

# THE LINCOLN LOG



American Association of Healthcare Administrative Management Illinois Newsletter

SEP

2018

I love the President's Message this issue as Josh talks about growth. I am reminded of Bill Murray's character John Winger in the movie Stripes. At the beginning of the film, his girlfriend is dumping him. She says she needs somebody who's gonna develop with her and grow. John, who is a total slacker, responds "Talk about massive potential for growth. I am the little acorn that becomes the mighty oak."

We don't need to enlist in the army like Bill's character did to achieve our own level of growth. Remember John Winger the next time you need some motivation to grow. We can all become the mighty oak!



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# President's Message

Greetings AAHAM Friends!

I hope this message finds you all doing well!

Where has the summer gone?! It seems that the older I get, the faster time flies...Today was the first day of school for our boys Griffin (4<sup>th</sup> grade) and Wesley (1<sup>st</sup> grade). This past Monday I moved my daughter Hailey to her first year at Millikin College! How can this even be possible!?? I have really struggled over the last couple of years entering my 40's and having a child old enough to go off to college...my brain doesn't think I am old enough to have an adult child, but my body says otherwise! I am too old to be young and too young to be old. I have been reflecting a lot lately and thinking about the things that are truly important in my life. I have become acutely aware that time is a precious commodity and one that we all take for granted. The problem with time...there is never enough. Things are changing. My children are growing. Life is different. I am getting older.



**Joshua Johnson, CRCP-I  
IL Chapter President**

I recently heard John Maxwell speak at a seminar and something he said struck a chord. **“Are you adding years to your life or adding life to your years?”** We all get older, but are we all growing? If we do not change, we are not growing, and if we are not growing, we are not really living.

Growth is the great separator between those who succeed and those who do not succeed. If we get older right and try to run this race correctly, we gain the proper perspective, wisdom, and maturity. We get out what we put in...

Ok Ok, I know, how does any of this pertain to AAHAM? Well, I am glad you asked! Growth! AAHAM provides the opportunity for growth. Growth through education. Growth through networking. Growth through Certification. Growth through socializing with new acquaintances and old friends. Growth through new opportunities. Growth through being part of something bigger than you are. I cannot imagine my life and career without AAHAM. I have made some lifelong friends. Built a national network of colleagues. Furthered my education. Grown in ways I did not even know were possible. I spent 15 months preparing for the CRCE exam and passed! This is something that was a major goal for me and it was through my growth in AAHAM and my own personal determination that I accomplished this career-changing goal! The sense of pride and accomplishment it has given me is immeasurable.

Are you growing? Do you want to grow with AAHAM? Have you renewed your membership or thought about becoming a member? That is the first step. Have you thought about taking one of the many AAHAM certifications to grow your education and career? Have you ever wanted to reach out to someone and ask a question but don't know who to contact? Grow your network with AAHAM! Choose AAHAM and Grow! If we do not change, we do not grow...

There are several IL AAHAM opportunities coming up to help us all grow!

The IL AAHAM Fall Conference will be Thursday, September 13, 2018 at Bradley University in Peoria, IL. Details are online at [www.illinoisaaaham.com](http://www.illinoisaaaham.com) Hope you will consider registering to attend and come Grow with us!

Yours in AAHAM- Josh



# Calendar of Events

## **Wednesday, September 12, 2018**

IL AAHAM Board of Directors Meeting  
East Peoria, IL –Location TBA

## **Thursday, September 13, 2018**

### [IL AAHAM Fall Conference](#)

East Peoria, IL—Location TBA



## **Wednesday, October 17, 2018—Friday October 19, 2018**

### [2018 Annual National Institute](#)

Hyatt Regency Coconut Point , Bonita Springs, Florida

## **Wednesday, November 28, 2018**

IL AAHAM Board of Directors Meeting  
Holiday Inn and Suites Conference Center, East Peoria, IL

## **Thursday, November 29, 2018—Friday November 30, 2018**

### **IL AAHAM Annual State Institute!**

Holiday Inn and Suites Conference Center, East Peoria, IL



# Upcoming Webinars

## **Topic: Fundamentals of Bankruptcy in Relation to Revenue Cycle**

When: WEDNESDAY, September 26, 2018 1:30pm - 3:00 PM EDT

Speaker(s): Richard Lovich, Esquire, National Legal Counsel to AAHAM and Partner and Managing Litigation Attorney at the Law Offices of Stephenson, Acquisto & Colman

Payment must be received on or before September 19, 2018. You will receive your confirmation and handouts via email by September 23, 2018. AAHAM CEU's Earned: 3

This webinar will discuss of the fundamentals of bankruptcy; including how it impacts revenue cycle issues. Also covered will be tips on how to effectively preserve your reimbursement rights within the bankruptcy system.

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

[Online Member Registration](#)   [Online Nonmember Registration](#)

## National AAHAM

## **Topic: Workers' Compensation Billing for Hospitals: 5 Steps to Success**

When: WEDNESDAY, October 10, 2018 1:30pm - 3:00 PM EDT

Speaker(s): Matt Ellis, VP of Client Services and Jesse Larrison, VP of Managed Care at EnableComp

Payment must be received on or before October 3, 2018. You will receive your confirmation and handouts via email by October 7, 2018. AAHAM CEU's Earned: 3

Workers' Compensation is complex, ever-changing and takes an inordinate amount of time and resources to manage properly. A lack of regulation regarding hospital reimbursement and a highly litigious atmosphere can make any billing manager squeamish when it comes to workers' compensation. This webinar will provide education and best practice tips to hospital billing departments. By considering a few key points, it is not that difficult to tame your workers compensation pay class, and be more profitable in the process.

