

# THE LINCOLN LOG



## FALL 2021 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 fun and safe summer!

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# PRESIDENT'S MESSAGE



Vanessa Haydon  
CCT  
IL Chapter President

Friends,

During the summer, our expectations were for a “normal” fall and we had looked forward to seeing all of you in person for our 40<sup>th</sup> Annual State Institute. Unfortunately, we experienced another surge of COVID-19, with hospital admissions rising once again, mask mandates returning and our membership was faced with widespread staffing shortages.

Your wellbeing continues to be our priority; therefore, our annual conference will be a 2-day virtual event earning 13 CEUs with a provider panel and an all-star speaker lineup. You can view the agenda and register [here](#).

As we continue to navigate the COVID-19 pandemic, I am impressed every day by both the perseverance and dedication each of you show. For 18 months, committed employees have tirelessly taken care of patients and patients loved ones. In the final quarter of 2021, a huge thank you to each and every team member at every hospital who contributed to successfully taking care of our communities. Our hospitals have been the flagship of hope and healing through this unprecedented challenge.

Your IL AAHAM Board of Directors is honored to serve you and provide you with high quality education in a format that meets your needs in this ever-changing landscape. We are committed to your professional development and will continue offering monthly webinars, regulation updates, virtual education conferences, certification and networking opportunities.

Thank you to each of our speakers, who have contributed valuable content to our membership and built lasting partnerships with.

I must also acknowledge our Corporate Partners, without your support we would not be able to provide the level of high-quality content and education you enable us to provide. Provider members, if you are in need of a service please review our Corporate Partner services [here](#).

I would be remiss if I did not express appreciation of the volunteer services of our Board of Directors. This team balances full time careers and family commitments while maintaining their commitment to meeting the needs of serving our membership.

Lastly, thank you for being so adaptive to the many changes this pandemic has challenged us with. We appreciate your continued support and the many laughs we have shared over the past 40 years. Thank you for being a part of this amazing IL AAHAM family that we are, we would not be here today without each of you! I look forward to seeing each of you at our virtual ASI December 2<sup>nd</sup>-3<sup>rd</sup>. Until then, be safe and stay well.






Truly Yours,

Vanessa Haydon  
IL AAHAM Chapter President

# IL AAHAM OFFICERS

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# D I R E C T O R S



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# Upcoming IL AAHAM Events

## FREE WEBINAR

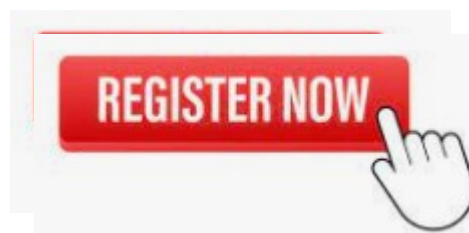
### Understanding Your Retirement

*Presented by Kade Hammes*

November 18, 2021

12:00 - 1:00 PM

You've been raising kids and progressing your career, are you on pace to retire on your own terms? Whether you hope to retire early or work until you can no longer work, let's look at ways you can retire well and be efficient with your retirement you're working so hard for.





# 40th IL

# AAHAM ASI

**When: December 2nd & 3rd**

**Where: To be held virtually**

**Time: 12:00 - 5:00 PM (2nd)  
12:00 - 4:30 PM (3rd)**



# 40<sup>th</sup> Annual State Virtual Institute! Celebrating 40 years of Revenue Cycle excellence



When:

Thursday December 2<sup>nd</sup> noon-5:00pm  
and Friday December 3<sup>rd</sup> noon -4:30 pm

Meeting Cost:

\$75.00 and \$50.00 for Each Additional Attendee You  
Register With Your Registration

**EARLY BIRD REGISTRATION!!!!** **The first 50 to register by November 5<sup>th</sup>, 2021 will receive an IL AAHAM gift delivered to the address you register under. Please do not open until our celebration on December 2nd-at 4:00**

# 2021 Illinois AAHAM ASI Conference Details

We've got...

