

HAWKEYE HIGHLIGHTS



Spring 2009



The Uninsured Crisis in America... What's a Healthcare Provider to do?

By Thomas Gavinski, Vice President, *Healthcare Division, I.C. Systems, Inc.*

In my current work role I have the opportunity to interact with many healthcare providers nationally. These providers run the spectrum of one person healthcare providers to huge multi hospital and clinic systems. One of the more serious issues these providers are experiencing is the exploding population of uninsured and underinsured patients. Most healthcare providers are not equipped to handle large volumes of self pay receivables. Providers do not have the technical system nor the FTE's to handle the huge increase in self pay. The uninsured problem is only going to get worse. What's a healthcare provider to do?

The US Census Bureau recently released their estimate of Healthcare Uninsured Americans. The good news is the number of uninsured Americans dropped by approximately 1.3 million in 2007. While this is certainly more encouraging news than past years, the uninsured U.S. population crisis is far from over.

There are still over 45 million Americans uninsured and that poses a serious financial problem for healthcare providers--especially the nonprofit providers. Nonprofit healthcare providers are under intense scrutiny from state and federal regulators, lawyers, consumer groups, politicians, and consumers themselves. In fact Minnesota hospitals were the first healthcare providers to experience state requirements that mandated uninsured pricing discounts, charity care procedures, and healthcare collection tactic restrictions. The recently agreed upon extension of the Minnesota Attorney General Agreement with all Minnesota Hospitals was the first state mandated uninsured patient processing. Today over seventeen states have passed some type of legislation relating to uninsured patients and healthcare collections.

Along with the state mandates on the handling of uninsured patients, several other pressures are being applied to nonprofit healthcare providers. On the national scene, Senator Grassley and his Senate Finance committee staff

Article Continued on Page 4...

TABLE OF CONTENTS

SPRING 2009

Uninsured Crisis	1
Officers and Board Members	2
President's Message	3
Corporate Sponsors	5
Board Meeting Minutes	6
Resume Mistakes	8
Treasurer's Report	10
National Board Minutes	11
Mark Your Calendars	12
Don't Forget AAHAM	12
Legislative Day	13
Website Alert	14

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Presidents Message

Dear AAHAM Member:

Blankets of snow obscured my vision and sheets of ice coated the roadway as I pulled into the Norfolk, NE Subway. *Upon entering, I was greeted by the manger who inquired, "How are the roads where you're going?"*

"I have to think that the road ahead is better than the one I'm on or I'd just hang it up," I replied. In much the same vein, AAHAM is here to help you find that better road. The National AAHAM organization has many tools that can act as helpful aids for your career journey.

Some of the available AAHAM services include the National News Monthly Update for those of you who are National Members. The upcoming newsletter covers the 2009 Annual Legislative day to be held on April 15-16. Go to www.aaham.org to download the brochure. Another helpful aid is the AAHAM Listserve. It can be found in the Member's Only section. One bit of advice when using the Listserve, have your IT department add Moayad@aaham.org, no-reply@aaham.org, and aaham.org to your "safe list." Also check out the calendar of all the professional and technical testing times posted on the website.

Many of you who have earned a technical certification may need CEU's. By becoming a National Member, you can find out how to self-report using the AAHAM website. Melynda Crawford can guide you through that process. The Hawkeye Chapter now has 220 Technically Certified Members with that number increasing every quarter.

Check out the Hawkeye Chapter Website at www.hawkeyeaaham.org. Vera Cummings has done a wonderful job as the Website Chair. In the President's Welcome I have recognized our newest professionally certified members: Holly Johnson,

Rebecca Gough and Melynda Crawford. Iowa now has 13 members who have attained Professional Certification.

A new face on the Board is Tara Spidle from Decatur County Hospital as the Vice President and Program Chair. She is organizing a great program for the meeting at the Hilton Garden Inn in Johnston on May 21st and 22nd. We will keep the meeting cost low, and to save your time, the agenda will be 1 ½ days.

Diana Hiatt is the Newsletter Chair. Please share your stories, successes and concerns with the entire chapter in the *Hawkeye Highlights*. You can also earn CEU's for article submissions.

