthcare providers. The program is overseen by CMS with RACs performing the actual work of reviewing, auditing, and identifying improper Medicare payments.

Hospitals have been seeing a large increase in the amount of documents being requested. When a Medicare contractor detects the possibility of an improper payment they will contact

the hospital and request additional documentation, referred to as an Additional Document Request (ADR).

[The Medicare Audit Improvement Act Talking Points](#)

**The Hospital Improvements for Payment (HIP) Act.** The implementation of the Affordable Care Act (ACA) changed many of the processes regarding healthcare, creating a larger debate on healthcare systems and their efficiency. Through this debate, many issues have been uncovered with various aspects of Medicare, especially about payment.

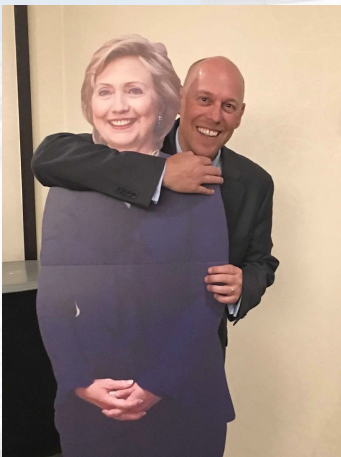
The HIP Act has been created in response to many of these issues that exist with the current Medicare payment systems such as the issues between payment systems, the current definitions of a short stay, the problems associated with the two-midnight policy, and reform to the Recovery Audit Contractors (RAC) program. In addition, the HIP Act includes 19 different "Ways and Means Member Hospital Priorities" provisions that have been evaluated by committee staff.

[The HIP Act Talking Points](#)

IL AAHAM has historically been well represented at Legislative Day and 2016 was no exception. IL attendees included Bill Carlson, Josh Johnson, Kris Bryant, Sarah O'Neal, Rena Willey, John Currier, Kenny Koerner, David Pareja, Dave Miller, Ron Snyder and Doris Dickey.