- Fantastic Speakers, including
  - Tyler Enslin
  - Robin R. Shabazz
  - Nicole Querio
  - Richard Lovich
  - Cassie Yarbrough and Lance Kovacs
- Silent Auction Benefiting Frontline Workers
- Entertainment
- Opportunity to earn 14 CEUs

**Early bird Registration ends November 5th!**



I



## **SILENT AUCTION BENEFITING OUR FRONTLINE WORKERS!!!**

**Back by Popular Demand, Charity Auction...Virtually!**

**Bid on donated items and all proceeds will go to  
Mental Health Advocacy for Healthcare Workers, First  
Responders First.**

### **FIRST RESPONDERS FIRST**

The ability to heal is at the center of any health condition and every health crisis.

This is a human truth.

The people at the center of public health are our first responders:

our frontline workers, healthcare professionals, social workers and caregivers.

In order to do their job of caring for others, they must be well-supported with resources that lift them up and strengthen their resilience, mentally and physically.

As frontline workers continue to serve amidst the ongoing public health crisis of COVID-19, they must adapt and respond to the ever-evolving challenges facing our communities. #FirstRespondersFirst takes a whole human approach to addressing the needs of our frontline workers in order to support their ability to serve. Donations provide essential supplies, equipment, accommodations, child care, food, and critical mental health support and resources to ensure that our frontline workforce is protected, well-supported and resilient.

# National AAHAM

## Dates to Remember

### **AAHAM Webinar—5 steps to Becoming an Effective Servant Leader**

**Topic: 5 steps to Becoming an Effective Servant Leader**

When: WEDNESDAY, November 10, 2021 1:30 PM - 3:00 PM EDT

Speaker(s): Amy Sherman, Director of Patient Access at Medstar Health

Registration Deadline: November 3, 2021 AAHAM CEUs Earned: 3

Leaning on lessons and experiences from her own life, Amy will share tips on how to be an effective servant leader.

### **AAHAM Webinar—2022 CPT Updates**

**Topic: 2022 CPT Updates**

When: WEDNESDAY, December 1, 2021 1:30 PM - 3:00 PM EDT

Speaker(s): Charlotte Kohler, [RN], ACS, CPA, CVA, CRCE, CPC, CHBC, CPCO, President and Lauren Shea, FHFMA, CPA, CPC, Managing Director at Kohler Healthcare

Registration Deadline: November 25, 2021 AAHAM CEUs Earned: 3

Learn all about the significant coding updates impacting charging for 2022. We will focus on the American Medical Association updates and cover any CMS/Center for Medicare and Medicaid Services updates that have been released. This informative, intermediate level webinar will discuss the update process to prevent loss of revenue.

### **AAHAM Webinar– Mentorship - Changing Lives One Conversation at a Time**

**Topic: Mentorship – Changing Lives One Conversation at a Time**

When: WEDNESDAY, January 26, 2022 2:00 PM – 3:00 PM EDT

Speaker(s): Jessica Yard, MBA, CSBI, and CRCR, Vice President of Revenue Cycle at Healthfuse

Registration Deadline: January 19, 2022 AAHAM CEUs Earned: 2

Mentorship can be life changing as well as career changing. In this webinar, you'll learn about mentorship; what it means to be a mentor, what it means to be a mentee and how to make it successful.



# CONGRATULATIONS!

## 2021 Scholarship Recipients

Delanie, Elle, Gehrig and Summer were all recipients of 2021 IL AAHAM Scholarships! We congratulate you and wish you the best of luck in the future!



