



## The President's Message

### Greetings Virginia AAHAM Members and Friends!

I hope you've all had a wonderful Summer and that you're looking forward to the cooler breezes and the changing colors of the leaves as we come into the Fall like I am. We live in such a beautiful state and have much to be thankful for.

We just enjoyed our Fall Regional Meeting held at the beautiful Fauquier Hospital site once again this year. Fifty-eight of our friends were in attendance and really enjoyed the educational and inspirational program put together by Dushantha and his committee. At the meeting we raffled off a beautiful gourmet gift basket sponsored by Credit Control Corp, that brought in \$278.00 in ticket sales to benefit the Fauquier Free Clinic. The Chapter Board held a special meeting and voted to match these contributions, and we are donating a combined \$556.00 to the clinic this month. I wish to thank Dushantha for orchestrating this program, it was a great success. Also, I wish to thank Amanda Sturgeon for once again opening up her facilities conference room to again this year. Our members and visitors always have glowing remarks about how much they like and enjoy coming to this location. My thanks go out to the rest of the board who took part in the meeting and chipped-in along the way to make the day run so smoothly. I can't say enough about each of you.

As mentioned in our Blogs this month, we are so proud of all the folks in Virginia who sat for their respective exams (CRCS, CRCP and CRCE). They had wonderful success in passing those exams, so much credit goes to them for the time and effort it took to prepare for the exam. I want to again congratulate each and every one of you on your successful passing of your exam and wish you all the success in the future. I also want to say thank you to Leanna Marshall and everyone on her Certification Committee who give tirelessly of their time each month to help our members prepare for their exams. It's clear to me you make a difference and we couldn't do it without you. For more information on who passed, please visit our website and read our Blog section for those notifications. For more information on upcoming exams, you may email Leanna at [ayden1@embarqmail.com](mailto:ayden1@embarqmail.com), or visit National AAHAM's website at [www.aaham.org](http://www.aaham.org)

The first week of October, Brenda Chambers, Linda Conner and I will join a few hundred others at then ANI in Las Vegas, NV. Aside from all the educational opportunities we will take part in, we will also be hoping for success on our Chapter Excellence Application, and Journalism Award. Please send us support as await those results to come in.

Lastly, I hope you've carved our time in your busy schedule to attend this year's Annual Meeting of the Members in Williamsburg VA. We will be holding the meeting December 7<sup>th</sup> thru the 9<sup>th</sup> at the King-smill Resort. This is our first year there and we hope to see you all there to help us make the event special. Please watch for details to be released very soon.

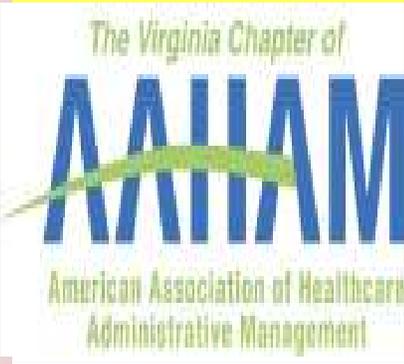
Have a wonderful Fall season and I look forward to seeing you or speaking with you soon!

*David*

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

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**The Virginia AAHAM Insider  
1st Place Winner for Excellence in Journalism  
2014-2015 National Journal Award!**

***So you want to be in Leadership – do you have what it takes?****Continued on next page*

Leadership is essential at all levels of the organization. In this article we wanted to boil it down to three essential ingredients to crystalize what it takes to grow your career and take on increasing roles and responsibilities. Ask yourself if you have and exhibit the following characteristics to lead others:

**1 – Work Ethic.** You must be willing and able to put in the time that your occupation demands to be successful. Malcom Gladwell claims that 10,000+ hours are needed to be great at anything: sports, musician, etc. Your industry is no different. You cannot step on the field in any major sport or in any major industry and expect to compete at the highest level on day one. While technology continues to make applications of efficiency available at our fingertips there simply is no substitute for old fashioned hard work. It is inspiring to others – and will motivate them to put in more hours to match your level of commitment. It is what it takes to build the necessary support systems, frameworks, solutions, and team to enable you to succeed. Staffs recognize the time leadership is clocking in – and they want to be a part of it. You will see engagement increase as well.

