

THE LINCOLN LOG



American Association of Healthcare Administrative Management Illinois Newsletter

Fall

2019

You Might Be In the Insurance Industry If...

1. You have sat in the same desk for 4 years and worked for 3 different companies.
2. You get really excited about a 2% pay rise.
3. It's dark on your drive to and from work.
4. Fun is when issues are assigned to someone else.
5. Communication is something your "group" is having problems with.
6. Free food left over from meetings is your main staple.
7. All real work is done prior 9:00 AM and after 5:00 PM.
8. You're already late on the assignment you just received.
9. Dilbert is your favorite cartoon.
10. More than 10% of the people in your company do not know what you do.
11. Vacation is something you rollover to next year or a check you get every January.
12. You read this entire list and understand it.

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



President's Message

AAHAM Friends!

Greetings AAHAM colleagues and friends. It is bittersweet for me to think that this is one of the last President's Messages that I will write. I have enjoyed my time as your IL AAHAM President more than you could possibly know and I am grateful for the opportunity that has been afforded to me to serve you. The dates are set for December 4-6, 2019 in East Peoria at the Holiday Inn and Suites Conference Center. I am becoming very reflective as we start to plan this year's ASI, as it will be my last ASI as your President. I have had the pleasure of serving two terms and I am honored that you have had faith in me to lead our Chapter. I am very excited to look at the future leadership of our Chapter as I step into the role of Chairman of the Board. I am confident that the future leaders of our organization will continue to lead IL AAHAM with a strong and motivated passion!



Joshua Johnson
CRCS-I/P, CRCP-I, CRCE-I
IL Chapter President

I recently traveled to Ocean City, Maryland, where I was invited to speak at the Maryland AAHAM ASI. They invited me to attend their annual meeting and present to their membership on Customer Service and Leadership. It was a fantastic meeting! I am honored to represent IL AAHAM across the Nation and share with other chapters the great things that IL AAHAM is doing. The networking that AAHAM provides is priceless.

Hopefully you all follow Illinois AAHAM on social media and have been sharing the National AAHAM and IL AAHAM posts and information as we officially declared September as National Healthcare Month! There are so many issues that are so critical to all of us on the table right now and the National AAHAM Government Relations Committee is working diligently to raise awareness and lift AAHAM's voice in Washington, D.C. on Capitol Hill, with the very leaders who can influence and make change. Our voice is being heard and the things we are doing matter.

As I mentioned, our IL AAHAM ASI dates are December 4-6...SAVE-THE-DATE! This year we will celebrate ASI with top notch speakers and education, our annual charity auction, the swearing-in of the new 20-21 Board of Directors, our Annual John D. Currier Banquet, networking and a fun, new theme of "IL AAHAM White Out ASI Party!" This year we will be hosting Glow-Bingo after our banquet and encourage everyone to wear white and glow as we play Glow-Bingo under the glowing lights, listen to music and enjoy a new, fun activity!! This is not your grandma's bingo! We are finalizing the agenda now and will open the registration and Corporate Partner vendor hall registration in the next two weeks! Stay tuned for all the details. Hope you can make it!

Yours in AAHAM,
Josh



Calendar of Events



Annual State Institute 2019

Save the Date!

December 4-6, 2019

Holiday Inn and Suites

Conference Center, East Peoria, IL

Join us for a "White-Out ASI Party!"

Featuring:



Not Your Grandma's Bingo!

*Full Agenda and Meeting Registration
coming SOON!*



Upcoming Webinars



IL AAHAM Webinar: October 23, 2019 11am-Noon CST

A More Granular Approach to Revenue Cycle: Digging Deeper into Specialty Reimbursement Niches

Landmark reform, an uncertain economy, the evolution of the health-care consumer, and a record number of consolidations are causing great bottom line challenges for hospital leaders. A more granular approach to identifying additional sources of revenue is now critical for success. Tightly managing all aspects of the revenue cycle, including specialty reimbursement categories, is no longer a luxury. This presentation delves into the science of specialty reimbursement with a particular emphasis on Motor Vehicle Accidents and Workers' Compensation.

