

IL AAHAM 40th Annual State Institute

40 ANNIVERSARY
YEARS



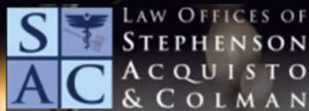
The Premier Organization for Revenue Cycle Professionals

December 2021

HOUSEKEEPING ITEMS

- ❖ All presentations will be loaded to the IL AAHAM website post meeting and a link will be sent to all attendees
- ❖ An attendee list will be sent to National for CEUs
- ❖ If you have any questions or need anything during today's conference, please submit your needs via the chat box

ASI Sponsors – We Thank You!!!



United Field



Soldier Field

Wrigley Field



The Premier Organization for Revenue Cycle Professionals



- ❖ Kenneth Dusold – SAC
- ❖ Oliver Mercado – SGC Consulting & Management
- ❖ Alicia Auman - AccuReg

**and anyone I may have missed...
Welcome First Time Attendees!**

ASI Snapshot

- ❖ Education December 2nd and 3rd
 - ❖ Day 1 Dec. 2nd
 - ❖ 12:15-1:15 Tyler Enslin – Remaining Positive in Times of Crisis
 - ❖ 1:15-1:30 – Corporate Partner Networking Breakout Sessions
 - ❖ 1:30-2:30 Provider Panel – Chris Bryant, Zac Heward, Alex Blumenshine, Christina Hertzberg, CJ Tonozzi and Kristin Goff moderated by Marcus Morrow
 - ❖ 2:30-2:45 BREAK
 - ❖ 2:45-3:00 – Corporate Partner Networking Breakout Sessions
 - ❖ 3:00-4:00 Robin Shabazz – Managing Unconscious Bias using Cultural Intelligence
 - ❖ 4:00-5:00 Anniversary Celebration – Outgoing/Incoming Board of Directors, Member Tribute, Early Bird Gift, Personality Color and Silent Auction Winners
 - ❖ Day 2 Dec. 3rd
 - ❖ 12:00-12:30 Rick Rogers – AAHAM Updates
 - ❖ 12:30-1:30 Nicole Querio – Engaging All of Your Revenue Cycle in Denial Prevention
 - ❖ 1:30-1:40 – Corporate Partner Networking Breakout Sessions
 - ❖ 1:45-2:45 Rich Lovich – Legislative Updates
 - ❖ 2:45-3:00 BREAK
 - ❖ 3:00-3:15 Corporate Partner Networking Breakout Sessions
 - ❖ 3:15-4:15 Cassie Yarbrough, Lance Kovacs – IHA Updates and Regulatory Updates
- ❖ Corporate Partner Breakout Rooms – You will be assigned a CP Breakout room, after 5 minutes attendees will be rotated to the next room. At the end of 15 minutes, the breakout sessions will close and you will return to the main room.

Silent Auction – Bidding opened on 11/28 and the auction will close at 3 Dec 2nd. All proceeds benefiting First Responders First. Silent Auction link can be found <https://airauctioneer.com/illinois-aaaham-asi-auction-2021>



Welcome Tyler Enslin

Remaining Positive in Times of Crisis



DESCRIPTION

Beginning in March of 2020 the word "crisis" took on new meaning for billions of people. For most a global pandemic meant unprecedented challenges in relation to their careers, personal life, finances, relationships, and even physical and mental health. These issues were magnified when restrictions that were expected to last for a few weeks lingered on for over a year. This highly interactive program has been specifically designed to help participants to navigate these unique challenges as well as to reflect on personal lessons learned from the experience. Thus the content has been customized to impact both career and personal aspects of life. Attendees will learn strategies that can help them to control stress levels, build habits to promote growth, and focus on opportunities. As the world collectively works towards a return to "normal," we know that even during relatively good times, stress, challenges, and crises are often a part of life. Therefore although this training is framed through the lens of a global pandemic, we have carefully designed the content to be applicable to virtually any crisis that participants may face in the future.