# 2016 Legislative Day



Medical Claim Insurance Recovery

P | S

PARRISHSHAW

JULIE SHAW NOEL President/CEO

**9821 Katy Freeway, Suite 850**

**Houston, Texas 77024**

**T. 800.872.1818 Ext. 116**

**C. 713.252.4876 ♦ F. 713.470.7243**

***Julie@ParrishShaw.com***



# April HFMA/AAHAM Meeting



Kim Byas, Sr., PhD, MPH - AHA

Jennifer Vorreyer—System Director, HIM & Privacy  
Memorial Health System



John McGlasson - Pro Com Services  
Government 101

[Greater Peoria Honor Flight](#) Representatives  
Local Charity



# April HFMA/AAHAM Meeting



Dawn Irion, Josh Johnson, Veronica Modricker



John Currier  
National AAHAM President  
a.k.a. The Thinker



Doris Dickey, C.J. Tonozzi, Julie Van Pelt



Joe Holler—IHA



# April HFMA/AAHAM Meeting



Welcome First Time Attendees



Ron Snyder, Julie Van Pelt

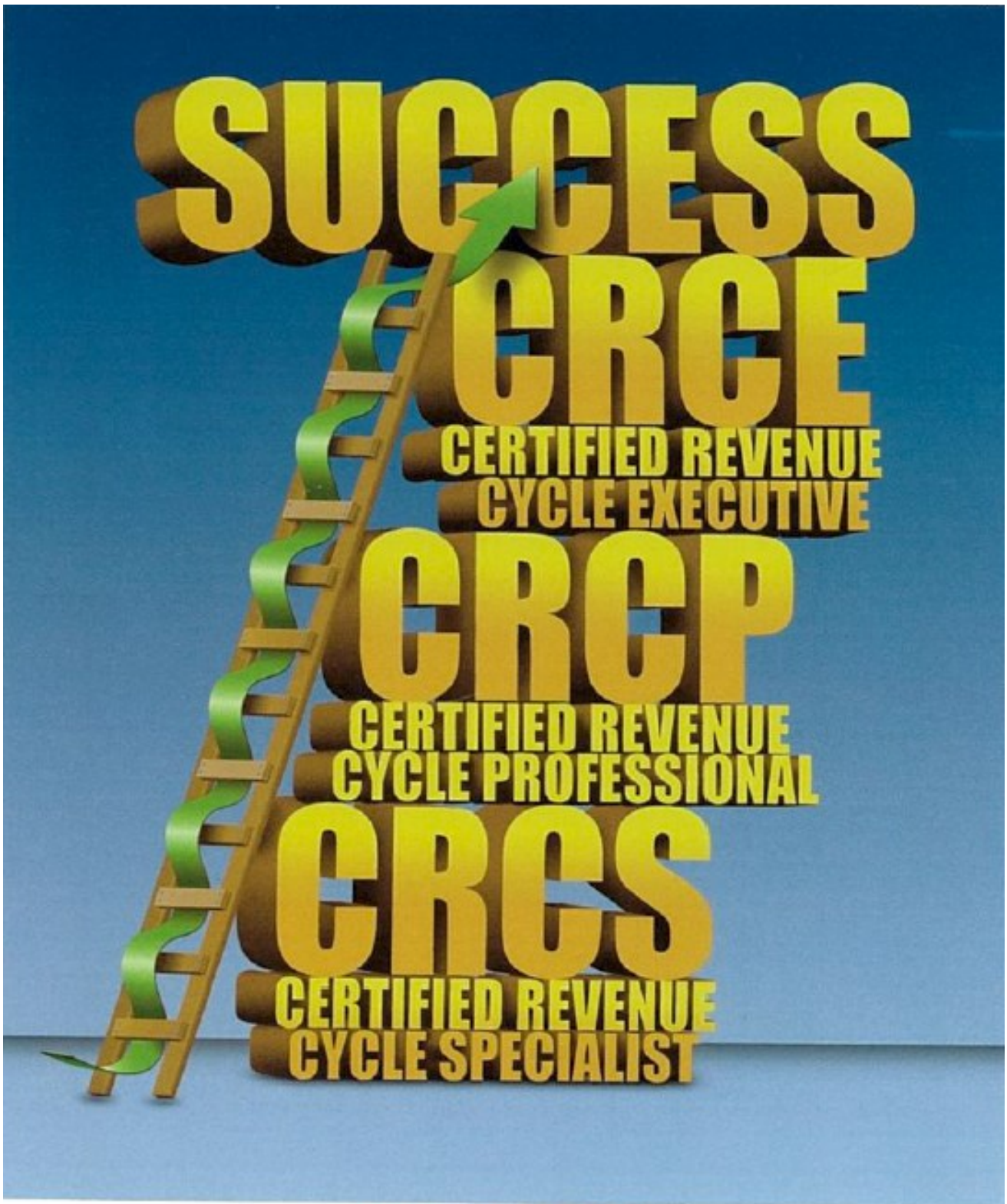


Stephen Daggs, Dawn Irion



Jason Kotecki—Motivational Speaker





**AAHAM**

American Association of Healthcare  
Administrative Management

**AAHAM's Certifications are your ladder to success!**



# Newly Certified Members

## Avadyne Health

---

Maria Carlin, CRCS-I

Rebecca Catour, CRCS-P Dual

Jessica Hutchison, CRCS-P Dual

Letisha Johnson, CRCS-P Dual

Debra Owens, CRCS-P Dual

Eric Johnson, CRCS-I Dual

Jason Tornquist, CRCS-I Billing



You did it!  
*Congratulations*

## Blessing Hospital

---

Shelbie Beaber, CCT Form B

Kristen Shires, CCT Form C



# Newly Certified Members

## CGH Medical Center

---

Sabrina Fry, CRCS-I

Tammy Heslop, CRCS-I

Brianna Maas, CRCS-I

## Presence Health

---

Bisserka Gueorguieva, CRIP

## Spectrum Health

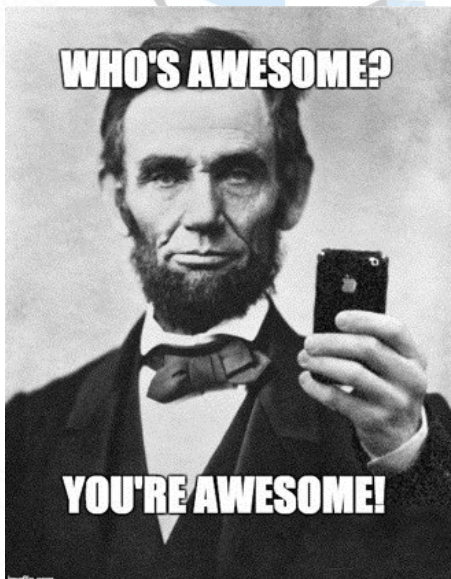
---

Lori Mendez, CRCS-P

Ambreen Farooq, CRCS-P

Lori Day, CRCP-I

Get certified in 2016  
and earn a voucher  
to attend  
a FREE IL AAHAM  
meeting  
(excluding ASI)



**July 11-22, 2016**

July 2016 Exam Period

**August 15, 2016**

Registration deadline for November 2016 Exam Period

**November 7-18, 2016**

November 2016 Exam Period





Connect. Communicate. Care.



### We Are Experts at Managing Managed Care

Since 1994 Managed Care Partners has been assisting physicians, hospitals, integrated provider networks and other health care organizations with the negotiation and administration of their managed care contracts.

A very cost-effective, fixed monthly fee for professional services ensures no surprises. The engagement may be terminated at any time.

We welcome the opportunity to tell you more about Managed Care Partners and to answer your questions about our services.

**Please contact:**

Jim Richmond  
Chief Executive Officer  
Managed Care Partners, Inc.  
630.617.4204  
jrichmond@mngdcare.com

[www.managedcarepartners.net](http://www.managedcarepartners.net)



Revenue Cycle Management Solutions

**Jeremy Underwood**  
Sales Manager

8215 W 108th Terrace  
Overland Park, KS 66210

**Toll-free:** 866.633.4726  
**Direct:** 913.971.4357  
**Fax:** 913.254.9358

[junderwood@esolutionsinc.com](mailto:junderwood@esolutionsinc.com)

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

**Shirley Mason, Regional Sales Manager**

[Shirley.mason@wakeassoc.com](mailto:Shirley.mason@wakeassoc.com)

314-435-3377

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



**Wakefield & Associates** is a nation-wide debt collection agency specializing in debt collections for over 2000 medical clients throughout the country. With 250 employees to support your debt collection needs we are known for our transparency with full client access to your accounts on-line and our superior client service approach. Customized programs to fit your needs. Training, technology and experience have enabled WA to provide our clients with returns above the national average.

**Extended Business Office (Early Out Service):**

We customize the service to meet your individual needs. Offering real-time service, in which we are trained in your details to work directly in your system via secure VPN connections. NO reconciliation or file transfers. Superior customer service is our number one priority.

# Wise Words From a Nerd



## AAHAM Spring 2016 PAC & Legislative Updates



### Medicare

59 modifier change to X-Mods still on hold

CMS Enforcement of the Partial Hospitalization Program

Three new edits will return the claim to provider if:

Less than 20 hours of therapies are present on claim form

Claim span is less than 5 days

PHP services are not billed in weekly increments

RAC Expansion to Medicare Advantage plans

Tasked with Risk Audit Adjustment Data Validation (RADV)

reviews to ensure carriers are not inflating risk scores to

make patients appear sicker than they are with the goal of

receiving higher payment from Medicare.

FY17 IPPS Proposed Rule has been posted and will be published in the Federal Register on April 27<sup>th</sup>

Increase rates .85% from 2016 rates

Two adjustments proposed to reverse effect of 2% cut instituted with Two-midnight rule

2.8% initial market-basket update for Meaningful Use of EHR

\$134 million reduction in Medicare DSH payments from 2016

### Medicaid

Due to budget impasse an estimated \$4.4 billion is owed to healthcare providers

Unpaid claims date back 20 months

### Illinois

Still no Fiscal 2016 budget

Only state in union without a 2016 budget

Now holds record for longest budgetary delay

Kentucky held record for not passing 2003 budget until March of 2003

Estimated payment backlog could exceed \$10 billion before fiscal year end

### C.J. Tonozi – CRCS-I

Billing Compliance Officer/Auditor

OSF Healthcare System

Ministry Compliance And Risk Division

[Clinton.j.tonozi@osfhealthcare.org](mailto:Clinton.j.tonozi@osfhealthcare.org)



## Our Commitment

We are a viable resource to those who demand the best, and we continue to expand our client base despite the competition within the industry. The reason for our continual success can be summarized in two important words - SUPERIOR SERVICE!

We will serve you best no matter how large, or small, your collection needs, because we realize how important an above average recovery ratio can mean to your over-all bottom line. Our services are performed as if the future of our company depends upon the results we achieve - BECAUSE IT DOES!

Our priority is not to be the biggest - *it's to be the Best!* We will achieve this goal because as a collection agency, WE WORK HARD FOR YOUR MONEY!

### CALL THE PROFESSIONALS TODAY!

723 FIRST STREET  
LA SALLE, IL 61301  
Telephone: (815) 223-0804  
Toll Free: (800) 383-0024  
Fax: (815) 223-0896

1256 W. JEFFERSON  
JOLIET, IL 60435  
Telephone: (815) 722-6300  
Fax: (815) 727-4383

400 N. DUDLEY  
MACOMB, IL 61455  
Telephone: (309) 836-7766  
Toll Free: (800) 383-0023  
Fax: (309) 833-5535



### MEMBERS:

Illinois Collectors Association  
American Collectors Association  
American Association of Healthcare  
Administrative Management



Collection Professionals, Inc.  
[www.collprofinc.com](http://www.collprofinc.com)

### CALL THE PROFESSIONALS TODAY!

723 FIRST STREET  
LA SALLE, IL 61301  
Telephone: (815) 223-0804  
Toll Free: (800) 383-0024  
Fax: (815) 223-0896

1256 W. JEFFERSON  
JOLIET, IL 60435  
Telephone: (815) 722-6300  
Fax: (815) 727-4383

400 N. DUDLEY  
MACOMB, IL 61455  
Telephone: (309) 836-7766  
Toll Free: (800) 383-0023  
Fax: (309) 833-5535

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

You  
Work Hard  
for  
Your Money  
and  
**SO DO WE!**

Med A/Rx is an advanced Revenue Cycle Management company for healthcare financial professionals. We offer the scale and flexibility for any healthcare Provider Hospital, Clinic, or Large Physician Group while creating healthy cash flows and delivering superior results toward your bottom line. We provide:

- Pre-Bill Services
- Revenue Cycle Consulting
- Extended Business Office
- Bad Debt Collection Services
- Data Analytics/Denials Management



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

RRCA  
Accounts  
Management, Inc.  
Sterling, IL

# Treasurer's Report

## 2016 1st Quarter Summary

American Association of Healthcare Administrative Management		
IL CHAPTER - GENERAL FUND		
STATEMENT OF INCOME AND EXPENSES (CASH BASIS)		
For the Period of: 1/1/2016 to 3/31/2016		
<b>TOTAL INCOME</b>		<b>15,758.59</b>
<b>TOTAL EXPENSES</b>		<b>11,134.26</b>
<b>NET INCOME/LOSS</b>		<b>4,624.33</b>
<b>BANK BALANCE BEGINNING OF PERIOD</b>	<b>39,780.06</b>	
<b>BANK BALANCE END OF PERIOD</b>	<b>44,404.39</b>	



## 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.

- 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)

# Secure Bill Pay net

[www.securebillpay.net](http://www.securebillpay.net)

866.610.9601



What's your

# PFX<sup>™</sup> Score?

(Get it here: [www.avadynehealth.com/pfx](http://www.avadynehealth.com/pfx))

+ 3 Minutes  
15 Questions  
—————  
Profound Insight



Ronald A. Snyder, FHFMA | 800-973-9890 | [RSnyder@avadynehealth.com](mailto:RSnyder@avadynehealth.com)

# Benefits of AAHAM Membership



Healthcare revenue cycle professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts. Your membership in AAHAM helps you achieve all of these goals.