Presented by Revecore
Michael Ford, J.D.
Chief Development Officer

A co-founder of Medical Reimbursements of America (A Revecore Company), Michael Ford is a healthcare attorney with a deep understanding of the relevant legal, operational and compliance challenges related to complex accident claims. He is a senior leader who works with Revecore's business development team and partners to drive organic growth across the United States. Along with the entire Revecore legal team, Mr. Ford offers counsel and insight related to the legislation that impacts healthcare providers. Prior to joining the company, Mr. Ford clerked with the Honorable Judge Thomas A. Higgins in the U.S. District Court for the Middle District of Tennessee. Mr. Ford is actively involved with the American Bar Association's Health Law Section, AHLA, AAHAM and the HFMA. He is a licensed attorney and member of the Tennessee Bar Association.

REGISTER NOW



Upcoming Webinars

Topic: Driving Loyalty and Exponential Volume for Your Organization

When: WEDNESDAY, October 16, 2019 1:30 PM - 3:00 PM EDT
Speaker(s): Laura Aylward, Vice President of Marketing and Strategy at CarePayment

Registrations must be received on or before October 9, 2019. You will receive your confirmation and handouts via email by October 14, 2019.

AAHAM CEU's Earned: 3

With enrollment in high deductible health plans on the rise, patient payments now make up a larger share of hospital revenue. As collecting patient payments has become more important for hospitals' fiscal health, traditional means of collection fall short of meeting modern patients' consumer experience expectations. During our presentation, we will show how CarePayment client Day Kimball drove exponential collection increases by using a trusted patient financing program.

[Registration Form and Details](#)

[Member Registration](#)

National AAHAM

Topic: You've Done Your Risk Analysis, Now What?

When: WEDNESDAY, November 6, 2019 1:30 PM - 3:00 PM EDT
Speaker(s): Sarah Badahman, CEO and Founder of HIPAAtrek

Registrations must be received on or before October 30, 2019. You will receive your confirmation and handouts via email by November 4, 2019.

AAHAM CEU's Earned: 3

The purpose of conducting your risk analysis is to identify risks, threats, and vulnerabilities, and also to mitigate and manage them. The risk analysis is the first step in your risk management process. Risk management is the ongoing process that comes after the risk analysis. Most consultants and outside firms leave after the risk analysis and you are stuck managing the risks. In this webinar, attendees will learn best practices and useful tips for risk management post risk analysis.

[Registration Form and Details](#)

[Member Registration](#)

National AAHAM

Topic: Empower Self-Pay Patients with More Choices to Reduce Bad Debt

When: WEDNESDAY, January 29, 2020 1:30 PM - 3:00 PM EDT
Speaker(s): Olivia Currin-Britt, Director, Revenue Cycle Solutions at nThrive

Registrations must be received on or before January 22, 2020. You will receive your confirmation and handouts via email by January 27, 2020.

