



THE LINCOLN LOG



WINTER 2020 EDITION

We appreciate each of our members and corporate sponsors. The IL AAHAM would not and could not exist without you! The IL AAHAM Board would like to extend it's warmest wishes for a joyous holiday season and blessed New Year!



If you get lost, click the IL AAHAM icon on the bottom of the page and it will take you right back here to page one.

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PRESIDENT'S MESSAGE

Vanessa Haydon

CCT

IL Chapter President

Friends,

We are nearing the end of this historic year and looking to 2021 with hope. 2020 has tested us in ways few of us could have imagined. The pandemic and its impact have been unique, requiring all of us to think and act in new ways. Everywhere, people adapted to new ways of staying connected and IL AAHAM was no different. We appreciate the support from our members, corporate partners and speakers as we pivoted to virtual education. Thanks to your support, we were able to maintain strong member engagement while providing relevant content.

During this rapidly changing year, your Board of Directors remained committed to providing accessible, high quality education. It became a privilege to offer our membership virtual education via monthly webinars and conferences, as well as on-demand education.

As we say goodbye to 2020 and welcome 2021, knowing that things may not return to the "normal" we knew for several more months, we have hope in science, medicine and technology. With determination and the abundance of perseverance that exists within our field I know that we will achieve positive things and return safely to our "normal". Such as the way we treat and appreciate others with consistency and fairness, vast improvements in technology however maybe a few less Zoom Meetings.

As we boldly approach 2021, IL AAHAM is here with you as we recover and rebuild from this year. Words cannot express the appreciation for your strength, dedication and collaboration to bring light during this year of uncertainty. We are excited and hopeful for in person meetings; however we will be prepared to provide you with education via any platform necessary to meet your needs. We sincerely thank you for your membership, without you there is no IL AAHAM.

Wishing you a safe and joyous holiday season!

All my best,

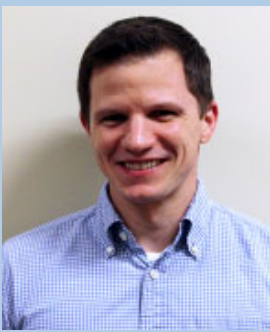

Vanessa Haydon, CCT

IL AAHAM President

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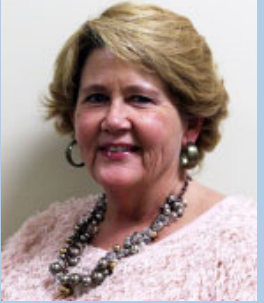
D I R E C T O R S

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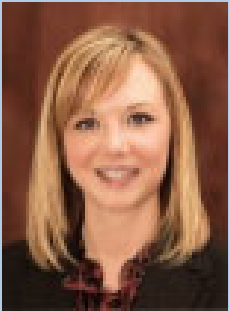
D I R E C T O R S



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UPCOMING NATIONAL AAHAM WEBINARS

National AAHAM is offering a series of webinars. Offering these courses in this format will allow you to work through each course as time allows and continue to earn CEUs toward your AAHAM certification.

Don't forget to report your CEUs to National at <https://www.aaham.org/Certification/RecertForm.aspx>.

AAHAM Webinar - Putting your Best Foot Forward in Virtual Meetings

Topic: Putting your Best Foot Forward in Virtual Meetings

When: WEDNESDAY, January 13, 2021 1:30 PM - 2:30 PM EDT

Speaker(s): Nicole Smith, Vice President at Miller Wenhold

Registration Deadline: January 6, 2021 AAHAM CEU's Earned: 2

This webinar will focus on the do's and don'ts of virtual meetings. How to dress, where to look, how long to talk and what technology to use. Nicole will walk you through everything you need to know to show professionalism in this new virtual world.

AAHAM Webinar - Reference Based Pricing Health Plans: How to Recognize and React

Topic: Reference Based Pricing Health Plans: How to Recognize and React

When: WEDNESDAY, January 27, 2021 1:30 PM - 2:30 PM EDT


Speaker(s): Charles (Chuck) Hilton, Esquire, Principal and Toni Blue, Esquire from Charles J. Hilton & Associates, P.C.

Registration Deadline: January 20, 2021 AAHAM CEU's Earned: 2

Reference-based pricing is a healthcare cost containment model that limits what a group health plan will pay for certain high-cost services including hospital and outpatient facility charges. This webinar will discuss how to identify and respond to Reference Based Pricing Health Plans.



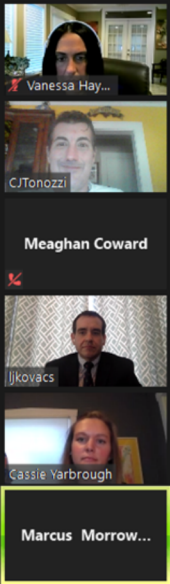
Virtual ASI 2020



Illinois Health and Hospital Association

IL AAHAM 2020 Annual State Institute Update

December 4, 2020



Vanessa Hay...


CJTonozzi

Meaghan Coward

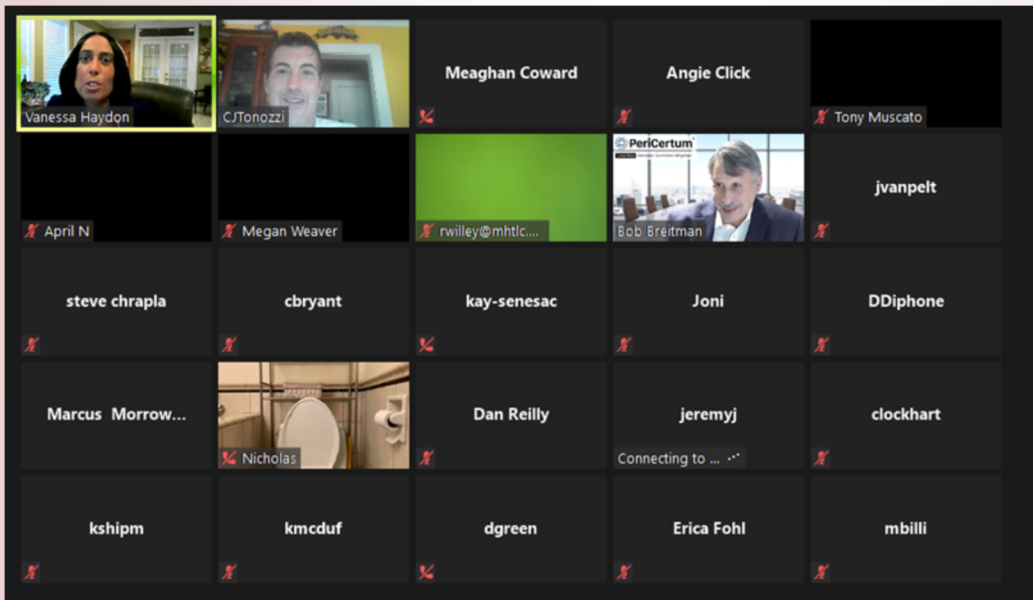
JKovacs

Cassie Yarbrough

Marcus Morrow...