ABOUT TYLER

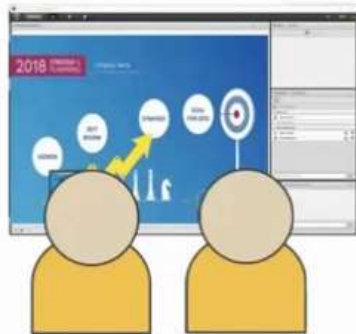
As a professional speaker since 2012, Tyler has had the privilege to present at over 1000 live events. A determined entrepreneur from day one, he started his first business at the age of 17. While growing a small business into a successful enterprise proved to be an exciting challenge, by 2011 he was ready for a new endeavor. Tyler sold his business and went to work as a salesperson for a national training company where he became immersed in the field of public speaking. Initially a source of fear and nervousness, Tyler ultimately grew to love both public speaking and the professional development industry. As a result he soon became the top sales person in the organization, and eventually went on to hold the positions of regional and national director. In January 2018, he returned to the world of business ownership and launched Tyler Enslin International where he focuses full time on providing engaging practical content to audiences around the world. Tyler has been privileged to speak for hundreds of different organizations and companies ranging from Fortune 500 to small local businesses. He has also been a Talent Management Consultant for Johns Hopkins University since 2016 where he enjoys teaching a regular schedule of workshops to help promote the growth and development of their employees. Tyler views each event as a unique opportunity to help his participants and therefore he has a reputation for being relatable, engaging, and delivering a high level of practical value.

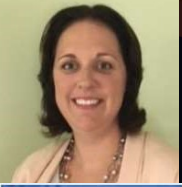


The Premier Organization for Revenue Cycle Professionals

Corporate Partner Networking

Breakout Rooms





Provider Panel

Moderated by Marcus Morrow, CRCP

Provider Panel Includes:

- Kristin Goff, CRCE, CRCP, Patient Access Director, OSF Healthcare System
- CJ Tonozzi, CCT, CRCS, Compliance Officer, OSF Healthcare System
- Kenny Koeraner, CRCE, Director Revenue Cycle, CGH Medical Center
- Christina Hertzberg, EMR Manager Rev. Cycle, Riverside Medical Center
- Zac Heward, PFS Manager, Rochelle Community Hospital
- Chris Bryant, CRCP, PFS Manager, Warner Hospital and Health Services



ABOUT MARCUS

Mr. Morrow serves as a litigation attorney in the Chicago office of SAC. He represents healthcare providers in arbitrations, mediations, and state and federal court proceedings against health plans, insurance companies and the government and is licensed in twelve states, including his home state of Illinois. While attending Loyola University Chicago Law School, Mr. Morrow was a Beazley Institute for Health Law and Policy Fellow and earned a Certificate in Health Law and Policy. Currently, he serves on the Board of Directors and advocates on behalf of the Alzheimer's Association's Illinois Chapter and is the ad-hoc legal counsel for AAHAM's Illinois Chapter and serves on the board of Directors for the Illinois Association of Healthcare Attorneys.



II AAHAM Provider Panel Questions

What question or questions do you have for the participants of our provider panel? Any topic you might like them to discuss? Please list below. Thanks!

How are you handling the epidemic of downcoding practices by payors.

Rural Health Center (RHC) Medicare Advantage billing Flu/Pneumonia vaccines. How do you bill for the Flu/Pneumonia to Medicare Advantages is it on a 1500 837P or UB 837I. We want to be paid the Medicare Fee Schedule so wondering how to bill the MA plans for this.

The No Surprises Act - Good Faith Estimates for scheduled Uninsured/Self Pay patients how is your hospital going to handle these estimates and meeting the notification timeframe.

COVID Testing - What do you do with payers not paying for the test at 100%. Some plans deny the entire test and state not a covered benefit, some pay a small portion and leave a balance for the patient. We are surprised that insurances are not paying at 100%. How do you handle these balances as we should not be billing the patients? How do you catch if patient has other services and COVID test that the COVID balance is not being billed to the patients?

The No Surprises Act - Notice Regarding Patient Protection Against Surprise Billing effective 1/1/22. Do you plan on documenting in your hospital system with a Y yes or N no that this notice was given? Will you have the patient sign off that they received this notice and scan into the system per visit?

"Have you found any effective/creative ways to handle the staffing shortage? Is the issue both clinical and non-clinical at your facility?"



II AAHAM Provider Panel Submitted Questions

What percentage of your staff remains unvaccinated? Is there repercussion for non-vaccinated staff?