**2 – Game Plan.** Dissecting a market or a client space; knowing who the competition; understanding the talent your team possesses; and executing a plan that brings success. All the while allowing for flexibility to shift as the market demands to capitalize on opportunities. Market intelligence and situational awareness are critical to laying out a plan. Line of sight to the client, understanding their challenges and synthesizing the opportunities allows you to create a credible solution and assemble a team to win. Planning is essential; however as Edison is often quoted, “vision without execution is hallucination.” Do you have the requisite knowledge, experience, and team to equip you with the ability to not only build the game plan – but also execute it to win? If not – are you prepared to make the necessary changes to do what it takes to fill those gaps? It could mean making strategic hires and/or resource actions. Leadership is defined as having what it takes to succeed and making difficult decisions that others are unwilling to. It is not called “show friends...it is show business.” Certainly this is not for everyone. Make sure you look inward to see if you have the fortitude to build the team necessary to execute your plan.

***So you want to be in Leadership – do you have what it takes?***

**3 – Unwavering Confidence.** Sharing your vision along with the ability to rally support around making it happen is critical to occupying a leadership role in your firm. Building a coalition to back your ideas and galvanizing this through leading from the front, the middle or from behind when necessary is vital towards moving the organization towards your desired outcomes. If you involve and empower others you can take a good team and make them great. You can take an ordinary group and make them extraordinary. But this only happens through investing in others and getting them to buy in to what you are trying to accomplish. You cannot don a cape and do it by yourself – it is not a sustainable solution. And you also run the risk of making your team rely on you to do it all of the time – never enabling or demanding them to build their skill sets to take on increasing roles and responsibilities.

Quote the Stockdale Paradox: full understanding of reality while at the same time having an unwavering belief that you were going to succeed no matter what the odds.

**Rob Borchert - MBA, FHFMA,  
CRCE-I**

**Today I woke up old***Continued on next page***Today I woke up old.**

It happened. Somewhere between my 47<sup>th</sup> hair extension and my new pair of bedazzled pants (they're my best work yet, by the way) I crossed over. Yes, I have crossed over into the part of my life where you see yourself as a measuring scale - where the left side (years lived) is starting to dip lower than the right side (years left.)

Okay, so there were some signs. Like the cute young girl pouring water at my show, who gushed about my hair and outfit, and said she hopes she looks like me when she's old. And there was the guy I thought I recognized from college who called me ma'am. And there was that time, I mean those times, when I complained to the flight attendant/store clerk/waiter that there must be a problem with their heat. And the fact that if I don't wear the right bra I skin my boobs on the pavement. Yesterday I could see everything on the menu. Today, I ordered pickled pigs feet thinking it was a hamburger.

So, yeah, maybe there were signs. But I wasn't paying attention. Now I'm one hundred percent in tune. It's official. Overnight I went from Mary Ann to Mrs. Howell. And if you know what show I'm talking about, you can feel my pain.

Which is weird, because I don't feel old. Not one tiny little bit. I feel great. I feel more alive than I have ever felt. I am drinking in the world in gulps so big that sometimes I choke. But I'm old now. What does this mean?

Maybe I should start sighing whenever I get up and down. And walking into a room only to forget why I came - wait, I'm already doing that. Sigh. I'm looking in the mirror wondering why these sheet wrinkles won't go away, and whether I will now get a discount at Starbucks, and should I start eating dinner at four?

But even as I face my mortality, and the fact that one day I'm not going to have enough hair to glue my extensions in, there are two little words that keep flashing up in front of my eyes (assuming it's not a cataract):

*So what?*

Yes, that's what they keep telling me - whoever "they" is - we'll just call them the voices in my head. And they keep getting louder and louder. In fact, now they are shouting:

*Today I woke up old**Continued on next page***SO WHAT IF YOU'RE OLD?**

I won't look the same.