**Delanie Dykes**

Daughter of Michelle Gilbert-Dykes,  
Member



**Summer Roesch**

Daughter of Tera Roesch,  
IL AAHAM Board Member



**Gehrig Koerner**  
Son of Kenny Koerner,  
National 2nd Vice President



**Elle Koerner**  
Daughter of Kenny Koerner,  
National AAHAM 2nd Vice President





### 2021 AAHAM Legislative Day Roundup with Paula Short and Sheri Brackett

1. You not only attended your first AAHAM Legislative Day this year, but it was hosted virtually. Can you tell us a little about the environment?
  - a. Paula – we experienced a few technical experiences in this new virtual world initially, the National team resolved them quickly for the afternoon sessions.
  - b. Sheri – The National team provided great communication throughout the sessions with constant updates and ideas for resolving the tech issues.
2. What was it like interacting with the legislators that represent us?
  - a. Paula – It was very interesting and informative. As my first Leg Day it was interesting to learn the process, the legislators interest, how the relationship between AAHAM and the legislators works was all very educational for me.
3. Did the Legislative teams seem to understand our position papers?
  - a. Paula & Sheri – I was extremely impressed with the number of representatives that knew exactly what our team was talking about, what the issues and topics we presented on were about. Every representative seemed to have a pulse for what we were speaking about.
4. Did the Legislative teams engage our AAHAM representation well?
  - a. Sheri – I was surprised that our AAHAM team was given the floor so easily and allowed to speak about our own personal experiences related to both position papers.
  - b. Paula – Almost every team we met with asked questions and very freely left their door open to our team for future post-Legislative Day communication, which was a really great feeling.
5. Did you feel like our collective voice was being heard?
  - a. Paula – Most definitely. The back and forth conversation between the legislative and AAHAM teams was very engaged and both parties were equal parties to it. As an AAHAM team member and new to the Leg Day experience I felt that AAHAM truly had a voice in these sessions.
6. Are you looking forward to your first in-person Legislative Day in Washington DC?
  - a. Sheri – Yes, I feel like the in-person engagement at a live event will make it that much more impactful.
  - b. Paula – I am looking forward to it because although the virtual experience was a positive one I feel that in-person settings will add even greater value to the experience.
7. Is there anything else you'd like to share with our audience?
  - a. Sheri – Participating in Leg Day is an amazing opportunity to make sure your voice is heard.
  - b. Paula – I would suggest for anyone that has never experienced a Leg Day to do so. For me being a part of this Leg Day I was able to realize the importance of the meetings to get healthcare concerns of this nature in front of the legislators and share our personal stories behind the issues and how they affect our facilities and ultimately our patients.



**C.J. Tonozzi – CRCS, CCT**

Compliance Officer

OSF Healthcare System

Ministry Compliance, Risk Management and Audit Division

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



# Suggestions for CFOs of Struggling Health Systems

Brad Skelton, VP of Business Development with maxRTE; July 19, 2021

*Reduced income from elective procedures. Increasing Loss of health coverage. Precipitous drop in billings. The stuff of a CFO nightmare. Here are seven approaches worth considering for increasing revenues, stemming losses, and easing CFO anxiety.*

Most industries experienced the crushing blow of COVID-19, with healthcare topping the list due to many states halting elective procedures—the main driver of hospital profitability. While the majority of states no longer impose restrictions, many people, especially those with comorbid conditions, continue to avoid hospitals and doctors' offices. They're choosing tele-visits instead, which to various degrees limits full reimbursement. Add to this reduction in income the more than 5 million Americans who lost their employer-provided health plans, leaving them uninsured and eligible only for emergency treatment.

Seven approaches that can help you compensate for revenue loss.