We've seen a huge increase of ED patients leaving without seeing a provider this past year. The ED is experiencing longer and longer wait times. Patients are sent to the waiting room based on triage protocols and pulled to go to CT, US, or have Lab draws, returning to the waiting room for an available provider. The patients are seeing the results of tests through MyChart before they even get to an ED room. Many of these patients decide they do not want to wait any longer to be seen and leave to follow up with their PCP or specialist later.

- What (if anything) is billable to the patient and/or insurances when this happens?
- How are Coding concerns addressed, since many of the orders are placed without a DX attached?
- Is Against Medical Advice-Elopement (07) the appropriate discharge disposition?
- If billable, what is your experience with payers? Paying or denying these services?

The below suggests we should bill for the completed/resulted Diagnostic tests, but getting resistance from Coding. Article posted by the ACEP (American College of Emergency Physicians" Link: <https://www.acep.org/administration/reimbursement/ed-facility-level-coding-guidelines/>

"... in a 2012 Facility FAQ, CMS indicated that Hospital outpatient therapeutic services and supplies (including visits) must be furnished incident to a physician's service and under the order of a physician or other qualified practitioner. Services provided by a nurse in response to a standing order do not satisfy this requirement. Since diagnostic services do not need to meet the requirements for incident to services, they may be coded even if the patient were to leave without being seen by the physician."

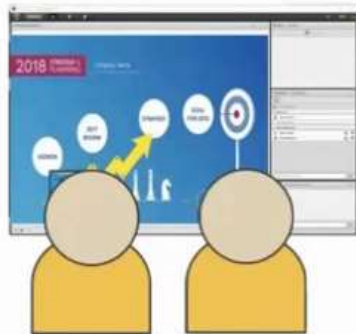


15 Minute BREAK!



Corporate Partner Networking

Breakout Rooms



Welcome Robin Shabazz, Esq.

Managing Unconscious Bias Using Cultural Intelligence



DESCRIPTION

The workplace has changed. Daily intercultural interactions is the new normal. Demographics, migration, virtual work teams and economic changes have altered the social context of work. Today's workers, across a broad range of accountability levels, job roles, organization size, and industry, in home markets and across borders, interact daily with individuals from backgrounds vastly different than their own. That reality requires a new workplace competency; the ability to manage multiple sources of cultural diversity at once. Cultural Intelligence (CQ) is the natural evolution from the now well-established notions of Intelligence Quotient (IQ) and Emotional Intelligence (EQ).

ABOUT ROBIN

Robin is a licensed attorney and mediator in the State of Ohio, whose career has spanned over 30 years with proven results in cultural transformation, diversity and inclusion, human resource management, and employee relations. As a certified Unconscious Bias and Cultural Intelligence facilitator, Robin capitalizes on her diverse background to bring both a pragmatic and risk mitigation approach to her work. Her clients range from state government agencies to nonprofits and global Fortune 50 companies.

HAPPY 40TH
BIRTHDAY

IL AAHAM

2020-2021 Board of Directors

OFFICERS

- ❖ **President – Vanessa Haydon**
- ❖ **First Vice-President – Julie Van Pelt**
- ❖ **Second Vice-President- Meaghan Coward**
- ❖ **Treasurer- C.J. Tonozzi**
- ❖ **Secretary – Chris Bryant**

AD-HOC

- ❖ **General Counsel – Marcus Morrow**
- ❖ **Marketing Director– Leeann Ferris**

Directors

- ❖ **Nicolas Barthel**
- ❖ **Kayla Boyd**
- ❖ **Jeremy Jester**
- ❖ **Cheri Lockhart**
- ❖ **Tera Roesch**
- ❖ **Rick Rogers**
- ❖ **Paula Short**
- ❖ **Jill Stroot**
- ❖ **Megan Weaver**

December 2021

2022-2023 Board of Directors

OFFICERS

- ❖ President – Vanessa Haydon
- ❖ First Vice-President – Meaghan Coward
- ❖ Second Vice-President- C.J. Tonozzi
- ❖ Treasurer- Jill Stroot
- ❖ Secretary – Chris Bryant

AD-HOC

- ❖ General Counsel – Marcus Morrow

Directors

- ❖ Nicolas Barthel
- ❖ Kayla Boyd
- ❖ Jeremy Jester
- ❖ Cheri Lockhart
- ❖ Christina Hertzberg
- ❖ Leeann Ferris
- ❖ Rick Rogers
- ❖ Paula Short
- ❖ Julie Van Pelt
- ❖ Megan Weaver

Welcome Back Home John Currier as Chairman of the Board!