Vanessa Haydon	CJTonozzi	Kayla Boyd	Tony Muscato	Michelled
Dave Miller	April N	Tera	Jvanpelt	John
MAGNET SOLUTIONS ACCELERATED RESOURCES SOLUTIONS Richard Rogers	PJShort	Joni	Margaret Vaughn	Lisa Mullins
DDiphone	cbryant	Meaghan	steve chrpla	Meaghan Coward
Megan Weaver	mfarmer	kmcduf	fhaan	SKBrackett



Thank you Marthal

From Me to Marcus Morrow- SAC: (Privately) haha... I was shopping

From kshiptm to Everyone: thanks Mrtha

From Me to Marcus Morrow- SAC: (Privately) five new suits and a hoodie are now enroute

From Marcus Morrow- SAC to Everyone: On behalf of Rich and everyone at SAC, we are honored to work with AAHAM on these issues at every level

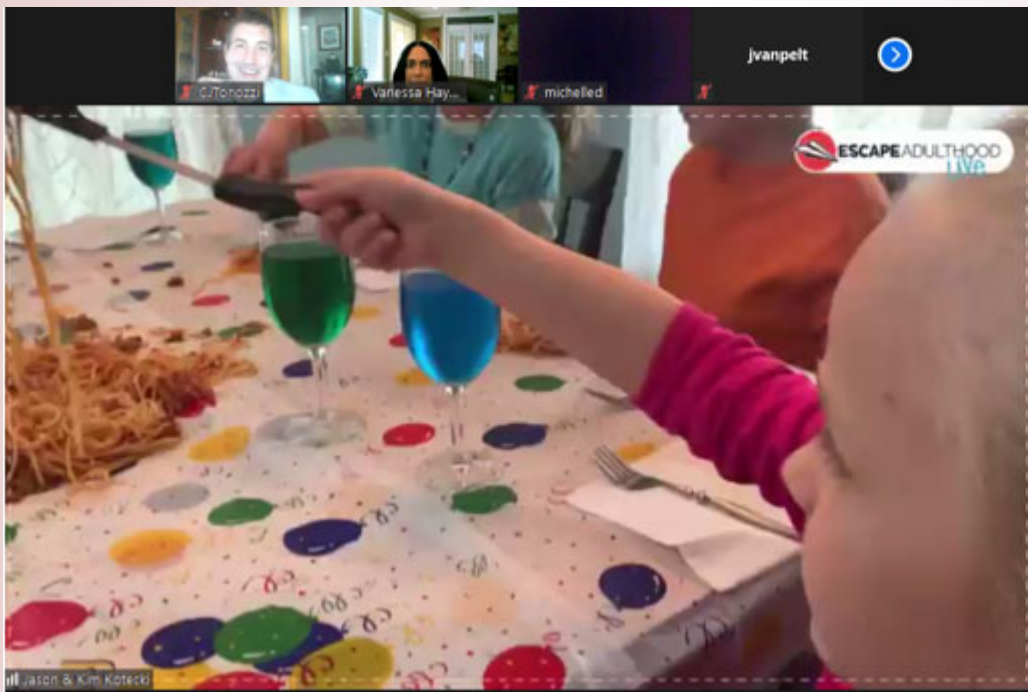
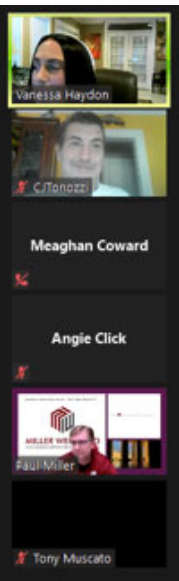
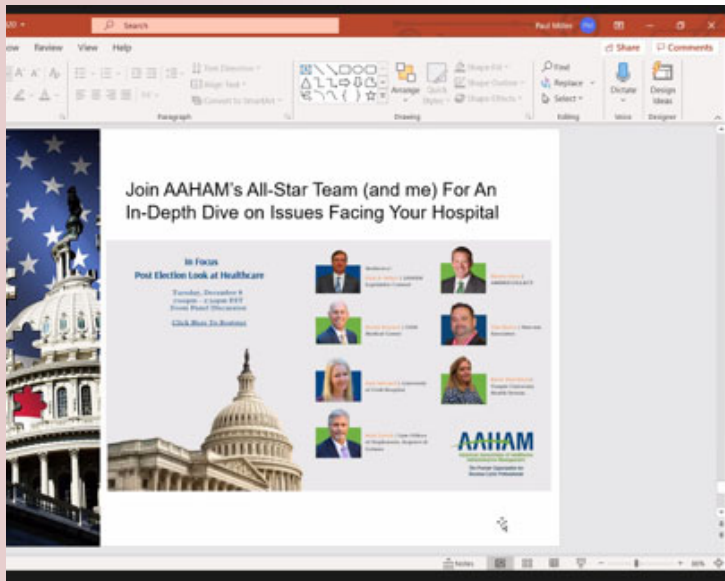
From kshiptm to Everyone: Thank you Paul

From Marcus Morrow- SAC to Everyone: Thanks Paul! - Hope to see you in person soon!

From Shery Clayton to Everyone: Great information!

From DDiphone to Everyone: Paul, how was your flight into Peoria this year?

From kay-senesac to Everyone: Always enjoy Paul's presentation. Thank you for keeping us updated on these concerning topics.



Zoom Group Chat

From kshiptm to Everyone: they are gone. i can hear ya vanessa

From Me to Everyone: they logging back on

From Tony Muscato to Everyone: What is our opportunity now?

From PIShort to Everyone: very entertaining

From Joni to Everyone: I will say CJ's facial expression was amazing when if froze! :-)

From Dan Reilly to Everyone: Mahahaha

From Joni to Everyone: I'm sure I looked the same here!

From Vanessa Haydon to Everyone: Sorry everyone, their interent went down and they are trying to get it back up! I bet it was Meaghan's elt)

From Jeff Morgan to Everyone: for the vendors (sales people) on the call, certification is important for us as well to build credibility with our clients.

To: Everyone



ASI had a very different look and feel this year. (Thanks 2020.) But the IL AAHAM board made the best of it and put on a FANTASTIC program! Enjoy these few snapshots!