1. **Reduce patient anxiety with a personal call.** For patients with chronic conditions who need in-person care and lab work to properly avoid complications and those who are past due for diagnostic exams or follow-up visits for a range of conditions, a reassuring phone call could make them feel comfortable to come to the office. Find out their vaccination status, share office safety measures, and educate about how the visit will maintain their health.
2. **Renegotiate contracts.** Reevaluate vendor contracts that were signed prior to the pandemic, since they were negotiated and agreed to based on volume and other considerations that are no longer valid. Vendors are concerned about losing accounts, making this a prime opportunity to renegotiate terms. Health systems that act first obviously have the best chance to reduce costs.
3. **Scrutinize payer relationships.** Like your vendor contracts, payer contracts were agreed to under assumptions of volume, visits, and procedure counts that are no longer relevant. Examine them and share data-driven approaches about the new reality with payers to optimize contracts, revenue.
4. **Rely on available technology.** Supplement full-time workforce (FTE)-heavy functions like IT service desk, Human Resources, and Revenue Cycle with cost-effective technologies such as robotic process automation and predictive modeling. In addition to greater efficiency, technology is scalable and less prone to error, while freeing up human capital for higher-value, more stimulating work that requires judgment and experience.
5. **View value-based contracts through new low patient volume lens.** Explore new models and negotiate favorable revenue-sharing benefits from health plans. A specialized, skilled, third-party advisor can help evaluate opportunities and facilitate the creation and management of new contracts.
6. **Use data and predictive models to transform entrenched practices.** Conventional healthcare practices that impact revenue and cost, such as procedure scheduling and nurse staffing models, are ripe for reform. Think about scheduling surgery with profitability in mind. Replace historical nurse staffing benchmarks and history with predictive modeling to reduce overtime and need for agency nurses to achieve optimal clinical and financial outcomes.
7. **Evaluate the project pipeline to focus on those with a clear business case.** Every expenditure of resources is critical, requiring a strong governance process that prioritizes projects according to the underlying business. Evaluating the project pipeline and measuring each project relative to organizational value can likely free up capital, operational, and FTE expense.

All of the above actions can help your system weather the current storm. Moreover, they will prepare you for new successes when economic conditions improve.



# AAHAM Certification

- The world is changing and so are we...

2021 is off to a fast start with AAHAM certification, and we are excited to announce two significant enhancements to our certification program! **AAHAM will now offer all of our certification exams on a monthly basis, enabling our test takers to have more flexible scheduling options to become certified when the time is right for them. All certification exams will now be offered on the third week of each month.** The new certification exam calendar and registration links are available at <https://www.aaham.org/Certification.aspx>

The certification exams will continue to be delivered either remotely online through ProctorU, or with a local in-person proctor. We will work with examinees to assist in making the necessary proctoring arrangements for their exams. All exam registrations will need to be submitted at least 30 days prior to the scheduled exam date, and there are no changes to the exam registration fees. **The 30-day registration deadline now applies to both new exams and section retakes**, offering a faster track to becoming certified for those who are ready to take an exam for the first time. For further details, please visit <https://www.aaham.org/Certification.aspx>.

## Digital Study Guides

As noted recently in the AAHAM Journal, we are also thrilled to announce that we will be offering digital versions of all of the AAHAM certification study guides to purchase starting on April 1<sup>st</sup>.

This new format has been highly requested, and we are excited to make this format available along with the enhanced features that it provides. The digital study guides will have the same content of the traditional hard-copy books, with additional flexibility that the digital format offers. Whether you prefer to view the study guide on a tablet, phone, or web browser, we have you covered with this new interactive option. Here are some of the digital study guide features at-a-glance:

- Flexibility to access and explore content on any device, from anywhere - even when offline.
- Content is delivered via the free Mimeo Digital app, which is available in all app stores, as well as any web browser.
- Interactive, user-friendly format enables features like taking notes, adding bookmarks, and more, all synced across your devices and stored in the cloud.
- The integrity of content is upheld in the digital format, with advanced security features that prevent unauthorized sharing or printing of the materials.

If you still prefer the traditional hard-copy books, there's no need to worry, they will also be available to purchase instead of the new digital option.

Providing more flexibility with AAHAM's certification training and testing has been a core focus of our certification committee's work over the past year. The future is bright with AAHAM certification, as we look forward to continuing to provide our industry-leading certifications and education in ways that can fit into anyone's busy schedule.

## Upcoming Testing Dates

November

11/15 - 11/19/2021

December

12/13 - 12/17/2021

Please remember to register at least 30 days prior to the testing period.