AAHAM CEU's Earned: 3

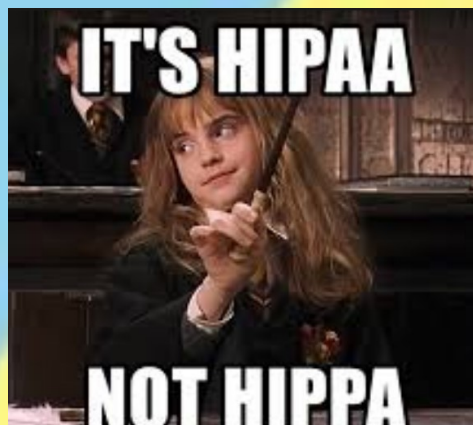
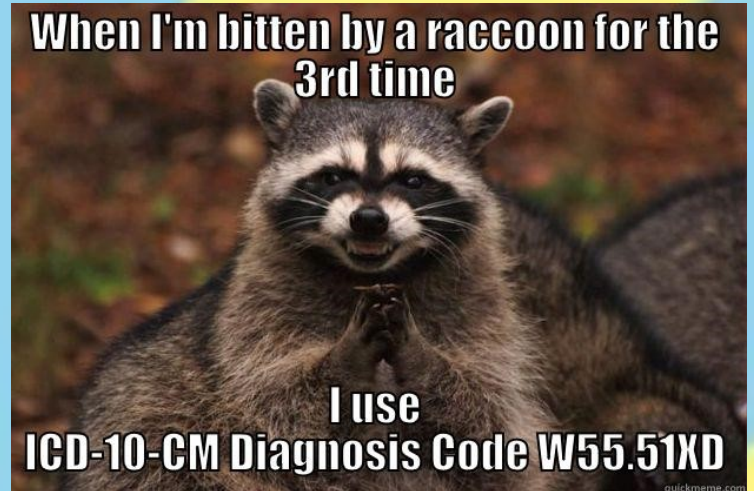
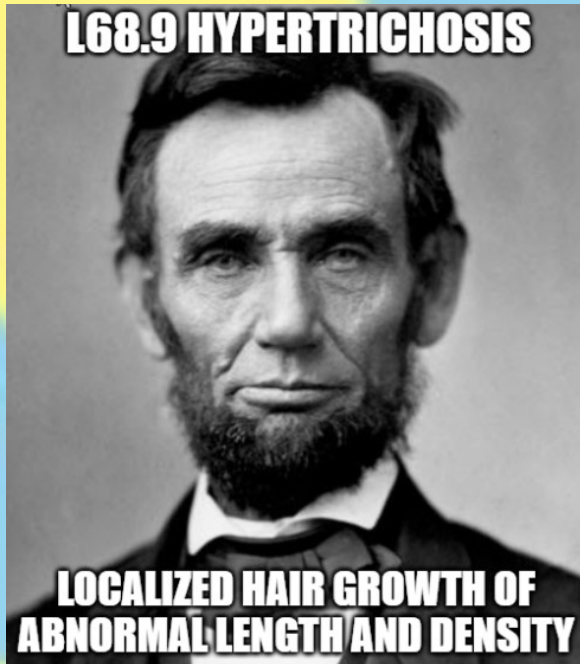
In today's healthcare environment, improving the patient journey is critical, especially when an estimated 30% of hospital revenue is dependent on patient payments. High deductible health plans (HDHPs) require patients to bear a greater portion of their healthcare costs. This makes patients to feel overwhelmed by incoming medical bills causing Accounts Receivable days tend to increase, leading to bad debt. Although a health care organization's bad debt to net patient revenue should be under three percent, most hospitals are trending much higher due to increasing patient liability. This reflects the staggering 42.9 million Americans who are estimated to have a health care bill in collections today.

[Registration Form and Details](#)

[Member Registration](#)

National AAHAM

AAHAMemes





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Legislative Day

The 2020 Legislative Day will be held April 20-21, 2020 at the

Hyatt Regency Washington on Capitol Hill.

Represent your facility, your state and your industry at the one political event that directly impacts you, your facility and your bottom-line; AAHAM Legislative Day. Our strong grassroots program creates new opportunities for our industry but we need your continued support! We need you to make the trip to Washington to make a difference in our industry, attendance is limited, so register to attend today. It is all about strength in numbers. The more AAHAM members participate in this effort, the stronger the voice AAHAM will have. Remember, if you don't speak up someone else will.

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

- Lobby at the grassroots level
- Receive insider briefings from experts on issues critical to the industry
- Meet face-to-face with your members of the Senate & House
- Network with decision-makers and your colleagues
- Make your voices heard
- Make a difference at the only industry event of its kind
- Earn 8 AAHAM CEUs