## What do I get for my \$215 yearly National and Illinois AAHAM Membership Fee?

- **Eligibility for Certification Designations.** AAHAM membership allows you the opportunity to sit for the CRCE, CRCP, CRCS, CRIP or CCT certification exams, which provide you with the recognition and respect within the Healthcare Revenue Cycle industry. Studies show certified members perform at a higher level of efficiency and provide a return on your investment.
- **Exclusive invitation and pricing to the AAHAM's Annual National Institute (ANI)** known for excellence in education, value and networking. (Save \$100 off your ANI registration for being a member.)
- **Exclusive invitation and pricing to the Illinois AAHAM's quarterly educational events.** (\$75 in Illinois meeting savings for being a member throughout the year).
- **Exclusive invitation and pricing to National and Illinois AAHAM Webinars** (\$25 member savings for every Illinois AAHAM webinar. \$50 in yearly savings if you attend 2 Illinois AAHAM webinars).
- **Exclusive invitation and pricing to Legislative Day.** Brings you face-to-face with decision makers in Washington who determine the outcome of healthcare legislative priorities. (\$100 member savings.)
- **Continuing Education Scholarships.** Opportunity to apply for and be awarded national and Illinois Scholarships for continuing education for you and your family members. Yearly Illinois AAHAM scholarships awarded in the amount totaling \$2,000 for members, children and grandchildren.
- **Membership Directory.** An online Illinois AAHAM Membership directory helps you keep in touch with other members and vendors both locally and nationwide. Network with your revenue cycle peers!
- **AAHAM Member's Only List Serve.** Have an issue? Chances are your peers do as well. Bounce questions and issues off of your revenue cycle peers via our list serve!
- **Subscription to Legislative Currents.** Distributed via email 8 times a year, to keep you up to date on legislative and governmental issues affecting our industry.
- **Subscription to The Journal of Healthcare Administrative Management.** Rated as the #1 membership benefit, the Journal is issued quarterly.
- **AAHAM's National News.** AAHAM's monthly electronic Newsletter with timely updates and information about your association.
- **Illinois AAHAM's Award Winning Lincoln Log.** Illinois AAHAM's quarterly electronic Newsletter.
- **Job Bank** to assist you in searching and posting that special job.
- **Unlimited Networking with other revenue cycle professionals** through our website and Chapter interaction.

INVEST IN YOURSELF AND YOUR STAFF – Attend the Illinois AAHAM meetings, the national AAHAM ANI and 2 Illinois AAHAM webinars throughout the year, and your \$215 National and Illinois AAHAM membership fee saves you \$215 in meeting fees throughout the year!





**2016 APPLICATION FOR NATIONAL MEMBERSHIP**

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

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

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

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

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

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

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

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

How did you hear about AAHAM?  Colleague  Publication  Website  LinkedIn

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

Membership Type:  National Member  Student Member

**NATIONAL MEMBERSHIP** - The fee to become a National member is \$190. If you join anytime between July 1st and August 31st, the dues are \$150 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$230 for the rest of the current year and all of the following year.  
**STUDENT MEMBERSHIP** - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

**PAYMENT OPTIONS**

**For Credit Card Payment:**  Amex  Visa  MasterCard  
Card Number: \_\_\_\_\_ Exp: \_\_\_\_\_  
Name as it appears on card: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Billing Address, if different from above: \_\_\_\_\_

**For Check Payment:**  
*Please make checks payable to AAHAM and send application with your payment to:*  
**AAHAM Membership**  
11240 Waples Mill Road, #200  
Fairfax, VA 22030  
Fax: 703-359-7562  
AAHAM Tax ID: 23-1899873

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.  
Please note: Membership is on an individual, not institutional, basis and is non-transferable.

**YOUR PAYMENT TOTAL:**  
NATIONAL DUES: \_\_\_\_\_  
LOCAL DUES: \_\_\_\_\_  
TOTAL ENCLOSED: \_\_\_\_\_

AAHAM Providing Excellence in the Business of Healthcare  
Certification, Compliance, Leadership Development, Networking, Advocacy





**Local Chapters:** AAHAM has 33 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership

Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	<b>Years in Healthcare:</b> <input type="checkbox"/> 0-5 <input type="checkbox"/> 6-10 <input type="checkbox"/> 11-20 <input type="checkbox"/> 21-25 <input type="checkbox"/> 25+  <b>Certification:</b> <input type="checkbox"/> CHAM (NAHAM) <input type="checkbox"/> CHFP (HFMA) <input type="checkbox"/> FHFMA (HFMA) <input type="checkbox"/> CHCS (ACA) <input type="checkbox"/> Other (please list)  <b>Employer Type:</b> <input type="checkbox"/> Vendor/Corporate Partner <input type="checkbox"/> Billing <input type="checkbox"/> Collection Agency <input type="checkbox"/> Consulting <input type="checkbox"/> Outsourcing <input type="checkbox"/> Software/IT <input type="checkbox"/> Provider <input type="checkbox"/> Law Firm <input type="checkbox"/> Other (please list)  <b>Position:</b> <input type="checkbox"/> CFO <input type="checkbox"/> Vice President <input type="checkbox"/> Partner, Principal, Owner <input type="checkbox"/> Executive Director <input type="checkbox"/> Consultant <input type="checkbox"/> Director <input type="checkbox"/> Manager <input type="checkbox"/> Supervisor/Coordinator <input type="checkbox"/> PFS Representative <input type="checkbox"/> Patient Access Representative <input type="checkbox"/> Other (please list)  <b>Responsibility:</b> <input type="checkbox"/> Accounting <input type="checkbox"/> Administration/Operations <input type="checkbox"/> Admitting/Access <input type="checkbox"/> Audit <input type="checkbox"/> Benefits <input type="checkbox"/> Budget <input type="checkbox"/> Compliance <input type="checkbox"/> Business Development, Sales, Marketing <input type="checkbox"/> Information Services/Technology <input type="checkbox"/> Managed Care <input type="checkbox"/> Medical Records <input type="checkbox"/> Medicare/Medicaid <input type="checkbox"/> PFS, Patient Billing & Collections <input type="checkbox"/> Reimbursement <input type="checkbox"/> Third Party Administration <input type="checkbox"/> Other (please list)
Florida Sunshine #03	Florida	\$40.00	
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	
Hawkeye #07	Iowa	\$0.00	
Hawthorn #08	Missouri	\$45.00	
Illinois #09	Illinois	\$25.00	
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	
Maryland #13	Maryland	\$25.00	
Mountain West #14	Utah	\$30.00	
New Jersey #16	New Jersey	\$35.00	
Western Reserve #18	Ohio	\$0.00	
Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$20.00	
Pine Tree #22	Maine	\$25.00	
Rushmore #23	North & South Dakota	\$0.00	
Western Region #26	Arizona and California	\$0.00	
Virginia #27	Virginia	\$30.00	
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$30.00	
Georgia #33	Georgia	\$30.00	
Connecticut #34	Connecticut	\$35.00	
Three Rivers #37	Pittsburgh, Pennsylvania	\$50.00	
Texas Bluebonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
Music City #53	Tennessee	\$35.00	
Michigan #55	Michigan	\$195.00	
Twin States #56	Vermont & New Hampshire	\$25.00	
Massachusetts #57	Massachusetts	\$80.00	