At the recent AAHAM President's Meeting, Bob DeBiase, National AAHAM Chairman of the Board, said that what sets AAHAM apart from other organizations is the personal relationships and friendships at the meetings, on the committees and the board. All of us at Iowa AAHAM look forward to seeing you at future meetings and assisting you in your career goals.



Respectfully,

Pam Brindley
President

...Continued from Page 1

are investigating nonprofit organizations. Grassley is looking at the nonprofit tax exempt status hospitals, executive compensation, uninsured pricing, and hospital collection practices. Senator Grassley's commission will continue to monitor tax exempt healthcare providers and will eventually prepare legislation to regulate healthcare providers if voluntary provider efforts are not enough. Senator Grassley recently sent inquiry letters in July and August of 2008 to the University of Chicago which is Michelle Obama's former employer and the University of Texas, M.D. Cancer Center in Houston. Grassley is looking for information on subsidized healthcare, billing, and conflicts of interest policies. Both hospitals said they will fully comply with Grassley's request and they are proud of their treatment of uninsured patients and their charitable records.

While Senator Grassley has nonprofit healthcare providers in his sight, the IRS also is going to be closely monitoring nonprofit activities through the new Form 990. The 990 tax form has been redesigned for nonprofits to disclose revenue expenses and operations. With the revised 990 form is the newly added questionnaire, Schedule H, which established the first national criteria for disclosing charity care and community benefits. Hospitals will have one year to prepare for completing Schedule H before it becomes mandatory for 2009. The data compiled from this form will help regulators review how much free care nonprofit hospitals are providing the uninsured and how they are compensating their executives.

With all the financial and regulatory pressures that healthcare provider face, how can they deal with the impact of increasing uninsured patients? A company I'm familiar with called Connance commissioned a survey through Healthcare Finance News. The survey was titled "The Collection of Patient Balances" and was completed by 173 senior level healthcare finance and operations management. The purpose of the survey was to help understand trends, challenges, and plans associated with patient collections.

Some of the key findings in the Connance survey are very applicable to hospital providers.

- 94% of respondents agreed that improving collections on patient payments is among their organizations top three revenue cycle management priorities.
- 43% of respondents said their biggest challenge was the pace of patient revenue organization's ability to respond.
- 47% of respondents plan to install new technology to handle increased self pay portfolios.
- 32% of respondents plan to restructure or consolidate their collection operations.
- 30% of respondents will invest in analytical modeling tools for self pay collections.
- 25% of respondents will hire more staff to handle the self pay increases.
- 47% of respondents want to deploy scoring and modeling technology for charity eligibility.
- 35% of respondents want to deploy scoring and modeling technology for Medicaid/SSI eligibility.

Based on the Healthcare Finance News Connance survey results, and being faced with regulatory and consumer opinions, scrutinized healthcare providers have several options available to deal with the uninsured patient crisis. Here are a few suggestions:

- Install effective technology solutions to process large increases in provider self pay receivables. This includes core collection systems, predictive dialers, up front insurance verification systems, collection analytic, modeling systems, and charity care/Medicaid eligibility systems.
- Either hire outsource talent or develop internal staff to restructure existing collections systems or work with outsource companies that are experts in self pay collection and collection analytic's and modeling.

Article Continued on Page 5...

...Continued from Page 4

- Beef up internal self pay FTE's and processes or outsource to reputable and experienced self pay patient receivable companies.
- Establish internal process and policies for monitored payments arrangement self pay accounts. Either develop your own internal process or outsource to reliable vendors.
- Consider debt selling and patient arbitration services as alternatives to existing patient account warehouse and litigation processes. While these are newer concepts to healthcare they are very familiar in the Financial Services market.

The uninsured crisis in American is straining both the financial resources of healthcare providers and the public images of providers. Prudent healthcare financial executives will react to these issues with a well thought out patient self pay plan. The plan needs to include human resources talent, technology solutions, analytical modeling, FTE development, outsource partner selection, and new and innovative processes to collect self pay receivables. The time is now to deal with the uninsured. ■

Corporate Sponsors

The Hawkeye Chapter wishes to thank its Corporate Sponsors. Their generous financial contributions help ensure our chapter meets its goals and objectives, and allow us to provide educational programs, social functions, training programs for member certification, and the *Hawkeye Highlights* newsletter.