It's time to renew your Membership and Illinois AAHAM has a new offering for the 2021 Membership year!

We recognize and understand the financial impact most are experiencing both personally and professionally due to COVID-19.

With that in mind, for the first time ever, the Illinois Chapter of AAHAM is offering a State-only Membership level. This Membership level allows you to join the Illinois chapter without having to join or renew at the National association level. Illinois AAHAM State-only members may upgrade their membership to the National level at any time throughout the calendar year, should they seek National level benefits.



Let's extend a huge Illinois AAHAM welcome to new State-only members:

- Sara Coverstone – OSF Healthcare System
- Michael Crabtree – OSF Healthcare System
- Keith Leitzen – Managed Care Partners, Inc
- Wendy Malcolm – OSF Healthcare System
- Rachel McKinzie – OSF Healthcare System

C. J. Tonozzi, Illinois AAHAM Treasurer and *Paula Short*, Illinois AAHAM Board of Directors

Which Membership is right for me you ask?

State: The fee to become an Illinois Chapter member is \$30.00. If you join any time prior to October 1st membership will become effective that calendar year. If you join after October 1st, membership will become effective the remaining of that year and the following calendar year.

- Membership is on an individual basis
- IL Chapter members will receive discounted rates to attend IL sponsored education

National: The fee to become a member in the Illinois AAHAM Chapter is \$229.

- Certification and CEUs for attending AAHAM sponsored events
- In addition to state level events, special pricing for National sponsored education

Student: Students can join for free. You must submit proof with the application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.

- Network with leaders in the revenue cycle industry
- Get certified
- Scholarship opportunities

Retired: The national fee for retired members is \$50. To qualify for retired membership, an individual must be an AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting.

- Discounted Rate
- Share your knowledge with others



Click [here](#) for more information!

2021 National Membership Application

Name _____ Title _____

Employer Name _____ Email Address _____

Address Work

City _____ State _____ Zip _____ Country _____

Work Phone _____ Cell Phone _____ Secondary Email Address _____ Local Chapter _____

Address 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 in July, the dues are \$160 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$250 for the rest of the current year and all of the following year.

We also offer payment plans to help ease the dues burden. Please contact the AAHAM National Office if you would like more information.

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

PART TIME STUDENT MEMBERSHIP - The part time student membership fee is \$50. If you join in July, the dues are \$35 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$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 meeting.

AAHAM would like your consent to contact you through your cell phone in order to provide you with updates, notifications, and other information pertinent to your membership.

I hereby expressly grant my consent to AAHAM to contact me through the cell phone number provided herein.

You may subsequently withdraw this consent by contacting:

AAHAM Membership Department
11240 Waples Mill Road, Suite 200, Fairfax, VA 22030
Phone: (703) 281-4043 Email: moayad@aaham.org

I do not grant consent to AAHAM to contact me through my cell phone.

If referred by AAHAM member, please give their name:

Payment Method:

Check/Money Order (Make Payable to AAHAM)

Amex Visa MasterCard

Card Number: _____

Exp: _____ CVV2 Code: _____

Name as it appears on card: _____

Signature: _____

Billing Address for Credit Card: _____

PAYMENT TOTAL

NATIONAL DUES: _____

LOCAL DUES: _____

TOTAL ENCLOSED: _____

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.

Illinois AAHAM – Application for Membership

American Association of Healthcare Administrative Management

Please Type or Print Clearly

Name		Date	
Mailing Address		<input type="checkbox"/> Home <input type="checkbox"/> Business	
City		State	Zip
Daytime Phone (with area code)	Fax Number (with area code)	E-mail Address (please print clearly)	
Employer Name		Your Title	
Local Chapter Name: ILLINOIS # 09		Referred by AAHAM Member (Give Name):	
Are you a member of a different chapter? If Yes please list all.			National Member? Y/N

I affirm that the information I have given is true to the best of my knowledge and I agree to abide by the Illinois AAHAM Code of Ethics and the Constitution and Bylaws of the Association. I understand that the information I have provided in this application will be distributed to Illinois and National AAHAM members, but without my express consent will not otherwise be disclosed or distributed.

SIGNATURE

DATE

MEMBERSHIP: The fee to become a State member is **\$30.00**. If you join anytime prior to October 1 membership will become effective that calendar year. If you join after September 30 membership will become effective the remainder of the year and the following calendar year.

- Membership is on an individual, not institutional, basis and is non-transferable.
- Please allow 2 weeks for processing once your application is received.
- Dues are not tax-deductible as a charitable contribution, but may be deducted as a business expense.

Return application and check made payable to **Illinois AAHAM** to: Paula Short
216 Rebecca Lane
Normal, IL 61761

Please check the appropriate Certification and/or vendor/provider services in each category below

Certification	If a vendor/insurer please check all services your company provides	
<input type="checkbox"/> CRCE <input type="checkbox"/> CRCP <input type="checkbox"/> CRCS <input type="checkbox"/> CRIP <input type="checkbox"/> CCT <input type="checkbox"/> Other (please list) _____	<input type="checkbox"/> Bad Debt Recovery <input type="checkbox"/> Billing/Claims/Insurance Billing/Follow-up <input type="checkbox"/> Biometrics <input type="checkbox"/> Coding <input type="checkbox"/> Compliance <input type="checkbox"/> Consulting <input type="checkbox"/> Denials Management/Prevention <input type="checkbox"/> Early Out Recovery <input type="checkbox"/> Fraud Prevention <input type="checkbox"/> Insurer <input type="checkbox"/> Legal <input type="checkbox"/> MA Eligibility/Social Security Disability	<input type="checkbox"/> Recruiting <input type="checkbox"/> Self Pay Recovery <input type="checkbox"/> Software/Systems <input type="checkbox"/> MA Provider Enrollment <input type="checkbox"/> Underpayment Review/Recovery <input type="checkbox"/> Other (please list) _____ _____

BENEFITS OF AAHAM MEMBERSHIP



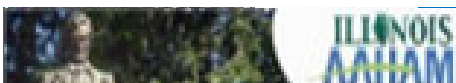
Healthcare revenue cycle professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts. Your membership in AAHAM helps you achieve all of these goals.

What do I get for my \$239 yearly National and Illinois AAHAM Membership Fee?

- **Eligible 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.
- **Member Directory.** An online Illinois AAHAM Membership directory helps keep you 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 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!

[CLICK HERE
TO REGISTER](#)



STUDENT AAHAM MEMBERSHIP

EXCLUSIVE OFFER FROM



Get on the fast track to a high-paying career in healthcare finance

FREE student membership in the leading professional association focused on the healthcare revenue cycle

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.