AAHAM Providing Excellence in the Business of Healthcare  
 Certification, Compliance, Leadership Development, Networking, Advocacy



# Twitterverse



## American Association of Healthcare Administrative Management (AAHAM)

Yesterday at 1:45pm · 🌐

AAHAM celebrates a decision made by the Sixth Circuit regarding prior express consent. In short, the court substantiated that consent obtained by a healthcare provider can be applied to payment calls from third parties in certain contexts. In addition, it looked to disclosures provided individuals at the time the consent was obtained to determine the scope of consent, underscoring the need to have robust disclosures in place on intake forms.

<http://www.aaham.org/.../Files/Advocacy/TCPArelease2.22.16.pdf>



Follow AAHAM on Twitter!

[IL AAHAM](#) - @AAHAM IL

[National AAHAM](#) - @AAHAMMember



Paul A. Miller  
@MWCEO01



Following

AAHAM General Counsel Rich Lovich before Senate Commerce Committee



EveryICD10 @EveryICD10 · 12h

The dolphin bit you how many times?  
Diagnose yourself at #ICD10 or Not?  
[everyicd10.com](http://everyicd10.com)

W56.01XD Bitten by dolphin, subsequent encounter



← ↻ ❤️ ⋮

# Provider Spotlight - Invest in Yourself

AAHAM CRCS-I certification - \$100

Illinois and National AAHAM membership dues - \$215

Not having to re-take the certification exam because I earned enough CEUs through Illinois AAHAM

**PRICELESS!**



Sitting for a professional certification exam can be terrifying. For me personally, it didn't matter how much I had studied or how many practice exams I passed with flying colors... my own self-doubt kept getting the best of me. What if I don't pass? They're all going to laugh at me! I'll never be able to show my face again! Yes, sadly I reverted back to the dramatic behavior of my teenage years...

Fortunately for me that is when the many AAHAM friends I've made through the years came to my rescue. There always seemed to be someone willing to answer my questions, be my study buddy, help create practice exams and most importantly, bolster the confidence that I kept beating down. The result: I passed all three portions of the exam in the 90<sup>th</sup> percentile!

That was many years ago... and many of those AAHAM friends have become more family to me than friends... and I'm not sure I can ever adequately articulate how much their help meant to me in achieving a personal goal. But that is one of the amazing things about our chapter... we are so much more than peers... or colleagues... We are one big crazy family!

Any time I have a question I know I can reach out to countless members of my AAHAM family and get the answers and/or help I need. We regularly share our knowledge and skillsets with each other, troubleshoot and resolve shared issues and concerns together, and more importantly help each other to be the best in healthcare.

With all of that said... I will be sitting for the CCT certification this July. Am I terrified? Of course... that's my nature! But I already have a "study buddy" and many others have already offered their assistance in guiding us through the exam preparation. Being a part of this chapter is worth a dollar for every penny paid... which is an amazing return on investment!

Hope to see you all soon!

C.J. Tonozzi – CRCS-I  
Billing Compliance Officer/Auditor  
OSF Healthcare System  
Ministry Compliance And Risk Management Division



Contracted supplier of  
**Amerinet**






Healthcare Debt Recovery

APTURFSJFRITYUI CUSTOMER  
 VFCMNBCMDLSKASDSERVICE  
 JBCMVXOPVXTYTQYEWREWPSK  
 XLZMX TECHNOLOGY BYWKAJ  
 GDKXNMZCUIFM CXVHOGWCZ  
 VMBFIEFIADFLDSFSLEWQERYI  
 UDSNVZVDO INNOVATION LM  
 YCUTMZVHOSFOIWRIVNJZVNV  
 PORIUQWEBNMVMZVZOUDFYQ  
 AURQWIVXMNBVZMBGFEOURP  
 TWEUAZTFYE LEADERSHIP N  
 IMFAPQKAXMZXCVCBUIUEYTL  
 IASHGFVQVNRIOVKJXC BVZP  
 EXPERIENCE VBMPDKDICVN  
 NRQEOIOEIOCGJMDGFKGJFPR  
 TZIQMNXCVIUTQE RESULTS

*The search stops here.*



**STATE**  
 COLLECTION SERVICE INC  
 800.477.7474  
 statecollectionservice.com



Denials Prevention  
 Eligibility Verification  
 Payment Estimation  
 Financial Assistant Screening  
 Authorizations  
 Medical Necessity  
 Identity Verification  
 Pre-Registration Solutions

866.872.7498 | www.accuregsoftware.com



**Cirius Group** INC.  
 Results Driven Revenue Cycle Solutions

Cirius Group, Inc. offers a full spectrum of highly efficient software tools for claims, denial, remittance, medical necessity and reimbursement management - all backed by the most responsive customer support in the industry.

**925-685-9300**

*Call us - your business is our business!*

**www.ciriusgroup.com**

# 2016 Corporate Partners



## 2016 CORPORATE PARTNERS

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



**PLATINUM LEVEL**



<p><b>ARS / Magnet Solutions</b>  <a href="http://www.ar-solutions.biz">www.ar-solutions.biz</a> / <a href="http://www.magnetsolutions.biz">www.magnetsolutions.biz</a>                  Richard J. Rogers - <a href="mailto:richard.rogers@ar-solutions.biz">richard.rogers@ar-solutions.biz</a></p>	<p><b>ParrishShaw</b>  <a href="http://www.parrishshaw.com">www.parrishshaw.com</a>                  Kimberly Wescott - <a href="mailto:kim@parrishshaw.com">kim@parrishshaw.com</a></p>
<p><b>Commerce Bank</b>  <a href="http://www.commercebank.com">www.commercebank.com</a>                  Stephen Daggs - <a href="mailto:Stephen.Daggs@CommerceBank.com">Stephen.Daggs@CommerceBank.com</a></p>	<p><b>Experian Health</b>  <a href="http://www.experianhealth.com">www.experianhealth.com</a>                  Chris Regan - <a href="mailto:chris.regan@passporthealth.com">chris.regan@passporthealth.com</a></p>
<p><b>IWT Health</b>  <a href="http://www.iwthhealth.com">www.iwthhealth.com</a>                  Chris Bethell - <a href="mailto:cbethell@iwthealth.com">cbethell@iwthealth.com</a></p>	



# 2016 Corporate Partners



## GOLD LEVEL



<b>Avadyne Health</b> <a href="http://www.avadynehealth.com">www.avadynehealth.com</a> Ron Snyder - <a href="mailto:rsnyder@avadynehealth.com">rsnyder@avadynehealth.com</a>	<b>Secure Bill Pay</b> <a href="http://www.securebillpay.net">www.securebillpay.net</a> Terry Hauer - <a href="mailto:terry@securebillpay.net">terry@securebillpay.net</a>
--	--