December 2021

16



The Premier Organization for Revenue Cycle Professionals

THANK YOU

We want to take a moment to pay special tribute to those that were there at the beginning and have been with us for over 20 years. We want to honor you and your contributions and say thank you. For without you, we wouldn't be where we are today.

OG's

17

ORIGINAL IL AAHAM MEMBERS

- BOB ANDERSON
- BETTY MARSCANG
- DORIS DICKEY
- KAY SENSAC
- STEVEN DENNIS
- JOHN CURRIER
- CAROL HOEHN
- RANDY BOUNDS
- KENNY KOERNER
- MARY FARMER
- RON SNYDER

- LUKE GRUBER
- DANIEL HOBBS
- ALAN STAYDL
- CHRIS BRYANT
- JEANNETTE KNEEBONE
- VERONICA MODRICKER
- DAWN CLARK
- JOANNE SCHNABEL
- DANIELLE MILLER
- BILL CARLSON
- ELIZABETH BAPTIST

BETTY MARSCHANG



Sharing a favorite AAHAM memory:

"In the 80's with our struggles to increase membership and work together, we were a family and bless all of you, that never changed! We even had one weekend "retreat" where we all took our families to become better acquainted. While the kids played in the pool and game room, officers/board members were talking about meetings as that was so special to us. What an awesome time we had. An association is what you and I make it. "

CRCE

02/07/1981

DORIS DICKEY



On why everyone in the Revenue Cycle should join AAHAM...

The benefits of membership and attending educational meetings will benefit your career beyond measurement...

There were several times in my career when I attended meetings using vacation benefits and personal family expenses. I never regretted it. I also worked long hours before going to meetings or the days following. I knew my career success was dependent on AAHAM.

CRCE

01/09/1985

20



KAY SENESAC



On her favorite thing about being part of the IL AAHAM family...

“The networking and lifelong friendships are at the top of the list. Knowing I can call on anyone at anytime and they will help me with what I am researching. Additionally, the education we receive at our meetings and the fun times. It is a truly funny group of people, and we always need laughter.”

CRCE

05/01/1991

STEVEN DENNIS



On why everyone in Revenue Cycle should join IL AAHAM...

"I think everyone in Revenue Cycle should be involved in AAHAM is because you will find out "you are not alone". There are others who have experienced the problems you are having or have had. It's the shared experience that helps to build confidence. "

CRCE & CRCS

03/01/1992

JOHN CURRIER



On his funniest IL AAHAM memories...

“There was a time at Jumer’s when we got in trouble for playing the lobby piano and singing (at a very late hour) or when we paid the bartender to stay open after closing hours or seeing one of our members “over served” and totally out of character....(ask me who). Maybe after a few cocktails, the stories would continue to flow !!”

CRCE

11/5/1992

23

RANDALL BOUNDS



On how IL AAHAM has impacted the trajectory of his career into Revenue Cycle Leadership...

“It propelled me into the industry in the 1990's and elevated my knowledge of the field while allowing me to branch outside of the field.”

CRCE

01/01/1995

24

KENNY KOERNER



MBA & CRCE

On how IL AAHAM has impacted the trajectory of your career within Revenue Cycle Leadership...

“The Illinois AAHAM chapter and the leaders, who I have had the honor of working with and calling friends from over the years, really challenged me to become a more rounded and aware revenue cycle professional, which made me a better employee at my hospital, a better co-worker with my peers, and a better manager for my staff...If I had to pick one thing that helped me most in my career development, I would choose Illinois AAHAM.”

01/01/1997

MARY FARMER



**On remembering the funniest IL
AAHAM story...**

**“The year that everyone
received a surprise gift at ASI –
a VCR. Really cool at the time.
LOL.”**

CRCE & CRIP

12/10/1997

ELIZABETH BAPTIST



CRCE & CHFP

On remembering the funniest
AAHAM story...

“This is a tough one. I think it
may be the time Doris Dickey
was telling her penguin joke.”

12/11/1997

CHRIS BRYANT



On how IL AAHAM has impacted the trajectory of her career...

“IL AAHAM has been a great resource over the years. The networking with others and learning the tricks that work and what doesn’t. The education opportunities was the #1 reasons I joined IL AAHAM (AGPAM).”