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.

And much more!

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





IL AAHAM gives back...

During the IL ASI \$2,000 for Frontline Foods as part of the silent auction! Thanks for your generosity!



Our story

The Frontline Foods story begins with Sydney Gressel, a pediatric nurse at UCSF in San Francisco. Her friends asked her how they could help her and her colleagues on the frontlines of the COVID-19 crisis and she answered: “Pizza”. Initially, the idea was to boost morale among clinicians working long hours, but when shelter in place was enacted and restaurants throughout the city closed, clinicians could no longer step off the unit to grab food nearby. Deliveries of prepared food became a core support measure for frontline workers.

Sydney’s friends realized that two issues brought about by COVID-19 could be tackled through a single program: if restaurants could prepare meals for healthcare workers using money given to them through donations from the community, this would bring back business and keep their kitchens open, while also providing workers on the frontlines the fuel they need. As it turns out, similar ideas had sparked all over the country and what began as independent efforts with a shared vision has become a unified movement with a shared mission: **Feed healthcare workers and first responders on the frontlines of the pandemic.**

And we’re not doing it alone. We’ve partnered with World Central Kitchen (WCK), a tax-exempt, registered

501(c)(3) charitable organization led by chef José Andrés

Corporate Partners



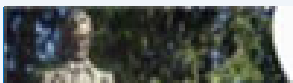
THANK YOU!!!!

THANK YOU, THANK YOU, THANK YOU to our 2020 Corporate Sponsors! We couldn't do it without your support!

The Illinois AAHAM Chapter would like to thank our Corporate Partners for their continued support and dedication to our chapter.

We understand that 2020 has been a difficult year, therefore all active IL AAHAM Corporate Partners will be rolling over your current sponsor level to 2021!

Should you need any services in which our vendors offer, please consider our Corporate Partners as your first choice! To see a listing of all of our Corporate Partners and the type of services they offer, click [here](#).



Achieving Balance Integrity

HOT TOPIC

In the Age of Consumerism, you need to exhaust all other payment options before the bill goes

By Jesse Ford, CEO, Salud Revenue Partners

Many years ago, on a flight home from Washington, D.C., I struck up a conversation with a fellow passenger who was heading home with her young son, a boy filled with joy and energy, who has bouncing around his seat like any other child his age. The difference was that he was blind, though you couldn't tell how or even if this disability was impacting his life.

Nevertheless, the mother slowly revealed the financial burden that caring for her son demanded. It had made her an advocate; she had been in Washington to seek funding for new services for the blind. One of the most revealing stories she shared was about a medical bill she received for more than \$100,000 for her son's care.

Huge bills like that can be accurate, but I also know that such a large balance often reflects a claim error. Financial assistance was not going to help her enough, and she needed to continue to take her child to the hospital for treatment. She had commercial insurance, but her share of the cost was going to bankrupt her family.

The mother spent hours negotiating with her insurer, speaking with financial counselors and the billing office. I imagined how much energy that probably took and was not surprised that nobody she spoke would or could help her. Amazingly, one day she happened upon the right person, who routed the claim to someone who examined it and contacted the coding department. As it turned out, the services were wrongly coded, so the insurer denied coverage. Documentation supported the use of alternative codes appropriate for the services, so the provider rebilled the claim and was paid by the insurer.

Not everyone is as lucky as my seatmate. This kind of error and its aftermath – savings wiped out and medical debt mounting – is what we at Salud consciously and diligently strive to avoid when we code, bill, and follow up with insurers and patients. Salud has coined the term “balance integrity” to describe the importance of ensuring that patients are billed accurately, but we take it further: We aim to bill patients accurately only up to their financial means and only after we have exhausted every possibility of an insurer paying for the services.

Consumerism demands these changes. People are seeing cost of employer-sponsored and individual coverage rise, especially out-of-pocket maximums. A [recent Urban Institute analysis](#) of census data says at least 3 million Americans have already lost job-based coverage from the

pandemic, and a separate analysis from Avalere Health predicts some 12 million will lose coverage by the end of this year.

As cost pressures rise, consumers are looking more closely at medical bills and wondering why healthcare costs so much. This is why regulatory changes aimed at surprise medical bills and price transparency loom on the near horizon.

Balance integrity requires accurate balances. Our definition of an accurate balance is that it matches the insurance explanation of benefits, and the balance does not include anything caused by a billing error. Providers must ensure that claims have been coded accurately, and that each field on a claim form, including modifiers, has been filled in appropriately.

When a provider makes an error, it can expect insurers to deny a portion or the entire claim with a denial that can be complex and easily shifted to a patient to resolve with their insurance. For a large academic medical center, 25% of our accounts have been denied, many with reasons such as “duplicate,” “non-covered,” “coding (error)” or “not medically necessary.” Providers’ payer follow-up staff need to advocate on behalf of patients and ensure that they solve challenging denials instead of transferring the problem to a patient to solve.

Balance integrity means we evaluate and take into account a patient’s ability to pay. For the indigent or people with deductibles and co-pays beyond their means, providers should try to advocate on behalf of the patient with financial assistance, including charity write-offs, discounts, payment plans and perhaps a zero-interest credit card.

If there isn’t someone else who could be billed for services, balance integrity demands we assist patients with finding alternative insurance coverage, such as Medicaid, COBRA, or liability insurance.

Balance integrity results in higher payments because most patients do not pay balances that they cannot afford, and insurers tend to pay more than patients. The industry should embrace price transparency rather than trying to sandbag it. If we truly want to be service-oriented, we need to do what’s right for the patient by ensuring that nobody facing a healthcare crisis should also confront the shock of a huge healthcare bill they should not have to even think about, much less try to pay.

HOT TOPIC

PS: All of the above explains why Salud has taken the AAHAM [Patient Financial Advocate Pledge](#).

For more information: www.saludrevenue.com



New Year! New Goals!

2021 is upon us and thank goodness! Do you have any new plans or goals for the next year? Have you thought about investing in yourself and your professional career? Have you thought about receiving your first AAHAM certification, or another AAHAM certification? AAHAM offers a variety of certifications, there is bound to be one that will help you with your career!

Executive Certification (CRCE)

Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them for strategic management of the business. This certification processes the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills.

Professional Cert. (CRCP)

Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge and skills. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.

Specialist Certification (CRCS)

Specialist certification is an online proctored exam that tests the proficiency of staff involved in the processing of patient accounts and to prepare them for the many details needed to perform their daily job duties.

Revenue Integrity Professional (CRIP)

Revenue Integrity Professional is an online proctored exam that measures basic competencies in healthcare compliance. It is intended for anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to the patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs.