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

[Online Member Registration](#)   [Online Nonmember Registration](#)

## National AAHAM

## **Topic: The Hidden Dangers of Liability**

When: WEDNESDAY, November 7, 2018, 1:30pm - 3:00 PM EDT

Speaker(s): Michael Ford, J.D., Co-Founder and Executive Vice President of Medical Reimbursements of America, Inc. (MRA)

Payment must be received on or before October 31, 2018. You will receive your confirmation and handouts via email by November 4, 2018. AAHAM CEU's Earned: 3

This webinar will provide an overview of the complexity of managing accident claims including best practices in billing, patient advocacy, and compliance for every patient and payment source across the US. Mr. Ford will present insights to avoid legal issues while optimizing the reimbursements available to hospitals for accident claims. The challenges hospitals face in managing this unique financial class along with real-life examples of legal violations and damages incurred in recent years will be covered.

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

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## National AAHAM



# Senate GOP Bill Would Codify Pre-Existing Condition Protections Outside ACA

Senate Republicans are proposing new legislation that would force health insurers to cover all individuals regardless of health status — a move designed to blunt the fallout over a Texas lawsuit that aims to kill Obamacare.

The bill sponsored by 10 Republicans would require insurers selling plans in either the group or individual markets to guarantee coverage, while prohibiting them from discriminating or charging more based on a range of health factors including enrollees' medical histories or disabilities.

That language would extend many of the same protections that Obamacare currently guarantees for people with pre-existing conditions, the bill's sponsors argue in a statement — ensuring access to coverage even if a judge ultimately invalidates the health law. It does so not through the Affordable Care Act but by amending the Health Insurance Portability and Accountability Act, the main medical privacy law known as HIPAA.

"There are strong opinions on both sides when it comes to how we should overhaul our nation's broken health care system, but the one thing we can all agree on is that we should protect health care for Americans with pre-existing conditions," said GOP Sen. Thom Tillis of North Carolina, one of the bill's co-sponsors.

Democrats have pilloried Republicans in recent weeks over the Obamacare lawsuit brought by 20 attorneys general hailing from red states, accusing the GOP of failing to protect vulnerable patients.

The suit, scheduled for oral arguments Sept. 5, maintains that Obamacare is invalid now that Republicans voted to zero out the law's individual mandate as part of last year's tax reform. The executive branch normally defends federal laws in court but the Trump administration in a rare move endorsed part of that argument, contending that Obamacare's pre-existing condition protections should be eliminated.

That's put Republicans in Congress and on the campaign trail in a tough spot, forced to straddle two positions — criticizing Obamacare while at the same time supporting the pre-existing condition provisions that enjoy overwhelming popularity across partisan lines. Vulnerable Democrats like Sens. Heidi Heitkamp of North Dakota and Claire McCaskill of Missouri have made the patient protections a key plank of their platforms.

"If all you do is say, you know what, we're just going to vote to repeal this and good luck to the rest of the country, then we're leaving patients and we're leaving the state on its own," Heitkamp said Wednesday.

This new bill is designed to eliminate that risk, Senate Republicans backing the

legislation say. It would also push back on Democrats' contention that Republicans don't support pre-existing condition protections, while allowing the GOP to resume its calls for repealing Obamacare.

But the proposal also is likely to prompt an uproar within the health insurance industry, where insurers count on receiving hefty government subsidies through Obamacare as a tradeoff for guaranteeing coverage.

The GOP bill by itself wouldn't provide that same financial support — and it also would not include Obamacare's various other provisions designed to keep cheaper, healthier individuals in the market in order to help insurers offset their sicker patients, who cost more to cover.

Insurers that discriminate against enrollees would be suspended for 180 days under the legislation, according to language shared with POLITICO. Health plans that demonstrate they're not financially stable enough to accept all applicants could be excepted from the coverage requirements, however.

