



The President's Message

Happy Holidays and Happy New Year to all Virginia AAHAM members and friends!

As we wrap up 2016, I want to say thank you to all my friends at Virginia AAHAM for another successful year. I am so grateful for how our board and its committees, comes together regularly throughout the year to continue our path and mission of providing quality educational programs and networking events for our members and friends in the healthcare community. This year we have enjoyed continued growth in all areas, and have accomplished much to be proud of.

- Our Certification Program continues to provide quality training sessions, proxies all over the state that are present while members take their exams. That program also helped one member receive the highest score in the nation on the CRCE exam in 2016. Nice work!
- Our Education Programs have put on three quality conferences this year that have all received high scores on evaluations from members and guests for the topics and speaker's chosen.
- The Membership Committee continues to grow our membership through activism and communication.
- The Website and Communications Committee have drastically improved our website and put us out on Facebook and LinkedIn so that we may continue to connect with our members all throughout the year, and not just at our events.
- Corporate Partners has stayed strong, having a successful fundraising year with our vendor partners, and is setting up to have an even better 2017.
- The Publications Committee has provided 4 excellent newsletters that are packed with interesting articles and other information to enjoy.
- And during it all, our Finance Committee and Treasurer manage the chapter's finances to ensure that we are staying on track and keep us balanced.

Because of these, and so many other things that happen to keep our chapter great, I am so very grateful.

We have just concluded our 34th year as a chapter, and we will be celebrating in style our 35th anniversary at the Kingsmill Resort in Williamsburg, December 2017. Please keep an eye out for communication from the chapter on more details. We want to see everyone there to help us celebrate this momentous occasion.

In the meantime, I hope to see many of you at our Spring Regional meeting which will be held in Charlottesville in March. Keep your eye out for the agenda and meeting registration that will be coming out very soon.

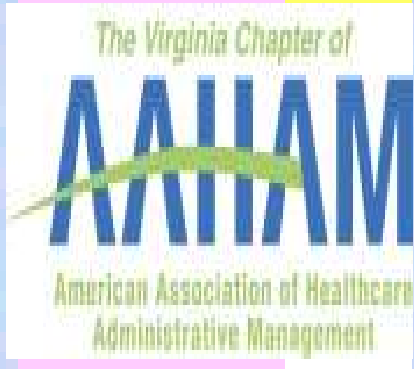
Happy Holidays to each and every one of you. I wish you a safe, happy and healthy 2017!

David

David Nicholas, CRCE-I
President, Virginia Chapter of AAHAM

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Annual Meeting Updates...*Continued on next page*

**Annual Meeting of the
Members
December 8, 2016**

Last Year's Minutes

Amy Beech as the Secretary of the Virginia Chapter of AAHAM presents last year's minutes for your review and approval. (pages 14-28)

President's Report

We have had an eventful and successful 2016. During this year the chapter held four meetings of the members; they were the Spring Regional, Fall Regional and Annual meeting and conference. All meetings were well attended and provided valuable education and networking opportunities for members and attendees.

The board of directors met monthly by teleconference to keep each other fully apprised of all committee activities, education planning, financial operations and other important topics of chapter business. The Chapter President or our Proxy also attended National AAHAM board meetings in Washington, DC and Las Vegas, NV (2) in order to receive information from and provide feedback to the national organization.

Virginia AAHAM was once again awarded 1st Place for Chapter Excellence in the President's Division, for 2016. Additionally, VA AAHAM received an Official Proclamation from National AAHAM for continuing our 200 Member level during this year. I am very proud of all the board members for their hard work to keep Virginia AAHAM one of the best chapters in the nation. Another significant award that was given this year was a perfect 100% for our Chapter Operations Report submitted to national. This grade acknowledges the strength of the operations of the chapter and its leadership.

Respectfully submitted,

David Nicholas, CRCE-I

President

Membership Committee Report

The Virginia Chapter of AAHAM Membership Committee was a busy and successful one during 2016. The committee assumed responsibility for populating the new website blog announcements and in addition, pushed those notifications to our new VA AAHAM Facebook page. Special thanks go out to Saurabh Sharma for creating our Facebook page and getting us started in the world of social media!

In 2016, we also realized growth within our chapter at the national level and exceeded prior year statistics. Current State membership is at 19 and National membership totals 210 members.

Linda McLaughlin and Michael Whorley offered to assist the committee by meeting with organizations who do not currently have VA AAHAM Members on their teams. The committee developed a welcome letter which was included in a logo folder along with a membership application and brochure.

Annual Meeting Updates...*Continued on next page*

I would like to thank this year's committee members:

Saurabh Sharma, Glenn Kurtz and Brittany Taylor, as well as Linda McLaughlin and Michael Whorley! This chapter is very fortunate to have you promoting its benefits to members and non-members alike.

We look forward to increased memberships in 2017 and welcome your suggestions for improved service to our chapter.

Respectfully submitted,

Linda M. Patry, CRCE-I

1st Vice President

Education Committee Report

Chairpersons: Dushantha Chelliah

Committee Members; Alyson West, Marcia Parrish, (resigned in Sep 16) Pamela Cornell

The Virginia Chapter of AAHAM is dedicated to providing education and industry updates to our membership. The committee remained active, arranging productive, inspirational and educational conferences this year. The chapter held 3 of these regional meetings which are listed below.

Meetings Held in 2016:

April 08, 2016

Charlottesville, Virginia

You,Your Story. Make An Impact.