## SILVER LEVEL



Wakefield & Associates	Shirley Mason - <a href="mailto:Shirley.mason@wakeassoc.com">Shirley.mason@wakeassoc.com</a>
Collection Professionals Inc	Greg Himelick - <a href="mailto:cpils1@ivnet.com">cpils1@ivnet.com</a>
RRCA Accounts Management	Kevin Heller - <a href="mailto:rrca@essex1.com">rrca@essex1.com</a>
State Collection Service Inc	Brad Taylor - <a href="mailto:bradt@stcol.com">bradt@stcol.com</a>
Rockford Mercantile Agency	Danielle Miller - <a href="mailto:dani@rmacollections.com">dani@rmacollections.com</a>
Pro Com Services of Illinois	John McGlasson - <a href="mailto:mcglasson.john@pro-comservices.com">mcglasson.john@pro-comservices.com</a>
Managed Care Partners	James Richmond - <a href="mailto:jrichmond@mngdcare.com">jrichmond@mngdcare.com</a>
Cirius Group	Mark Ehnen - <a href="mailto:mark.ehnen@ciriusgroup.com">mark.ehnen@ciriusgroup.com</a>
AccuReg	Scott Dalgety - <a href="mailto:sdalgety@accuregsoftware.com">sdalgety@accuregsoftware.com</a>



## BRONZE LEVEL



eSolutions	Jeremy Underwood - <a href="mailto:junderwood@esolutionsinc.com">junderwood@esolutionsinc.com</a>
AAMS	Mike Dobbs - <a href="mailto:mdobbs@aamsonline.com">mdobbs@aamsonline.com</a>
The Hauge Group	Charlie Cole - <a href="mailto:charliec@thehaugegroup.com">charliec@thehaugegroup.com</a>
Medical Reimbursements of America	Vanessa Haydon - <a href="mailto:vhaydon@mrareresults.com">vhaydon@mrareresults.com</a>
Medical Business Bureau	Randy Gelb - <a href="mailto:rgelb@mbb.net">rgelb@mbb.net</a>
Eagle Recovery	Nancy Vollmer - <a href="mailto:nvollmer@eaglerecovery.net">nvollmer@eaglerecovery.net</a>
Cardon Outreach	David Cartier - <a href="mailto:dcartier@cardonoutreach.com">dcartier@cardonoutreach.com</a>
Med A/Rx	Becky Kinsella - <a href="mailto:bkinsella@medarx.com">bkinsella@medarx.com</a>





# PRO COM SERVICES OF ILLINOIS INC.



**Committed to outstanding performance, with unsurpassed integrity, through personalized service.**



Certified Healthcare Collection Specialists • Receivables Management • Delinquent Account Recovery • Professional Pre-Employment Screening • Professional Tenant Screening • Merged Mortgage Credit Reporting • Consumer Credit Reports

3301 CONSTITUTION DRIVE • SPRINGFIELD, IL 62711 • 217-525-7600 • WWW.PRO-COMSERVICES.COM



## ROCKFORD MERCANTILE AGENCY, INC.

Solutions to your collection needs

68 YEARS OF MEDICAL COLLECTION EXPERIENCE  
"A" RATING WITH BETTER BUSINESS BUREAU  
CUSTOMIZED TO CLIENTS NEEDS

Danielle Miller  
EVP Sales & Marketing  
2502 S. Alpine Road  
Rockford, IL 61108  
800-369-6116

We focus on *financial health*, so you can focus on patients.



More than 800 facilities in 46 states rely on Cardon Outreach for our revenue cycle management services because we improve financial health while contributing to a positive patient experience, for more than 20 years and counting.

Eligibility | Early Out | A/R Services  
Third Party Liability | Workers' Comp  
Disability Services (SSI/SSDI)

### CARDON OUTREACH®

800.417.4845  
www.cardonoutreach.com



Medical Business Bureau

1460 Renaissance Dr Suite 400  
Park Ridge, IL 60068  
Cell: 847-528-8207  
Direct: 847-954-4235  
Office: 888-751-0481 ext 235

Fax: 866-515-1298  
[rgelb@mbb.net](mailto:rgelb@mbb.net)

**Randy Gelb**  
Vice President of Business Development

[http://youtu.be/8\\_0Svsi1Cwk](http://youtu.be/8_0Svsi1Cwk)

[www.mbb.net](http://www.mbb.net)

Healthcare Revenue Cycle Management Since 1932

# Corporate Partner Program



## What is American Association of Healthcare Administrative Management (AAHAM)

AAHAM is one of the predominant organizations providing educational and professional development for revenue cycle professionals in Illinois. Our membership includes professionals from patient financial services/revenue cycle specialists, clinical managers, administrators, chief financial officers, consultants and a variety of other professionals in related fields. All of our meetings provide our membership an opportunity to learn, network among colleagues and earn continuing education credits.

Illinois AAHAM conducts several educational conferences each year. Each spring and summer our chapter presents one full day of educational meetings. In the fall, our education session is coupled with the annual Charles Garvin Memorial Golf Outing. The Annual State Institute (ASI), held in December, is spread over a day and half and includes a vendor tradeshow.

As an Illinois AAHAM Sponsor, your company will receive a significant amount of recognition opportunities throughout the year. Your organization's name will be included in pertinent marketing materials and on-site acknowledgement at **ALL** educational conferences. As a part of your sponsor package, you will also receive complimentary advertising in the Lincoln Log.

Open enrollment for our sponsorship program is held once a year beginning **October 27, 2015 and has been extended**. Your investment in our program will provide company recognition for an entire year (January 1, 2016 through December 31, 2016).

**Please note:** An additional fee of \$600 is charged to exhibit at our Annual State Institute in December. The exhibit fee also includes one meeting registration. For those vendor partners who sponsor at the Platinum Level, the exhibit fee and one meeting registration are waived (they are included in the Platinum sponsor package).

We believe participation in the IL AAHAM Sponsorship Program should be an integral part of your company's marketing program. For additional information regarding the Illinois AAHAM Corporate Partners program please contact Vanessa Haydon [vhaydon@mrareresults.com](mailto:vhaydon@mrareresults.com) or Ron Snyder at [rsnyder@avadynehealth.com](mailto:rsnyder@avadynehealth.com).

*We appreciate your support of Illinois AAHAM!*





## Illinois Chapter Sponsorship Levels

---

### **PLATINUM (\$1,400)**

- **Annual State Institute Vendor Booth** includes one (1) complimentary ASI meeting registration (sponsor representative only) and recognition as a Platinum Sponsor at the President's Reception
- Three (3) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- One (1) "new" AAHAM membership which can be given to any non-member **Illinois Provider** – National and state dues for current year. New member registration must be submitted by March 31<sup>st</sup> of the calendar year
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- Full-page ad in each quarterly issue of the award winning **Lincoln Log** newsletter
- Sponsor level recognition on the Illinois AAHAM website, including a representative's name and e-mail address. An additional link to your company's website is also included



### **GOLD (\$900)**

- Three (3) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- One (1) "new" AAHAM membership which can be given to any non-member **Illinois Provider** – National and state dues for current year. New member registration must be submitted by March 31<sup>st</sup> of the calendar year
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- ½ page ad in each quarterly issue of the award winning **Lincoln Log** newsletter
- Sponsor level recognition on the Illinois AAHAM website, including a representative's name and e-mail address. An additional link to your company's website is also included





## Illinois Chapter Sponsorship Levels

---



### **SILVER (\$750)**

- Two (2) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- 1/4 page ad in each quarterly issue of the award winning **Lincoln Log** newsletter
- Sponsor level recognition on the Illinois AAHAM website, including a representative's name and e-mail address



### **BRONZE (\$350)**

- One (1) complimentary meeting registration that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's meeting name badge(s)
- Recognition during our Annual State Institute (ASI) meeting
- Business card size ad in each quarterly issue of the award winning **Lincoln Log** newsletter
- Sponsor level recognition on the Illinois AAHAM website, including a representative's name and e-mail address





**YES! I want to be an Illinois AAHAM Corporate Partner!**

Please select your level of sponsorship and complete the information below.