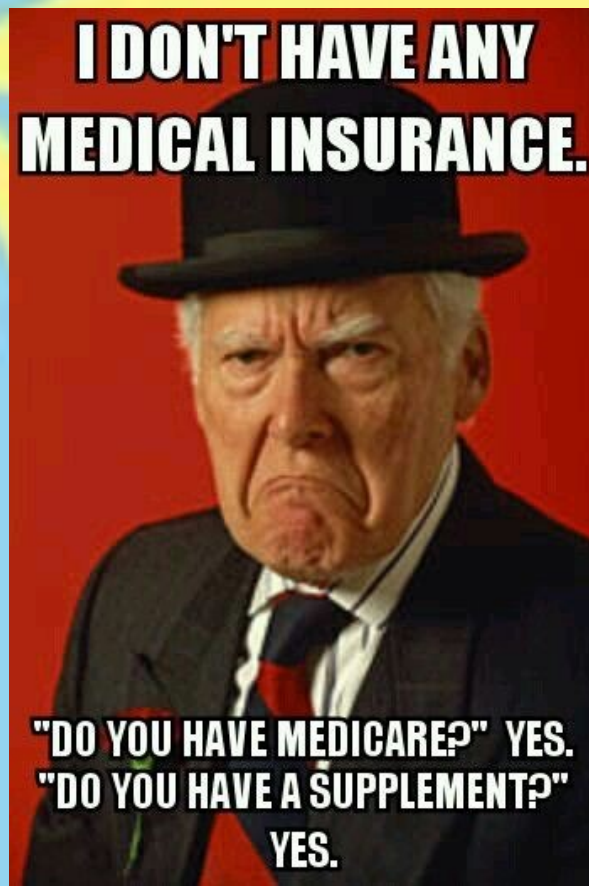
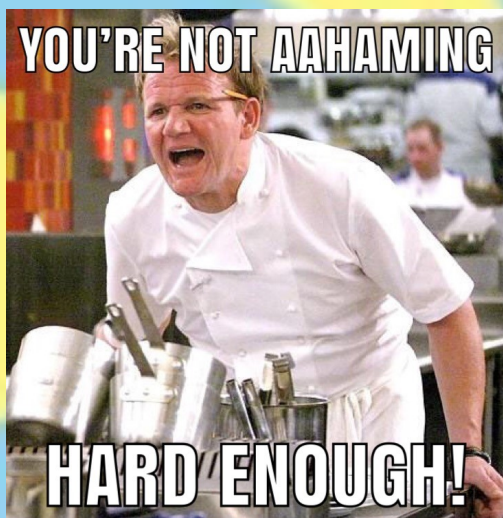
In addition to Tillis, the bill is co-sponsored by Sens. Lamar Alexander of Tennessee, Chuck Grassley of Iowa, Bill Cassidy of Louisiana, Joni Ernst of Iowa, Lindsey Graham of South Carolina, John Barrasso of Wyoming, Dean Heller of Nevada, Lisa Murkowski of Alaska and Roger Wicker of Mississippi.

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# AAHAMemes





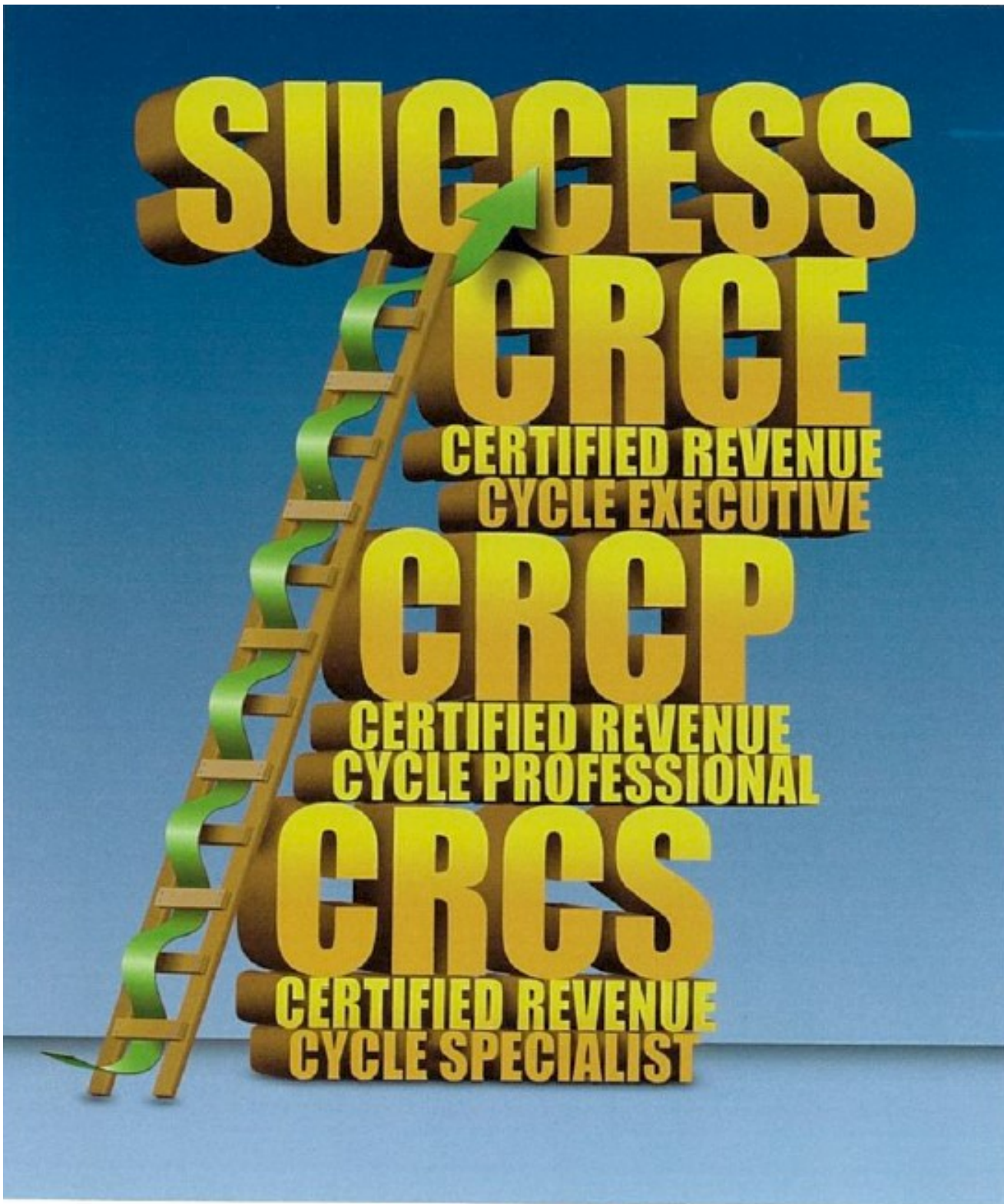
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# AAHAM Certification

## AAHAM Certification Schedule

**November 5-16, 2018**

November 2018 Exam Period

**December 19, 2018**

Registration deadline for March 2019 Exam Period

### [National AAHAM's Certification Page](#)

- Why get certified?
- What are my options?
- Online testing now available!