The Power of Story to Connect, Influence, and Get Results

Kelly Swanson, Motivational Speaker, Comedian, Author

Common Denominator Communication

Catherine (Kate) Clark, CPC, CRCE-I, Education Chair for National AAHAM, Owner of Mosaic Healthcare Strategies, LLC

12 Lessons Learned from the Introduction of Our "Pre-Arrival Unit"

Brett McMillan, Epic Phase II Revenue Cycle Director, UVA Health System

Connecting the Dots: A Roadmap to Prevent Medical Necessity Denials

Marge Gray, PMP, MT (ASCP), Business Solutions Consultant, Craneware, Anna Barnes, AAPC,CEMC, Coding Consultant, Craneware

Capturing the Lost Dollar: Finding Solutions for Uncompensated Care, Jeff Farmer, Sr. Solutions Consultant, Transunion Healthcare, John West-er, Senior Vice President, Transunion Healthcare, Legislative Updates, Jay Andrews - VHHA

Sep 23, 2016

Warrenton, Va

Creative Leadership: Building a Culture of Innovation

Jonathan Fanning, Motivational Speaker, Author of Who are you BECOM-ING?

Medicare Advantage vs. Medicare Plans – What Should Hospitals be Telling the Patients? Sally Mank, Health Insurance Counselor, Jefferson Area Board for Aging

Aligning Case Management with Revenue Cycle Business Office, Steven Ellinger, Director PFS and Joy Galberth, Manager Revenue Outcomes, Inova Health System The Value of Creating Partnerships - Stop Hiring and Managing Vendors. Start Finding Partners Who Can Create Solutions. The Mental Game We Play on Ourselves.

Annual Meeting Updates...*Continued on next page*

Bill Hopkinson, IFCCE, CPBE, Treasurer, Board of Directors, ACA International

Mastering Your Memory, Tyler Enslin, National Director of Direct Development Training

December 07-09, 2016

Annual Meeting, Williamsburg, Virginia

Taking the Cuss Out of Customer Service™ - Service Excellence for Healthcare Professionals, John Cook, Chief Client Officer, Professional Recovery Consultants

Legislative Updates, Jay Andrews, Vice President of Financial Policy, Virginia Hospital & Healthcare Association

Navigating CMS Medical Necessity Guidance, Catrena Smith, President, Access Quality Coding and Consulting, LLC

Do it Well. Make it Fun. Ron Culberson, Speaker, Author, Humorist

Front-End Initiatives to Increase "Flow" Maxine Wilson, NAHAM Ambassador

Consumers, Patients, and Healthcare: Why Are We So Stupid? Bill Vaughan, Virginia State Health Insurance Counseling and Assistance Program

Patient Financial Services Panel, Al Payne, Director of Patient Accounting, Sentara - Moderator, Brent McGhee, Administrator PFS, UVA Health System, Joseph Koons, Managing Director of Revenue Cycle, Centra Health Sam Crosby, Associate Vice President, Virginia Hospital Center

Rod Walker, Director PFS, VCU Health System

"It's Not You, It's Me!" - Making Healthcare All About The Patient Cindy Durrea, Chief Marketing Officer, Experian Health

When Did the Front-End Get All the Cool Tools? Are they prepared? Christian Borchert, Regional Vice President of Sales, Salucro Healthcare Solution

Respectfully reported,

Dushantha Chelliah

2nd Vice-President

Treasurer's Report

Treasurer: Linda Conner

Took over Treasurer duties from Dushantha Chelliah mid-February 2016.

Successful completion of the 2015 Income Tax Filing and Independent Audit of the 2015 Financials.

Paid all expenses and made all deposits to the chapter bank accounts in a timely fashion each month.

Reconciled bank accounts each month.

Provided chapter financial reports to the Board on a monthly basis at Board meetings.

Coordinated registration and payment activities for Charlottesville, Warrenton and Williamsburg meetings in 2016.

Provided financial data to other board members as needed throughout the year regarding budget, cash and volume to insure the chapter's financials were sound and expenses were managed responsibly.

Annual Meeting Updates...*Continued on next page***AAHAM Virginia Chapter****11/07/16 Balance Sheet****Cash Basis as of November 07, 2016**

ASSETS

Current Assets Checking/Savings

Wachovia Checking (Wells Fargo)	55,799.68
Wachovia Savings	<u>1,028.77</u>
Total Checking/Savings	56,828.45
Total Current Assets	<u>56,828.45</u>
TOTAL ASSETS	56,828.45

LIABILITIES & EQUITY

Equity	
Opening Balance Equity	29,617.56
Retained Earnings	36,564.34
Net Income	<u>-9,353.45</u>
Total Equity	<u>56,828.45</u>
TOTAL LIABILITIES & EQUITY	56,828.45

*Respectfully submitted,**Linda Conner, CRCE-I**Treasurer*

Annual Meeting Updates...

Continued on next page

Publications Committee ReportChairperson:

Amy Beech, CRCE-I

Members:

Sara Quick-CRCS-I, P

During 2016, the committee's accomplishments were:

Published four newsletters- one per quarter

The committee is always open to new ideas and suggestions for articles.

*Respectfully reported,**Amy Beech, CRCE-I**Secretary***Scholarship Committee Report**Chairperson:

Amy Beech, CRCE-I

Members:

Sara Quick-CRCS-I, P

Mary Walker-CRCS-I, P

Jessica Marshall-CRCS-I, P

In 2016, the Virginia Chapter awarded a \$1000.00 scholarship to Cecilie Elliott, daughter of VA AAHAM member Stephanie Elliott.

The committee is currently accepting applications for the 2017 scholarship award.

*Respectfully reported,**Amy Beech, CRCE-I**Secretary*

Annual Meeting Updates...