\_\_\_\_\_ **PLATINUM \$1,400** (includes ASI vendor booth & 1 meeting registration)

\_\_\_\_\_ **GOLD \$900**

\_\_\_\_\_ **SILVER \$750**

\_\_\_\_\_ **BRONZE \$350**

\_\_\_\_\_ **ASI VENDOR BOOTH \$600** (includes a complimentary registration)

**Name of organization:** \_\_\_\_\_

**Type of business:** \_\_\_\_\_

**Street address / PO Box:** \_\_\_\_\_

**City / State / Zip:** \_\_\_\_\_

**Contact person & title:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_

**Fax #:** \_\_\_\_\_

**Company web address:** \_\_\_\_\_

Please make your check payable to: **Illinois AAHAM**. Send check and completed form to:

Vanessa Haydon, Sponsor Chair – Illinois AAHAM  
6840 Carothers Pkwy Suite 150  
Franklin, TN 37067

Phone: 615-339-4403  
Fax: 615-472-7401  
E-mail: [vhaydon@mrareresults.com](mailto:vhaydon@mrareresults.com)

*Illinois AAHAM thanks you for your support!*





You've got a **Community** hospital to run

Is your self-pay AR becoming a resource drain?

Magnet Solutions Provides:

- ✓ Increased Cash and Cash-Flow
- ✓ Reduced Bad Debt Expense
- ✓ Increased Patient Satisfaction
- ✓ Optimized Communication Consistency

Additional Services:

Presumptive Charity Scoring  
Cash Acceleration Program (CAP)



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

**MAGNET**   
**SOLUTIONS**

**MAGNET**   
**SOLUTIONS**  **ACCELERATED**  
RECEIVABLES SOLUTIONS

*The Receivables People*

# Who's in Charge Around Here ?






# OFFICERS

	<p><b>President</b>  <b>Joshua A. Johnson, CRCS-I,P, CRCP-I</b>                  Director of Patient Financial Services                  Gibson Area Hospital &amp; Health Services                  1120 N. Melvin Street                  Gibson City, IL 60926                  Tele: 217.784.2612 Fax: 217.784.2645                  Email: <a href="mailto:josh_johnson@gibsonhospital.org">josh_johnson@gibsonhospital.org</a></p>	
	<p><b>Chairman of the Board</b>  <b>Kenny Koerner, CRCE-I, MBA</b>                  Director of Hospital Revenue Cycle                  CGH Medical Center                  100 E. LeFevre                  Sterling, IL 61081                  Tele: 815.564.4407 Fax: 815.626.2896                  Email: <a href="mailto:ken.koerner@cghmc.com">ken.koerner@cghmc.com</a></p>	
	<p><b>1st Vice President</b>  <b>Rena Willey, CRCE</b>                  Director of Revenue Cycle                  Memorial Hospital                  P.O. Box 160                  Carthage, IL 62321                  Tele: 217.357.8696 Fax: 217.357.8697                  Email: <a href="mailto:rwilley@mhtlc.org">rwilley@mhtlc.org</a></p>	
	<p><b>2nd Vice President</b>  <b>Chris Bryant</b>                  Patient Business Services Manager                  Dr. John Warner Hospital                  422 W. White Street                  Clinton, IL 61727                  Tele: 217.935.9571 Fax: 217.937.5262                  Email: <a href="mailto:chris.bryant@djwhospital.org">chris.bryant@djwhospital.org</a></p>	
	<p><b>Treasurer</b>  <b>Vanessa Haydon, CPAR</b>                  Vice President, Account Management                  Medical Reimbursements of America (MRA)                  6840 Carothers Parkway, Suite 150                  Franklin, TN 37067                  Tele: 615.339.4403 Fax: 615.472.7401                  Email: <a href="mailto:vhaydon@mrareults.com">vhaydon@mrareults.com</a></p>	
	<p><b>Secretary</b>  <b>Julie Van Pelt, CRCE-I, CRCS</b>                  Vice-President of Operations                  Avadyne Health                  7017 John Deere Parkway                  Moline, IL 61265                  Tele: 309.277.1547 Fax: 888.260.6020                  Email: <a href="mailto:jvanpelt@avadynehealth.com">jvanpelt@avadynehealth.com</a></p>	



# Who's in Charge Around Here ?

# DIRECTORS

	<p><b>Tera Roesch, CRCS-I, CRCS-P</b>                  CBO Coordinator                  Gibson Area Hospital &amp; Health Services                  1120 N. Melvin Street                  Gibson City, IL 60926                  Tele: 217.784.2622 Fax: 217.784.5853                  Email: <a href="mailto:Tera_Roesch@gibsonhospital.org">Tera_Roesch@gibsonhospital.org</a></p>	
	<p><b>C.J. Tonozi, CRCS-I</b>                  Billing Compliance Officer/Auditor                  OSF Healthcare System                  800 NE Glen Oak Ave.                  Peoria, IL 61603                  Tele: 309.308.5962 Fax: 309.308.5972                  Email: <a href="mailto:Clinton.J.Tonozi@osfhealthcare.org">Clinton.J.Tonozi@osfhealthcare.org</a></p>	
	<p><b>Dave Miller</b>                  Director, Client Services                  Experian Health                  1 S 450 Summit Ave Suite 270                  Oakbrook Terrace, IL 60181                  Tele: 630.812.2557 Fax: 630.916.8879                  Email: <a href="mailto:david.miller@passporthealth.com">david.miller@passporthealth.com</a></p>	
	<p><b>Ron Snyder</b>                  Executive Vice President                  Avadyne Health                  7017 John Deere Parkway                  Moline, IL 61265                  Tele: 800.383.6110 Fax: 309.797.9856                  Email: <a href="mailto:RSnyder@avadynehealth.com">RSnyder@avadynehealth.com</a></p>	
	<p><b>Nikki Harper, CRCS-I</b>                  Director, Patient Financial Services                  HSHS Medical Group, Inc.                  P.O. Box 13427                  Springfield, IL 62791                  Tele: 217.391.8565 Fax: 217.528.3189                  Email: <a href="mailto:nikki.harper@hshs.org">nikki.harper@hshs.org</a></p>	
	<p><b>Sarah O'Neal, RHIT, CRCS-I</b>                  Director HIM/Patient Accounts and Privacy Officer                  Memorial Hospital                  PO Box 160                  Carthage, IL 62321                  Tele: 217.357.8625 Fax: 217.357.8697                  Email: <a href="mailto:sonal@mhtlc.org">sonal@mhtlc.org</a></p>	
	<p><b>Meaghan Coward, CRCS-I</b>                  Patient Registration Supervisor                  CGH Medical Center                  100 E Lefevre Rd                  Sterling, IL 61081                  Tele: 815-564-4402 Fax: 815-632-5932                  Email: <a href="mailto:Meaghan.coward@cghmc.com">Meaghan.coward@cghmc.com</a></p>	

I ♥ Donny



# Get To Know Your Board Members



## Nikki Harper

Director, Patient Financial Services at HSHS Medical Group, Inc. Currently serving my first term on the IL AAHAM board. I have my CRCS-I certification.

Hello  
my name is

*NIKKI*

**My Favorite Sports Teams Are...** None of the above

### **Two Truths and a Lie**

1. I'm scared of heights and I jumped off a bridge that's over the ocean in Florida for fun without a harness or any protective gear at age 17.
2. I've been skydiving.
3. I have 5 children.

