

AAHAM Legislative Day will be held at the Hyatt Regency Washington on Capitol Hill, Washington DC from April 25-26, 2016. This is an exciting event as members of AAHAM you get to meet with elected officials to discuss current events in healthcare that are happening in Colorado. This marks the 12th year AAHAM has brought members together with their elected officials at Legislative day. The hot topics this year are the *Medicare Audit Improvement Act* and the *Hospital Improvements for Payment Act*.

I would like to encourage our members to come to Legislative Day for a fantastic learning experience. I hope to see you there.

Laura King Rocky Mountain AAHAM President

SAVE THE DATES: Administrative Management

National AAHAM has two upcoming webinars.

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March 16th at 11:30 MT, Sara Mendiola, Director of Clinical Services at Washington & West; LLC will discuss Medicare Advantage plans.

April 13th at 11:30 MT, Rochelle Dahmen, Revenue Cycle manager at Eide Bailly,LLP will speak about Implementing an Effective Denials Management Program.

Certification Calendar

AAHAM will offer the certification exams three times a year... March, July and November.

The deadline to register for our July testing period is April 15th.

<u>March 14-25, 2016</u> March 2016 Exam Period

<u>April 15, 2016</u> Registration deadline for July 2016 Exam Period

<u>July 11-22, 2016</u> July 2016 Exam Period

August 15, 2016 Registration deadline for November 2016 Exam Period

November 7-18, 2016 November 2016 Exam Period



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President's Message by Laura King



Laura King Rocky Mountain Chapter President 2015-2017

Greetings, AAHAM Members,

CONGRATULATIONS ROCKY MOUNTAIN AAHAM WE ARE 35 YEARS STRONG THIS YEAR

There is not a better place to be than the Rocky Mountains in the winter time. I hope everyone is enjoying the snow.

Rocky Mountain AAHAM had a great year in 2015! We had 43 national members and 22 local members. The chapter was able to offer 5 educational programs. AAHAM joined with COHAM for the first Educational Summit for front line staff. It was held in November with great reviews we hope to have another Educational Summit in May.

We are looking to "Raise the Level" in 2016 this is the direction from na-

tional and we want to take that initiative in the Rocky Mountain chapter. We will increase our membership, sponsorship, certifications, and educational events. As members please feel free to reach out to the Board members with suggestions and ideas of what you would like from Rocky Mountain AAHAM

Nationally and locally AAHAM has some great events on the agenda. Legislative day is right around the corner April 25th and 26th AAHAM will take the hill. National AAHAM has two upcoming webinars.

- ⇒ The first one is March 16th at 11:30 MT, Sara Mendiola, Director of Clinical Services at Washington & West; LLC will discuss Medicare Advantage plans.
- ⇒ The second one is April 13th at 11:30 MT Rochelle Dahmen, Revenue Cycle manager at Eide Bailly,LLP will speak about Implementing an Effective Denials Management Program.

Rocky Mountain AAHAM will be joining with HFMA for the rural road show in Loveland, Pueblo, and Glenwood Springs in July. We hope to see you at one of these locations.

The Rocky Mountain Chapter has three new board members Warren Kloter, Bill Girsch and Michael Green. I have asked the Board to include a brief bio in this newsletter so please read up on the Board members and see what you have in common.

Get out there and enjoy the snow it will be melting before you know it!

Laura King Access Manager Valley View Hospital

When an A/R company promises to bring in the big dogs, make sure they can deliver.



Talk is cheap. It can also be expensive if you choose a receivables management partner based on promises alone. At Xtend, we prefer to let our track record do the talking. Our principals started the cash acceleration field. And over the years, we've continued to deliver for hospitals of all types and sizes.

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Switching to the Healthcare EFT Standard 4 Ways to Ease the Transition

By Priscilla Holland, Senior Director of Healthcare Payments, NACHA

Healthcare Electronic Funds Transfers (EFTs) via ACH – the Healthcare EFT Standard - can make practice management easier and more affordable and switching doesn't have to be difficult.