Continued on next page

Corporate Partners Committee**Chair: Dale Brumbach**

Total Corporate Sponsor for 2016

9 Corporate renewals

4 new Corporate Sponsors

2016 Total Corporate Sponsors were 13 for a total of 14,800

VA AAHAM CORPORATE SPONSORS 2016					
Company	Level	Contact First N	Contact Last Name	Email	Price
RMC, Inc	Silver	sharon	Weaver	sharon.weaver@rmccollects.com	\$ 1,000.00
CDC Inc & VCS Inc	Silver	Donna	Nead	dnead@maxprofit.com	\$ 1,000.00
University of Virginia Medical Center	Platinum	Dushanta		DCSP@hsmall.mcc.virginia.edu	\$ 1,500.00
Credit Control Corporation	Platinum	Terry	Fuller	ulrika@credcontrol.com	\$ 1,500.00
Nhi Billing	Platinum	Jeff	Fadler	Jeff.Fadler@nhibilling.com	\$ 2,000.00
Parrish Shaw	Platinum	Julie	Shaw	julie@parrishshaw.com	\$ 1,200.00
Penn Credit	Gold	Dale	Brumbach	dale.brumbach@penncredit.com	\$ 1,200.00
The Focused Group	Bronze	Mike	Boyle	m.boyle@focusedgroup.net	\$ 600.00
Kiwi Tek	Silver	Bruce	Rogers	BRogers@kiwi-tek.com	\$ 1,000.00
Cleverley and Associates	Silver	Saurabh	Sharma	ssharma@cleverleyassociates.com	\$ 1,000.00
CCS Companies	Silver	Michael	Good	MGood@ccsusa.com	\$ 1,000.00
TransUnion	Gold	Peter	Thomas	pthomas@transunion.com	\$ 1,200.00
MDS	Bronze	Alyson	West	awest@meddatsys.com	\$ 600.00
					\$ 14,800.00

VA AAHAM Meeting sponsorship					
Company	Level	Contact First N	Contact Last Name	Email	Meetings
					Spring 2016
Bolder Health Care Solutions	Meeting Sponsor	Deanna	Norvelle	Deanna.Norvell@bolderhealthcare.com	\$ 500.00
Credit Control	Meeting Sponsor	Rika	Gripp	ulrika@credcontrol.com	\$ 500.00
NHI	Meeting Sponsor	Jeff	Fadler	Jeff.Fadler@nhibilling.com	\$ 2,000.00
VCU	Meeting Sponsor	Dushanta		DCSP@hsmall.mcc.virginia.edu	\$ 1,500.00
Kiwi Tek	Meeting Sponsor	bruce	Rogers	BRogers@kiwi-tek.com	\$ 1,000.00
RMC	Meeting Sponsor	sharon	Weaver	sharon.weaver@rmccollects.com	\$ 1,000.00
Total Sponsorships				Total for Meeting	\$ 6,500.00
					Fall 2016
VCS Inc	door Prizes	Donna	Nead	dnead@maxprofitsys.com	\$ 350.00
Change Health Care	break sponsor	Karen	Ford	KFord@changehealthcare.com	\$ 250.00
MedClaims	break sponsor	Richard	Olmstead	rolmstead@medclaimsint.com	\$ 250.00
Mercury Accounts Recv	breakfast	David	Nicholas	david@mercuryars.com	\$ 250.00
Credit Control	lunch sponsor	Terry	Fuller	Terry@credcontrol.com	\$ 500.00
Kiwi-Tek	lunch sponsor	Bruce	Rogers	BRogers@kiwi-tek.com	\$ 500.00
				Total for Meeting	\$ 2,100.00

Winter 2016					
Nationwide Credit	Breakfast Thursday				\$ 250.00
HealthRise	Lunch Sponsor				\$ 1,000.00
Penn Credit	Break Sponsor Thursday	Dale	Brumbach		\$ 250.00
Mercury Accts Recv	Breakfast Friday	David	Nicholas		\$ 250.00
CCS	Break Sponsor Friday				\$ 250.00
UCI	Break Sponsor Thursday				\$ 250.00
CCC	Entertainment Thurs	Terry	Fuller		\$ 500.00
				Total for Meeting	\$ 2,750.00

Grand Total - Annual and Meeting**\$ 26,150.00**

Finance Chairman Committee ReportCommittee Members:

Brenda Chambers, CRCE-I, CRCE-P - Chair

Deanna Almond, CPCE-I

Debbie Zorn, CPC, CRS, CRCS-I

Tracey Shifflett, CRCE-I

Michael Whorley, CRCE-I

Dushantha Chelliah

In 2016, the finance committee once again updated the financial dashboard of income and expenses that have occurred from 2006 to present. At a quick glance, the board is able to determine over the years which meetings have been profitable, sponsorship comparisons by year, membership, as well as, certification stats. This tool helps the board in determining where future events are to be held and where to cut expenses.

Also, in 2016, the existing financial procedures were reviewed and revised. The establishment of new procedures was added. All written procedures were reviewed and approved by the Board.

The chapter's Bylaws and Regulations were reviewed, revised and updated. It now contains additional information to ensure that the Chapter is running appropriately.

The 2017 proposed budget for the organization was also done. This was proposed based on last year's budget plus the current profit and loss statement of the organization as of October 31, 2016. It will be shared with the VA State AAHAM members at the annual business meeting for final approval.