**I Grew Up In...** Blandinsville, IL

**My Favorite Hobbies Are...** Anything outdoors, landscaping, scrapbooking, and farming

**What's on your Playlist?** Today's Country, Today's Christian Hits

**Last Concert I Saw Was....** Blake Shelton

**Next Time You See Me Ask Me About...** Why I'm on the AAHAM board.



Click here and check the bottom of the page to see which one was the lie.



# Get To Know Your Board Members

Hello  
my name is

**SARAH**

## Sarah O'Neal

Director of Health Information and Patient Accounts/Privacy Officer at Memorial Hospital in Carthage, IL. This is my first term on the board. I have my RHIT and CRCS-I certifications.



**My Favorite Sports Teams Are...** St. Louis Cardinals/Pittsburgh Steelers (and of course my son and daughter's teams)

## Two Truths and a Lie

1. I am a shoe and purse shopaholic.
2. I enjoy being in the outdoors and planting a garden.
3. I showed cattle until I was 19.



**I Grew Up In...** Bowen, IL

**My Favorite Hobbies Are...** reading books and looking at cars

**What's on your Playlist?** Flo Rida, Maroon 5, Charlie Puth

**Last Concert I Saw Was....** Pitbull/Enrique Iglesias

**Next Time You See Me Ask Me About...** baseball...I've had to learn a lot about the sport since my kids and my husband all play on teams!



Click here and check the bottom of the page to see which one was the lie.

# We are **Experian Health** Driving Opportunity

Two years ago, Experian® acquired Passport Health Communications, Inc. to create an industry giant with market-leading revenue cycle technology and unparalleled data analytics. As of Jan. 1, 2016, we have legally changed our company name to Experian Health.

## REVENUE CYCLE MANAGEMENT

Driven by real-time data and advanced analytics that provide healthcare entities with the insight to make informed business decisions, protect their patients, better understand their financial performance and strengthen the bottom line

## IDENTITY MANAGEMENT

Leveraging patient/member rosters and Experian's expanded consumer demographic data to deliver a differentiated approach to matching, managing and protecting consumer identities

## POPULATION WELLNESS

Identifying situations in which episodic care coordination is needed, match the appropriate cross-continuum care plan to the episode, share the care plan with all the care team participants, and provide visibility and certainty in the plan execution

## PATIENT ENGAGEMENT

Providing patients with tools to settle their bills, manage their accounts, schedule appointments, preregister online and view lab results with a self-service portal

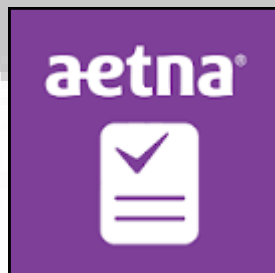
Contact us today to learn how Experian Health is driving opportunities in healthcare.

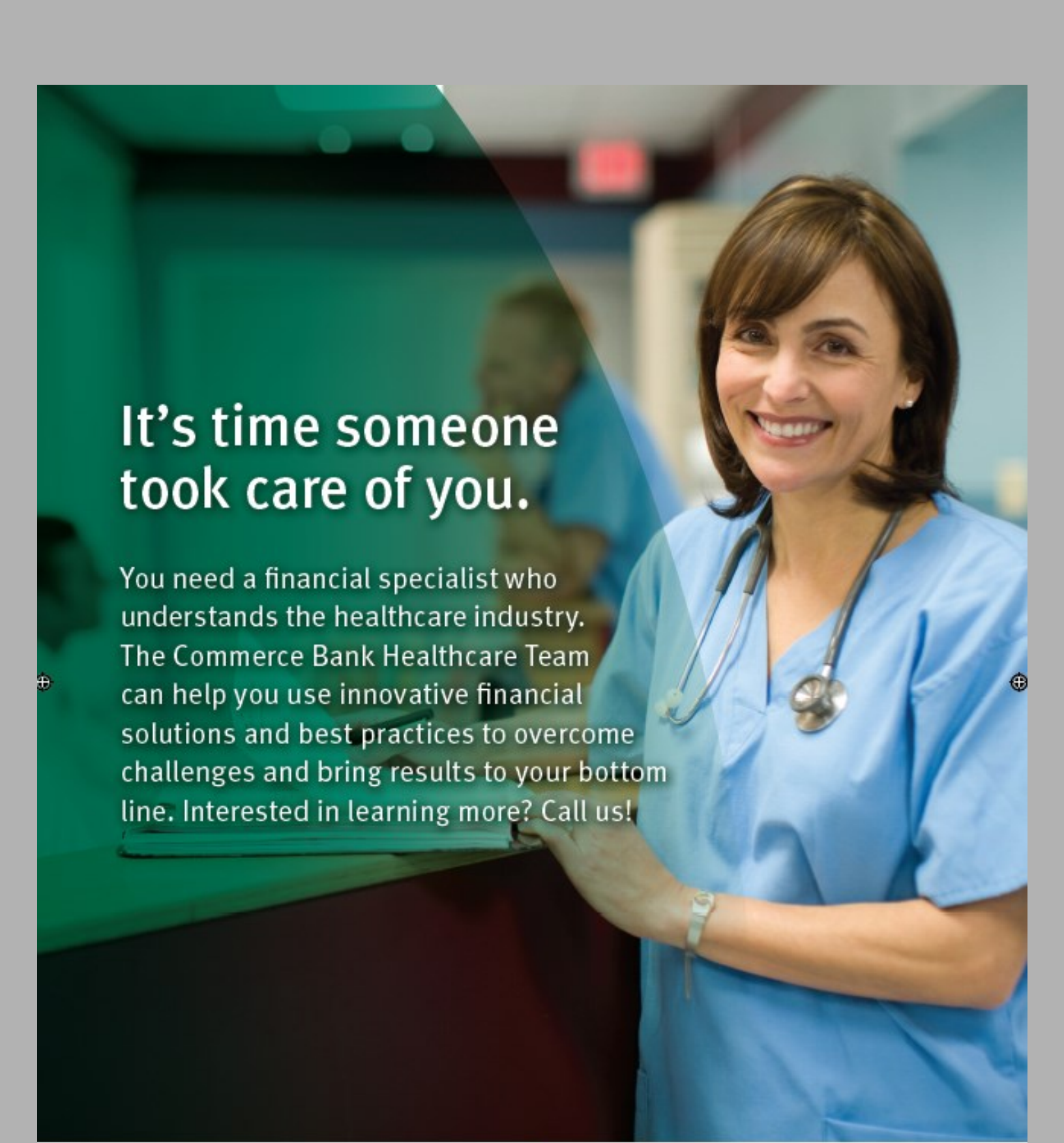
[www.experian.com/health](http://www.experian.com/health)  
[experianhealth@experian.com](mailto:experianhealth@experian.com)

©2016 Experian Information Solutions, Inc. • All rights reserved



# Payer Roundup





# It's time someone took care of you.

You need a financial specialist who understands the healthcare industry. The Commerce Bank Healthcare Team can help you use innovative financial solutions and best practices to overcome challenges and bring results to your bottom line. Interested in learning more? Call us!

We ask, listen and solve.