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AAHAM Board Meeting Minutes

January 13, 2009

Hawkeye Chapter of AAHAM 2009 Planning Board Meeting

Hawkeye Chapter of AAHAM Planning Session

In-person Attendees: Pam Brindley, Luke Gruber, Heather Hulscher, Diana Hiatt, Melynda Crawford

Phone Attendees: Tara Spidle, Laurie Gaffney, Carmen Wharton, Vera Cummings, Connie Dudding, Steph Hultman, Kristina Gursky, Shari Mitchell

Spring Meeting: Set for May 21st and 22nd. The Spring board meeting will be held the evening of the 20th at 5:30.

National AAHAM's Legislative Day: Scheduled for April 15th and 16th, with the national board meeting on April 17th. Mike Dobbs has agreed to be the chapter legislative chair. Mike and Pam have been nominated to attend. A motion agreeing to this was made and the motion carried.

The MN Chapter of AAHAM is working hard towards chapter excellence. All members submit qualifying points on events such as gathering articles for the newsletter, speaking, teaching seminars, certification form development, etc. A book is put together and submitted to National for consideration. Discussion was held if IA should pursue the chapter excellence award. The board has agreed to table the issue until the May board meeting.

IHA has provided us with information that they may be able to take on administrative issues. The issue will be tabled until further in the meeting.

Board Minutes: The minutes from the last board meeting have been approved.

Spring Meeting Agenda: At the spring meeting Tanya Twist has confirmed she will present. She would prefer to present on Friday. Other topics may include roundtables, IHA Updates, Aileen Sigler for Medicare provider education, Bob Schuler or Kathy Eshelman for Medicaid education. Need has been identified for WellMark to present on outpatient redesign and the POA indicator.

Discussion was held on possible presentation by Barbara Bowman from Fairview Red Wing Health Services. Pam and Kristina had the opportunity to listen to her present on compliance and E-Business at the MN Chapter meeting. The board agreed it would be a good idea to pursue this option further. Tara and Kristina will work on following up with Barbara.

Discussion was held on starting an evaluation form for chapter meetings. Survey monkey works really well, and tallies results for you. Tara and Pam will discuss further options after the meeting.

MN Chapter gave away thermoses to keep AAHAM's name in front of their membership. Is this something IA wants to consider? Discussion was held that we continue to have some portfolios left from the 30th anniversary celebration and that we will continue to present these to new members.

Article Continued on Page 7...



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...Continued from Page 6

Fall Meeting: Dates for September 2009 have changed. The meetings will now be on the 17th and 18th, with the board meeting to occur the evening of the 16th. Day Esquniza will be presenting. Discussed Tammy Osborne from Gustafson and Associates, but the costs are high. Potential roundtable ideas such as e-statements or e-payments should be sent to Tara. WPS certification program and medical review, Senator Grassley and his charity care intentions, value based purchasing, interactive certification training have all been suggested as ideas. Hold potential CPAM/CCAM study session after the AAHAM meeting on Friday. Diana Hiatt suggested her office may be available to hold this.

False Claim Act presentation was discussed. Heather may be able to update. A program similar to the mock trial presentation HFMA did may be beneficial to this group. Laurie will get information from Mike Dewerff to Pam and Tara.

Treasurer's Report: \$14,580.05 in bank. \$7500 CD. 1 \$200 future sponsor fee from Emdeon pending, and all bills have been paid. A motion was made and carried to approve the treasurer's report.

Laurie is working on VisionShare and Mail Services for sponsorship. Tara has commitments from several other sponsors. Bruce from is still trying to get the sponsorship approved. Tara and Melynda are working on Craneware. Pam is working on Passport. Discussion of needed a membership and corporate sponsor drive was held.

Committee Assignments for 2009 are as follows:

Membership: Kristina
Nominating/Elections: Connie
Awards: Pam
Certification: Melynda
Hawkeye Highlights: Diana and Steph
Legislative: Mike
Ways & Means (Audit): Carmen
Website: Vera
Sponsors: Carmen
Hospitality: Shari

Certification: NE and MN chapter issues certificates. Pam and Tara will create a short presentation on how to complete CEU's and report them to national for the next meeting.