Respectfully Submitted,

Brenda Chambers, CRCE-I, CRCE-P, CRIP, CRCR, FHFMA

VA State AAHAM Finance Chairman

Annual Meeting Updates...*Continued on next page*

2017 Virginia Chapter of AAHAM Budget Summary

Income (Cash Receipts)	
Community Service Donations	700.00
Interest Income	0.00
Membership Dues	4,500.00
Technical Exam Fees	1,500.00
Registration Fees	15,500.00
Vendor Booth	1,000.00
Sponsorship	15,750.00
Total Income	38,950.00
Expense (Cash Disbursements)	
ANI Registration	0.00
Audit Fees	2,200.00
Awards	800.00
Bank Charges	0.00
Bond Insurance	280.00
Community Service Donations	485.00
Constant Contact	380.00
Door Prizes	0.00
Entertainment	500.00
Meeting Facility Charges	12,457.00
Membership Dues	0.00
Member Gifts	0.00
Pay Pal Fees	390.00
Postage	130.00
Printing	1,170.00
Refund Examination Fees	50.00
Registration fees - Leg Day	350.00
Scholarships	1,000.00
Speakers	8,000.00
Study Manuals	0.00
Supplies	695.00
Teleconference	525.00
Travel - Hotel	5,500.00
Travel - Meals	650.00
Travel - Transportation	1,850.00
Web Hosting	1,178.00
Web Quickbooks	360.00
Total Expense	38,950.00
Net Income	0.00

Annual Meeting Updates...*Continued on next page***CHAPTER EXCELLENCE COMMITTEE**

Chairman: Leanna Marshall, CRCE-I

Members:

Brenda Chambers, CRCE-I

Chris Fisher, CRCE-I

David Nicholas, CRCE-I

The Virginia Chapter each year completes an application for the Chapter of Excellence Award that National presents each year to recognize the Chapter that excelled in pursuing the goals of the American Association of Healthcare Administrative Management. Excellence is defined as outstanding, innovative and balanced performance in programs and activities in support of AAHAM's mission, education programs, professional development, membership development and chapter activities. Our chapter competed in the Presidential Division which represents the chapter with 181-299 National Members.

Virginia AAHAM's mission is to be the premier professional chapter within the National AAHAM Organization that provides qualified member service and leadership in the areas of education, communication, representation, professional standards and certification.

Our Chapter took first place in winning this prestige award. A big thank you goes out to all the members for your participation in our chapter

Respectfully Submitted,***Leanna Marshall CRCE-I******Chapter Excellence Chair*****Certification Committee Report**

Chairman: Leanna Marshall, CRCE-I

Proctors:

Rod Walker, CRCEI

Deanna Almond, CRCEI

Melinda Campbell, CRCEI

Chris Fisher, CRCS,CRCEI

Sharon Hobbs. CRCS

Maria Ramsey, CRCEI

Al Payne, CRCEI

Laura Gardner, CRCEI

Kimberly Fritz

Delicia Cmaure

Amanda Sturgeon, CRCEI

Linda McLaughlin, CRCEI

Louanne McClure ,CRCEI

Karen Griffin, CRCE-I/P

David Nicholas, CRCE-I

Tracy Shifflett, CRCEI

Kim Legrys

Dana Mims

Keith St.John

First I would like to thank the people who held study sessions and the proctors who proctored the exams and gave of their time to make the certification program a success. Study sessions were held this past year for both technical and professional exams. There were a total 96 hours of organized coaching sessions held this past year. We had a total of 159 testers for the technical exam from Nov.15-August 2016; 11 who took the CRCP-I/CRCP-P; 3 who took the CRIP and 1 who took the CRCE-I exams.

Annual Meeting Updates...*Continued on next page*

As of Oct. 30, 2016 the Virginia Chapter had 45 CRCE-I/P; 12 CRCP I/P; 4 CRIP and 289 CRCS-I/P-CCT. The Virginia Chapter ranked 3rd nationally for the professional CRCE certification and 4th for the technical certification. Congratulations to all who became certified in 2016.

Members who have won the National award for the highest score on the CPAM/CRCE exam are Shirley Clatterbaugh (1992), Mary Diaz (2007), Kathleen Creef (2008), Teresa Taylor (2009), Eva Currier (2010), Chris Fisher (2012), Lauren Strong (2013) and Chris Spady (2016).

Respectfully Submitted,

Leanna Marshall CRCE-I Certification Chair

Honorary Board Member Report**CHAPTER FINANCE COMMITTEE:**

CHAPTER FINANCIAL POLICIES UPDATE

Participated in the update process of Chapter Financial Policies. The extensive update strengthened the financial reporting and controls for the Chapter to reflect current practices.

COMMUNICATIONS COMMITTEE:

WEBSITE, FILE STORAGE AND FILE SHARING:

The Chapter website, cloud storage and file sharing was migrated to a single source hosting environment. Within the new secure environment the Chapter can develop easy to use and up to date communication capabilities for file sharing, collaboration, and website hosting. The single source hosting environment makes it possible to handle secure documents, spreadsheets, presentations, photos and videos of Chapter events all available through the Chapter website.

The updated website has a secure "Members Only" section accessible through member password registration. The Members Only section contains information available to individuals who are members of the Virginia Chapter of AAHAM. Members can access presentations from past conferences, the Membership Handbook, Legislative and Payor updates, job postings. Additional information available includes access to the Woodrow Samuel Scholarship Application, Board Member position descriptions, and the most recent approved budget.

Annual Meeting Updates...

USE OF SOCIAL MEDIA:

The Chapter implemented a Facebook page for communicating information more quickly than updating the website while encouraging Chapter Member participation and feedback. Communications Committee members, Linda Patry and Saurabh Sharma, established the procedure to have website blog entries immediately post to the Chapter Facebook page.

Twitter and LinkedIn can be implemented in the future

The use of Constant Contact has been expanded to all Board Members for communication to the Chapter membership. The Constant Contact application consolidates communications to Chapter Members using consistent and reliable email methods. Members are informed of upcoming events and conferences, the most recent Chapter Newsletters, and the application is used for member feedback through opinion surveys and polls.