Congratulations to our most recent members gaining certification!

Carolyn	Bertolino	CRCS-I
Sheri	Brackett	CCT
Chris	Bryant	CRCP-I
Erika	Carlson	CRCS-P
Amy	Hall	CRCP-I
Celeste	Mallory-Hamilton	CRCS-P
Kourtney	Oliver	CRCS-I
Jill	Panian	CCT
Joann	Springer	CRCS-I
Courtney	Guernsey	CRCS-P
Jeanine	Robbins	CRCS-I
Tracy	Sanborn	CRCS-I
Jolene	Winkle	CRCS-P

Mindy	Billings	CRIP
Danielle	Bodziak	CRCS-I
Jennifer	Brady	CRCS-I
Kayla	Cantwell	CRCS-P
Anna	Cater	CRCS-P
Colleen	Christie	CRCS-P
Angela	Click	CCT
Crystal	Dilley	CRCS-P
jane	edwards	CRCS-P
Karen	Laws	CRCP-P
Tiana	Lee	CRCS-P
Keia	Miller	CRCS-I
Amanda	Nordland	CRCS-P
Bonnie	Peak	CRCP-I
Lauren	Savala	CRCS-P
Adriana	Sigala	CRCS-P
Sarah	Weatherwax	CRCS-P
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# Job Postings

Do you need to post an opening with your company?

We offer [online position posting](#) on the IL AAHAM website.

For more information email [contactus@illinoisaham.com](mailto:contactus@illinoisaham.com).



# 2018 Spring Meeting



# 2018 Spring Meeting



To see the rest of  
the pictures from  
the meeting...

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# 2018 Fall Meeting



## IL AAHAM Fall Conference

Thursday, September 13, 2018



816 N. Tobias Lane, Peoria IL 61625

Hayden Clark Alumni Center

(Park in the Main St. Parking Garage. Walk out of garage and turn right. Walk past the AJ Robertson statue and turn left. You will see the building with Gargoyles on top!)

### Hotel Block:

Holiday Inn and Suites East Peoria  
101 Holiday St., East Peoria, IL  
\$124/night IL AAHAM  
309-698-3333

### Board Meeting:

5pm Wednesday September 12  
Holiday Inn and Suites Board Room  
Dinner provided.

### Meeting Registration:

Members-\$50 Non Members-\$100

Students- Free!



# 2018 Fall Meeting



*Thursday, September 13, 2018*

7:30am-8:30am

**Registration and Breakfast**

8:30am-9:00am

**President's Welcome, Recognition of First Time Attendees,  
And Corporate Sponsors**

9:00am-10:15am

**Denials Management**

Marie Murphy

Marie has more than 23 years of revenue cycle experience and has worked with the health care industry throughout her career. Her health care leadership experience includes end-to-end revenue cycle management from concept to transformation and ongoing monitoring and process improvement (pre-arrival, patient access, financial counseling, revenue integrity). Marie is proficient in process improvement and has studied the Deming System in process improvement. She provides revenue cycle and operational assessments, charge master reviews and assists in the review and creation of policies under 501(r). Ms. Murphy holds the CHFP designation, and is currently the MN Gopher Chapter President of AAHAM.



# 2018 Fall Meeting



10:15am-10:30am

**Break**

10:30-11:45

## **HIPAA Audit Information, Presentation & Discussion**

Paul Hales, J.D. Attorney at Law, LLC

Paul R. Hales J.D. is a graduate of Columbia University Law School and is licensed to practice law before the Supreme Court of the United States. He manages a Health Information Privacy (HIPAA) law practice and is the principal HIPAA consultant for ET&C Group LLC, a national education training and consulting organization. Paul R. Hales now concentrates his legal practice exclusively on compliance with the HIPAA Privacy, Security, Breach Notification and Enforcement Rules. He provides all content and updates for a comprehensive, user friendly, web-based Software as a Service (SaaS) HIPAA compliance product for Covered Entities and Business Associates: [The HIPAA E-Tool](#)<sup>®</sup>. Mr. Hales began his legal career as an appellate lawyer in the office of the noted civil rights attorney, Louis Gilden. He became a litigator handling both civil cases and criminal defense in federal and state courts. As a partner at Goldstein and Price Mr. Hales specialized in admiralty and maritime litigation and appeals including complex multi-district federal litigation and developed a business and estate planning practice.

11:45am-12:15pm

## **Revenue Cycle Roundtable**

“HOT” Topic Revenue Cycle Discussion!