Compared with other payment methods, providers can save up to \$7.21 per payment using EFTs via ACH in combination with Electronic Remittance Advice (ERA), according to the 2014 CAQH Index. EFT via ACH payments, which transfer funds electronically from the insurer's account to the provider's account, are faster than other methods, with funds available the same day they're received.

Additionally, going electronic has security and efficiency benefits. Because they're transferred digitally, EFTs via ACH come with lower fraud risk than, for example, paper checks, which often change hands multiple times. And, with most practice management systems, reconciliation between EFT and ERA can be fully automated.

Best of all - It's not difficult to switch. Thanks to the implementation of the Healthcare EFT Standard effective Jan. 1, 2014, which requires insurers to deliver EFT payments via ACH upon request, it's easier to transition than ever, especially if you use the following tips.

- 1. **Enroll the easy way.** CAQH offers an enrollment hub that's free to all providers. Entering your information into the secure database just once allows you to enroll with multiple participating health plans, simultaneously. For plans that aren't participating in the enrollment hub, providers should rank them according to payments volume. In most practices, roughly 80 percent of payments come from 20 percent of insurance providers. It makes sense to enroll with the largest payments providers first to reap maximum benefit right away. Then, gradually work your way down the list until you've enrolled with all insurers.
- 2. **Don't forget ERA's.** EFTs via ACH produce more savings for practices when they're used in conjunction with ERA's. ERA's allow for the automatic reconciliation and posting of payments to patient accounts, saving your staff time as well as eliminating manual posting errors. It's easy to set up ERA's; in most cases, they can be requested at the same time as EFT's via ACH. If your practice uses a clearinghouse, contact them for additional assistance.
- 3. **Talk to your vendors.** Communication and cooperation between all parties involved in the EFT process practices, banks, clearinghouses, practice management systems, is essential to a smooth transition. Your bank is required by *NACHA Operating Rules*, which govern the ACH Network through which healthcare EFT standard transactions are processed, to deliver ACH remittance data to your practice. If you've requested ACH data and your bank won't provide it, contact NACHA immediately. Additionally, while most clearinghouses and practice management systems can support EFT/ERA reconciliation and auto posting, make sure yours can and, while you're at it, ask about any set-up help or services they might provide.
- 4. Address staff concerns. Change can be uncomfortable for staffers who are used to tried-and-true processes or who might be concerned about being replaced by technology. In truth, transitioning to EFT/ERA simply reduces staffers' time spent on reconciliation and posting. This allows them to handle a larger volume of claim payments or frees them up to focus on other important tasks and patients. Prior to transitioning, get ahead of staff concerns and make sure everyone understands the EFT/ERA process and its benefits.

Switching to EFTs via ACH is one of the easiest ways to dramatically simplify your practice management and reduce costs. For more resources and tips on how to make the transition a smooth one, visit <u>https://healthcare.nacha.org/</u><u>ProviderResources.</u>

This is going out to all the current presidents and all of the incoming ones for 2016.

I hope you're all well.

I need your help with our communications to the membership.

As you know, almost all of our communications from National are all electronic. This includes and is definitely not limited to:

- \Rightarrow Member Cards
- \Rightarrow Certification Reminders
- \Rightarrow National News
- ⇒ ANI/Legislative Day/Webinar Announcements
- \Rightarrow The National Journal
- \Rightarrow Election Information
- \Rightarrow Dues Reminders
- \Rightarrow Award/Scholarship Information
- \Rightarrow Advocacy Movements

Most of what I send out goes through a mass email system called Constant Contact (some of you use it or something similar), and I've discovered that some hospital systems are blocking those emails (it has to do with the mass mail program). Hopefully with your help, I can get past the hospitals' e-security.

What do I need you to do?

When you receive my e-blasts, can you or whoever handles chapter communications forward them to your members with this message at the beginning of the emails that go out?