Highlights need to be sent in April, prior to the May meeting.

Legislative Update: Legislative has no updates yet, but it looks to be an active year with a new administration.

Membership numbers are down to 57, but with year-end registrations not processed yet this looks to increase. The chapter should look to do a membership drive, with the winner receiving a gift card or something similar. Kristina will pitch ideas to the board, and will be rolling out a plan.

We are covered by the liability insurance we hold for the hospitality room.

Website: The website needs a new president's message. Certified members should also be identified on the web. If handouts are going to be placed on the website it was decided it should be done after the meetings, and it should be cleared with our speakers first. Also, can place a sign-up sheet at the table and e-mail handouts afterwards.

IHA support is available as a management contract. They can assist with items such as education programs, surveys, website maintenance, sponsorship, CEU tracking. Pricing information and determination if this is a conflict of interest is needed. Pam will check with other chapters to see if anyone else is using a similar relationship to help the chapter.

Discussions about scholarship programs potentially have two free registrations at each meeting. Sponsors may be available to assist with this, or it might be tough to get more money from our sponsors.

Discussion on allowing sponsor to have freebies available at the registration desk was held. Melynda will check on printed bag prices for sponsors to put information in for attendees.

Article Continued on Page 8...

...Continued from Page 7

Discussion was had about plaques vs. gift cards for award recipients. Our costs for the plaques have been inexpensive, and gift cards would cost more. We will keep the plaque idea.

A motion was made and carried to adjourn the meeting. ■



Respectfully,

Kristina Gursky
Secretary

Avoid These Top Five Resume Mistakes!

Written by: Deborah Walker, CCMC

Over the years as a recruiter and career coach, I've seen the consequences of poorly written resumes, resulting in the frustration of a long and fruitless job search. Most resume problems can be traced to these top five resume mistakes.

- 1. No resume focus.** The most effective resumes leave no doubt as to the job seeker's career objective. A one-size-fits-all resume gives the impression that the job seeker is uncertain of his career goal. An employer once told me that if a candidate is interested in two completely different positions, he must not be very good at either. If you have more than one career objective, you need more than one resume.
- 2. Lack of marketing strategy.** Job seekers rarely see their search for what it is—a sales campaign. Think of your resume as marketing material designed to create a powerful first impression and win a multitude of job interviews. Translate your career history into an effective marketing piece by selling toward the reader's buying motives: solving problems, saving time, cutting costs or increasing profits.
- 3. No accomplishment statements.** 95% of all resumes lack accomplishment statements. Accomplishment allows employers to visualize your contribution to their company. Quantifiable accomplishments motivate employers to call you before their competition discovers you. These statements can dollarize your worth and increase your bargaining power.
- 4. Lack of resume keywords.** These days, resumes are screened by both humans and computers. A resume lacking in keywords runs the risk of being read by neither. An average screening of a resume is 15 seconds or less, so more attention is paid to resumes using the same words found in the job

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Article Continued on Page 9...



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and accomplishments while maintaining ease of reading. This is the best format for job seekers of all level. The Hybrid resume is well worth the additional time and effort to craft.

Once your resume is designed to avoid the top five resume mistakes, you will be well on your way to winning interviews and reaching your career objective.

Deborah Walker, CCMC is a career coach helping job seekers compete in the toughest job markets. Her clients gain top performing skills in resume writing, interview preparation and salary negotiation. Learn more career tips at: <http://www.AlphaAdvantage.com> ■