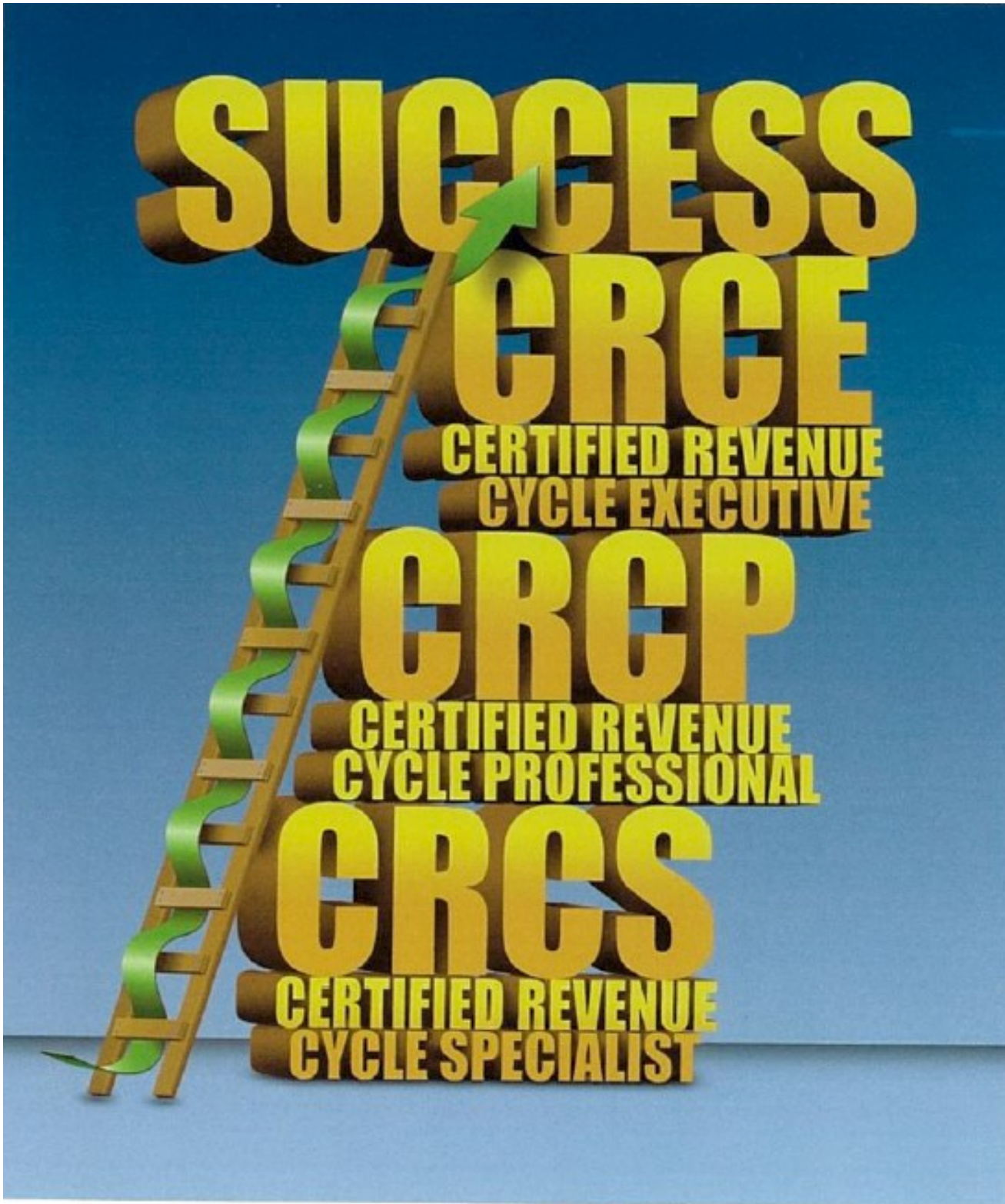
AAHAM’s annual Legislative Day, brings you face-to-face with the decision-makers in Washington who determine the outcome of our industry’s top legislative priorities.

400 New Jersey Ave., NW

Washington, DC 20001

For reservations call: 1-888-421-1442





AAHAM's Certifications are your ladder to success!



AAHAM Certification

2019 Certification Study Webinars: AAHAM presents free study webinar series for all AAHAM certifications

Whether you are planning on taking any of the AAHAM Certification examinations, preparing for the future, or need the education to do your job better, you want to sign up for the webinar program. Statistically, those who've participated in our webinars have a higher pass rate than those who did not.

The CRCE, CRCP, and CRIP webinars will be multiple sessions covering each section of the exam. The CRCS and CCT will be a single session webinars covering the entire exam. These 90 minute study sessions require a computer, high speed Internet, PowerPoint and a telephone line. The webinar includes a 60 minute presentation, a 30 minute Q&A period, and handout provided via email.

Please note, all of the webinar times will be 1-3:30 p.m. EST.