If you are not receiving emails from National, please take the following steps:

- Check your junk mail, especially if you have a non-work email (Gmail, yahoo, Hotmail, Verizon, Comcast, etc). If you see any there (the first word in the subject of all our blasts is AAHAM), and add <u>moayad@aaham.org</u> to your safe list
- If my emails are not in your junk mail, you'll need to contact your company IT Dept. Tell them that you're a member of the organization and specify that our emails come from constant contact and to add <u>moayad@aaham.org</u> to the safe or white list. They'll know what that means.



Congratulations to the following staff who passed their CRCS

- Melinda Clearman, CRCS- I
- Heather Gemas, CRCS-I
- Stephanie Rodriguez, CRCS-I
- Gina Mattson, CRCS-I
- Luis Torres, CRCS-I
- Sally Williams, CRCS-P

AAHAM certification options include:

- ✓ Certified Revenue Cycle Executive (CRCE)
- Certified Revenue Cycle Professional (CRCP)
- Certified Revenue Integrity Professional (CRIP)
- Certified Revenue Cycle Specialist (CRCS)
- Certified Compliance Technician (CCT)

Since the rollout of the new certification options, we have seen mostly CRCS exams being taken in our chapter. That was also true nationally this past testing period, with 179 CRCS-I, 82 CRCS-P and 9 CCTs being granted. I'd like to introduce you to the newest option, the CRIP. 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 a thorough working knowledge of numerous revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for providers. It also ensures that appropriate charging occurs and compliance with all payer programs. We all know how valuable these employees are so what a great way for them to gain recognition.

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

AAHAM offers two types of Professional Certification; one focused on the revenue cycle within a hospital or health system environment and the other focused on the revenue cycle in a physician or clinic. Dual certification is available for those interested in obtaining both. It is surprising to me that we have not seen more staff taking this exam. I hope the senior leaders reading this will encourage their management team to strive for this certification so they may grow in their development as a leader and reap the benefits of recognition.

Boulder Community Hospital Boulder Community Hospital Boulder Community Hospital Valley View Hospital Valley View Hospital Mind Springs Health **Michael Green** is currently the **Manager of Operations for First Party Receivables**. After graduating from Western State Colorado University with a bachelor's degree in Communications, he thought his future career was going to be in radio broadcasting. However, after finding a job within the revenue cycle industry and becoming a member of AAHAM, he has found that his true passion is working with clients and patients on a daily basis. He currently resides in northern Colorado with his wife and two dogs.

Bill Blevins is serving in his second year as the **Vice President of Rocky Mountain AAHAM**. Originally from Tennessee, he spent his early career there and Florida. Most recently, he lived in California prior to moving to Colorado 2 years ago.

Prior to getting into the healthcare industry Bill served with distinction for 8 years in the Marine Corp where he saw action during Desert Storm and other special operations. He has been in the healthcare industry for over 20 years and held executive level positions with several Accounts Receivable Management and BPO companies over that time. His focus and passion has been delivering innovative solutions to healthcare providers across the nation. He currently is the Vice President of First Party Receivable Solutions, a division of Professional Finance Company, Inc. in Greeley, Colorado.

Nancy Coppom has enjoyed being with Boulder Community Health for over 16 years and is currently the **Director of Patient Financial Services** with one of the few remaining independently owned and governed health care systems in Colorado. She is responsible for managing and overseeing the resources necessary to bill and collect patient accounts in compliance with Federal and State rules and regulations while achieving low AR days, minimal insurance denials, accurate reimbursement, and low bad debt. She has been in healthcare for over 30 years, including field training for medical products in the hospital setting.

Nancy studied Social Work at Colorado State University and specialized in group dynamics and has earned her Silver certification in Lean methodology. Nancy has also been a long-standing and active member of AAHAM and is currently serving a second term as Secretary for the Colorado Chapter. She is also a long-standing member of HFMA. She enjoys spending time at a family cabin near Glen Haven, CO and loves to play with her dogs and snow shoe.