**SUCCESS**  
**CERCE**  
CERTIFIED REVENUE  
CYCLE EXECUTIVE  
**CERCP**  
CERTIFIED REVENUE  
CYCLE PROFESSIONAL  
**CRES**  
CERTIFIED REVENUE  
CYCLE SPECIALIST

**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!**

**Carolyn Bertolino - Avadyne Health**

**Krestenia Ebert - R1 RCM, Inc**

**Erika Garcia - Avadyne Health**

**Dustine Fort - Mary Free Bed Rehabilitation Hospital**

**Monica Johnson - Purdue University Global**



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.



## 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 1<sup>st</sup> membership will become effective that calendar year. If you join after October 1<sup>st</sup>, membership will become effective the remaining of that year and the following calendar year.

**National:** 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.*

### **Student:**

**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, eligibility for the member scholarships, 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 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, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.

**Retired:** **There is no longer a fee for retired members!** 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.



*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](mailto: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: <b>ILLINOIS # 09</b>		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!

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**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.

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

**And much more!**



# Fall in Illinois Memes

When You stumble  
and someone says  
"Have a nice trip see you next fall!"



Me: \*feels a cold breeze outside

ME:



WE CALL IT



PRE-SNOW



Han Solo season has officially begun

## Corporate Partners



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<p><b>efficientC/OS Inc.</b> <a href="http://www.os-healthcare.com">www.os-healthcare.com</a> David Glyzewski</p>	<p><b>Revecore MRA   BLS</b> <a href="https://revecore.com/">https://revecore.com/</a> Vanessa Haydon - <a href="mailto:vhaydon@mra.revecore.com">vhaydon@mra.revecore.com</a></p>	



# Gold Level



<p><b>Avadyne Health</b></p>	<p>Julie VanPelt - <a href="mailto:JVanPelt@avadynehealth.com">JVanPelt@avadynehealth.com</a></p>
<p><b>Commerce Healthcare</b></p>	<p>Lisa Mullins - <a href="mailto:Lisa.Mullins@CommerceBank.com">Lisa.Mullins@CommerceBank.com</a></p>
<p><b>EnableComp</b></p>	<p>Matt Ellis - <a href="mailto:mellis@enablecomp.com">mellis@enablecomp.com</a></p>
<p><b>CCB Credis Services, Inc. TCS United, Inc.</b></p>	<p>Bobby Fagin - <a href="mailto:rfagin@tcsunited.net">rfagin@tcsunited.net</a></p>





# Silver Level



Collection Professionals Inc	Greg Himelick - <a href="mailto:cpils1@ivnet.com">cpils1@ivnet.com</a>
IC System	Greg Young - <a href="mailto:gyoung@icsystem.com">gyoung@icsystem.com</a>
Managed Care Partners	James Richmond - <a href="mailto:jrichmond@mngdcare.com">jrichmond@mngdcare.com</a>
RevCycle, Inc.	Rick Reeves - <a href="mailto:rick.reeves@revcycle.com">rick.reeves@revcycle.com</a>
RRCA Accounts Management	Nick Hubbard - <a href="mailto:Nick.hubbard@rrcaaccounts.com">Nick.hubbard@rrcaaccounts.com</a>
Salud Revenue Partners	Steve Chrapla - <a href="mailto:schrapla@saludrevenue.com">schrapla@saludrevenue.com</a>
Wakefield & Associates	Shirley Mason- <a href="mailto:shirley.mason@wakeassoc.com">shirley.mason@wakeassoc.com</a>



# Bronze Level



Cirius Group	Mark Ehnen - <a href="mailto:mark.ehnen@ciriusgroup.com">mark.ehnen@ciriusgroup.com</a>
Craneware	Jeff Morgan - <a href="mailto:j.morgan@craneware.com">j.morgan@craneware.com</a>
Creditors Discount & Audit Company	Tony Muscato - <a href="mailto:tmuscato@cdac.biz">tmuscato@cdac.biz</a>
Eagle Recovery	Nancy Vollmer - <a href="mailto:nvollmer@eaglerecovery.net">nvollmer@eaglerecovery.net</a>