Registrations must be received the week before each session.

Earn 3 AAHAM CEUs for each study session attended

Please note that you will receive your confirmation and handouts via email the **Monday before each webinar**. The registration is for one line and one computer. The webinar format permits an unlimited amount of people to listen in from one phone. Correspondence and handouts will only be sent to the registrant.

The full webinar schedule can be found on the online and downloadable registration forms.

[Online Registration Form](#)

[Download the Interactive Registration Form \(PDF Format\)](#)

Printable CRCS and CCT Certificates

AAHAM is pleased to announce starting with the July exams, that everyone who passes the CRCS or CCT exam can download their printable certificate immediately after the exam though the Questionmark testing platform.

Contact us at certification@aaaham.org with any questions regarding your certificate.





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- Achieve Maximum ROI
- Presumptive Charity Scoring
- Profitability Predictor
- Workflow Optimization

Timothy J. Moore
Chief Executive Officer
603.918.0875



800.638.1005 | www.marcamassociates.com

Job Postings

Do you need to post an opening with your company?

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

For more information email contactus@illinoisaham.com.





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August Meeting



[See More >>](#)



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

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

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American Collectors Association
American Association of Healthcare
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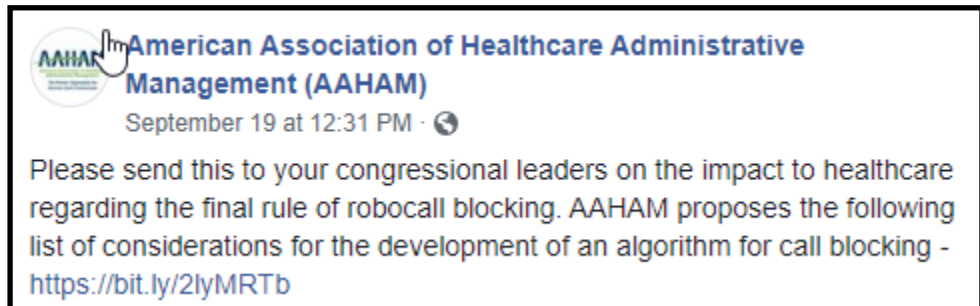
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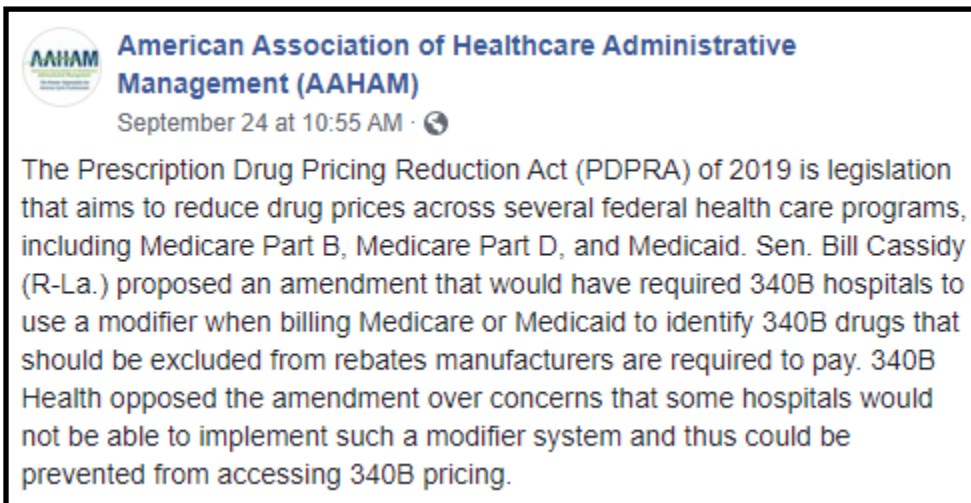
National Healthcare Month

September was National Healthcare Month. #nationalhealthcaremonth #patientsfirst #aaham were the 3 hashtags used to share posts to IL AAHAM Facebook and Twitter. Here are a couple of the posts.