Moderated by Doris Dickey, CRCE, IL AAHAM Chair of the Board

12:15pm-1:15pm

**Lunch**



ILLINOIS  
AAHAM

# 2018 Fall Meeting



1:15pm-2:30pm

**Workplace Violence Presentation**

Peoria Police Department

2:30pm-2:45pm

**Break**

2:45pm-4:00pm

**Pre-Authorizations! Advocacy and Tools to Address  
Healthcare Administrative Burdens**

Heather McComas

**Heather McComas, PharmD**, is Director of the American Medical Association's (AMA's) Administrative Simplification Initiatives division. In her role at the AMA, Heather focuses on reducing administrative burdens and streamlining manual processes such as prior authorization so that physicians can focus on what matters most—patient care. She regularly participates in standards development organizations, such as the National Council for Prescription Drug Programs, and has testified on the AMA's behalf before the National Committee on Vital and Health Statistics Subcommittee on Standards on various administrative simplification issues. She is also Co-chair of the Workgroup for Electronic Data Interchange's (WEDI's) Prior Authorization Sub workgroup.

Prior to coming to the AMA, Heather worked for several years in the pharmaceutical industry in medical publishing and medical information. She received bachelors and master's degrees in English from the University of Kansas and a PharmD from the University of Wisconsin–Madison. She is a registered pharmacist in Illinois.

Adjourn

12 AAHAM CEU's will be earned for this meeting.



# 2018 Fall Meeting



## Registration

**Please provide us with your registration information:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Phone: (     ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Certified:    Yes    No

If certified please indicate which:    CRCE            CRCP            CRCS            CCT

Are you a member of AAHAM?    Yes    No           Membership # \_\_\_\_\_

Is this your first IL AAHAM meeting?    Yes    No           Student \_\_\_\_\_

Did you register on-line?            Yes    No

Cancellation policy is 72 hours from date of event for full refund.

**Registration deadline is September 7, 2018. Please register online and pay with a credit card or send your payment by Friday September 7, 2018!!**

**Please make checks payable to IL AAHAM  
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# Treasurer's Report

## 2018 1st Quarter Summary

American Association of Healthcare Administrative Management		
IL CHAPTER - GENERAL FUND		
STATEMENT OF INCOME AND EXPENSES (CASH BASIS)		
For the Period of: 1/1/2018 to 3/31/2018		
<b>TOTAL INCOME</b>	<b>24,555.20</b>	
<b>TOTAL EXPENSES</b>		<b>7,392.27</b>
<b>NET INCOME/LOSS</b>	<b>17,162.93</b>	
<b>BANK BALANCE BEGINNING OF PERIOD</b>	<b>37,721.80</b>	
<b>BANK BALANCE END OF PERIOD</b>	<b>54,884.73</b>	





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# 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 \$229 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 \$229 National and Illinois AAHAM membership fee saves you over \$200 in meeting fees throughout the year!





**Please Return to:**  
 AAHAM Membership Department  
 11240 Waples Mill Road, Suite 200  
 Fairfax, VA 22030  
 Fax: 703.359.7562  
 Email: [info@aaaham.org](mailto:info@aaaham.org)

## 2018 National Membership Application

Name		Title	
Employer Name		Email Address	
Address <input type="checkbox"/> Work			
City	State	Zip	Country
Phone	Cell	Fax	Local Chapter
Address <input type="checkbox"/> Home			
City	State	Zip	Country

### Membership Categories and Rates

\* Local chapter dues may vary

**NATIONAL MEMBERSHIP** - The fee to become a National AAHAM member is \$209. If you join between July 1st and August 31st, the dues are \$160 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$250 for the rest of the current year and all of the following year.

**FULL TIME STUDENT MEMBERSHIP** - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings.

**PART TIME STUDENT MEMBERSHIP** - The part time student membership fee is \$50. If you join between July 1st and August 31st, the dues are \$35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are \$65 for the rest of the current year and all of the following year. **To qualify for the part time student membership you must currently be taking between 6-11 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 executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

**Retired Membership** - The fee for retired members is \$50. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact that National Office.

If you are applying as a **Full Time Student Member**, please [click here to join online or download the correct membership application.](#)

**Do something today that your future self will thank you for.**

Join the thousands of other revenue cycle professionals that utilize the AAHAM network of peers to get answers to their questions and to strengthen their careers.

**AAHAM Always Invest in Yourself**

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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: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.

### How did you hear about AAHAM?

Colleague  Publication  Website  LinkedIn

If referred by AAHAM member, please give their name:

### Payment Method:

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## Local Chapters

AAHAM has over 30 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field. 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
Nebraska Aksarben #01	Nebraska	\$0.00
Florida Sunshine #03	Florida	\$40.00
Carolina #04	North & South Carolina	\$30.00
Washington Evergreen #05	Washington State, West of the Mountains	\$30.00
Minnesota Gopher #06	Minnesota	\$40.00
Iowa Hawkeye #07	Iowa	\$0.00
Missouri Hawthorn #08	Missouri	\$45.00
Illinois #09	Illinois	\$30.00
Washington Inland Empire #10	Washington State, East of the Mountains	\$25.00
Pennsylvania Keystone #11	Central Pennsylvania	\$25.00
Maryland #13	Maryland	\$25.00
Utah Mountain West #14	Utah	\$30.00
New Jersey #16	New Jersey	\$40.00
Ohio Western Reserve #18	Ohio	\$0.00
Northeast PA #19	North East Pennsylvania	\$30.00
Colorado Rocky Mountain #21	Colorado	\$20.00
Maine Pine Tree #22	Maine	\$25.00
North/South Dakota 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
New York Mid-York #31	New York	\$30.00
Georgia #33	Georgia	\$30.00
Connecticut #34	Connecticut	\$35.00
Pennsylvania 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
Tennessee Music City #53	Tennessee	\$35.00
Vermont & New Hampshire Twin States #56	Vermont & New Hampshire	\$25.00
Massachusetts #57	Massachusetts	\$85.00