CRCP

12/29/1997

VERONICA MODRICKER



On her funniest IL AAHAM
memory...

“Doris Dickey’s Penguin
Joke...She has to tell you!!! I
made her tell it at least every
meeting. “

02/03/1998

DAWN CLARK



On her favorite thing about being part of the IL AAHAM family...

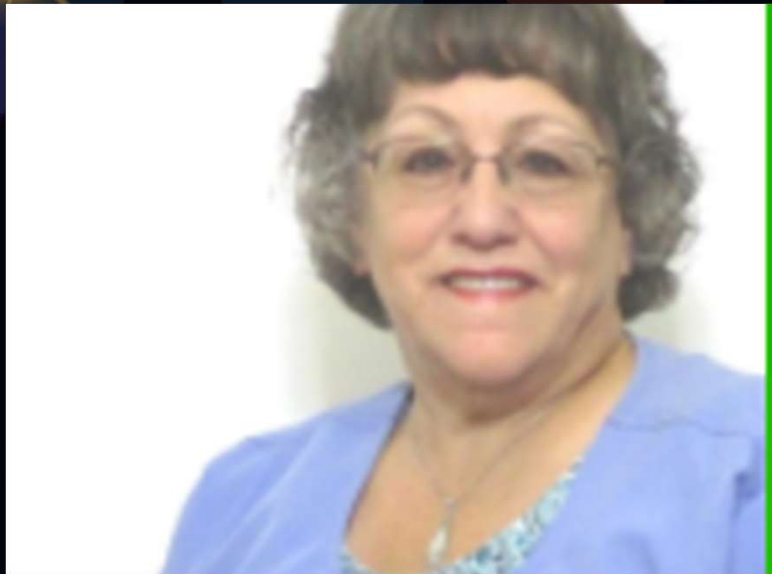
“The support that is provided by the individuals in the organization when I have questions or when I am doing research.”

CRCE

01/04/1999

30

JOANNE SCHNABEL



On why everyone in the Revenue Cycle should join IL AAHAM...

“Illinois AAHAM will support you and lift you up! Illinois AAHAM has a way of always fulfilling what a member needs. All you have to do is be open minded and ask! Someone is always there to respond or put you in touch with the right resources.”

CRCE

09/28/1999



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BILL CARLSON



On why everyone withing the Revenue Cycle should join IL AAHAM...

“Membership in Illinois AAHAM as well as the National AAHAM organization is the absolutely the best source for revenue cycle education and career advancement.”

CRCE

03/16/2001

IL AAHAM FAMILY TREE



December 2021



The Premier Organization for Revenue Cycle Professionals

IL AAHAM Awards

Charles Garvin Achievement Award

In 2001, the Charles Garvin Achievement Award was established to honor members of our chapter who have made significant contributions to the success of our chapter.

Past recipients of this prestigious award are: Bob Anderson, Betty Marschang, Bill Carlson, John Currier, Doris Dickey, Steve Dennis, Richard Wyrwal, Cheri Lockhart, Trace Manning, Veronica Modricker and Nancy Vollmer, Chris Bryant and Kenny Koerner, Julie VanPelt, Josh Johnson, Vanessa Haydon & Ron Snyder.



IL AAHAM Awards

IL AAHAM Lifetime Membership Award Past Recipients

- ❖ Bob Anderson
- ❖ Bill Carlson
- ❖ Betty Marschang
- ❖ Doris Dickey
- ❖ John Currier

This award recognizes the commitment to IL AAHAM in the following areas:

- ❖ Professionally Certified
- ❖ Past President or longtime Board service
- ❖ Continuous active service to the Illinois AAHAM Chapter for a minimum of 2 years post Presidency or Board service
- ❖ Recipient of the Charles Garvin Achievement Award
- ❖ Minimum of 10 years of National/Illinois Chapter AAHAM Membership



Congratulations! Time to Open Early Bird Gifts!



Personality Color???

Learn More About Yourself in 10 Minutes with 25 Questions.

 [Color Personality Test: What Color Are You? \(365tests.com\)](https://www.365tests.com)

RED

YELLOW

BLUE

WHITE

Your result



RED (leader/promoter)



You have a RED (leader/promoter) personality. You are very practical and enjoy work which is structured and logical. You do not like to involve your emotions, and don't like other people to show their emotions to you. You believe in punctuality and efficiency, and you are a natural leader. You do not like situations where people are asked to show initiative; you like to be in control and have others follow your lead. This can sometimes make you unpopular, and you should make sure you do not rub too many people up the wrong way, but given the right task you can be highly effective.