...Continued from Page 8

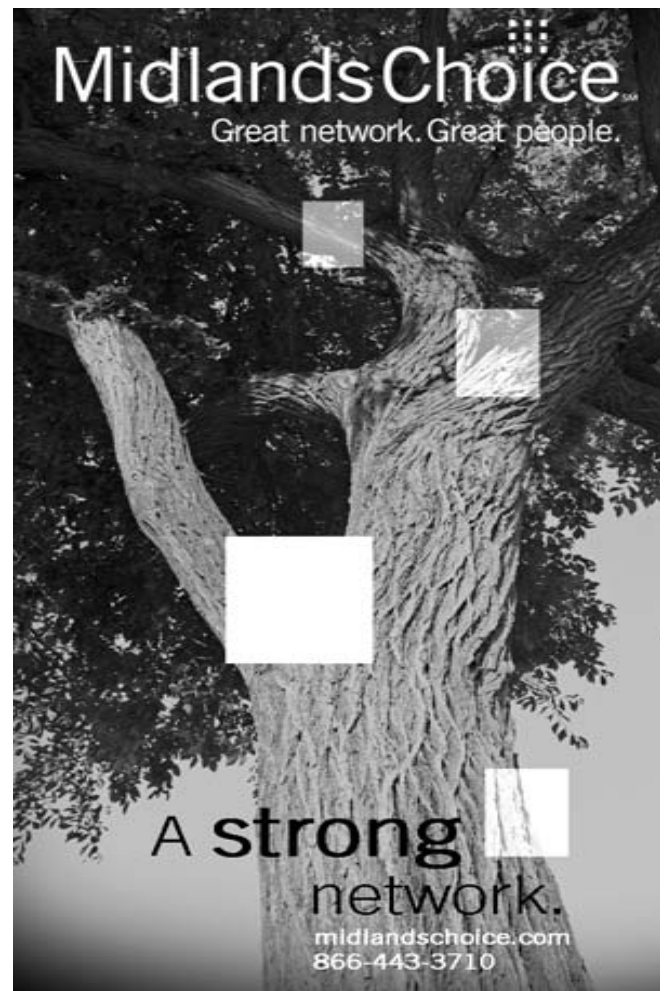
description. Candidate-tracking software retrieves resumes by keywords. A keyword-focused resume will put you front and center.

- 5. Incorrect resume format.** Basically, there are three resume formats: chronological, functional and hybrid.

Chronological: The chronological is best known and easiest to write, a time line style resume. This format works well if your objective is to remain in the same industry or occupation.

Functional: The functional resume places transferable skills and accomplishments at the beginning of your resume. However, a poorly crafted functional resume can be confusing; causing the reader to believe the candidate has something to hide.

Hybrid: The hybrid resume combines the best features of other resumes. It showcases skills



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HAWKEYE CHAPTER OF AAHAM

TREASURER'S REPORT FOR PERIOD ENDING: 12/31/2008

BALANCE SHEET

ASSETS:

Cash in Bank	\$14,580.05
Certificate of Deposit	\$7,500.00
TOTAL ASSETS	\$22,080.05

LIABILITIES:

Payables	\$0.00
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EQUITY:

TOTAL LIABILITIES AND EQUITY	\$0.00
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OPERATING STATEMENT

REVENUES:

Corporate Sponsors	\$4,150.00
Registrations 2008 Spring	\$7,815.00
Registrations 2006	\$313.00
Registrations 2008 Fall	\$8,215.00
Certifications	\$1,625.00
TOTAL REVENUE	\$22,118.00

EXPENSES:

Travel	\$5,265.90
Certifications	\$400.00
Web Design	\$910.00
Insurance Bond and Liability	\$721.00
Spring Meeting	\$5,685.55
Fall Meeting	\$5,312.02
Miscellaneous	\$59.98
Membership Dues	\$350.00
TOTAL EXPENSES	\$17,298.73

NET INCOME (LOSS) \$3,413.55

BEGINNING CASH BALANCE \$10,966.50

ENDING CASH BALANCE \$14,380.05

OTHER (INCREASE OR DECREASE IN CASH) 2009 Sponsor Fees \$200.00

FUTURE PAYABLES

ACCRUED CASH BALANCE **\$14,580.05**



Respectfully,

Connie Dudding
Chapter Treasurer

National Board of Directors Meeting

Fairmont Scottsdale Princess Resort and Spa
Scottsdale, AZ

January 15-16, 2009

Submitted by: Pam Brindley
Iowa Chapter President

The day I left Des Moines it had snowed all night and was 35 degrees below zero. I stepped into the bright Arizona sunshine and just reveled in the warmth. What a great time to go south!