*So what?*

I won't get hit on anymore.

*So what? You aren't getting hit on now.*

I won't be able to run marathons.

*Then consider this your lucky day.*

I'll have trouble chewing my food now.

*Well maybe that's the secret to losing that baby weight you've been carrying for ten years.*

Now I'll have to cut my hair short, wear velour jump suits, and trade my cowboy boots in for orthopedic pumps.

*Not on my watch.*

I won't get booked anymore. I'll be replaced with newer and flashier. I'll end up sitting in a dark room in a moth-scented cardigan, surrounded by cats, and yelling at a TV set that isn't even turned on.

*Are you on crack? You were never new and flashy. It's not flashy that got you where you are. People aren't connecting to you because of what you look like. Give them more credit than that. They love you because you are real – because you are you – because you aren't perfect. And hang on to your seat, because you're about to get whole lot of new material. You're laugh track is about to flippin' explode. And what's wrong with cats?*

## Today I woke up old

But...

*No buts. You're just making excuses now. Next thing you'll be telling me you can't follow your dream because they all know how to work the internet and you don't. Or they're just more talented than you. Or they know the right people. So you're old. Get over it. Embrace it. Own it. Dance around in it. And MAKE the world pay attention to you. It ain't over until it's over. If you're still here, you're not done yet. Just look at Betty White. If she can be kicking it at four hundred, so can you. Compared to her you're a spring chicken. Now quit whining and get back out there Mrs. Howell. You don't have that much time left.*

And so today I stand here in front of you in all of my oldness, arms outstretched, saying, "Yeah, I'm old! So what?"

What about you? Is it time to change what you see in the mirror?

## Kelly Swanson

Motivational Speaker, Comedian, Author of "Who Hijacked My Fairy Tale?"

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Collections of patients' outstanding bills, those charges not covered by health insurance plans, are set to challenge medical practices across the country, if they haven't already. Consequently, physicians will need to migrate toward other methods to collect patient payments, including offering online payment portals and accessibility for patients to make a single or series of electronic funds transfer (EFT) payments via ACH.

The Affordable Care Act has compelled many companies to change the healthcare plans they offer to employees in order to reduce their rising costs associated with plan implementation. Consequently, many employers have shifted to high deductible healthcare plans being offered by health insurance companies. But these plans require employees to satisfy a significantly higher level of medical costs up front, before any insurance will kick in. Today, many healthcare plans sport annual individual employee deductibles of \$5,000 or even more – a high hurdle for many insured individuals.

### **Patient Pain by the Numbers**

According to the [2015 healthcare report from the Kaiser Family Foundation](#), the average plan deductible is now \$1,318 -- up from \$917 in 2010. Adding to that financial burden for employees, premiums for single healthcare coverage have risen 27% during the past five years to more than \$6,200 per year (and to more than \$17,500 in annual premiums for family coverage). Notably, wages have only increased an average of 10% over that same period (2010 to 2015).

## Doctors Feeling the Strain

While high deductible plans can make business sense for insurance companies seeking to reign in costs, these can pose challenges for well-intentioned medical doctors running their own businesses.

2010 data from the Medical Group Management Association (MGMA), a trade association of medical practice administrators and executives representing 385,000 physicians, shows that 30% of patients walk out of their doctor's office without paying. Medical practices were responsible for collecting \$1 out of every \$4 directly from patients. In July 2015, an MGMA survey found that collecting patient due balances is among the top 10 pain points for nearly 96% of doctors. Those numbers are expected to jump in tandem with patients having to pay for medical services against higher deductibles and higher out-of-pocket premiums.

It's no longer just a matter of doctors' offices collecting traditional co-payments from patients. Although not specific to collections of medical payments from patients, data from the Commercial Collection Agency Section Commercial Law League of America shows that the probability of collecting a debt generally drops to 73% after three months, and to 50% after six months. Debt that is one year past due only has a 25% chance of *ever* being collected.