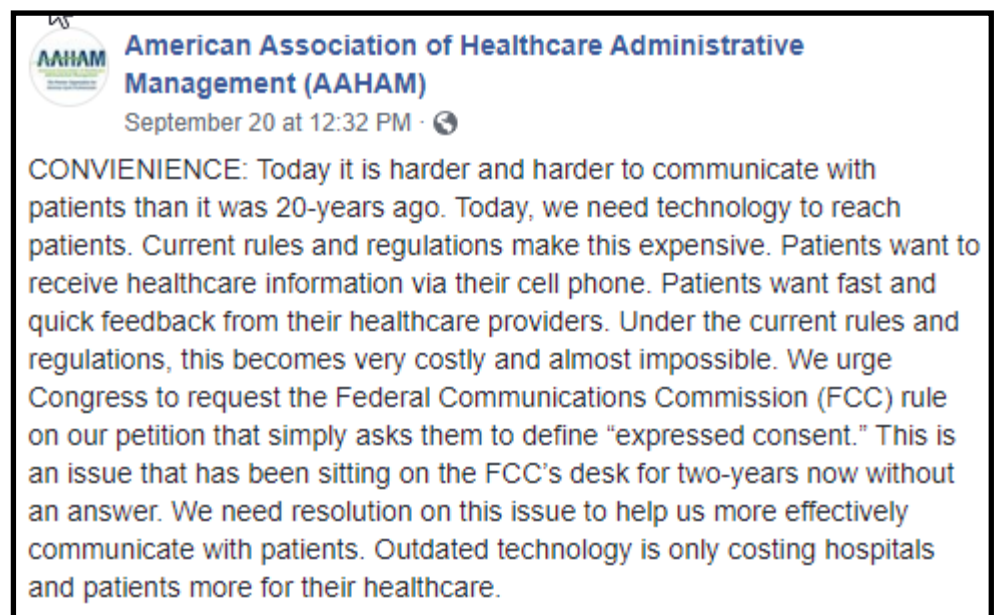
American Association of Healthcare Administrative Management (AAHAM)
September 19 at 12:31 PM · 🌐

Please send this to your congressional leaders on the impact to healthcare regarding the final rule of robocall blocking. AAHAM proposes the following list of considerations for the development of an algorithm for call blocking - <https://bit.ly/2lyMRTb>



American Association of Healthcare Administrative Management (AAHAM)
September 24 at 10:55 AM · 🌐

The Prescription Drug Pricing Reduction Act (PDPRA) of 2019 is legislation that aims to reduce drug prices across several federal health care programs, including Medicare Part B, Medicare Part D, and Medicaid. Sen. Bill Cassidy (R-La.) proposed an amendment that would have required 340B hospitals to use a modifier when billing Medicare or Medicaid to identify 340B drugs that should be excluded from rebates manufacturers are required to pay. 340B Health opposed the amendment over concerns that some hospitals would not be able to implement such a modifier system and thus could be prevented from accessing 340B pricing.



American Association of Healthcare Administrative Management (AAHAM)
September 20 at 12:32 PM · 🌐

CONVIENIENCE: Today it is harder and harder to communicate with patients than it was 20-years ago. Today, we need technology to reach patients. Current rules and regulations make this expensive. Patients want to receive healthcare information via their cell phone. Patients want fast and quick feedback from their healthcare providers. Under the current rules and regulations, this becomes very costly and almost impossible. We urge Congress to request the Federal Communications Commission (FCC) rule on our petition that simply asks them to define "expressed consent." This is an issue that has been sitting on the FCC's desk for two-years now without an answer. We need resolution on this issue to help us more effectively communicate with patients. Outdated technology is only costing hospitals and patients more for their healthcare.





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jrichmond@mngdcare.com

www.managedcarepartners.net

Benefits of AAHAM Membership



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

What do I get for my \$229 yearly National and Illinois AAHAM Membership Fee?

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

INVEST IN YOURSELF AND YOUR STAFF – Attend the Illinois AAHAM meetings, the national AAHAM ANI and 2 Illinois AAHAM webinars throughout the year, and your \$229 National and Illinois AAHAM membership fee saves you over \$200 in meeting fees throughout the year!





