

Hawkeye Highlights

Iowa AAHAM Chapter

Fall - Winter 2017

Volume 9, Issue 4

Photo By: Steph Hultman

Message from the President...



Rebecca Gough
President, Iowa AAHAM

As we come to the final quarter of 2017 we can reflect on the roller coaster ride we've been living in the world of health insurance. This roller coaster however doesn't seem to have a stopping point. The best we can do is hold on tight in anticipation of the next hill.

Staying informed and having the support of a great organization like AAHAM has helped get us through. It's always nice to know we aren't alone in our struggles and frustrations.

October 18 - 20th I attended the AAHAM ANI in Nashville at the Opryland Resort. Congratulations to our newsletter editor and committee member, Stephanie Hultman and Laurie Gaffney. Their efforts earned the Hawkeye Chapter 1st Place in the Journalism Excellence Award, Alan Tabas Division for chapters with 81-180 National Members.

The newsletter committee is just one of the many committees at the local level available for members to become more involved in AAHAM. Even if you are not able to serve on this committee for the full year, we encourage you to submit either your own original material or with permission to submit an article that you feel would benefit others in the organization. By doing this you can earn points towards a scholarship to attend an ANI event.

Other committee opportunities are:

Nominations – recommend and recruit officers and board members.

Certification – assist with promoting, training, or proctoring exams.

Education – assist the VP in arranging for speakers, setting the agenda, and reviewing the venue.

Hospitality – plan and host the networking time following the meeting on Thursday evening.

Membership – promoting the organization to providers, vendors and students.

National has begun a campaign to recruit new members from several community colleges, colleges and universities. Please contact any of the officers or board members if you'd like to volunteer.

Respectfully,

Rebecca Gough

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Hawkeye Chapter

Officers - Board Members - Committee Chairs

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Connie Dudding	Vice President / Program Chair
Audra Ford	Secretary / Registration
Becky David	Treasurer / Nominating Chair
Cristie Knudsen	Chairperson of the Board
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Stephanie Hultman	Board Member / Newsletter / Membership Chair
Ashley Allers	Board Member / Corporate Sponsorship Chair
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Sarah Sumpter	Certification Chair
Laurie Gaffney	Newsletter Editor

HAWKEYE HIGHLIGHTS EDITORIAL POLICY & OBJECTIVES

The HAWKEYE HIGHLIGHTS newsletter is published four times annually by the AAHAM IOWA CHAPTER to update the membership regarding chapter and national activities as well as to provide information useful to health care administrative professionals. Opinions expressed in articles or features are those of the author(s) and do not necessarily reflect the views of the Iowa Chapter. AAHAM, the NATIONAL AAHAM organization or the editor. Reproduction and/or use of the format or content of this publication without the expressed permission of the author(s) or the editor are prohibited. © Copyright 2013. ▲



Attending AAHAM 2017 ANI

All about the Sessions and Networking...

Submitted By: Carrie Kuennen



My trip to the AAHAM ANI in Nashville this fall was a wonderful experience! The education sessions were top-notch, very educational and very helpful for Revenue Cycle team members and their directors. I know I have ideas from these sessions I am ready to begin to explore to improve the revenue cycle for my facility.

The one session that really stood out, for me, was *Combatting Consumerism: Attract, Hire, and Retain Top Revenue Cycle Talent*. Too often we have an opening in our department and try to fill it as quickly as possible, instead reviewing the resume to ensure we find the best fit for our team and the best qualified candidate. The job market today, in Revenue Cycle, is that there are more openings than there are candidates. This session did a great job of explaining this and identifying areas to improve upon our hiring processes.

The networking at ANI was also a rewarding experience. Sharing experiences, such as software implementation stories or payer issues with other professionals in Revenue Cycle – and realizing you are not alone out there in those experiences, makes the networking fun and motivating. I know I have made contacts that I will keep in touch with in the future.

ANI was a wonderful event! I encourage all Hawkeye AAHAM members, if you have the opportunity, to attend the next ANI. ▲



Carrie Kuennen accepted the Certification Excellence Award on behalf of Renita Kerns, Van Diest Medical Center, for achieving the nationwide top score on CRCP-I.