Bill Girsch is currently the **EVP of Horizon Financial Management** (HFM). HFM provides custom solutions to healthcare providers across the revenue cycle. Prior to joining HFM, Bill was a SVP / GM with NCO Financial Services for 15 years responsible for its Healthcare, Government, and student loan servicing divisions.

Bill first became a member of AAHAM in 1994 and has served on the South Florida, Texas Bluebonnet, and now Rocky Mountain chapter boards.

Warren Kloter is the **Director of Business Development for Continuum Health Solutions**. His diverse background includes 13 years of business development with the last 5 years being in Healthcare, specifically related to managing MVA claims on behalf of hospitals. He is excited to support revenue cycle professionals grow in their abilities and careers through the education AAHAM provides. Outside of work Warren enjoys spending time with his wife and 4 kids, working on home improvement projects and anything in the mountains.

Traci Smith is a second year AAHAM board member and is the **Business Office Manager at Yampa Valley Medical Center** in Steamboat Springs, Colorado. Traci has been at YVMC for 15 years in multiple roles including Financial Counselor, Cash Poster, Skilled Nursing Biller, and Insurance Follow up. Prior healthcare experience includes Radiology Transcriptionist and Patient Access Representative at other facilities.

Traci and her husband have 3 children ages 14, 10, and 8 which keep them very busy. The kids are involved in sports, 4H, and other extracurricular activities. In her spare time, Traci enjoys reading, baking, snowmobiling, and spending time with friends and family.

Traci enjoys coaching team members and watching them have success and grow in their careers. Traci feels embracing change is important in the healthcare field while trying to keep up with compliance and billing rules in addition to keeping AR days down, cash flowing, and having low bad debt. She also feels it is important to enjoy what you do. *Life is too short to be unhappy in your career*.



Advantages of Becoming a Member of the Rocky Mountain Chapter of AAHAM

- * Access to educational seminars and workshops covering several current topics
- * Free Webinar Series
- * Problem solving and solution sharing with your business associates
- * Provides assistance for professional and technical certifications
- * Networking with industry peers
- * Reduced fees for educational events
- * Quarterly newsletter

Local dues are only \$20.00!

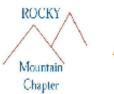
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American Association of Healthcare Administrative Management

Local Rocky Mountain Chapter Membership Application

DATE:		
NAME:Last	First	MI
CERTIFICATION:		
TITLE:		
NAME OF ORGANIZATION:		
STREET OR P.O. BOX:		
CITY:	STATE: ZI	P CODE:
TELEPHONE NUMBER: ()	FAX NUMBER: (_)
EMAIL ADDRESS:		
Would your facility be able to host an	AAHAM Chapter meeting?	YESNO

PLEASE MAKE CHECK PAYABLE TO: AAHAM ROCKY MOUNTAIN CHAPTER

Annual Local Membership Dues are \$20.00

Please return this membership application and your check to:

AAHAM Rocky Mountain Chapter c/o Pilar Mank, Treasurer Healthcare Management 715 Horizon Dr., Ste. 401 Grand Junction CO 81506-8731

NOTE: Completion of this application does not constitute a national membership. For national membership information please visit <u>www.aaham.org</u>.



2015 APPLICATION FOR NATIONAL MEMBERSHIP

EMPLOYER/ORGANIZATION NAME:			
PRIMARY ADDRESS:			
CITY:	STATE:	ZIP:	
PHONE: FAX:	LOCAI	LOCAL CHAPTER:	
E-MAIL ADDRESS:	WEBSITE:		
HOME ADDRESS:			
CITY: STA	TE: ZIP:	HOME PHONE:	
How did you hear about AAHAM?	lleague □ Publication □ Website	□ LinkedIn	
If referred by AAHAM member, please g	ive name:		
Membership Type: 🛛 National Member	□ Student Member		
membership you must currently be taking 6 credit hou receive all the benefits of membership with the exception chapter president at any national board meetings. PAY			
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AAHAM Providing Excellence in the Business of Healthcare Certification, Compliance, Leadership Development, Networking, Advocacy

Rocky Mountain AAHAM Board Meeting Minutes: February 5, 2016

In person meeting called to order at 2:10 p.m. by Laura King

Roll Call:

Laura, Bill B., Traci, Michael, Warren, Bill G., Nancy Absent: Sharon, Danette

No changes to previous board minutes of 12/10/15. Bill motioned to approve and Warren second. Approved as written.