Please Return to:
 AAHAM Membership Department
 11240 Waples Mill Road, Suite 200
 Fairfax, VA 22030
 Fax: 703.359.7562
 Email: info@aaham.org

2019 National Membership Application

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

Membership Categories and Rates

* Local chapter dues may vary

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

FULL TIME STUDENT MEMBERSHIP - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings. 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 between July 1st and August 31st, the dues are \$35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are \$65 for the rest of the current year and all of the following year. **To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application.** Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

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.





Local Chapters

AAHAM has over 30 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your national membership.

Name of Chapter	Geographic Location	Chapter Dues
Nebraska Aksarben #01	Nebraska	\$0.00
Florida Sunshine #03	Florida	\$40.00
Carolina #04	North & South Carolina	\$30.00
Washington Evergreen #05	Washington State, West of the Mountains	\$35.00
Minnesota Gopher #06	Minnesota	\$40.00
Iowa Hawkeye #07	Iowa	\$0.00
Missouri Hawthorn #08	Missouri	\$45.00
Illinois #09	Illinois	\$30.00
Washington Inland Empire #10	Washington State, East of the Mountains	\$25.00
Pennsylvania Keystone #11	Central Pennsylvania	\$25.00
Maryland #13	Maryland	\$30.00
Utah Mountain West #14	Utah	\$30.00
New Jersey #16	New Jersey	\$40.00
Ohio Western Reserve #18	Ohio	\$0.00
Northeast PA #19	North East Pennsylvania	\$30.00
Colorado Rocky Mountain #21	Colorado	\$20.00
Maine Pine Tree #22	Maine	\$25.00
North/South Dakota Rushmore #23	North & South Dakota	\$0.00
Western Region #26	Arizona and California	\$0.00
Virginia #27	Virginia	\$30.00
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00
Georgia #33	Georgia	\$30.00
Connecticut #34	Connecticut	\$35.00
Pennsylvania Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00
Texas Bluebonnet #40	Texas	\$50.00
Indiana #42	Indiana	\$25.00
Wisconsin #44	Wisconsin	\$25.00
Chennai #49	Chennai, India	\$0.00
Tennessee Music City #53	Tennessee	\$35.00
Vermont & New Hampshire Twin States #56	Vermont & New Hampshire	\$25.00
Massachusetts #57	Massachusetts	\$85.00

Please Check the Appropriate Codes in Each Category Below

Years in Healthcare:

0-5 6-10 11-20 21-25 25+

Certification:

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

Employer Type:

Billing
 Collection Agency
 Consulting
 Law Firm
 Outsourcing
 Provider
 Software/IT
 Vendor/Corporate Partner
 Other (please list)

Position:

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

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

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AAHAM Scholarships



The Premier Organization for Revenue Cycle Professionals

Illinois AAHAM's Scholarship Program

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

Who's Eligible:

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

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

This year we received eight applications; one member and the rest were children/grandchildren of Illinois AAHAM members. All applicants had excellent submissions. The committee awarded all eight applicants, mentioned below, with an IL AAHAM Scholarship. Congratulations to them all!

Gehrig Koerner: Son of Kenny Koerner, National AAHAM Treasurer

Laura Soleta: Member

Kayla McCreary: Granddaughter of Becky Wurmnest, Member

Hailey James: Daughter of Nikki Harper, Member

Delanie Dykes: Daughter of Michelle Gilbert-Dykes, Member

Courtney Welgat: Granddaughter of John Currier, National AAHAM President

Hailey Johnson: Daughter of Josh Johnson, IL AAHAM President

Madilyn Gutierrez: Daughter of Lori Gutierrez, Member





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

68% - The percentage of AccuReg clients who perform at NAHAM's Better or Best benchmark.

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

\$655K - The average up-front collections across a sampling of clients in Alabama in March 2018.

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Preparing for Value-Based Healthcare

How Hospitals Should Rethink Their Revenue Cycle to Prepare for Value-based Care, Patient Experience

Marcy Marquis, CRCP-P
maxRTE Client Services Manager

Healthcare revenue cycle executives are drowning in operational issues, increasingly demanding consumer expectations, new care and reimbursement models, and declining margins. Revenue cycle directors say they need technology from their EHR, which is tied to their billing system, to modernize their revenue cycle and wring every cent out of its revenue.

