



# The Virginia AAHAM Insider

*A Newsletter by and for the members of the Virginia Chapter of AAHAM*

## The President's Message

### Inside this issue:

*"If we did not have Winter, the Spring would not be so pleasant"*

Anne Bradstreet

We are on to warmer temperatures and Spring and I for one am so excited! Daylight savings time has returned. Birds are chirping and playing in my birdbath. Trees and daffodils are blooming, and allergies are kicking in!

We had our annual President's meeting in January at the Loews Hollywood hotel in Los Angeles. We have some exciting things planned for 2023.

- Association Headquarters will be our new association management company and are currently in transition. Association Headquarters specializes in helping non-profit organizations achieve their mission, create value, and advance their causes, industries, and professions. They focus on custom solutions such as strategic planning, technology assessments, website builds and database integrations, accounting, HR, and non-dues revenue, while their award-winning marketing and communications and meetings and events teams help organizations achieve greatness.
- Legislative Day will be held on 5/3 and 5/4/23 and registration is now open
- The Annual National Institute will be held 10/10-10/12/23 at the Loews Hollywood Hotel in Los Angeles.
- The certification committee will be presenting a variety of webinars again this summer for CEUs.
- Townhalls have resumed for Government Relations and information to join those are on the national website at [American Association of Healthcare Administrative Management > Home \(aaham.org\)](http://American Association of Healthcare Administrative Management > Home (aaham.org))

Your Virginia chapter just held a joint conference with HFMA that was hosted at Inova Fairfax. We will have some upcoming events to network and offer education. Dates will be found at the events link on the Virginia website, [Calendar of Events \(vaaaham.com\)](http://Calendar of Events (vaaaham.com)).

This is an election year, so if you are interested in joining the Board or a Committee, please reach out to me directly or the Chairperson of the Board, Linda Patry.

We will be updating our website in the coming months and will share more information on that soon.

If you have any topics that you would like to hear more about at an upcoming event, we would love to hear from you!

Sincerely,

Pam Comell, CRCE, President, Virginia Chapter

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FACEBOOK.COM/VAAAHAM  
LINKEDIN: The Virginia Chapter of AAHAM  
INSTAGRAM: VAAAHAM





# The Virginia AAHAM Insider

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**Virginia-Washington DC HFMA & Virginia Chapter of AAHAM Spring Joint Conference**

**Networking event on Tuesday March 14th at 5:00pm at Caboose Brewing Company in the Mosiac District!!**





**Virginia-Washington DC HFMA & Virginia Chapter of AAHAM Spring Joint Conference**

## Agenda

Here's what's scheduled for the event.  
 ⌚ Viewing in Eastern Time

### March 15, 2023

Opening Remarks	8:30 AM-9:00 AM ET
> Credit Balances and the Hidden Risks	9:00 AM-10:00 AM ET
> Industry Trends, Challenges and Solutions We Experienced Post-Pandemic	10:00 AM-11:00 AM ET
Break	11:00 AM-11:15 AM ET
> Linking your RCM with Financial Accounting	11:15 AM-12:15 PM ET
Lunch and Networking	12:15 PM-1:30 PM ET
> RCM Provider Panel	1:30 PM-3:00 PM ET
Break	3:00 PM-3:15 PM ET







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## Virginia-Washington DC HFMA & Virginia Chapter of AAHAM Spring Joint Conference

<p>&gt; Medicaid Re-Determination: it is here- Are you Ready? Is it unwinding or unraveling????</p>	<p>3:15 PM-4:15 PM ET</p>
<p>Closing Remarks</p>	<p>4:15 PM-4:30 PM ET</p>





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## Pictures.. Spring Conference!!





# The Virginia AAHAM Insider

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## Pictures.. Spring Conference!





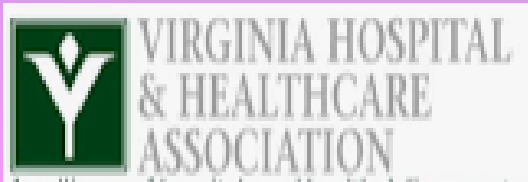


## Pictures.. Spring Conference!





**Virginia Hospital Advocate Newsletter**



**Join the  
Hospital Grassroots Network!**

Sign up for the VHHA Hospital Grassroots Network to join our **rapid response network** that helps legislators understand the importance of a pending health care vote or issue.

The Virginia Hospital Advocate newsletter will also help keep you updated on key issues so that you're informed and ready to respond when an urgent action alert is issued.