**Commerce Bank**  
Member FDIC

[commercebank.com](http://commercebank.com) / 309.999.3340



## 2016 Calendar of Events

- August 2016      Webinar - IL Medicaid Update - Date TBD  
Kelly Sutphin-Gutman from Experian Health
- September 15, 2016      Board Meeting - Location TBD - [Galena, IL](#)  
[Charles Garvin](#) Annual Golf Outing - [Eagle Ridge Golf Course](#) - [Galena, IL](#)  
Downtown Galena Shopping Trip / Wine Tour
- September 16, 2016      Fall IL AAHAM Meeting - [Eagle Ridge Resort](#) - [Galena, IL](#)
- October 5-7, 2016      [AAHAM ANI](#) - [Caesar's Palace](#) - [Las Vegas, NV](#)
- October 2016      Webinar - Certification - Date TBD
- November 2016      Webinar - Liability/MVA - Date TBD
- November 30, 2016      Board Meeting - [Holiday Inn and Suites](#) - East Peoria, IL
- December 1-2, 2016      IL AAHAM ASI - [Holiday Inn and Suites](#) - East Peoria, IL





**NANCY VOLLMER**  
VP Sales & Marketing

2601 WEST FORREST HILL AVENUE  
PEORIA, IL 61604-1812

P 309.272.4501  
T 800.906.3210  
F 309.272.1400  
M 309.258.2424

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

[www.eaglerecovery.net](http://www.eaglerecovery.net)

## Automated Accounts Management Services

*Solutions that Pay!*

*"Specializing in Bad Debt Second Placements"*

**Contact:**

Luke Gruber  
Phone: (515) 225-0525  
[lgruber@aamsonline.com](mailto:lgruber@aamsonline.com)

Mike Dobbs  
Phone: (515) 231-1732  
[m Dobbs@aamsonline.com](mailto:m Dobbs@aamsonline.com)

AAMS  
4800 Mills Civic Parkway, Suite 202  
West Des Moines, IA 50265  
Phone: (877) 770-5252  
[www.aamsonline.com](http://www.aamsonline.com)

**Professionalism Accountability Integrity Dedication**

The  
**HAUGE GROUP**  
Solutions, Service, Synergy.

**Early-Out & Bad Debt Collections**

Solutions, Service, Synergy

[www.thehaugroup.com](http://www.thehaugroup.com) 800.284.3131

**MRA**

Medical Reimbursements of America



**AcciClaim**

PEER REVIEWED  
by HFMA

**Specialty Reimbursement.  
Focused Results.**



**Integrity**

by MRA

Veronica Modricker, VP Business Development  
[vmodricker@mraresults.com](mailto:vmodricker@mraresults.com) | (309) 912 - 0480  
6840 Carothers Parkway, Suite 150 | Franklin, TN 37067

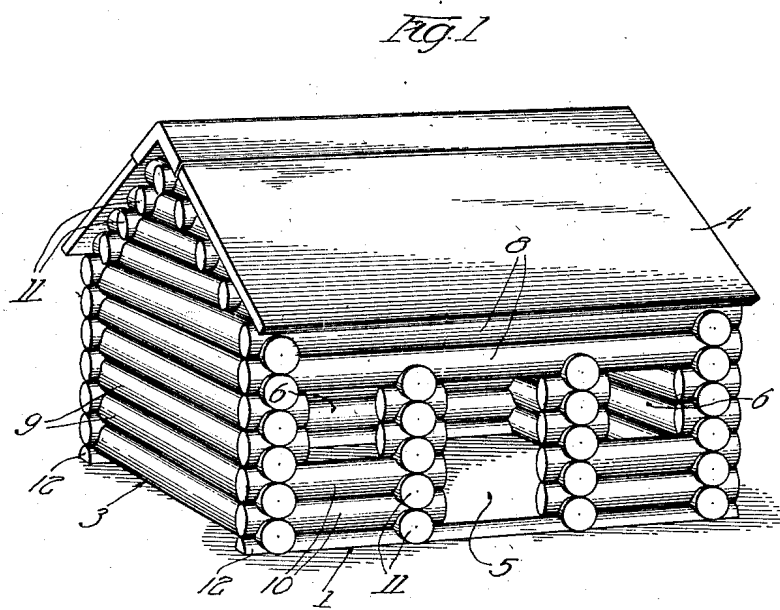
# History of Lincoln Logs

Lincoln Logs were invented sometime around 1916-1917 when John Lloyd Wright was working in Japan with his father Frank. The mold for the toy was based on the architecture of the Imperial Hotel in Tokyo, designed by the inventor's father. The foundation of the hotel was designed with interlocking log beams, which made the structure "earthquake-proof".

When he returned to the US, John organized The Red Square Toy Company (named after his father's famous symbol), and marketed the toy in 1918. Wright was issued U.S. patent 1,351,086 on August 31, 1920, for a "Toy-Cabin Construction". Soon after, he changed the name to J. L. Wright Manufacturing. The original Lincoln Log set came with instructions on how to build Uncle Tom's Cabin as well as Abraham Lincoln's cabin. Subsequent sets were larger and more elaborate. The toy was a hit, following as it did the Tinker Toys and Erector Sets introduced a few years before.

K'Nex, the toy's current distributor, states the product was named after Abraham Lincoln, 16th President of the United States, who was famously born in a log cabin, due to patriotism during World War I. Others attribute the name to Frank Lloyd Wright's original name, Frank Lincoln Wright, or the alteration of the name, 'linkin' logs.

In 1999 Lincoln Logs and John Lloyd Wright were entered into the National Toy Hall of Fame. In December 2014 the manufacturer announced the return of production from China to the US.





Four score and  
seven Curriers  
ago....



ILLINOIS  
AAHAM

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 healthcare administrative professionals. Opinions expressed in articles or features are those of the author(s) and do not necessarily reflect the views of the AAHAM Illinois Chapter, 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.

# The Lincoln Bedroom

The Lincoln Bedroom is where we wrap things up for this issue before turning in for the night. Feedback from the last issue has been very positive so on we go with the new format.

As I write this we are days away from the year being halfway over. Hard to believe, but we have already held two great meetings and two webinars. Still to come is the fall meeting in [Galena, IL](#). We are returning to the beautiful [Eagle Ridge Resort and Golf Club](#), the site of last year's fall meeting.

In addition to our educational program, join us a day early for the Chuck Garvin Annual Golf Outing or a Downtown Galena Shopping Trip / Wine Tour. We have something for everyone.

We are also planning more webinars in the second half of year. Just check the [calendar](#) and keep an eye out for email blasts for details.



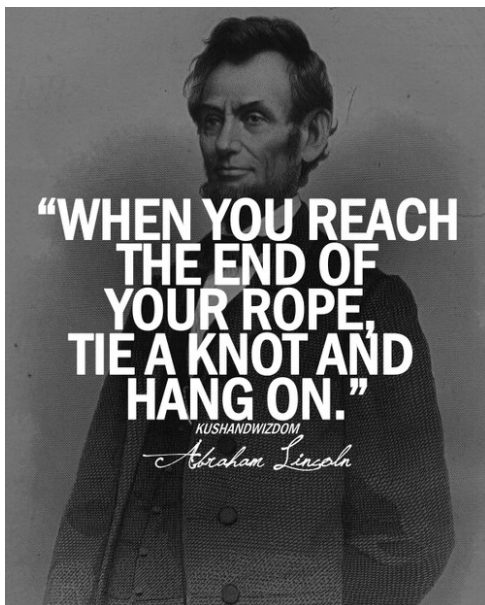
Before you know it ANI will be here and we'll be reflecting on another great year for AAHAM.

A shout out to all those in the AAHAM family, including our friends in other chapters. Your

contributions are so appreciated and do not go unnoticed.

**#MoreJohnCurrier**

## Lincoln



## Quote-o-Matic

IL AAHAM Lincoln Log Editor

Dave Miller

IL AAHAM Board Member



[david.miller@experianhealth.com](mailto:david.miller@experianhealth.com)



[Facebook Page](#)



[LinkedIn Page](#)



[Twitter - IL AAHAM](#)



[Twitter - National AAHAM](#)