***Respectfully Submitted,
Michael Whorley, CRCE-I
Honorary Board Member***



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How to Identify Who Sent Your Healthcare EFT Payment*Continued on next page*

Healthcare providers interested in cost savings and other benefits are converting to electronic payments at a steady clip. In 2014, the ACH Network moved more than 149 million healthcare Electronic Funds Transfers (EFTs), transferring about \$876.6 billion in claim payments from health plans to providers. During the same period, it is estimated that the healthcare industry saved approximately \$295 million by using the healthcare EFT standard and Electronic Remittance Advice (ERA).

But what if a provider has received an EFT payment with no corresponding ERA and doesn't recognize the sending organization? How is the sender determined? Unfortunately when a provider does not receive the associated ERA and cannot recognize the originator of the transaction, the provider must follow-up with the bank and the health plan—often with numerous phone calls.

Populating the Company Name Field of the CCD+Addenda

For the healthcare EFT standard CCD+Addenda, the *NACHA Operating Rules* require that “the Company Name field must contain the name of the Health Plan originating the CCD, or, where an organization is self-insured, the name of the organization's third-party administrator that is recognized by the Healthcare Provider and to which the Health Care Provider submits its claim.”

Using the name of the clearinghouse or vendor instead of the health plan or third-party administrator does not comply with the requirements of the *NACHA Operating Rules*. If the originator of the healthcare EFT standard transactions is not populating the company name field in accordance with the *NACHA Operating Rules*, the provider's financial institution can file a Report of Possible Rules Violation through NACHA's National System of Fines.

The goal of the National System of Fines is to ensure compliance with the *NACHA Operating Rules* and to have all parties correct possible formatting errors. If corrections are not made and the originator is found to be in violation of the *NACHA Operating Rules*, fines can be levied against the Originating Depository Financial Institution (ODFI), which may then pass those charges along to the originator. Fines range from \$1,000 to \$500,000, depending on the classification and severity of the violation.

How to Identify Who Sent Your Healthcare EFT Payment

Determining the Payment Originator

In those instances when the company name field is not populated correctly and the name of the originator of the CCD+Addenda is unknown, some financial institutions recommend that providers contact NACHA directly for assistance. However, as the rulemaking body for the ACH Network, NACHA is not a payments processor and does not possess detailed information on individual payments. NACHA staff does not have access to any information that can identify the originator of the healthcare EFT transaction and will recommend that the providers contact their financial institution for assistance.

Here are some helpful tips for healthcare providers that need to work with their financial institution to identify the EFT originator:

- Contact your financial institution and give them the account number, the deposit date, and the amount of the transaction.
- Advise the bank that you need assistance in identifying the originator of the transaction.
- Ask the bank to contact the ODFI of the transaction.
- The bank will need to give the ODFI the ACH trace number of the transaction (which is different from the TRN Reassociation Trace Number) to receive the name of the originator and a contact phone number.

The 2013 CAQH U.S. Efficiency Index estimates that the healthcare industry can save \$1.98 per claims payment using the healthcare EFT standard and ERA, thanks to the automated reconciliation of the payment with the ERA and the auto-posting of both the EFT and ERA.

It is important to both health plans and providers that the originator of the healthcare EFT is easily and correctly identified in the healthcare EFT standard format and that associated ERA or explanations of benefits are sent in a timely manner to eliminate the need for manual intervention and time-consuming follow-up

By Priscilla Holland,
Senior Director of Healthcare Payments, NACHA
– The Electronic Payments Association

Highlights from Williamsburg Annual Meeting 2016



Highlights from Williamsburg Annual Meeting 2016





A combination of highly trained staff, streamlined workflows, and advanced technology allow us to deliver optimal results to our clients.

Recognized Leaders in:

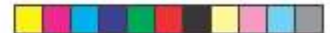
- Injury Claims Processing
- Complex Claim Resolution
- System Conversion Relief
- Early Out & Bad Debt Collections

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SERVICES

- Bad debt collections with credit reporting options
- Medicare bad debt collections with activity documentation
- Pre-collection programs supporting patient retention
- Budget account management
- 3rd party claims filing capabilities
- Full spectrum reporting
- Secure electronic data exchange
- Multiple skip tracing resources
- Convenient IVR/Web-based payment options available 24/7
- Premier customer and client service

HISTORY

- Extensive collection & accounts receivable management services since 1953
- Experienced collection and support staff
- Flexible programs designed to meet specific client goals
- Long-term client "partnering" relationships
- Engaged management teams



Hospital Spotlight

Bon Secors St. Mary's Hospital 5801 Bremono Rd



History of Bon Secors

The Sisters of Bon Secors were founded in 1824. Their goal was to help those in need who were sick and dying in Paris and provided home health care. The first three Sisters of Bon Secors arrived in Baltimore, Maryland in 1881 and established their first hospital by 1919. In 1983 the Sisters formed the Bon Secors Health System. Through the use of their resources, they expanded their health care operations while still preserving their Catholic tradition to provide care to those in need.

St. Mary's Hospital is a 391 bed facility located in the west end of Richmond, VA. They are a private, non-for-profit hospital. They are a part of the Bon Secors Richmond Health System as well as the Sisters of Bon Secors.

Certification... why bother?

You may wonder why you should bother with obtaining your certification. After all, it's a lot of work—Let us enlighten you! Certification is an investment in your personal growth and your professional future.