## Finding Solutions: Developing an Online Payment Portal

Providers should look to expand payment option capabilities to provide more solutions for their patients. While collecting payments at the time of service is the ideal, offering broader payment options can increase payment collection.

Data from MGMA in 2010 indicates doctors collect a fractional \$15.77 for every \$100 in unpaid patient bills once a patient's outstanding debt is turned over for collection. Physicians will need to not only retrain staff as to what to do in light of the changing landscape, but doctors will also need to consider other solutions.

Best practices for doctors can include having candid and detailed up front discussions with patients as to what any service or procedure will cost and what the out-of-pocket expenses will be for the patient. The faster a patient can get an estimated bill, the more likely he/she will be inclined to pay. Physicians who are already, or are open to, accepting the healthcare EFT standard can speed up the collections of funds from health plan providers, thereby enabling doctors to deliver an accurate bill to patients faster.

Doctors must also look at the problem more holistically and consider giving patients expanded options for paying their bills beyond using paper checks, whose usage has waned in the electronic age. This can include developing online payment portals.

For example, are credit cards currently accepted by the practice, and can patients log onto the practice's website and pay by credit card right then and there, 24/7/365? Does the online payment portal allow for a single electronic funds transfer (via an easy and quick ACH payment) from a patient's bank account? Patients have become quite accustomed to receiving ACH payments because that's how many receive their pay – through Direct Deposit via ACH. In fact, more than 80% of U.S. workers receive their pay using Direct Deposit.. Can patients who cannot pay the entire bill now set up to have a series of EFT via ACH payments periodically made to the doctor until the entire cost is paid? This option could be appealing and much less expensive to patients who may favor a direct payment series over credit card finance charges.

## Modernizing Patient Payment Collection

Moreover, ACH payments are much more cost-effective for doctors; costing an average of 31 cents per transaction as charged by financial institutions versus 3% fee for each credit card transaction. Credit card processing costs can quickly add up for medical practices, as can fees that must be paid to collections agencies to recoup unpaid money from patients. In addition, ACH payments can be just as easily executed for a one-person rural medical practice as for large multiple-doctor, multiple-office practices, making it practical for all.

Physicians who want to ensure collection of their patient revenue will want to consider alternative payment options that make sense for most patients and can cure their own collection headaches.

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

## Top 5 Ways To Improve Your Time Management



Do You Have The Time..... to Improve Your Own Time Management?

From the day we are born, we are well on our way to running out of time. In business and in life we are all challenged to do more with less time. So what are the top 5 ways of improving time management? Read on and you will find out.

None of us can afford to waste the precious time available to us. Regardless of our chosen profession, the demands of our jobs dictate that we get the most from our time. Many famous people throughout our history have commented on the importance of time management and what we need to do to make the most of our time. I found the following quotes by a variety of people who value the essence of time. These individuals come from every walk of life, they are management experts, statesmen, businessmen, famous academics, homemakers, motivational gurus, and keynote speakers. They value their time and hope to inspire others to value time as well.

**Thomas Jefferson** said: Determine never to be idle. No person will have occasion to complain of the want of time who never loses any. It is wonderful how much can be done if we are always doing.

**Lee Iacocca** said: If you want to make good use of your time, you've got to know what's most important and then give it all you've got.

**Louis E. Boone** said: I am definitely going to take a course on time management... just as soon as I can work it into my schedule.

**Benjamin Franklin** said: Time is money.

**Peter Turla** said: Managing your time without setting priorities is like shooting randomly and calling whatever you hit the target.-

## Top 5 Ways To Improve Your Time Management

**Peter F. Drucker** said: Everything requires time. It is the only truly universal condition. All work takes place in time and uses up time. Yet most people take for granted this unique, irreplaceable, and necessary resource. Nothing else, perhaps, distinguishes effective executives as much as their tender loving care of time.

**Anthony Robbins** said: Once you have mastered time, you will understand how true it is that most people overestimate what they can accomplish in a year — and underestimate what they can achieve in a decade!