A requirement of the New Chapter Presidents is to become part of the National Board of Directors and serve on a National Committee. I was excited to be a part of the Communications Committee. Gina Kerr, CPAM with Deloitte Consulting is the Communications Chair from the New Jersey Chapter. Other members included Keith Beck from the Keystone Chapter with Siemens Medical Solutions; Rick Rogers from the Wisconsin Chapter with Ajuba International and National Officer Nancy Sherwood from the Three Rivers Chapter who is the National AAHAM Secretary.

A couple of very exciting developments occurred. The committee explored ways to create greater brand awareness for AAHAM. One method was through a Google search. The committee created a list of phrases which would find information on healthcare organizations or certification when entered into the search engine. These phrases were tested through an on-line tool within the Google site to validate the frequency of searches. It was determined that "Healthcare Certification" currently received the highest number of hits.

Advertising on Google requires AAHAM to bid on a price per click (PPC). As our bid increases, so does our resulting position on the particular search term (i.e. Healthcare Certification). Bids can be changed anytime including multiple times a day. AAHAM is only charged when a person clicks on the ad and is redirected to our website. In addition to the PPC bid, we have set the maximum amount

of money we will spend per day. Thus, if the number of clicks uses up our maximum amount, we will drop off the ad space. Unused monies are applied to the next day's mix. We are placing a bid of \$2.00 to have an ad placed on the right hand side of the Google screen. The daily max is \$20.00. We are running with this program and monitoring it for 90 days and then will review its effectiveness.

No Cost Search Positioning is when search engines use tags within the code of a website to determine ranking on searches. Our web development team has worked to embed a code into our site that is picked up by the search engines that will rank us higher based on term usage in the code. The more a term appears in our code, the higher we are ranked when someone searches for that particular term.

The committee has researched an alternative method in which press releases are distributed through a private company. This company will provide a press release template and editorial assistance and will provide a professional looking press release with the ability to insert hyperlinks, photos and videos if desired. This service also provides news releases to Google and Yahoo. They recommend a monthly press release to promote and advertise an organization. We will have a committee meeting in late February to mark our progress. One thing we need from you, the Hawkeye Chapter, is to let us know if you see a press release about an AAHAM member. If so, send me a copy or e-mail it to pbrindley@hraccounts.com.

Many of you know Finance Chair Tanya Twist from her presentations about the California RAC experience. Tanya will be a featured speaker at the May meeting. At the President's meeting, Tanya presented a PowerPoint over Visual Performance Dashboards. This presentation showed that for the last three years, we have been trending up in membership. Also, Professional Certifications are trending up nicely as well. The committee is asking for various chapters to submit their data trends for further study and evaluation by the committee. One suggestion that she had was for Sponsorship to see if there is any correlation with membership growth.

Article continued on Page 12...

...Continued from Page 11

The Education Committee, headed by Lori Sickelbaugh, is reviewing speakers for the 2009 ANI to be held in Scottsdale, AZ. This year they will have a total of five tracks. Let me know if you have speaker suggestions for the ANI and I will get that information to Lori.

Due to your requests, we are transitioning from Audio Conferences to Webinar based learning. Scheduling has begun for at least seven offerings in this area. One offering will be the latest in EDI with Jim Whicker.

Also in late February I will be participating in a Chapter Excellence Conference. Dave Chohon is the Practices and Standards Chair and has a 2009 goal of 75% of chapters to participate in Chapter Excellence. Chapter Excellence is designed to recognize and reward local AAHAM Chapters for excellence in pursuing the goals of our National Association. Chapter 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

I will find out more information about this, but I think our chapter is up to the challenge!

Finally, Liz Baptist, a Past President and now National Professional Certification Chair, gave her update about those members who had participated in the Coaching Webinars last summer. The participants had a higher pass rate at 32% compared with those who took the test but did not participate. That pass rate was 26%. Her committee is in the process of revising the practice tests and revising study guides and test questions. Liz needs help with CCAM type materials from anyone knowledgeable in Practice Management so we can improve that product. If that is you, please contact Liz at ebaptist@perrymemorial.org.