Compliance Certification (CCT)

Compliance certification is an online proctored exam that thoroughly tests competencies in healthcare compliance for all staff involved in the processing of patient accounts. It is intended to meet the annual employee compliance training requirements and to support individuals with professional compliance responsibilities in both institutional (hospital, health system) and professional (physician, clinic) settings.

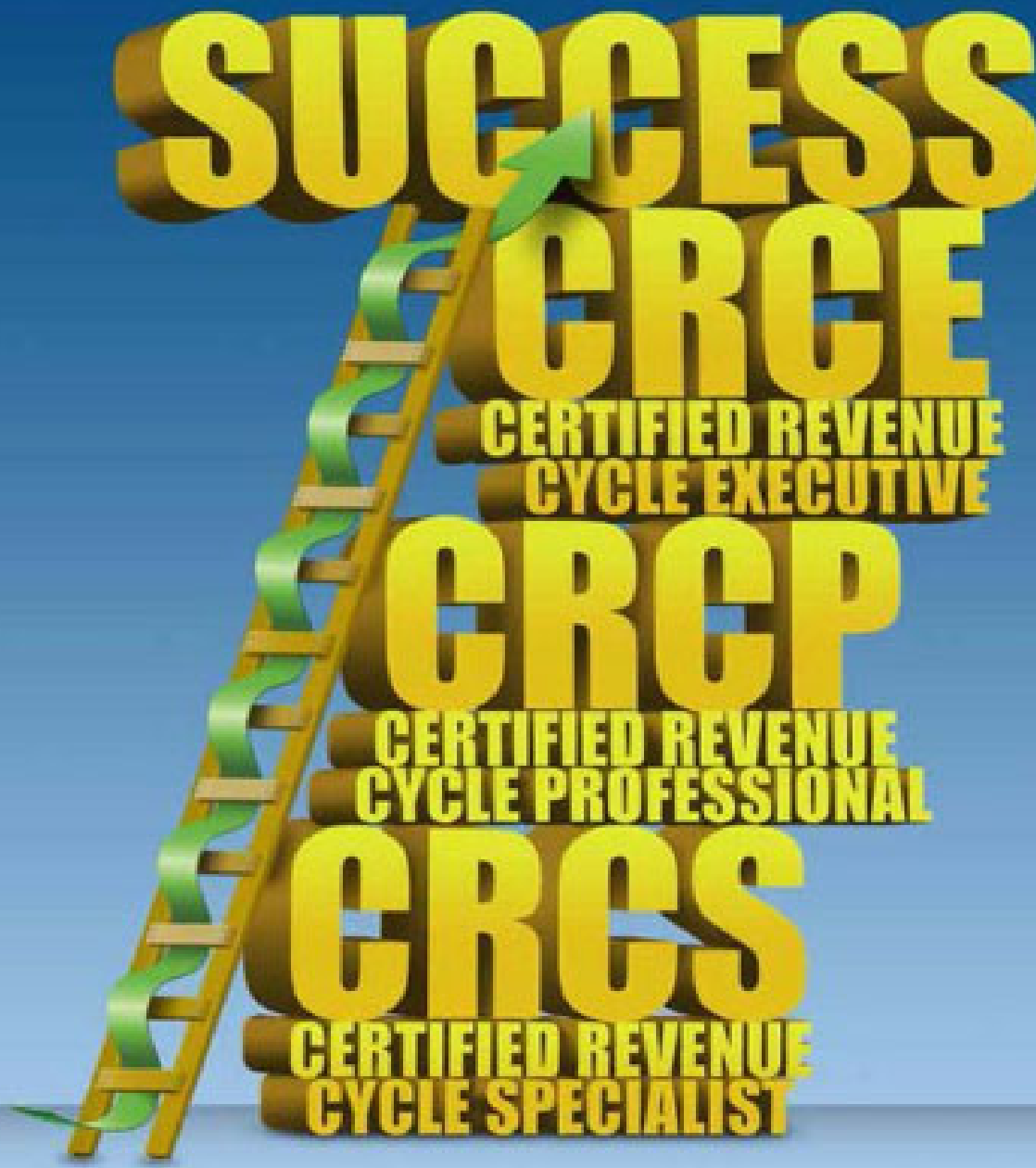
So which certification will you be earning in 2021?

Earning certifications can help individuals by:

- Improving your earning potential
- Giving you a competitive advantage with current and prospective employers
- Granting you the recognition you deserve
- Providing access to the positions and promotions you seek and desire
- Building a network of peers in the influential group that shares your certification designation
- Continuing to expand your skills and expertise through continuing education

Hiring AAHAM certified individuals and investing in AHA certification for your staff can:

- Increase the competency of your staff
- Increase quality and productivity
- Build a strong team
- Promote ongoing education and training
- Reduce exposure to fraud and abuse
- Develop a career ladder for staff



AAHAM Certifications Offer You Solid Steps to your Professional Success:



AAHAM's Certifications are your ladder to success!

NEW CERTIFICATIONS

Let's give a **BIG** round of applause for these newly certified IL AAHAM members!!! Congrats and well done!

The following members received their CRCS Certification!

- Kayla Cantwell (Avadyne Health)
- Amanda Cervantes (Avadyne Health)
- Crystal Dilley (Avadyne Health)
- Leeann Ferris (Hospital Sisters Health System)





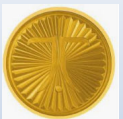
Platinum Level



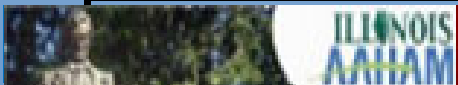
<p>AccuReg www.accuregsoftware.com</p> <p>Becky Funk - bfunk@accuregsoftware.com</p>	<p>ARS / Magnet Solutions www.ar-solutions.biz / www.magnetsolutions.biz</p> <p>Richard J. Rogers - richard.rogers@ar-solutions.biz</p>	<p>Diamond Healthcare Communications www.diamondhcc.com</p> <p>Paula Kludinski - pkudlinski@dmsolutions.com</p>
<p>EBO Solutions/National Recovery Agency www.nragroup.com</p> <p>Toney Fedullo - tfedullo@nragroup.com</p>	<p>eSolutions https://www.esolutionsinc.com/ James Ryan - jryan@esolutionsinc.com</p>	<p>Experian Health www.experianhealth.com</p> <p>Katie Zibelin- Katie.zibelin@experian.com</p>
<p>Law Office of Stephenson Acquistio & Colman https://www.sacfirm.com/ Marcus Morrow - mmorrow@sacfirm.com</p>	<p>Marcam Associates www.marcamassociates.com</p> <p>Tim Moore - tmoore@marcamassociates.com</p>	<p>Midstate Collections https://midstatecollections.com Amy Dunn - adunn@midstatecollections.com</p>
<p>OS Inc. www.os-healthcare.com</p> <p>Chris Hegwood - chegwood@os-healthcare.com</p>	<p>Revecore MRA BLS https://revecore.com/ Vanessa Haydon - vhaydon@mra.revecore.com</p>	