President's Report: Laura recapped the 5 educational events AAHAM sponsored in 2015: Medicare Bootcamp, Rural Roadshow, All Payor Day, Charge Master Meeting, and Educational Summit. National requirements are only 16 hours of education so we are surpassing National's requirements. In lieu of sponsorship, Sharon Caulfied's firm will provide the means for us to offer webinars. Our goal for 2016 is to sponsor 4 educational events. So far, we will tentatively participate in an Educational Summit in May, the Rural Roadshow with HFMA in July, All Payor Day the first week in December.

Laura proposed 3 additional Board meetings in 2016, a call around the Educational Summit in May, a meeting around the Rural Roadshow (perhaps in person in Glenwood) and immediately following the All Payor Day conference the first week in December.

Vice-President's Report: No report.

Secretary's report: No Secretary's report.

Treasurer's Report:

Warren reported the checking account balance is \$22,818.25 and the savings account balance is \$3947.14. We had \$2484.79 in revenue from December's joint All Payor Day. We also have a \$450.00 deposit coming from PFS Group for their Gold level sponsorship and a late deposit for \$125.00 from University of Colorado Health.

Kim Hanraty had submitted for reimbursement of \$28.34 for postage reimbursement and Laura will be reimbursed for travel expenses, lunch provided for Board members at meeting and the four \$25.00 gift certificates previously approved.

Warren suggested and board approved spending \$23.97 per month for QuickBooks for the first 6 months then \$39.95 per month so financial records will be reportable and transparent.

Warren also suggested reaching out to Michael at Rocky Mountain Imaging Solutions to microfilm our historic financial data since all is currently on paper. Board approved.

Lastly, Warren suggested formalizing receipts by purchasing actual receipts and will send a thank you note to acknowledge with receipt inside. Board approved.

Traci asked if there is a reason we have both a checking and a savings account. Laura will research and get back with the Board. We will see if it's possible to have some type of investment account or CD since our actual operating expenses are significantly less than our balance.



AAHAM Board Meeting Minutes continued...

National AAHAM Report:

Laura attended the National meeting in Las Vegas January 21 and 22, 2016. National has asked chapters to promote certifications and the message from President, John Courier is to "Raise The Level". Legislative Day is April 25 & 26 where there will be more focus on Medicare payment guidelines. As of 12/31/15, AAHAM has 3,121 National members and the goal for 2016 is 3,500. As of 12/31/15, there are 478 who have earned their CRCE; 220 CRCP; 4,572 CRCS; 76 CCT; 25 CRIP with one in Colorado. Discussion was had about the comp ANI registration each chapter has. It was decided to offer that registration to AAHAM board members first before opening it up to membership.

Committee Reports:

Education: Chair: Bill Blevins –

Bill sent out the Survey Monkey to membership for a pulse on what type of education is identified as being needed. So far there has only been about a 10 percent response. Bill will resend to all local members to get maximum participation.

Membership:

Chair: Warren Kloter -It was suggested that we either have a drawing for local memberships at upcoming educational events or pay for half of the membership and the attendee pay the other half.

<u>Certification:</u> Chair: Michael Green – Co-Chair: Nancy Coppom

Kim Hanraty has transitioned information to Michael and Nancy. Kim mailed Michael the manuals she had. Laura has the 2015 CRCE and a CCT manual. Gunnison has the CRIP manual. Discussed we need written agreement/expectations with those who borrow the chapter's manuals. It was suggested to order a new CRCS manual. Board approved. Michael will purchase and keep for disposition.