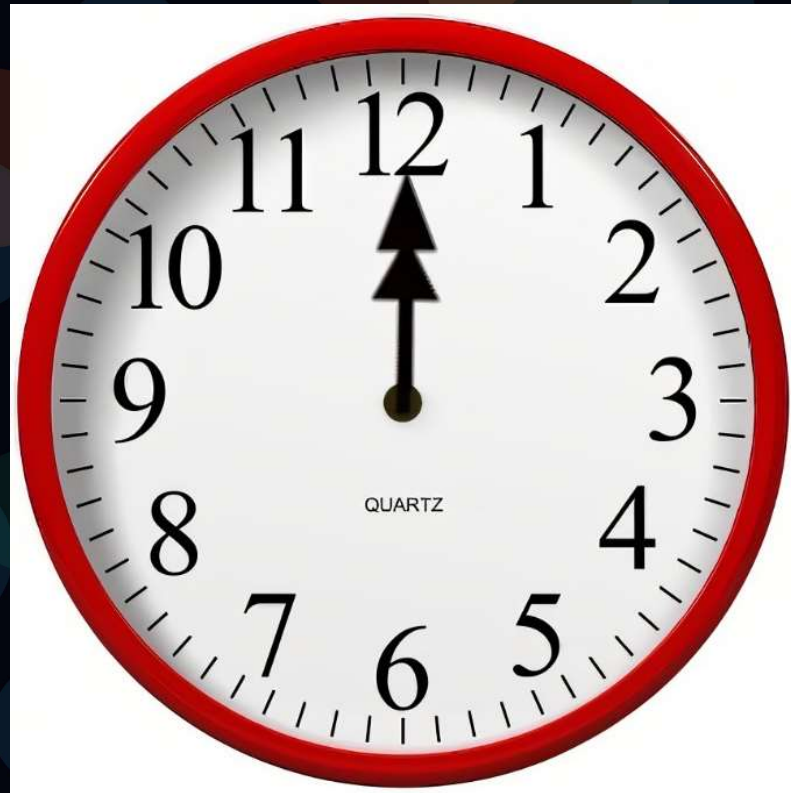


The Premier Organization for Revenue Cycle Professionals

Silent Auction WINNERS!!!!



ASI - Day 2 Reminder





ASI - Day 2

Welcome Rick Rogers, CRCE National Secretary, AAHAM Updates



ABOUT RICK

A graduate of Marquette University, Rick has been in the healthcare industry since 1986; working in clinical medicine, healthcare IT and the healthcare revenue cycle. He is the Vice President of Strategic Services for Magnet Solutions; a Nebraska based national Accounts Receivable Management firm.

Rick was introduced to AAHAM in 1999 and since then he has been active in the WI, IL, NE and MN Chapters. He has served on the Minnesota Gopher AAHAM Board all the way through President and Chair of the Board. Rick holds the CRCE certification and currently serves as the AAHAM National Secretary through the end of the year and he is a current member of the Illinois AAHAM Board. As National Secretary, he oversees the Practices and Standards Committee at the national level. Rick enjoys legislative advocacy on behalf of providers at the state and national levels and is an enthusiastic representative of AAHAM where ever his travels take him.

Rick and his wife, Mary, are the proud parents of 10 children and soon to be 11 grandchildren. You don't even want to know what the noise level is in their home at Christmas time.

Welcome Nicole Querio

Engaging All of Your Revenue Cycle in Denial Prevention



DESCRIPTION

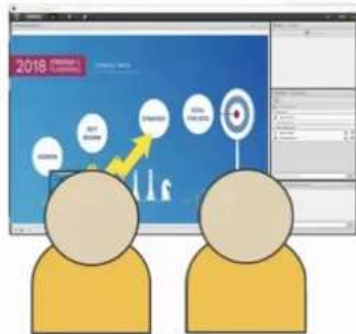
There are many departments involved in a hospital's revenue cycle. Why do we always lay the responsibility of denial prevention at the feet of the hospital business office? In this presentation, Nicole Querio will give an overview of the revenue cycle and show how every department involved has an important role to prevent denials. Using a color-coded UB form, Nicole will demonstrate the impact each functional area of the revenue cycle can have on improving a hospital's first pass payment rate.