[Register online today! \[nam04.safelinks.protection.outlook.com\]](https://nam04.safelinks.protection.outlook.com)

## Thank you for supporting Virginia hospitals!

VHHA's Advocacy Team works hard to keep you up to date with the latest health care policy and politics news. We love to hear from our members and supporters!

**Julie Dime**, Vice President of Government Affairs, [jdime@vhha.com](mailto:jdime@vhha.com)

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**Davis Gammon**, Director of Policy and Legislative Affairs, [dgammon@vhha.com](mailto:dgammon@vhha.com)  
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Please don't hesitate to contact members of the team, and send **Davis** feedback or suggestions for topics to cover in future newsletters. Thank you!







**VHHA Alert**



**TELL YOUR LEGISLATOR TO SAY "NO" TO POLICIES THAT WOULD HARM ACCESS TO CARE**

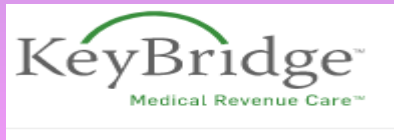
**HB 2427 and HB 2435 threaten hospitals' ability to operate!** These radical approaches would increase regulation and costs for both providers and patients. They are out-of-step with the realities of delivering health care in Virginia. **We need your help to let legislators in the Virginia General Assembly know how harmful these policies would be for all hospitals in the Commonwealth!**

[\[nam04.safelinks.protection.outlook.com\]](mailto:nam04.safelinks.protection.outlook.com)





## Top Templates to use for Reporting Debt Collection Results



According to the [United States Census Bureau](#) data, 19% of American households had medical bills they couldn't pay for right away. The median debt is \$2000 — however, only [39% of Americans](#) have sufficient savings to cover an unexpected \$1000 expense.

### Why is this important?

With these figures, it becomes clear that medical collections are a critical issue faced by practices across the nation. Around [22% of medical practices](#) have at least 10% of patient accounts with bad debt tied to them.

This means that your team can spend three months chasing down payments. As a result, your practice is deprived of income, and your team isn't spending time on tasks that could bring more patients and revenue into your office.

You can report the debt to a credit reporting agency after a period of 365 days from date of first delinquency has lapsed. Effective March of 2023, a minimum balance of \$500.00 is required before an agency can furnish data of the debt to a NCRA (National Credit Reporting Agency). However, when collecting debt, even medical debt, there are regulations you must follow. The Federal Trade Commission (FTC) enforces the Fair Debt Collection Practices Act (FDCPA), which prohibits organizations from using unfair, abusive, or deceptive practices while collecting debts.

To comply with these regulations, your debt collection notice must include specific information, including:

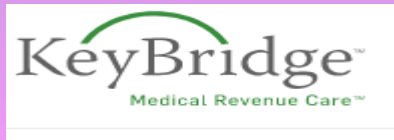
- How much money is owed
- The name of the original creditor
- How to get the name of the original creditor
  
- What to do if the patient doesn't think it's their debt

While this doesn't seem like a lot of information, gathering the details and submitting the reports can be time-consuming.





## Top Templates to use for Reporting Debt Collection Results



### Use templates to increase efficiency

One way to reduce the amount of time needed to submit these reports is to use a template or partner with an agency that does. Programs like Microsoft Excel have templates for tracking patients' bills, insurance payments, copayments, and outstanding balances. Or you could download templates online from [eForms](#) or [TemplateRoller](#).

Anytime Collect offers templates for your first, second, and third collection letters as well as the final letter and Notice of Legal Action.

The templates include fields for all the information you need to include at each point of contact.

A patient-focused healthcare culture improves the patient experience and limits the percentage of patient accounts that go into bad debt. Your facility benefits in several ways. KeyBridge Medical Revenue Care offers [Master Classes](#) in creating a healthcare culture with employee engagement. Your team's overall satisfaction improves, and that positive attitude and experience spread to your patients like wildfire.

As your patient satisfaction increases, they're more likely to pay their bills at the time of services or soon after receiving a statement of outstanding costs after the insurance payments are applied. Since Credit Reporting will be less effective with the onset of these new regulations, capturing that revenue earlier in the revenue cycle before going to bad debt is win-win for both you and the Patient.

*If you have any questions or comments about this article, please reach out to Susan McDonald: [smcdonald@keybridgemed.com](mailto:smcdonald@keybridgemed.com)*







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## **The Virginia Chapter of AAHAM Publications Committee is Seeking Committee Members!**

No Experience Necessary!

As a member of the publication committee, you can earn AAHAM CEU's while collaborating with other Chapter members, vendors, and authors.