**Michael Altshuler** said: The bad news is time flies. The good news is you're the pilot.

**Michael S. Traylor** said: If it weren't for the last minute, a lot of things wouldn't get done." –

**Jim Rohn** said: We can no more afford to spend major time on minor things than we can to spend minor time on major things.

**Lord Chesterfield** said: I recommend to you to take care of the minutes; for hours will take care of themselves.

**Marcus Aurelius, 140 AD** said: Live each day as if it be your last.

**Patty Gardner** said: If it won't fit on one page, it won't fit in one day.

Stop and rethink the way you manage your time. You will be more productive and enjoy the time you have. I recommend you follow the wise words of a distinguished businessman, Harvey McKay. He said: *Time is free, but it's priceless. You can't own it, but you can use it. You can't keep it, but you can spend it. Once you've lost it you can never get it back.*

Author:

Phil C. Solomon

<http://philcsolomon.com/>



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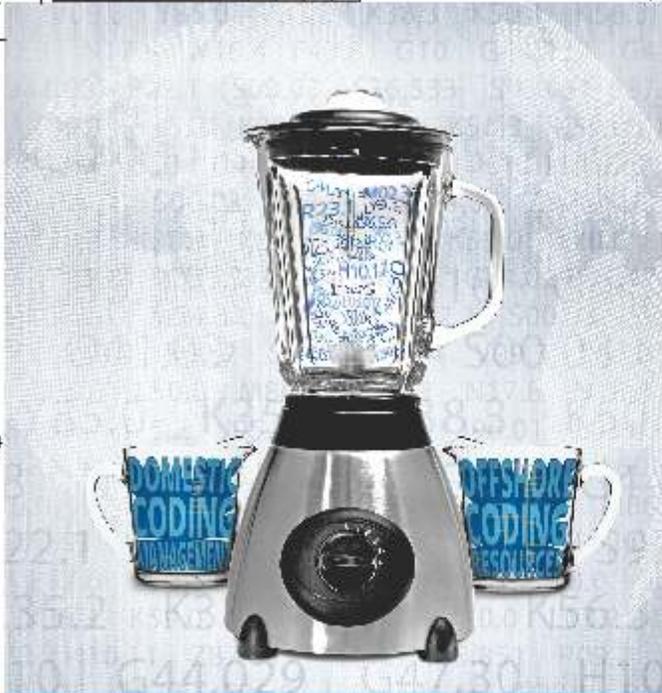
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## *Hospital Spotlight*



# **ValleyHealth**

## **Page Memorial Hospital**

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Luray, VA 22835**



Page Memorial Hospital, Inc. is a for-profit critical access hospital. The facility is accredited and provides emergency services. Page Memorial is a licensed 25-bed critical access hospital in Luray, Virginia, which sees more than 10,000 patients in its emergency department each year. PMH joined Valley Health as an affiliate in January 2009. Services include home care and home medical services, PMH Outpatient Rehabilitation and Fitness Services and Page Surgical Services. PMH also operates Page Rural Health Care in Stanley. Valley Health financed construction of the new Page Health Care physicians' outpatient office in Luray and the Page-Shenandoah Center in Shenandoah, both of which opened in 2012. With a staff of over 200, PMH is one of the largest employers in Page County.

## 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 to pass the exam. It will be gratifying to prove to yourself that you can pass this difficult exam, and that your years of experience and hard work will be evident to all by the CRCE-I/CRCE-P name.