Congratulations Renita!!



Submitted By: Steph Hultman

The 2018 Legislative Day is March 26-27, 2018 at the

[Hyatt Regency Washington Capitol Hill, Washington, D.C.](#)

Represent your facility, your state and your industry at the one political event that directly impacts you, your facility and your bottom-line; AAHAM Legislative Day. Our strong grassroots program creates new opportunities for our industry but we need your continued support! We need you to make the trip to Washington to make a difference in our industry, attendance is limited, so register to attend today. It is all about strength in numbers. The more AAHAM members participate in this effort, the stronger the voice AAHAM will have. Remember, if you don't speak up someone else will.

"AAHAM has really understood the legislative and regulatory process and this is why they have had so much success in the past. AAHAM's leadership has gone the extra mile to ensure AAHAM has a strong voice in Washington" said AAHAM's lobbyist, Paul Miller.

- Lobby at the grassroots level
- Receive insider briefings from experts on issues critical to the industry
- Meet face-to-face with your members of the Senate & House
- Network with decision-makers and your colleagues
- Make your voices heard
- Make a difference at the only industry event of its kind
- Earn 8 AAHAM CEUs

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2017 AAHAM Fall Meeting Highlights

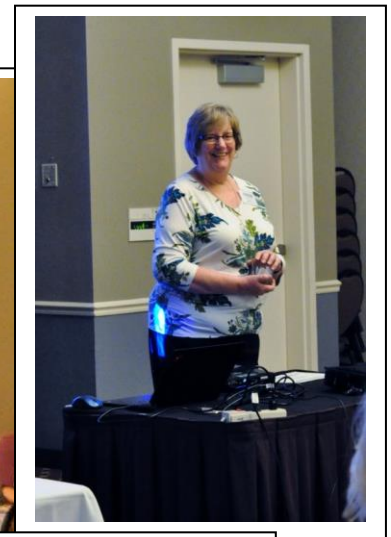
Submitted By: Laurie Gaffney

Speaker Sue York from OS, Inc. gave a presentation on denials and how to calculate your percentage of denied claims as well as your first pass denial rate. The cost to rework a denial is about \$25 per claim. Which can be quite costly if you have a lot of denials. She also had suggestions on work comp and accident claims. You should have a required question in registration, "was this related to an accident?" and also an edit when accident diagnosis code is used and there is no accident occurrence code. The second part of her presentation was on building your best business office team. Their company feels that hiring slow and for character over experience is very important. She shared their model for training new staff which led the new hire through the first 10 days. Great ideas and some things to think about.

After lunch we had an informal discussion on issues with the MCO's, and what questions we would like to have addressed.

The rest of the meeting was filled with payer updates. As we know there are so many issues with the MCO's we are trying to resolve.

Please keep AAHAM in mind when you hear speakers at other meetings the education committee is always looking for fresh ideas and speakers. Just give a shout out to one of the board members with your information. Also they are looking for ideas on topics to present for future meetings. We want these to meet the needs of our membership and love input. ▲



Fall Payer Panel...

Submitted by: Stephanie Hultman, CHFP

HFMA and AAHAM sponsored the 6th annual Fall Payer Panel on November 15th at the Hilton Garden Inn in Cedar Falls. There were nearly 80 attendees present for this popular event. The meeting began with presentations from the three Medicaid managed care companies. This included Representatives John Hedgecoth and Sarlynn Heston with Amerigroup, Lindsay Johnson, Megan Cavanagh and Ashleigh Venn with UnitedHealthcare, and Tracy Kelly Tamborski and Robin Lark with AmeriHealth Caritas. All payers helped to answer attendees' questions and provide feedback relating to the Medicaid managed plans and various claims processing issues. The afternoon concluded with speakers Nat Kongtahworn and Nicky Cooney with Wellmark and Jan Ervin with WPS Medicare. Topics included policy and billing updates, as well as tips on accessing educational resources. At the conclusion of the payer presentations, a breakout session was held so that providers could ask additional questions and network with the payer representatives.