Testing periods are now 3 times per year instead of 4. The next testing period is March. We have 3 people tak-ing exams: 2 for the CRCS and 1 CRCE. Michael has already reached out to them by email.

Communications: Chair: Bill Girsch

Future deadlines of upcoming quarterly newsletters are: May 25, August 25 and November 25.

Fundraising/Sponsorship:

Chair: Laura King -Laura mailed sponsorship letters. We currently have 4 sponsors: Relay Health, Xtend, Passport and PFS Group. We had 7 last year and our goal is to have 10 this year.

Nominating: Chair: Danette Coulter -No Report.



AAHAM Board Meeting Minutes continued...

Old Business:

Laura asked for review of our Chapter Bylaws. It was noted that on page 5, Article VII, the Certification Committee needs to be added. Laura will add and email out to all for approval.

The Board had previously approved to combine All Payor Day with the Uninsured Conference. With further consideration, it was decided the 2 events will not be combined due to space constraints, the Colorado Managed Care Collaborative would not support combining them and ultimately, the attendee list would be greatly different for each event.

New Business:

Laura will nominate us for a Chapter Excellence award since after reviewing the criteria, our chapter already meets a lot of the requirements. Laura will be reaching out to Board members for assistance as needed. All documentation must be submitted by June, 2016. Chapters earning the award are announced at the ANI.

Laura adjourned the meeting at 3:30 p.m.

Respectfully submitted, Nancy Coppom, Secretary





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ROCKY MOUNTAIN AAHAM CHAPTER



The Rocky Mountain Chapter publishes "The Peak" each quarter and is looking for writers like you. If you have an area of expertise or awareness and are willing to share your words of wisdom with others,

we need you. Topics of interest include Revenue Cycle best practices,

We are on the Web! www.aaham.org/ RockyMountain

Customer service, denial management, leadership, improved work environ-

ment, increasing employee satisfaction, coping with change, billing compliance, and change management.

Please send your article submission to the Communication Chair, Dina Prince at dprince@cordanths.com



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2015 Rocky Mountain Chapter Board Members

Laura King, President (2015-2016)

Access Manager Valley View Hospital 1906 Blake Ave Glenwood Springs, CO 81601 970-384-6854 Iking@vvh.org

Bill Blevins, Vice President (2015-2016)

Committee Chair: Education Vice President, First Party Receivables Solution Professional Finance Company 5754 W. 11th Street, Suite 100 Greeley, CO 80634 970-506-8705 bblevins@fprsselfpay.com

Nancy Coppom, Secretary (2014-2015)

Committee Chair: Technical Certification PFS Director Boulder Community Hospital 311 Mapleton Ave. Boulder, CO 80304 303-544-5750 ncoppom@bch.org

Kim Hanraty, Board Member (2014-2015)

Committee Chair: Certification Health Care Revenue Cycle Leader 14243 W. Warren Pl. Lakewood, CO 80228 720-879-4683 (mobile) kim_hanraty@comcast.net

Pilar Mank, Treasurer (2014-2015)

Committee Chair: Membership Revenue Cycle Director Healthcare Management 715 Horizon Drive, Suite 401 Grand Junction, CO 81506 970-986-3590 970-683-5255 (f) Pilar.Mank@HCMColorado.com

Dina Prince, Board Member (2014-2015)

Committee Chair: Communications Director, Billing and Reimbursement Cordant Health Solutions 12015 East 46th Ave., Suite 650 Denver, CO 80239 dprince@cordanths.com

Traci Smith, Board Member (2015-2016) Business Office Manager Yampa Valley Medical Center

1024 Central Park Dr. Steamboat Springs, CO 80487 970-870-1128 traci.smith@yvmc.org

Danette Coulter, Chairman (2015-2016)

Committee Chair: Sponsorship PFS Director Pioneers Medical Center 345 Cleveland Street Meeker, CO 81641 970-878-9273 970-878-3285 (f) dcoulter@pioneershospital.org

Sharon Caulfield, Esq., Legal Counsel (2014-2015) Caplan & Earnest, LLC

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