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

Charlottesville, VA 22902

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

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

## Newly Certified...

First Name	Last Name	Certification	Facility
Hansel	Akers	CRCS-I	
Gabriella	Baptiste-Smith	CRCP-I	
Shell	Branch	CRCS-I	
Farook	Chhipa	CRCS-I	
Terrena	Copeland	CRCS-P	
Diane	Cramer	CRCS-I	
Rhonda	Crandall	CRCS-I	
Kathy	Evans	CRCS-P	
Dawit	Guta	CRCS-I	
Jennifer Anne	Hale	CRCS-I	
Barbara	Harris	CRCS-P	
Natalie	Hefner	CRCE-I	
Angelia	Hunt	CRCS-P	
Muhammad	Ibrahim	CRCS-I	
Donna	Jackson	CRCS-P	
Harpreet	Kaur	CRCS-I	
Amanda	King	CRCS-I	
Amber	Madison	CRCS-I	
Raven	McCray	CRCS-I	
Hettie	Mills	CRCS-I	
Crystal	Moore	CRCS-I	
Linda	Obuobi	CRCS-I	
Leanne	Ragland	CRCS-I	
Susan	Ritter	CRCS-P	
Brenda	Salmeron	CRCS-I	
Stephanie	Shirley	CRCP-I	
Dawn	Skinner	CRCS-I	
Chris	Spady	CRCE-I	
Heather	Spradlin	CRCS-I	
Michelle	Wentz	CRCS-I	
Sheena	West	CRCS-I	
Gail	Zimmerman	CRCP-I	

**Congratulations!**  
**We are proud of you!!**



## Certification

### 2016-2017 Certification Schedule

**November 7-18, 2016**

November 2016 Exam Period

**December 15, 2016**

Registration deadline for March 2017 Exam Period

**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





**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
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**MEMBERSHIP RECOMMENDED BY:** \_\_\_\_\_

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

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Take advantage of our online membership application and payment options. Visit our website at [http://www.vaaaham.com/Membership\\_Application.html](http://www.vaaaham.com/Membership_Application.html)

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**Dale Brumbach**

*VP of Client Relations*

**800-720-7293**

[dale.brumbach@penncredit.com](mailto: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](mailto: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](mailto: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

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# The Virginia Chapter of AAHAM Executive Board 2014-2015



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# “Fall” into Virginia...

By: Sara Quick

**Take advantage of all the colorful “fall” scenery that our beautiful state has to offer. Fall Foliage is expected to peak this month. Take a drive on the Blue Ridge Parkway or Skyline Drive to see the changing of the leaves, or visit a pumpkin patch or corn maze.**



## Sweet Pumpkin Dip Recipe

- 1 8oz package cream cheese, softened
  - 2 cups powdered sugar
  - 1 cup canned pumpkin
  - 1/2 cup sour cream
  - 1 tsp ground cinnamon
  - 2 tsp pumpkin pie spice
  - 1/2 tsp ground ginger
- 1 cup frozen whipped cream, thawed
- Gingersnap cookies, apples, or cinnamon graham cracker sticks

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In a large bowl, beat cream cheese and powdered sugar until smooth. Add in pumpkin, sour cream, cinnamon, pumpkin pie spice and ginger. Mix well. Fold in the thawed whipped cream. Serve with green apple slices, graham cracker sticks, or gingersnaps. Store in refrigerator.



**National News— [www.aaham.org](http://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>

And calendar of upcoming

**Calendar of Events:**

**2016 Annual National Institute  
Caesar's Palace, Las Vegas, Nevada**

**October 5-7, 2016**



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 consists of a black oval with the words "CORPORATE" and "SPONSORSHIPS" stacked vertically in white, bold, serif font. Both words are underlined with a thin white line.

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# Sponsorship

[Dale.brumbach@penncredit.com](mailto:Dale.brumbach@penncredit.com)

## Platinum Sponsorship - \$1,500

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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 also benefits from the financial support that many organizations provide. I hope that you will consider supporting Virginia AAHAM this year.

—Dale Brumbach, Vendor Sponsorship / Corporate Partners Chair

**Mark your calendars!**



**Upcoming VA AAHAM events:**

Annual Meeting & Conference  
Williamsburg, VA  
December 7–9, 2016

**Go to our web site for more information and registration:**



**[www.vaaaham.com](http://www.vaaaham.com)**



[www.vaaaham.com](http://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](mailto:abeech@augustahealth.com). Newsletters are published quarterly. Don't miss your chance to be read, recognized, and rewarded for your writing talent.

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.