### **Writers Wanted!**

Newsletters are published quarterly. Don't miss your chance to be read, recognized, and rewarded for your writing talent!

Submit articles or, express interest in participating on the Virginia AAHAM Publication Committee. Contact Amy Beech for information!

[abeech@augustahealth.com](mailto:abeech@augustahealth.com)





# The Virginia AAHAM Insider

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## AAHAM Certification Options:

**The AAHAM Certified Revenue Cycle Executive**

**The AAHAM Certified Revenue Cycle Professional**

**The AAHAM Certified Revenue Integrity Professional**

**The AAHAM Certified Revenue Cycle Specialist**

**The AAHAM Certified Compliance Technician**

## What are the AAHAM Exams?



### What is the AAHAM CRCE (Executive) certification?

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

### What is the AAHAM CRCP (Professional) certification?

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





## What are the AAHAM Exams?

### What is the AAHAM CRIP (Revenue Integrity Professional) certification?

The Revenue Integrity Professional (CRIP) is an online proctored exam directed to anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to 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.

### What is the AAHAM CRCS (Specialist) certification?

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

### What is the AAHAM CCT (Compliance) certification?

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







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## Recently Certified in Virginia

**VA AAHAM would like to congratulate those who earned the following designations in January, February, and March. Congratulations to:**

### Certified Revenue Cycle Specialist:

Rinku Patel– CRCS

Dakota Frazier– CRCS

Paula De Souza– CRCS

Delphine McGinnis– CRCS

Tiffany Sample– CRCS



### Certified Revenue Cycle Professional:

Samuel Brown– CRCP



# CONGRATULATIONS VIRGINIA CHAPTER!

Virginia AAHAM received recognition for  
Stellar Membership Numbers with  
**over 200 Members in 2021!**

## 2023 VA AAHAM Membership Application

We are thrilled to be growing the Virginia Chapter of AAHAM. Visit our [online membership application](#) and payment options 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
- Educational seminars & workshops, conference presentation materials
- Membership directory
- Chapter newsletter
- Reduced fees for chapter education events
- Interaction & networking with peers
- Preparation assistance for certification tests that demonstrate your professional skills
- Certification Training webinar slides and recordings

[Join VA AAHAM  
Today!](#)





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## Upcoming Events

### Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams are now available each month!

April 2023– 4/17/23-4/21/23

May 2023– 5/22/23-5/26/23

June 2023- 6/19/23-6/23/23

July 2023– 7/24/23-7/28/23







# Upcoming Events

## AAHAM 2023 Legislative Day

The 2023 Legislative Day will be May 3-4 at the **Hyatt Regency Washington on Capitol Hill** in Washington, D.C.

**The registration deadline is April 21, 2023!**

Our position topics this year are:

1. H.R. 635 Expanding Access to Mental Health Services
2. H.R. 197 Rural Telehealth Expansion Act
3. Prior Authorization H.R. 3173 - Standardize Medicare Advantage rules





## Upcoming Events

### “Pre-Legislative Day Webinar”

Join us for a Pre-Legislative Day Webinar on April 19th at 1:00 PM, not only in preparation for our scheduled meetings on the Hill, but also to get the latest information and education on issues that affect us in the healthcare industry. During this webinar, attendees will receive an overview of the position papers that have been prepared by National AAHAM’s Government Relations Committee. This will enable those who plan to attend our Legislative Fly In Day on May 4th to review and understand the key points of AAHAM’s position on the three topics listed below, ahead of time. This webinar will help to level set our position as AAHAM members on the topics below. Everyone is being called to action whether you can attend our Legislative Day event or just want to be better informed. Everyone is encouraged to attend whether you can attend our Legislative Day event or just want to be informed. This year’s topics include:

- H.R. 635 Expanding Access to Mental Health Services
- H.R. 197 Rural Telehealth Expansion Act
- Prior Authorization H.R. 3173 - Standardization of Medicare Advantage rules

In addition to reviewing the position papers, Paul Miller from Miller/Wenhold Capitol Strategies will be providing insight to everyone on “What to expect when visiting the Hill.” This webinar will be recorded and sent to those individuals who register for the 2023 Legislative Day on May 4th.



Please make sure to register before April 18, 2023.





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## Upcoming Events

### [Virginia Chapter of AAHAM](#)

Spring 2023 Certification Webinar: Billing Part 2

4/14/2023 - 4/14/2023

**^^New Date^^\*\*Registration Open\*\*** The Certification Committee of The Virginia Chapter of AAHAM will present another in a series of FREE interactive webinar Study Sessions - this one focuses on Billing (Part 2 of 2)



Please be sure to watch out for email blasts with registration details for Virginia AAHAM's next Conference! As always, you can view our [Events page](#) on our website for upcoming events.