Gold Level



<p>Avadyne Health</p>	<p>Julie VanPelt - JVanPelt@avadynehealth.com</p>
<p>Commerce Bank</p>	<p>Lisa Mullins - Lisa.Mullins@CommerceBank.com</p>
<p>EnableComp</p>	<p>Matt Ellis - mellis@enablecomp.com</p>
<p>TCS United, Inc.</p>	<p>Bobby Fagin - rfagin@tcsunited.net</p>





Silver Level



Collection Professionals Inc	Greg Himelick - cpils1@ivnet.com
IC System	Greg Young - gyoung@icsystem.com
Managed Care Partners	James Richmond - jrichmond@mngdcare.com
Pro Com Services	John McGlasson - mcglasson.john@pro-comservices.com
RevCycle, Inc.	Rick Reeves – rick.reeves@revcycle.com
RRCA Accounts Management	Nick Hubbard - Nick.hubbard@rrcaaccounts.com
Salud Revenue Partners	Steve Chrapla - schrapla@saludrevenue.com
Wakefield & Associates	Shirley Mason- shirley.mason@wakeassoc.com



Bronze Level



Cirius Group	Mark Ehnen - mark.ehnen@ciriusgroup.com
Craneware	Jeff Morgan - j.morgan@craneware.com
Creditors Discount & Audit Company	Tony Muscato - tmuscato@cdac.biz
Eagle Recovery	Nancy Vollmer - nvollmer@eaglerecovery.net

Get to Know Your Fellow AAHAM Members - Bill Gallentine

- How long have you been a member of AAHAM?
 - A little over a year
- Why did you join AAHAM?
 - A great opportunity to be certified is something that will have an impact on my professional career.
- What's one thing - either industry-related or not - you learned in the last month?
 - I have learned to play a few Beatles songs on the ukulele.
- If you could choose ANYONE as a mentor, who would you choose?
 - Mr. Rogers
- What have you done to keep things fun and entertaining during the pandemic?
 - We bought a ton of family games and card games. Making an effort to do what we can while being safe. We have been taking a lot of joy rides around town.
- What are you looking forward to most when the pandemic is over?
 - Eating at a restaurant without freaking out when someone coughs!



12 Days of Christmas

2020 Style

- 12 - Plans are Cancelled
- 11 - Temperature Checks
- 10 - Walmart Pick Ups
- 9 - Bottles of Wine
- 8 - Zoom Meetings
- 7 - Mental Breakdowns
- 6 - Feet Apart
- 5 - Rolls of TP
- 4 - Hours of E-Learning
- 3 - Netflix Binges
- 2 - Quarantines
- 1 - Box of N95 Masks

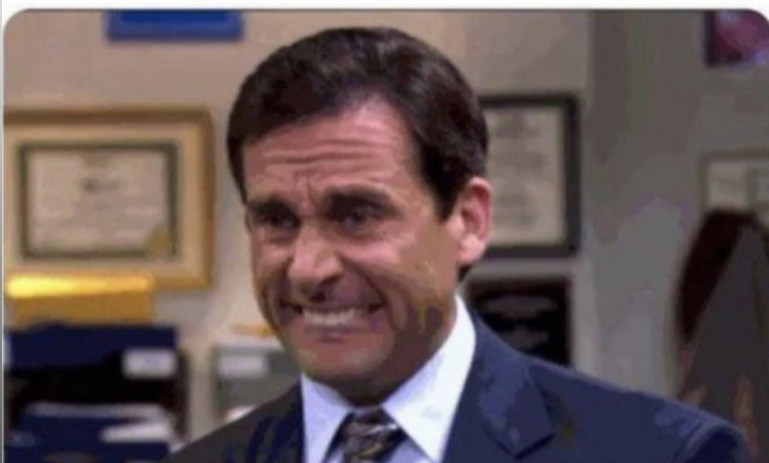


So Long 2020

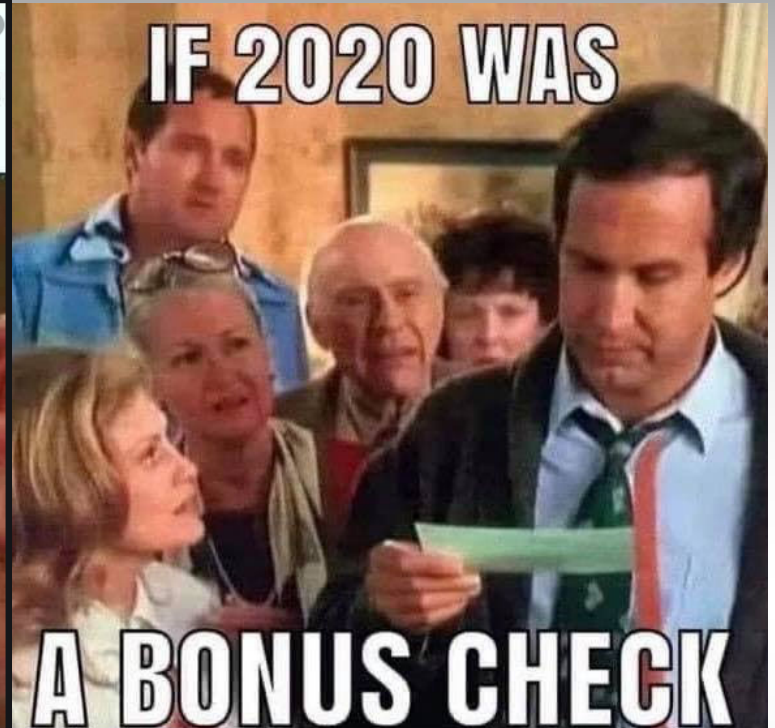
When your future grandkids start complaining about their day and you hit them with another 2020 story



Time traveler: What year is it?
Me: 2020
Time traveler:



IF 2020 WAS

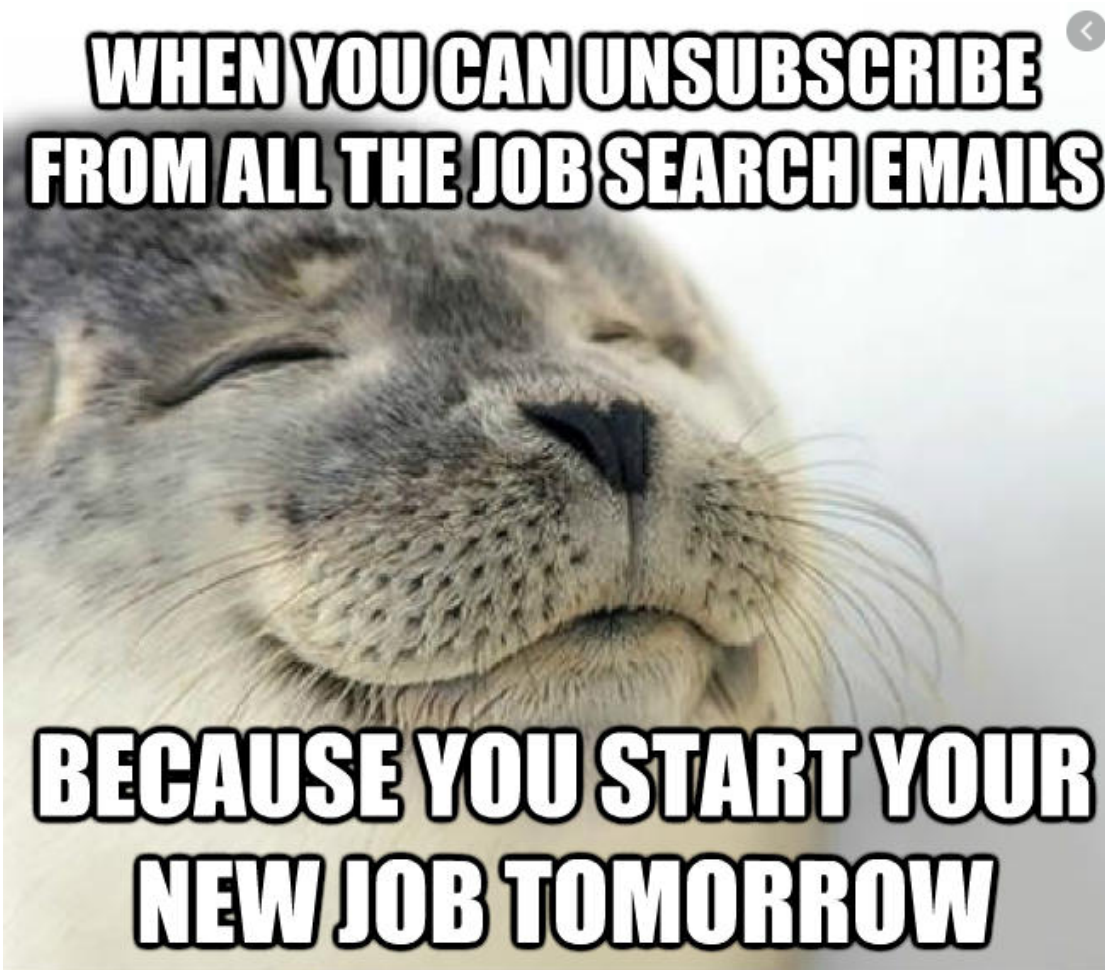


Now, let's add a few little angry murder hornets to really jazz it up!

Job Postings

Do you need to post an opening with your company?

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





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 Event. 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.

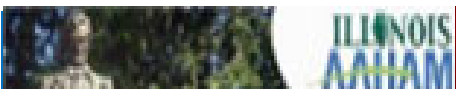
Open enrollment for our sponsorship program is held once a year. Your investment in our program will provide company recognition for an entire year (January 1, 2021 through December 31, 2021).

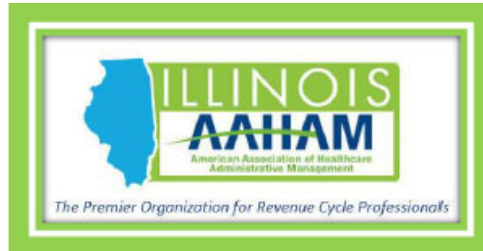
*Please note: An additional fee of \$600 is charged to exhibit at our Annual State Institute in December. The exhibit fee also includes one meeting registration. For those vendor partners who sponsor at the Platinum Level, the exhibit fee and one meeting registration are waived (they are included in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

We believe participation in the IL AAHAM Sponsorship Program should be an integral part of your company's marketing program.

Please contact Julie VanPelt at jvanpelt@avadynehealth.com or Vanessa Haydon at vhadon@mra.revecore.com or send an e-mail to ilaaham1@gmail.com to discuss your company's sponsorship opportunities!

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 31st 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 31st 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



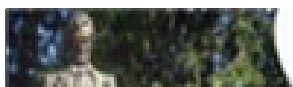
SILVER (\$750)

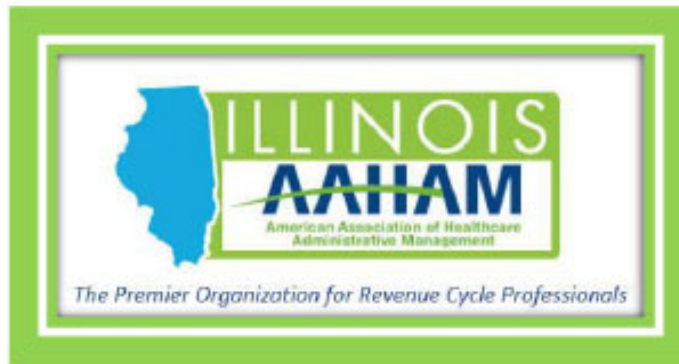
- Two (2) complimentary meeting registrations that can be used by a sponsor representative OR given to any non-member Illinois provider. (excludes ASI)
- Complimentary participation in 'Vendor Speed Dating' event
- Sponsor poster displayed at every educational meeting
- Sponsor identification on representative's 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

****Please submit a current copy of your company's logo or small ad that you would like to have included in our Lincoln Log publication. We will size to the correct specifications according to sponsorship level.**** ilaaham1@gmail.com





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:

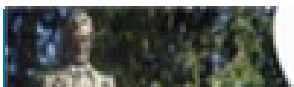
Julie Van Pelt
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e-mail: ilaaham1@gmail.com