**Please Check the Appropriate Codes in Each Category Below**

**Years in Healthcare:**  
 0-5  6-10  11-20  21-25  25+

**Certification:**  
 CHAM (NAHAM)  CHFP (HFMA)  
 FHFMA (HFMA)  CHCS (ACA)  
 Other (please list)

**Employer Type:**  
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 Consulting  
 Law Firm  
 Outsourcing  
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 Software/IT  
 Vendor/Corporate Partner  
 Other (please list)

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 Director  
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 Vice President  
 Manager  
 Patient Access Representative  
 Partner, Principal, Owner  
 PFS Representative  
 Supervisor/Coordinator  
 Other (please list)

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.

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### How FREE AAHAM membership can jump-start your healthcare finance career:

AAHAM is the only national organization dedicated solely to the healthcare revenue cycle. We have 32 local chapters across the country and more than 3,000 members who work in hospitals, clinics and other healthcare financial and IT related businesses.

**As a student AAHAM member, you will benefit from:**

**Networking** – You can make contacts with hospital and clinic healthcare financial professionals to create a broader network for job placement upon graduation.

Free membership available to students taking at least 12 credit hours.

**Certification** – You can be eligible to take AAHAM's industry-leading revenue cycle certification exams. Students who pass the exams will stand out from the pack when seeking employment in the healthcare industry.

**Education** – 32 local chapters provide in-person and web-based educational sessions throughout the year covering all the hottest current revenue cycle topics. Upon applying for FREE membership, a local chapter leader will reach out to welcome you to their network.

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- > Revenue Cycle Director
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- > Patient Access Director
- > Compliance Director
- > Controller
- > Accounting
- > IT Analyst
- > Vice President of Marketing/Sales

- > Students graduating with a healthcare degree find jobs ranking in the top 10% of salaries\*.
- > You can choose where you want to live and work.
- > You can have a satisfying career making a difference in people's lives.

As an AAHAM member, you will be able to network with healthcare financial professionals who can help guide you toward a rewarding job at a hospital, clinic or healthcare business partner near you.

**AAHAM membership is FREE to students taking at least 12 credit hours.**

\*U.S. Department of Labor

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# AAHAM Scholarships



The Illinois Chapter offers an educational scholarship. An application must be filled out and turned in along with some other documents by the deadline given. Once the applications are turned in, the Scholarship committee reviews them and makes a determination on who is awarded the scholarship(s). Scholarship(s) will be awarded with a minimum of \$250 and not to exceed \$2000 at the discretion of the Scholarship committee.

## Who's Eligible:

- **Member:** Must be an Illinois AAHAM member for at least one year and current on dues as of March 31<sup>st</sup>.
- **Child/Grandchild:** The above rules apply for the parent or grandparent of the applicant.

**Documentation:** Each applicant must turn in their background, awards received, educational funding received; school transcripts, confirmations and award letters along with their application.

This year we received five applications; all of which were children/grandchildren of Illinois AAHAM members. All applicants had excellent submissions. The committee awarded all five students, mentioned below, with an IL AAHAM Scholarship. Congratulations to them all!

- Hailey Johnson:** Daughter of Josh Johnson, IL AAHAM President  
**Courtney Welgat:** Granddaughter of John Currier, National AAHAM President  
**Kayla McCreary:** Granddaughter of Becky Wurmnest  
**Gehrig Koerner:** Son of Kenny Koerner, National AAHAM Treasurer  
**Andrew Welgat:** Grandson of John Currier, National AAHAM President

National AAHAM also offers scholarship opportunities for our members and dependents of our members. The application can be downloaded [by clicking here](#).



# 12 Ways to Deal With Angry Customers

## Dealing with Angry Customers

By Laurie Guest

Laurie was a guest speaker at our April 2018 IL AAHAM Meeting

**Nobody wants them, yet we all have them—angry customers. It doesn't matter what position you hold in the office, knowing how to handle the dissatisfied consumer is crucial. Let's take a look at the twelve steps to dealing with an angry person:**

### *1. Stay Calm.*

Most of the time it is our front line staff who take the brunt of angry customers.

It is instinctive to flee or fight when faced with a tense situation and neither are the right answer. Staffers must train themselves to stay calm. Take slow and deep breaths while concentrating on maintaining eye contact.

### *2. Stop, look, listen, lean forward, be responsive.*

If possible, move agitated customers from your counter area to a private room or adjacent hallway. Stop all other activity and concentrate on what the person tells you. Body language is an important tool for showing a customer you are serious about resolving the issue. Nodding, eye contact, and note taking are all excellent modes of silent communication. Most importantly, keep quiet. If you interrupt, the person will assume you are not listening and often feel the need to start over again. Patiently listen to the whole story.