Benefits of obtaining AAHAM certification:

- Professional development
- Individual enrichment
- Employer awareness
- Recognition by industry and build a network of connections in the elite group that shares your designation
- Personal challenge and satisfaction
- National recognition
- Recognition and access to the positions and promotions you seek and deserve

—AND—

An AAHAM certification demonstrates your:

Commitment—to your field and your ongoing professional development.

Expertise—you possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination.

Professionalism—your pursuit of excellence supports the quality of service in your career and in the healthcare industry.

CRCE-I & CRCE-P exams are considered to be the best indication of knowledge in our field. Set a goal or make a promise to yourself that you can pass the exam, and that your

Study guides are loaned out to members. You do not have to purchase your own study guide.

years of experience and hard work will be

If you are interested in testing your knowledge and gaining the recognition that comes with certification, contact Leanna Marshall for additional information.

Leanna Marshall, CRCE-I

PFS Consultant

UVA Health System (Retired)

Phone: (434)293-8891

Fax: (804)977-8748

814 Montrose Avenue

yourself to pass the gratifying to prove to pass this difficult

Virginia AAHAM offers a certification payment reward for passing the professional exam. AAHAM will reimburse the member for the cost of the exam.

evident to all by the

Newly Certified...

First Name	Last Name	Certification	Facility
Courtney	Bell	CRCS-I	Mary Washington Healthcare
Donna	Bouck	CRCP-I	Fauquier Hospital
Kathleen	Creef	CRIP	Augusta Health
Danielle	Goldstrom	CRCS-I	Fauquier Hospital
Susan	Guithues	CRCS-I	Chesapeake Regional Healthcare
Deborah	Hall	CRCS-I	Centra Health
Brittany	Hall	CRCS-P	Centra Health
Leslie	Hill	CRIP	HCA Healthcare
Samantha	Lundin	CRCS-I	Mary Washington Healthcare
Suveena	Mathew	CRCS-I	INOVA Fairfax Hospital
Raven	McCray	CRCS-P	Augusta Health
Evelyn	Morris	CRCS-I	Mary Washington Hospital
Betty	Morris	CRCS-I	Mary Washington Hospital
Delores	Smith	CRCS-P	Centra Medical Group
Todd	White	CRCS-I	Chesapeake Regional Healthcare



Congratulations!
We are proud of you!!



Certification

2017 Certification Schedule

March 13-24, 2017

March 2017 Exam Period

April 17, 2017

Registration deadline for July 2017 Exam Period

July 10-21, 2017

July 2017 Exam Period

August 15, 2017

Registration deadline for November 2017 Exam Period

November 6-17, 2017

November 2017 Exam Period

December 15, 2017

Registration deadline for March 2018 Exam Period



Woodrow Samuel Annual Scholarship Application

Purpose:

The Virginia State AAHAM Scholarship Award was established with the primary purpose of educating its membership in the management of health care receivables. As the chapter increased in membership and cash equity, the concept of a scholarship program was initiated by the Executive Board of Directors and was first offered in the fall of 1987.

The Executive Board of Virginia AAHAM has continued to make the scholarship program available as it is believed educational funds are a benefit to individual members, the Chapter, and dependents of our members. In 2007, the name of the scholarship was changed to the Woodrow Samuel Scholarship Award to recognize a lifetime member of the VA State AAHAM organization.

A maximum of \$1,000 scholarship award will be given.

Eligibility:

Eligible nominees must:

- Be a Virginia AAHAM member or a child of a Virginia AAHAM member as of January 1 of the current year.
- Eligible nominees can apply for the scholarship award on an annual basis.
- Members must be employed full time in a healthcare related field and dependents must be enrolled in an accredited college or school.
- Chapter dues of the member must be paid prior to the acceptance of requested scholarship applications.
- Classes taken must be taken during the current school year.

Nomination Procedure:

- Nominees must:
- Complete the application form
- Include at least one letter of reference.
- Include or attach any documentation you would like to have considered.
- Include an essay on why winning the scholarship is important.

Woodrow Samuel Annual Scholarship Application

Submission:

The form will be completed and returned to the address listed at the end of the application. This application will be postmarked no later than January 30th of the year the application is submitted to the Virginia State AAHAM Scholarship Chairman.

All application materials and supporting documentation will be reviewed by the Virginia State Scholarship Committee. After all applications are reviewed, the applicant will be notified if they have been selected as a Scholarship recipient by the Chair of the Scholarship Committee.

Review Process:

All applications will be reviewed and scored by the Scholarship Committee. Points are awarded based on the following criteria:

- Active in school related organizations (e.g. Honor Society, FFA, Ecology Club, Science Club, Beta Club, Student Council, etc.)
- Elected leadership position in school or community related clubs or organizations
- Demonstrates community involvement (e.g., membership in Scouts, 4-H, civic group/club, volunteer work)
- References
- Essay (Explains why _____ is important to the applicant and/or his/her family.)
- Awards received for school or community involvement

Section A—Application

Type or print all answers clearly. Fill in all information completely. Use a blank sheet of paper to continue answers, and number them to correspond with the question number (for example, D—Goals).

Last Name _____ First Name _____ MI _____

Address _____

City _____ State _____ Zip Code _____

Daytime Telephone _____ Evening Telephone _____

Date of Birth _____ E-mail address _____

Woodrow Samuel Annual Scholarship Application

Present Place of Employment or Accredited School _____

Address of Employer or School _____

Dollar Amount of Scholarship Being Requested _____

Section B—Education

Current School/College You Plan to Attend _____

Section C—Essay and Reference Letter

For Virginia members, please write an essay in 250 words or less on how the healthcare field has benefited you and the reason you would like to further your education. For dependent's of Virginia State AAHAM members, please write an essay in 250 words or less on the reason you would like to further your education and the reason you have chosen your career field major. Feel free to list any education experiences which have

this scholarship is important to you. Submit your answer on a separate sheet that includes your full name in the upper right hand corner.