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## **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](mailto:jvanpelt@avadynehealth.com) or Vanessa Haydon at [vhadon@mra.revecore.com](mailto:vhadon@mra.revecore.com) or send an e-mail to [ilaaham1@gmail.com](mailto: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 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



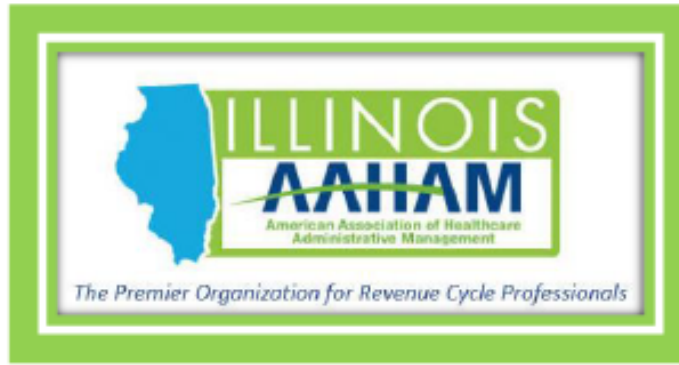
### **SILVER (\$750)**

- 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:** \_\_\_\_\_

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

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

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

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

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Moline, IL 61265

e-mail: [ilaaham1@gmail.com](mailto:ilaaham1@gmail.com)

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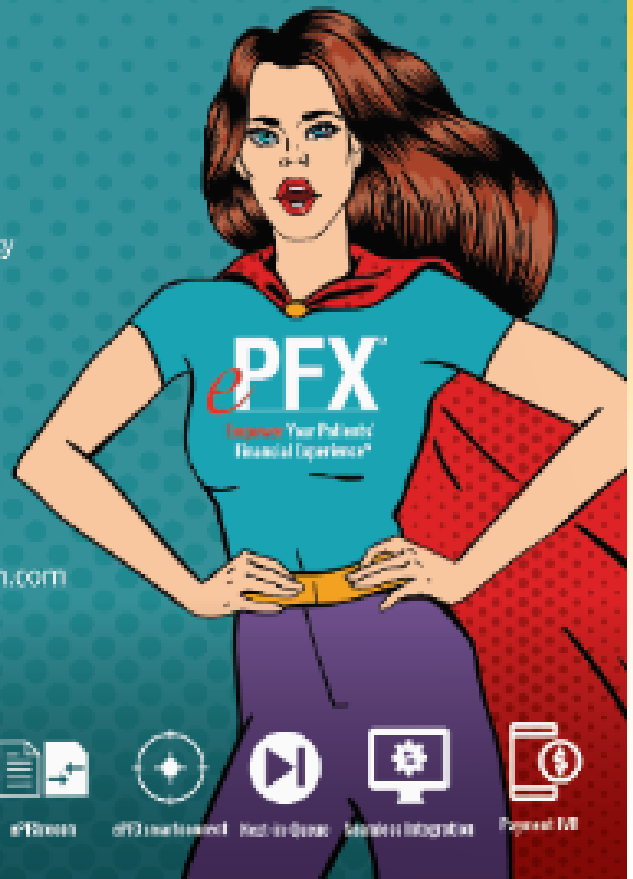
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# AUTOMATION

## Claims Management & Processing



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Eagle is a full service agency, concentrating on bad debt, primary placements. *Although most agencies have a plethora of services, we do one thing and we do one thing really well; collections.*

### Eagle Recovery Associates

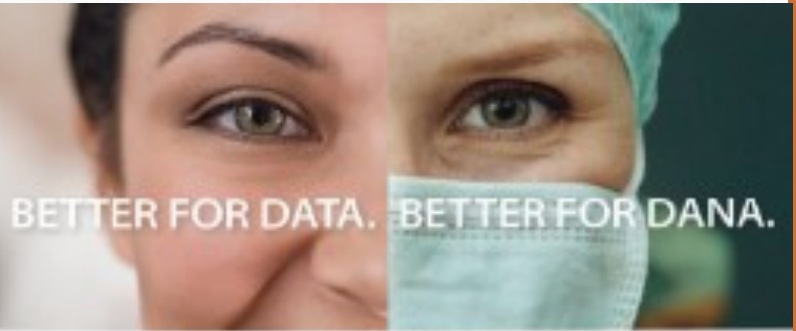
Reasons why we believe you should choose Eagle:

- ⇨ Eagle's healthcare client base equates to approximately 98% of our overall business mix. This high percentage clearly illustrates our long-term focus and dedication to Healthcare.
- ⇨ Eagle has a **proven** track record working all types of healthcare accounts...just ask any of our current partners about the job we do for them.
- ⇨ Our senior management team consists of individuals averaging more than 25 years experience in the industry. Wouldn't you prefer to place your trust in a company with proven experience?
- ⇨ Our Client Services Department has earned a "best in class" reputation over the years.

**Nancy Vollmer**  
V P of Sales

Eagle Recovery Assoc.  
2601 W Forrest Hill  
Peoria, IL 61604

Phone: 800-906-3210  
Fax: 309-272-1400  
[nvollmer@eaglerecovery.net](mailto:nvollmer@eaglerecovery.net)



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Better Outcomes For All.



# Treasurer's Report



American Association of HealthCare Administrative Management

IL CHAPTER - GENERAL FUND

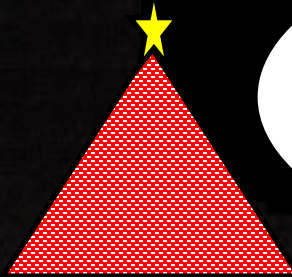
STATEMENT OF INCOME AND EXPENSES (CASH BASIS)

For the period of: 9/1/2021 to 9/30/2021

INCOME	Checking
CERTIFICATION EXAM REBATE FROM NATIONAL	135.00
FALL VIRTUAL MEETING REGISTRATIONS - CC	1,000.00
CHAPTER DUES PAYMENT	120.00
INTEREST	1.42
<b>TOTAL INCOME</b>	<b>1,256.42</b>
<b>EXPENSES</b>	
MERCHANT FEES	33.20
WORK-LIFE PLAYGROUND LLC - PAUL ARTALE FALL SPEAKER	1,500.00
ANI BOARD REGISTRATION FEES (Boyd/Bryant/Jesler/Short/Strook/Tonozzi/Weaver)	1,393.00
DUES TRANSFER TO SCHOLARSHIP (\$15X4)	60.00
CONSTANT CONTACT RENEWAL	737.64
DC - DELUXE ASI HOODIE SAMPLE REVISED	17.15
DC - DELUXE ASI HOODIE SAMPLES	49.70
<b>TOTAL EXPENSES</b>	<b>3,790.69</b>
<b>NET INCOME/LOSS</b>	<b>-2,534.27</b>
BANK BALANCE BEGINNING OF PERIOD:	\$57,586.61
BANK BALANCE END OF PERIOD	\$55,052.34
BANK BALANCE 2020	\$58,278.98



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Lordy, Lordy, look who's about to be 40! Happy 40th IL AAHAM!

The Lincoln Log magazine is published four times annually by the AAHAM Illinois Chapter to update the membership regarding chapter and national activities as well as to provide information useful to healthcare administrative professionals. Opinions expressed in articles or features are those of the author(s) and do not necessarily reflect the views of the AAHAM Illinois Chapter, the National AAHAM organization or the editor. Reproduction and/or use of the format or content of this publication without the expressed permission of the author(s) or the editor is prohibited. © Copyright 2007.

Wow, we that work in healthcare have had a crazy ride the past year and a half. It hasn't always been fun, there has been too many hours worked and not enough thanks. But we're still here, because of our patients. So if you haven't heard it recently - thank you! Thank you for still choosing to provide excellent care and support to your patients, your customers, your providers, your fellow colleagues.



IL AAHAM Lincoln Log Editor  
Leeann Ferris



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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.