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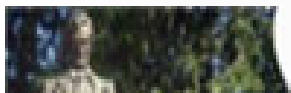
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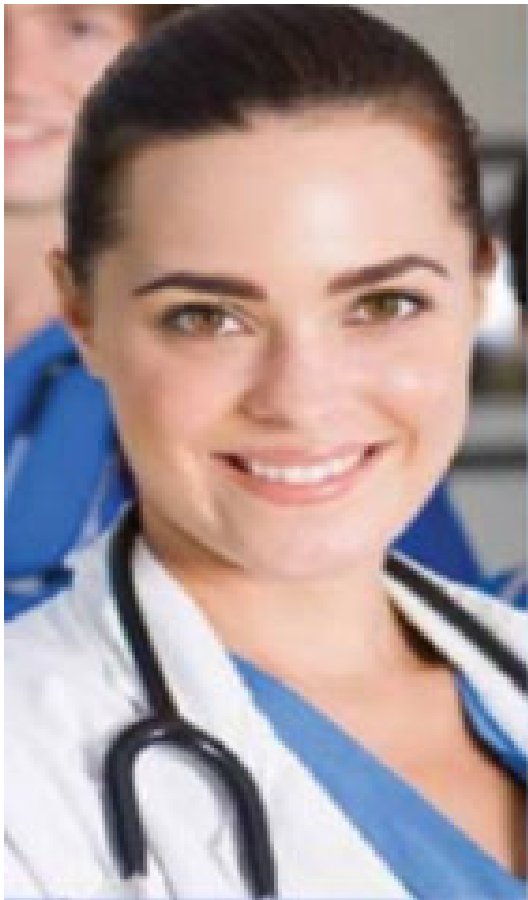
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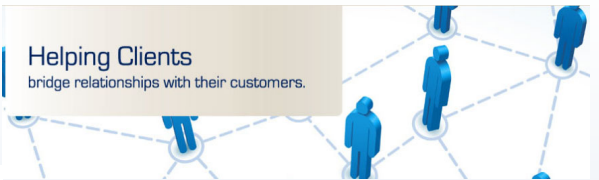
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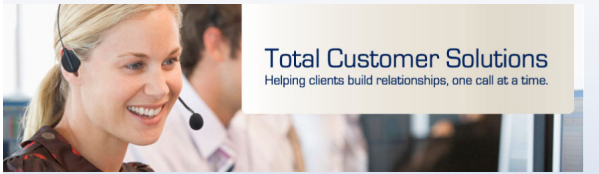
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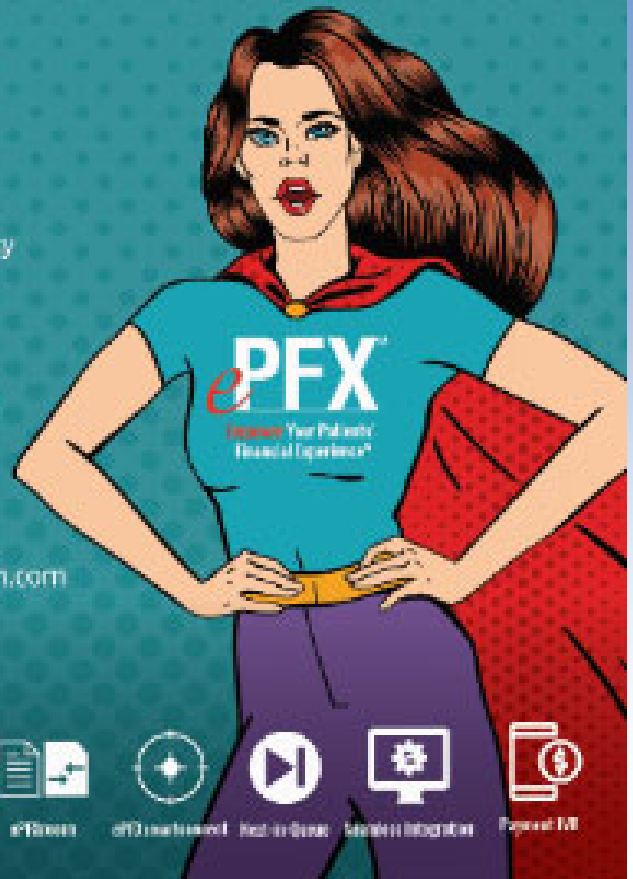
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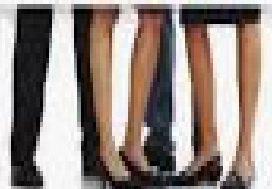
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At Craneware, we enable healthcare providers to improve margins, so they can continue to raise the quality of care they provide, which ultimately enhances patient outcomes. So what's good for providers becomes even better for patients. Learn more about how we can help you optimize your value cycle and improve your hospital's long-term financial health at craneware.com

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Shirley Mason, Regional Sales Manager

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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.



Treasurer's Report



American Association of HealthCare Administrative Management

IL CHAPTER - GENERAL FUND


STATEMENT OF INCOME AND EXPENSES (CASH BASIS)

For the period of: 11/1/2020 to 11/30/2020

INCOME	<i>Checking</i>
ASI REGISTRATION - CC	2,000.00
SEPTEMBER CHAPTER DUES PAYMENT	300.00
AMAZON ORDER ADJUSTMENT - STATED VS. ACTUAL	0.72
INTEREST	2.44
TOTAL INCOME	2,303.16
EXPENSES	
MERCHANT FEES - WEPAY	64.10
PAULA SHORT - ASI GIFT BAG BEVERAGES	121.42
USPS - ASI GIFT MAILING	270.10
DC - AMAZON - BABY STROOT	144.12
DC - JBIRD INK PRINT FOR ASI AUCTION	49.99
TOTAL EXPENSES	649.73
NET INCOME/LOSS	1,653.43
BANK BALANCE BEGINNING OF PERIOD:	\$57,118.97
NOVEMBER CHECKS OUTSTANDING	\$270.10 *
OCTOBER CHECKS CLEARED IN NOVEMBER	\$750.00
BANK BALANCE END OF PERIOD	\$58,292.50
BANK BALANCE 2019	\$64,208.42

The logo for AAHAM Illinois, featuring the word "ILLINOIS" in green and "AAHAM" in blue, with a green swoosh underlining "AAHAM".

ILLINOIS
AAHAM

A white speech bubble with a black outline, containing a holiday message.

Happy Holidays!
Be Merry!
Stay Safe!



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.

As 2020 comes to a close, I am beyond ready for a fresh start and a new year. New year, new goals, new expectations. So much of life as we know it has changed this year. As we approach the end of 2020, think about all of the adapting we've done and give yourself a huge pat on the back. **WE SURVIVED!**



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Do you have valuable content to share??? The Lincoln Log is always looking for content to publish. If you have revenue cycle knowledge and experience to share with the rest of the chapter we would love to hear it. Contact me at the email address above with any questions or submissions.