A reference letter must accompany the application. It must state the reason why they feel the candidate deserves to win the scholarship.

Section D—Signatures

I certify that the information on this application is correct and represents the candidate to the best of my knowledge.

 Applicant's Signature

 Date Application

Submitted

Section E—Submission and Deadlines

Applications must include all signatures and titles. It must also include your written essay and reference letter. Submission deadline is February 17, 2017. The application is to be submitted to:

Woodrow Samuel Annual Scholarship Application

Amy Beech, CRCE-I
Augusta Health Business Office
PO Box 1000
Fishersville, VA 22939
(540)332-5030
abeech@augustahealth.com

Please do not write below this line.

Date Application was received _____

Scholarship Committee Chair Signature _____

Scholarship Approved or Awarded? _____ YES _____ NO



2016 Membership Application

Please enter your data below, and then send this form, along with the \$30.00 annual dues to the address below to join or renew your membership with the Virginia Chapter of AAHAM.

Take advantage of these important benefits ...

- Problem solving and solution sharing with your associates
- Membership directory
- Reduced fees for chapter education events
- Access and preparation assistance for certification tests that demonstrate your professional skills
- Educational seminars & workshops
- Chapter newsletter
- Interaction & networking with peers

Please enter your information below.

First Name: _____ Last Name: _____

Certification: _____ Employer Name: _____

Job Title: _____ Mailing Address: _____

Day Phone #: _____ City: _____

Fax #: _____ State & Zip Code: _____

E-Mail: _____

MEMBERSHIP RECOMMENDED BY: _____

For additional information contact Linda Patry @ 540-741-1591 or via email at:
Linda.Patry@mwhc.com

Please mail the completed form with our dues payment of \$30.00 to the following address:

Treasurer, Virginia AAHAM
Linda Conner
2204 Wilborn Ave.
South Boston, VA 24592

-OR-

Take advantage of our online membership application and payment options. Visit our website at
http://www.vaaaham.com/Membership_Application.html

Virginia AAHAM Tax ID: 54-1351774

Penn Credit



HEALTHCARE PROGRAMS

Penn Credit provides debt collection services for:

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- Commercial Insurance Follow-Up
- Managed Care Follow-Up
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- Pre-Collection & A/R Clean-Up
- Charity Care Qualifications
- System Conversion Support

Dale Brumbach

VP of Client Relations

800-720-7293

dale.brumbach@penncredit.com

The Virginia Chapter of AAHAM Executive Board 2014-2015



Chairman of the Board

(Chapter of Excellence Committee)

Linda McLaughlin, CRCE-I

Director, Director Finance and Governmental Services

VCU Health System

PO Box 980227, Richmond, VA 23298-027

Office—(804)828-6315 Email— linda.b.mclaughlin@gmail.com



President

(Committee Chairperson: Nominating Committee; Accounts Receivable/Third Party Payer Committee)

David Nicholas, CRCE-I

President, Mercury Accounts Receivables Services

Office - (703) 825-8762

Email— David@Mercury.ARS.com



First Vice President

(Committee Chairperson: Membership & Chapter Development:Chapter Awareness)

Linda Patry, CRCE-I

Director, Patient Financial Services

Mary Washington Hospital

2300 Fall Hill Ave. Suite 311 Fredericksburg, VA. 22401

Office—(540)741-1591 Email— Linda.Patry@mwhc.com



Second Vice President

(Committee Chairperson: Education Committee; Government Relations Committee)

Dushantha Chelliah

2212 Greenbrier Dr.

Charlottesville, VA, 22901

Office - (434)924-9266

Email- DCSP@hscmail.mcc.virginia.edu



Secretary

(Committee Chairperson: Publications Committee; Scholarship Committee)

Amy Beech, CRCE-I

Patient Accounting Supervisor

Augusta Health

PO Box 1000, Fishersville, VA 22939

Office—(540)245-7216 Email— abeech@augustahealth.com

The Virginia Chapter of AAHAM Executive Board 2014-2015



Treasurer

(Committee Chairperson: Vendor Awards Committee)

Linda Connor, CRCE-I

Manager of Patient Financial Services

Sentara Halifax Regional Hospital

Office: (434) 517-3433

Email: linda.conner@halifaxregional.com



Appointed Board Member

(Committee Chairperson: Finance Committee; Constitution & By-Laws Committee; Historical Committee)

Brenda Chambers, CRCE-I,P

Revenue Integrity

HCA - RSSC Capital Division

7300 Beaufont Springs Drive; Boulders VIII – 2nd Floor;

Richmond, VA 23225 Office—(804)267-5790 Email—Brenda.Chambers@hcahealthcare.com



Appointed Board Member

(Committee Chairperson: Certification Committee)

Leanna Marshall, CRCE-I

UVA Health System (Retired)

814 Montrose Avenue, Charlottesville, VA 22902

Phone—(434)293-8891 Fax—(434)977-8748

Email—ayden1@embargmail.com



Honorary Board Member

Michael Worley, CRCE-I

Revenue Cycle Consultant

1807 Mount Vernon Street, Waynesboro, VA 22980

Office—(540)470-0020 Email—mworley@ntelos.net



Appointed Board Member

(Committee Chairperson: Communications Chair)

Katie Creef, CRCE-I

Director of Patient Accounting

Augusta Health

P.O. Box 1000 Fishersville, VA. 22939

Office- (540)332-5159 Email-kcreef@augustahealth.com

WINTER

Winter in the Old Dominion. . . .