Any feedback would be appreciated and I will pass it on to National. ■

Mark Your Calendars

Fall 2009 AAHAM Meeting

September 17-18th

Hilton Garden Inn – Johnston, IA
Des Moines/Johnston, IA

Don't Forget AAHAM!

If you've recently had a change to your personal contact information, please let AAHAM know. If we aren't able to contact you, we can't keep you informed of all the great benefits AAHAM has to offer. So please, keep us in mind as your life changes and let us know how to reach you. To update your local chapter records, please contact Kristina Gursky, membership chair, by calling 651-481-6533, or by emailing kgursky@icsystem.com. To update your national file, please log on to www.aaham.org, click on Members Only, and after logging in, click on "Click Here to Update Your Contact Information." You may also fax your change of information to AAHAM, attn: Debra Fernandez, fax # (703) 359-7562, or you may mail your information to:

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Attn: Debra Fernandez
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Fairfax, VA 22030 ■

2009 AAHAM Legislative Day

On April 15, 2009, Pam Brindley and I flew to Washington DC to represent the Hawkeye chapter at this year's AAHAM Legislative Day. This event is a great opportunity to take part in the legislative process and help get our industry's concerns heard. Our experience started with an opening reception where over 100 AAHAM professional from across the nation met with Paul Miller, our AAHAM national advocate and lobbyist, who provided insight on how to present our issues to each of our senators. During this opening meeting, Pam and I were given packets containing our marching orders - the four issues we were to discuss with staffers from Senator Grassley's and Senator Harkin's Offices.

Combined the following four issues could provide an estimated yearly savings of \$33 billion in administrative costs:

- CMS should institute the National Payer Identification Numbers system as outlined in the HIPAA
- CMS should require the adoption of a Standard Health Insurance ID Card
- Require all payers to use electronic funds transfers for claim payments (this alone is estimated to provide a savings of \$11 Billion)
- Require payers to send a claim-by-claim acknowledgement for each batch of HIPAA compliant electronic claims submitted

Early the next morning, the AAHAM group as a whole gathered for breakfast and listened to speakers from the American Hospital Association, and also to speakers from senate and house staffers from both sides of the aisle.

Shortly before noon, Pam and I strolled over to the Senate to grab a bite to eat and have a last minute strategy meeting prior to our senate discussions. The Senate is a short walking distance from the hotel we stayed in, and we had given ourselves plenty of time to walk to the Senate, have our lunch

meeting, and get to our scheduled Senator's meetings. Giving ourselves plenty of time proved to be a smart move as we spent quite a bit of time going through Senate buildings that were not the ones we wanted. Once we found Grassley's office we were directed to conference room 219 to meet with our staffer. We were able to find room 219 with no problem, or at least we didn't think there was a problem until we walk in and we're told we had entered a "top secret" area and we needed to find the "other" room 219. After successfully finding the real 219 we were able to meet with a staffer from Senator Grassley's office and it proved to be a very good meeting as the staffer was very engaged, asked many great questions, and really seemed to be up on the issues we were presenting. He also brought up RAC audits and seemed to be genuinely interested in how Iowa hospitals were preparing for this fall's audits. Pam and I left Grassley's office on a high note, but that didn't last very long as our visit to Harkin's office didn't seem to be as productive. The meeting went OK; the staffer just didn't seem to be as up on the issues as the first staffer we met with.

Our Legislative day experience ended with a closing session in which all the AAHAM members had a chance to provide a quick update on their individual meetings.

This was the fifth year that AAHAM has held a national Legislative Day and I am sure that it will continue to be an annual event. This is such a great opportunity and important event and I would encourage all Hawkeye chapter members to find a way to join us in Washington DC next year. ■



Respectfully,

Mike Dobbs
Legislative Chair

Website Alert

The Iowa Hawkeye Chapter is excited to announce our website for members at www.hawkeyeaham.org. The site includes:

Chapter officers and board members
Upcoming events-Calendar of events
Chapter Bylaws
Sponsor information

Membership information
Link to the National AAHAM website
Current and Past Newsletters
Photos from past meetings

Watch for more information to be added every month. Since the site is new, we are looking for any ideas for additional information from our members. Please contact board member Vera Cummings at vcummings@bchealth.info with ideas.



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