Fill the gap caused by missing analytics and metrics

Revenue cycle directors want to improve clinical workflow, manage and improve operations, and understand their performance. But according to "Healthcare Finance," Chuck Alsdurf, director of Healthcare Finance Policy for the Healthcare Financial Management, said they don't have access to advanced metrics and analytics for monitoring and managing revenue cycle performance in the EHR. Instead, they must look to tools outside of the EHR.

"There's a dichotomy between the new technology applied to revenue cycle," says Alsdurf, "and they're still using the fax machine."

Make it easy for patients

Beyond adopting technology absent in their EHR, revenue cycle performance is challenged by the fallout from higher deductibles consumers are choosing to keep their health insurance costs affordable. As a result, it's more difficult to collect larger balances. According to Michael Rawdan, senior director of the revenue cycle department at St. Luke's in Idaho, patient obligations have increased 29.4 percent since 2015.

Of the three revenue cycle components—registration on the front-end, coding in mid-cycle, and back-end billing—there's been greater emphasis on the front-end to get payments up-front or for a digital solution to set up periodic payments. It stands to reason.

The front end greatly influences the rest of the cycle. When patients know and understand what services their insurance will cover and what their owed balance will be, they can buy into an automated payment plan. Furthermore, when the hospital has the technology capable of discovering insurance that the patient wasn't aware they had, patients often owe smaller balances. This method of insurance discovery also accelerates insurance payments by helping prevent misfires in claim submissions.

In addition, patients expect to pay their bills and manage their accounts online through their smartphones and computers. This evolution is making it imperative that hospitals and physician offices make it easy to register by tablet, pay electronically, and get payment in advance for elective procedures.

Revenue cycle departments need to offer automatic enrollment in payment plans and financial counseling for patients who don't know that they qualify for government programs, Alsdurf said.

Other hurdles facing revenue cycle directors include a significant increase in claim denials, from government to commercial plans, Alsdurf said, denials are due to reasons surrounding medical necessity and the technical process. As a result, says Alsdurf, "What's happening is there is more discussion on improving the processes on the front-end and reducing unnecessary denials and collaborating with the health plans on ways to reduce these issues, because it costs both sides money."

The solution lies in finding software vendors who can assist revenue cycle managers in limiting collection costs associated with self-pay receivables and get paid sooner. This will positively impact a healthcare organization's bottom line, and reduce the amount of time individuals in the office have to manually work on a patient account.

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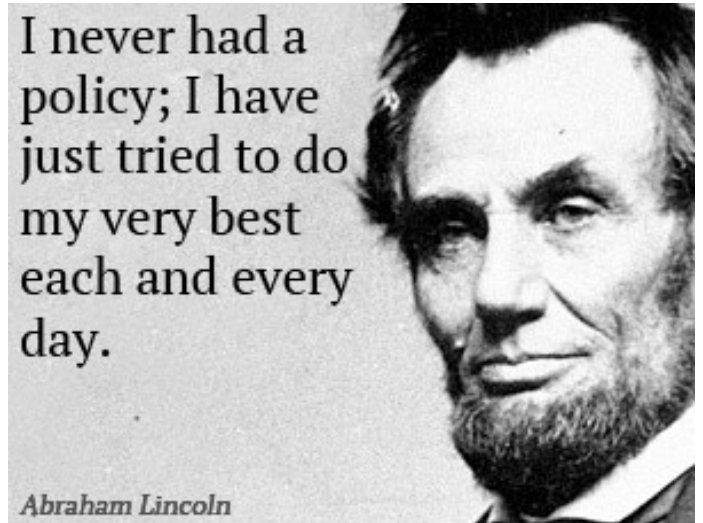
This is my last Lincoln Log as editor. It has been a fun ride. I hope you have found it informative and entertaining.

I want to thank Josh Johnson for having the faith in me to give me the freedom to be creative and take some risks.

Thank you to all the board members who have provided the great content to share.

Thank you to our vendor partners that have stepped up and also provided great content to share with our membership.

Thank you for all the wonderful feedback you have provided over the direction I have taken the Lincoln Log.



#MoreJohnCurrier

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