When the customer has clearly finished, you may proceed to respond. When it is your turn to speak, begin with agreement. Even if this requires really digging to uncover some common ground, do so. Obviously, you are not going to agree with false statements, but you could reply with: "I'm glad you brought this to our attention. I'd like to help solve this problem."

### *3. Accept the anger.*

Try not to take the demonstration of anger personally. A majority of the time people do not know how to express displeasure pleasantly—I suppose that's an oxymoron. Some people assume they will get better results with rage than with polite dialog.

(By the way, if YOU are ever the angry customer in a place of business, this is a great step to use in your favor. Help the other person by saying in a sincere, pleasant tone: "I know it isn't your fault, but I'm very upset about this situation and I hope you can help me." This often works better than berating an innocent team member.)



# 12 Ways to Deal With Angry Customers

## ***4. Accept responsibility.***

Never say: “There’s nothing I can do.” That statement is like gasoline on a campfire. Although it may range from simply gathering facts to solving the problem, there’s ALWAYS something you can do. If you are a member of the team, then all the work done for the customer is a reflection of the overall quality.

A few years ago we went to the Milwaukee Zoo over the 4th of July weekend. Nearly all the teenagers working concessions were rude and acted as if their summer was being disrupted. This behavior always upsets me. Our family complained about it to each other most of the time we spent there. When we were leaving, we stopped to buy a soda for the road. The clean-cut boy working the stand was polite and considerate. However, if I had a questionnaire to rate our satisfaction of the staff at the zoo, I would have marked the lowest grade possible, even though a few individuals were doing a great job.

Why is that? Because majority rules. If most of the contacts we had were surly, we assume all the workers are the same. A similar principle applies in our office. All-for-one-and-one-for-all is the way a successful office should operate.

## ***5. Refer to the proper person.***

As soon as you have determined the best person to solve their problem, explain it to the customer. Choose your words carefully: “Mr. Smith, the best person to help you with XYZ situation is Melanie our staff member in charge of 123. Let me explain your needs to her and she will be happy to fix this right away.”

- “Mr. Smith”—use the customer’s name.
- “XYZ” – identify the problem as you see it.
- “Melanie, in charge of 123”—give identity to the person who can solve the problem.
- “will be happy to take care of this”—indicates we’re not bothered in any way.
- “let me explain to her”—removes the need for the customer to rehash the issue.
- “we will fix this right away”—responsive.

These two short sentences carry a bundle of information to the customer.

## ***6. Ask questions.***

This step reminds me of the old rule to “gather your facts.” It is a fundamental rule by which we should all live. There is always more to the story. By asking questions you can uncover hidden facts to help you put the puzzle together.

Ask questions like:

- “What were you told?”
- “When did you call?”
- “Do you know who you spoke to?”



# 12 Ways to Deal With Angry Customers

## ***7. Restate the problem; ask for confirmation.***

If you have successfully followed the first six steps, you should have a basic understanding of the complaint. Now is the time to summarize the story. Remember to present the recap from the customer's perspective. In other words, if you know a part of the story is not accurate, you can insert such bridges as "and you feel, Mr. Smith" or "your impression was."

## ***8. Respond visibly.***

Be careful to have the right facial expression. The easiest way to achieve this step is to simply nod. Try not to be too defensive even if you're the cause of the complaint. Avoid being too smiley; serious, professional and focused are the best traits to show.

## ***9. Agree.***

I'm not asking you to agree with a customer who may be insulting, rude, or wrong. Agreeing in this case means to understand or empathize. A well-known technique for dealing with a complaint is the "Feel, Felt, Found" method. "I understand how you *feel*, Mr. Smith. I would have *felt* that way, too. What we have *found* is that if we (insert solution here), it seems to help."

## ***10. Develop solutions.***

This is my favorite step. It is often the turning point in defrosting an angry person. Start tossing out suggestions to solve the problem. If it's a simple scenario, one solution often suffices. Other times, multiple options are necessary. When faced with a customer who will not respond to any of your suggestions, try this statement: "What can we do to make this situation better?" Occasionally the reply is: "There's nothing you CAN do!"

## ***11. Exceed expectations.***

We refer to this as "REPLACE Plus 1." That means not only do we try to solve the problem, but we add a touch of appreciation with it. Adding a special touch or offer that applies to your industry is a great place to start. This applies when your organization is clearly "in the wrong" and needs to make up for a poor decision or unfortunate situation.

## ***12. Personalize.***

This can be the turning point when dealing with an extremely irate person. Once, I dealt with a customer in rage. I tried everything to calm him. Aside from just standing there and nodding, I had no ammunition to his verbal abuse. I kept quiet even though I wanted to yell back. Finally, when he appeared to be finished, I started my first sentence with his first name and I said it in a tone like we were old friends. Immediately, he seemed to relax a little. I quickly asked what I could do to make the situation better. He came up with a simple suggestion, one I hadn't thought of. I agreed that his idea was a great compromise and he seemed satisfied.

After enough practice, the steps in dealing with angry customers becomes second nature. Unfortunately, there isn't a hard and fast rule on how to use the steps. Many times I find myself using step 12 first.

Want this resource as a PDF? Get it [here](#).





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# 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.