ABOUT NICOLE

Nicole Querio is Director of Customer Experience at efficientC. Nicole joined the efficientC team in 2020 from Sauk Prairie Healthcare where she was Revenue Cycle Director. Nicole has over 15 years of experience managing the revenue cycle, in both clinic and hospital settings. Nicole is a graduate of UW-Green Bay holding a degree in Psychology and Human Development. In 2014, she achieved the Certified Revenue Cycle Executive certification through AAHAM, and also completed coursework through the Sauk County Institute of Leadership. She is currently enrolled at Lakeland University pursuing her MBA. Nicole is passionate about the revenue cycle, continuous improvement, and data analytics working directly with efficientC customers to help them get 95% of their claims paid in 20 days or less.

Corporate Partner Networking

Breakout Rooms



Welcome Richard Lovich, Esq.

Legislative Updates



ABOUT RICH

Mr. Lovich is Managing Partner at Stephenson, Acquistio & Colman, the premier healthcare reimbursement litigation firm in the country. He is admitted to practice before the United States Supreme Court, the Ninth Circuit Court of Appeals; and all federal and state courts in California. Mr. Lovich has 37 years of litigation and trial experience including serving as chief trial counsel and managing attorney for the Los Angeles law offices of American International Group (AIG) and The Hartford.

Since 1995, he has held a "Preeminent A-V Rating", by Martindale-Hubbell, reflecting the highest possible peer ratings in legal ability and ethical conduct; and has been named a "Southern California Super Lawyer" since 2011.

In 2016, he was named one of the Nation's Top One Percent of Attorneys as selected by the National Association of Distinguished Counsel.

Mr. Lovich proudly serves as National Legal Counsel to the American Association of Healthcare Administrative Management (AAHAM). In that capacity, in 2016, he testified before the United States Senate Commerce Committee on needed changes to the Telephone Consumer Protection Act (TCPA) and the difficulties presented by that law to the healthcare industry. In 2020 he was selected by Federal Communications Commission Chairman Pai to serve on the FCC Advisory Board to create best practices for voice service providers to protect hospitals from illegal robocalls.

He has lectured nationally on many revenue cycle topics at large health systems and top university academic medical centers including Stanford University Health, UCLA Health, University of California Irvine Health, University of California San Francisco Health; the Regents of the University of California, Providence-St. Joseph Health, Trinity Health, and Dignity Health. Mr Lovich is married with 5 daughters and three grandchildren. He considers among his career highlights representing Madonna and living to tell about it. He also continues to hold out a never ending expectation to play center field for the Dodgers.

15 Minute BREAK!



Corporate Partner Networking

Breakout Rooms



Welcome Cassie Yarbrough and Lance Kovacs

IHA Legislative and Regulatory Updates



DESCRIPTION

This presentation will cover significant issues that have impacted the hospital community at the federal, state, and local level over the past year including COVID-19 response, Provider Relief Fund, No Surprises Act, Hospital Price Transparency, a state public option, health equity, maternal health, and other key hospital regulatory changes

ABOUT CASSIE

Cassie Yarbrough, Senior Director, Medicare Policy has been with the Illinois Health and Hospital Association (IHA) for two years. Cassie is responsible for analyzing and communicating federal healthcare policies, including Medicare payment rules, and how they impact hospitals and health systems across Illinois. Prior to joining IHA, Cassie worked for the American Dental Association (ADA), where her work focused on access to and utilization of dental services under private payers and Medicaid, with recent research focused on the economic and societal impact of expanding dental coverage to traditional Medicare.

ABOUT LANCE

Lance Kovacs, Director of Health Policy and Regulatory serves as the Illinois Health and Hospital Association's lead on key regulatory issues impacting hospitals. He covers a wide array of policy issues including: Certificate of Need, the Hospital Licensing Act, Perinatal and Maternal levels of Care, supplier diversity, health care professional licensure, and as the hospital community's lead responding to public option proposals. Lance has been at IHA for over 5 years and has nearly 15 years of experience in regulatory and government relations roles for various medical professional associations and the State of Illinois.

Thank You

We appreciate the opportunity to provide you with revenue cycle excellence for 40 years.



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