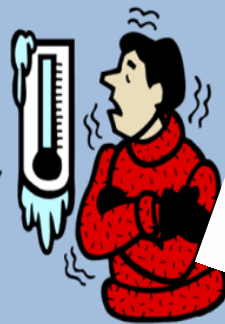
Whether you want to spend your time outside in the snow on a cold day, or inside by the fireplace. Here are a few tips for staying warm and healthy this season.

Cold Weather Safety Tips

- ❄️ Wear layers of clothing to stay warm. Gloves and a hat will help prevent losing your body heat.
- ❄️ Don't forget your pets! Bring them indoors or make sure they have enough shelter to stay warm.
- ❄️ Know frostbite signs: numbness, flushed gray, white blue or yellow skin discoloration.
 - ❄️ Frostbite could occur in less than 30 minutes if proper precautions are not taken.
- ❄️ Know hypothermia symptoms: confusion, dizziness, exhaustion, and severe shivering.
- ❄️ Run water at a trickle and keep cabinet doors open to prevent pipes from freezing.
- ❄️ Never use a stove or oven to heat your home. Many house fires result from these practices.
- ❄️ Check tire pressure and your car battery. Be sure your car has a winter safety kit that includes a blanket, warm clothes, and gloves in case your car breaks down or becomes stranded.

National Weather Service – New York, NY

[weather.gov/NYC](https://www.weather.gov/NYC)
[National Weather Service New York NY](https://www.facebook.com/NationalWeatherServiceNewYorkNY)
[@NWSNewYorkNY](https://twitter.com/NWSNewYorkNY)
[YouTube](https://www.youtube.com/channel/UCqWz8v8v8v8v8v8v8v8v8v8)
[NWSNewYorkNY](https://www.youtube.com/channel/UCqWz8v8v8v8v8v8v8v8v8v8)



On the Lighter Side

Crisp Salami Cup Appetizers

- 16 slices thin salami
- 1/4 zucchini, peeled
- 6 grape tomatoes
- 6 Kalamata olives
- 3 tbsp diced chives
- 3 tbsp chopped basil
- 3 tbsp feta cheese
- 1 tbsp Italian Dressing

Using a muffin tin, press the salami slices into the muffin cups. Bake at 400 for 15min. Let cool 5 min before removing from pan. Drain on a paper towel. Finely dice zucchini, tomatoes and olives. Mince the herbs. In a medium bowl, combined the veggies, herbs, feta cheese and Italian Dressing. Spoon mixture into the salami cups and serve.



National News— www.aaham.org

AAHAM announced a new mid-level certification at the 2014 Annual National Institute (ANI) in San Diego, CA, the Certified Revenue Integrity Professional (CRIP). This certification is intended for individuals in the revenue cycle to help ensure that facilities effectively manage their facilities charge master, and bill and document appropriately for all services rendered to a patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs. With the addition of this new certification, AAHAM now offers a complete career ladder, beginning with the CRCS and culminating with the CRCE.

Visit the website for more information <http://www.aaham.org>

Calendar of Events:

2017 Legislative Day– Hyatt Regency Washington on Capital Hill, Washington DC.

May 1-2, 2017

2017 ANI– Opryland Resort, Nashville Tennessee

October 18-20, 2017



Stay up-to-date on Administrative Simplification and other healthcare Legislative issues of interest by visiting the National AAHAM web site:

<https://www.capwiz.com/aaham/home/>



The logo for Corporate Sponsorships is a black oval with the words "CORPORATE" and "SPONSORSHIPS" stacked vertically in white, serif, all-caps font. Both words are underlined with a thin white line.

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- Exhibit space available at EITHER the May OR December Conference
- Half-page ad in ALL newsletters
- Half-page ad distributed at BOTH meetings
- Plus much more.....

The Virginia Chapter of the American Association of Healthcare Management (VA AAHAM) exists to provide or facilitate professional education, promote professional excellence, provide opportunities for sharing management strategies and tactics through professional networking. You and your organization are important to this mission. Virginia AAHAM benefits by drawing on the experience and education that you and your organization can bring to the activities and efforts of our association. Virginia AAHAM's mission. I hope that you will consider supporting Virginia AAHAM this year. —**Dale Brumbach**,

Mark your calendars!

Upcoming VA AAHAM events:

2017 Spring Regional Conference, Charlottesville, VA.

March 10, 2017

2017 Summer Regional Conference, Richmond, VA.

June 9, 2017

2017 Fall Regional Conference, Fredericksburg, VA.

Mary Washington Hospital September 22, 2017

2017 Annual Meeting and Conference, Williamsburg, VA.

35th Anniversary, Dec. 6-8, 2017



Go to our web site for more information and registration:



www.vaaaham.com

Contest for Newsletter Articles!



Writers Wanted!

The Virginia Chapter of AAHAM will award **\$100** to the author of the best article submitted to the Publications Committee during 2016. Submit articles to Amy Beech abeech@augustahealth.com. Newsletters are published quarterly. Don't

This publication is brought to you through the collective efforts of the **Publications Committee**

Amy Beech, CRCE-I

abeech@augustahealth.com

Sara Quick, CRCS-I,P

squick@augustahealth.com

What is AAHAM?

AAHAM is a premier professional organization for healthcare administrative management. Our goal is to provide quality member services and leadership in the areas of education, communication, representation, professional standards and certification. Virginia AAHAM was founded in 1982 as the American Guild of Patient Account Management. Initially formed to serve the interests of hospital patient account managers, AAHAM has evolved into a national membership association that represents a based constituency of healthcare professionals.