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## Virginia AAHAM Executive Board 2021-2022



**Chairperson of the Board**  
**(Chapter of Excellence Committee)**

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

**Pam Cornell, CRCE, Claims and System Manager**  
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**First Vice President**  
**(Committee Chairperson: Membership & Chapter Development: Chapter Awareness)**

**Deanna Almond, CRCE, Business Analyst II**  
Mary Washington Healthcare

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**Office: (540) 741-7471**

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## Virginia AAHAM Executive Board 2021-2022



### **Second Vice President**

**(Committee Chairperson: Education Committee; Government Relations Committee)**

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**(Committee Chairperson: Publications Committee)**

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**(Committee Chairperson: Vendor Awards Committee)**

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## Virginia AAHAM Executive Board 2021-2022



**Appointed Board Member: SPONSORSHIP COMMITTEE**  
Thomas Perrotta, Vice President of Client Relations, CCCO  
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Office: (888) 725-1697  
Email: [Tom.Perrotta@penncredit.com](mailto:Tom.Perrotta@penncredit.com)



**Appointed Board Member: CERTIFICATION COMMITTEE**  
Leanna Marshall, CRCE, Retired  
Charlottesville, VA  
Phone: (434) 962-8508  
Email: [marshallleanna86@gmail.com](mailto:marshallleanna86@gmail.com)



**Appointed Board Member: FINANCE COMMITTEE CHAIR**  
David Nicholas, CRCE, President  
Mercury Accounts Receivables Services, LLC  
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Email: [David@MercuryARS.com](mailto:David@MercuryARS.com)



**Appointed Board Member: COMMUNICATIONS CHAIR**  
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Nationwide Credit Corporation  
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## Virginia AAHAM Executive Board 2021-2022



**Honorary Board Member**  
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AUG 2022 - AUG 2023  
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A yellow horizontal banner with a purple border. It features two circular 'Platinum' sponsor badges on either side of the text 'Platinum Sponsor' in a bold, purple, sans-serif font.

The logo for KeyBridge Medical Revenue Care is centered on a white rectangular background. It features a green arch above the word 'KeyBridge' in a dark blue serif font. Below 'KeyBridge' is the text 'Medical Revenue Care' in a green sans-serif font, with a trademark symbol (TM) to its right.









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**SPRING  
Bucket List**

---

- RUN OUTSIDE ONCE A WEEK
- CLEAN OUT MY CLOSET
- GO TO THE PARK 2X A MONTH
- DONATE LIGHTLY USED CLOTHES
- MAKE AN HERB GARDEN
- SCHEDULE A SELF-CARE NIGHT
- PAINT SOMETHING
- DEEP CLEAN THE BATHROOM(S)
- READ A BOOK OUTSIDE
- HAVE A PICNIC
- GET FLOWERS FOR SOMEONE
- GO ON WALKS 5X A WEEK





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## Easy Garden Bento Box Salad



Eats  
Amazing  
Shop

### *Ingredients:*

- 1 kiwi fruit
- 1/3 large carrot
- 5 sugar snap peas
- 6 strawberries
- handful blueberries

Cut a zig-zag around a kiwi fruit with a sharp knife and carefully pull it apart into two halves to make flowers. Place in the bento box.

Cut the carrot into rounds, then cut the rounds into flower shapes with a [mini bento cutter](#). Scatter the carrots around in the bento box, in between the kiwi 'flowers'.





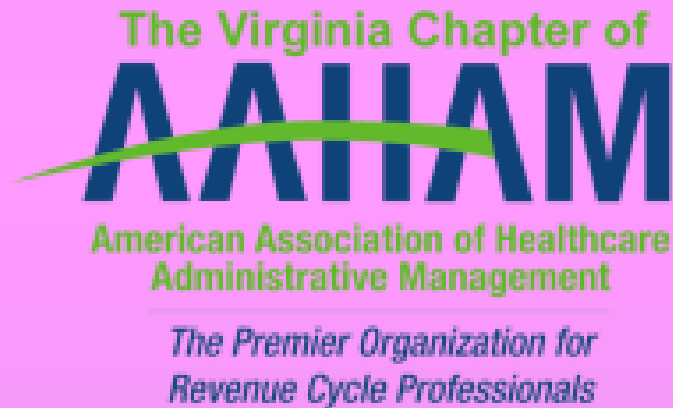


This publication is brought to you through the collective efforts of the Publications Committee.

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## 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.