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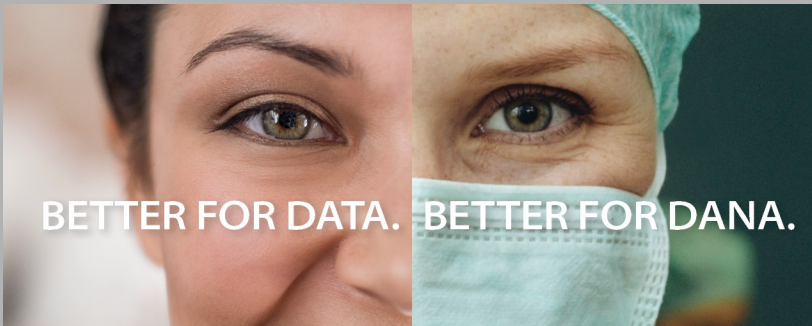
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# Corporate Partner Program



## 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.

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 2017. Your investment in our program will provide company recognition for an entire year (January 1, 2018 through December 31, 2018).

Each sponsor receives complimentary meeting registrations to be used by your representative or given to a non-member IL provider.

**Please note:** An additional fee of \$600 is charged to exhibit at our Annual State Institute in November. 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

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### **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

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### **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)

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# Who's in Charge Around Here ?

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	<p><b>Chairman of the Board</b>  <b>Doris Dickey</b>                  Patient Accounts Manager                  Rochelle Community Hospital                  900 N. 2nd St.                  Rochelle, IL 61068                  Tele: 815.561.1620                  Email: <a href="mailto:ddickey@rcha.net">ddickey@rcha.net</a></p>	
	<p><b>1st Vice President</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@mrareresults.com">vhaydon@mrareresults.com</a></p>	
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	<p><b>Secretary</b>  <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>	



# Who's in Charge Around Here ?

## DIRECTORS

	<p><b>Nicholas Barthel</b>  <b>Business Services Director</b>                  CGH Medical Center                  101 E. Miller Rd.                  Sterling, Illinois 61081                  Tele: 815.625.4790 ext. 6204                  Email: <a href="mailto:nicholas.barthel@cghmc.com">nicholas.barthel@cghmc.com</a></p> 
	<p><b>Sara Biagioni, RHA, MHA, MBA</b>                  Director, Patient Financial Services                  Illinois Valley Community Hospital                  925 West St.                  Peru, IL 61354                  Tele: 815.780.4602 Fax: 815.780.3898                  Email: <a href="mailto:sara.biagioni@ivch.org">sara.biagioni@ivch.org</a></p> 
	<p><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>Lisa Ellis</b>  <b>Patient Accounts Manager</b>                  Paris Community Hospital                  721 E. Court St.                  Paris, IL 61944                  Tele: 217.466.4310 Fax: 217.463.2769                  Email: <a href="mailto:lellis@pchfmc.com">lellis@pchfmc.com</a></p> 
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# Who's in Charge Around Here ?

# D I R E C T O R S

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	<p><b>Rena Willey, CRCE</b> <b>Director of Revenue Cycle</b> 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>





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**91%** - The percent of AccuReg clients who meet the minimum NAHAM benchmark for Final Accuracy Rate.

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**25%** - The reduction in eligibility-related denials one client saw after using AccuReg Eligibility Verification for two months.

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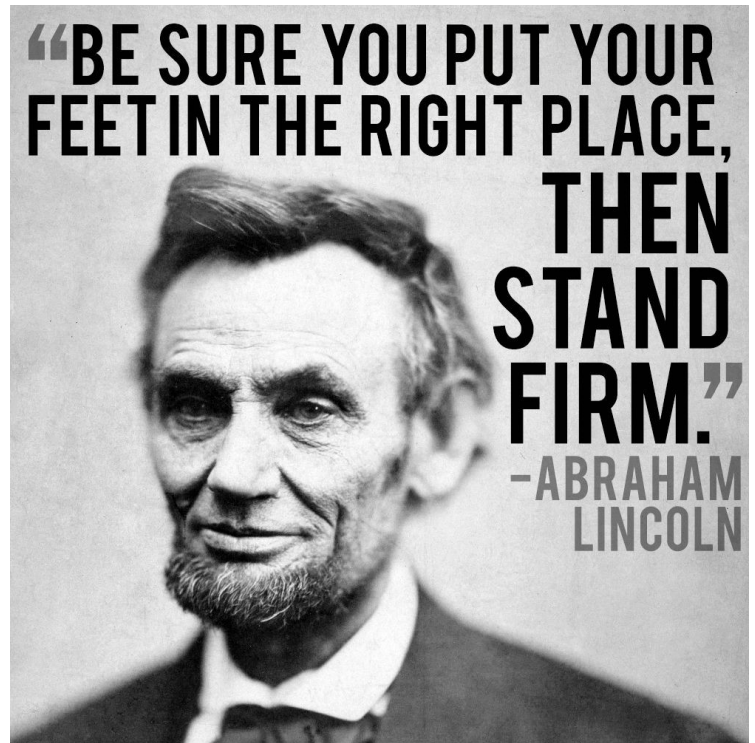


Payment IVR

# End of the Line

A September meeting and then 2018 ANI and ASI are right around the corner! Where does the time go? Josh is so right. Let's all use Q4 to grow both professionally and personally as 2019 comes racing at us.

**#MoreJohnCurrier**



**IL AAHAM  
QR Code**



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IL AAHAM Board Member

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