This event was a great opportunity for revenue cycle and billing professionals to continue discussing similar claims processing and revenue cycle questions with the Medicaid managed care changes, as well as receive updates from many of our major payers. HFMA and AAHAM will be hosting the next Payer Panel in March 2018. ▲

Website Alert

The Iowa Hawkeye Chapter is excited to announce our website for members at www.hawkeyeaaham.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 Jack Stanton at jacks@thehauggroup.com with ideas. ▲

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Iowa Withdraws Request for Stopgap Health Insurance Fix

Submitted By: Laurie Gaffney

Iowa Gov. Kim Reynolds (R) announced Oct. 23 her state was withdrawing its application to enact a short term health insurance fix for 2018. At this point, Minnetonka, Minn.-based Medica Insurance Co. is the only insurer scheduled to participate in the state's 2018 individual marketplace after two other carriers, Wellmark Inc. and Aetna Inc., announced they're dropping out. Medica in June requested rate increases of up to 48 percent on the four policies it intends to sell in Iowa during 2018, public filings showed.

The Iowa short-term plan, known as the Iowa Stopgap Measure, aimed to provide short-term assistance to about 72,000 Iowans who shop for health insurance on the Affordable Care Act's individual marketplace. The state filed in September an ACA Section 1332 waiver application with the Centers for Medicare & Medicaid Services to obtain the necessary approvals to put the measure in place, but withdrew that request Oct. 23.

The waiver application was withdrawn because health insurance plans being developed under the stopgap measure were going to be too expensive for Iowans, Iowa Insurance Commissioner Doug Ommen told reporters Oct. 23. Work on the stopgap plan began in May, after the state concluded that no insurance company would offer Iowans a plan on the state's ACA individual marketplace in 2018. Reynolds blamed Obamacare generally, and the inflexibility of the ACA's Section 1332 specifically, for her decision. "Congress must repeal Obamacare, returning power back to the states so states like Iowa can implement innovative solutions that fit their needs," she said.

Iowa's action comes as U.S. senators are working on a bipartisan proposal to help address concerns about the ACA. In an Oct. 23 statement, Senate Health, Education, Labor and Pensions Committee Chairman Lamar Alexander (R-Tenn.) said Iowa's decision "is further evidence that the Affordable Care Act is too restrictive to allow states to help people who need to buy insurance. The so-called guardrails have become road blocks." Alexander said the legislation he's working on with committee's ranking Democrat, Patty Murray (D-Wash.), "would allow the Secretary of Health and Human Services to approve Iowa's waiver as originally submitted."

The Iowa Insurance Division June 12 filed an Affordable Care Act Section 1332 waiver request with the CMS that sought to do three things:

- Institute a reinsurance plan aimed at reducing insurer financial liabilities when individual policyholders incur unusually high health-care costs.
- Provide premium subsidies to some Iowans.
- Require all insurers participating in the market to offer a standardized, uniform health-care insurance plan.

The Iowa Hospital Association supported the stopgap measure, viewing it as a policy that could keep individuals from losing their health insurance coverage, Scott McIntyre, Iowa Hospital Association spokesman, told Bloomberg Law. The state's withdrawal of its Section 1332 waiver creates "an ongoing threat that Iowans will be without health insurance," he said. Larry Bussey, a Medica spokesman, said in a statement to Bloomberg Law, "While this is not the preferred outcome for the State of Iowa we want consumers to know that Medica is ready. We have been in preparation to serve as the only individual insurance carrier in Iowa since our filing in June."

"Over the next week consumers who have previously purchased coverage through healthcare.gov will receive information from CMS and Medica explaining to them their options and the process to finalize their coverage choice for 2018," Bussey said. "We strongly encourage consumers to see if they qualify for a premium subsidy. Those subsidies can dramatically reduce the costs of coverage and more people will be eligible for subsidies in 2018." ▲

Hawkeye Chapter of AAHAM

BALANCE SHEET

Treasurers Report for Period
Ending: 9/30/2017

ASSETS:

Cash in Bank	\$13,716.75
Certificate of Deposit #30063596	\$6,093.07
Certificate of Deposit #30063430	\$3,237.53
TOTAL ASSETS	\$23,047.35

LIABILITIES:

Payables	\$0.00
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EQUITY:

TOTAL LIABILITIES AND EQUITY	\$0.00
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OPERATING STATEMENT

REVENUES:

Corporate Sponsor Fees	\$ 3,300.00
Technical Exams	\$ 630.00
Registrations/Spring 2016	\$ 6,130.00
Registrations/Fall 2016	\$ 3,075.00
Sponsor Fees – Booth (Spring)	\$ 435.00
Sponsor Fees – Booth (Fall_	\$ 435.00
TOTAL REVENUE	\$13,570.00

EXPENSES:

Website	\$ 873.97
Insurance Fees	\$ 1,682.00
Spring Conference 2017 Speaker Fees	\$ 2,175.09
Spring Conference 2017 Facility Fees	\$ 4,402.37
Spring Conference 2017 Hospitality Fees	\$ 205.55
Misc.: Projector, Pointer, Badges	\$ 801.17
Insurance Fees	\$ 1,682.00
PayPal Fees	\$ 233.23
AAHAM National Legislative Day 2017 (sponsorship)	\$ 500.00
AAHAM National Legislative Day 2017	\$ 1,734.22
AAHAM Presidents Meeting	\$ 771.13
TOTAL EXPENSES	\$ 13,378.73

NET INCOME (LOSS)	\$ 191.27
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BEGINNING CASH BALANCE	\$ 14,804.88
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ENDING CASH BALANCE	\$ 14,996.15
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Respectfully,

Becky David
Chapter Treasurer



Joining the Conversation . . .

Written and Submitted By: Becky David, CRCE-I

There is so much going on right now on with healthcare both at the national level and especially in Iowa that it is nearly impossible to keep up with the flow of information. Here's some recent headlines and updates:

4 rural Oklahoma hospitals sue BCBS

Open enrollment for 2018 marketplace coverage underway

Obamacare Premiums to Rise 34% for Most-Popular Plans

CMS releases 2018 OPPI/ASC final rule

United Healthcare Network Bulletin: November 2017 Opioid Guidance and Resources for Care Providers

In this environment it is vital to become aware of policy and program changes as far in advance as possible. If your organization is like ours (i.e. small) then there is no one specifically assigned to monitor all of the information sources, sort through the data and disseminate it to those who need to know. The result is, sometimes we miss things that can have a negative impact on our bottom line.

The word seems to get out on the big things; like AmeriHealth Caritas pulling out of the Medicaid Managed Care program. That one spread like wildfire around here. What about the not so publicized stuff?

What never fails to impress me is that our peers in this chaotic world of healthcare administration and management really know quite a lot and they are willing to share their knowledge. It's one of those situations where the group is greater than the individual parts. Each of us takes a different path to gaining knowledge based on how our facilities are run, what services we offer and what special resources we have available to us. Some people love to read the regulations and others (myself included) better have a good dose of caffeine before I attempt it. I tend to be addicted to the healthcare news sources and love to discuss what I read. Some like the payer newsletters. The list goes on and on – so many sources so little time!

Some of our peers have the benefit of experience and tenure in the field and some of us not as much. So you have those who have gained knowledge over time and those who have had to get a crash course. That experience is where the golden nuggets lie. I have learned a great deal from those who have been doing this longer than I have. That's where list serves and communication with groups like AAHAM can help.

Lately the Iowa Hospital Association list serve has been abuzz with all kinds of topics; I have been enlightened in a much quicker fashion than if I had to go and find the info myself. I regularly follow the IHA list serve conversations; some are relevant to what I have to work with and some are not in my realm of responsibility. If your facility is a member of IHA I encourage you to join the conversation by signing up for the list serve through their website. Offer what you know and take what you need from others. Don't be afraid to ask a question because there are others who need to know the same thing! This is a complex business we're in and it isn't going to get any easier.

AAHAM is another great resource. AAHAM National has a new list serve that is getting up and running now (check out the national website). Our local chapter is a wonderful group; the people in the Hawkeye Chapter are awesome! I regularly correspond with the people I have met through AAHAM. By interacting with these people you get a feel for their areas of expertise and you have a "go to" person when you need help. We can share

Continued on Page 10 . . .

information on how to bill, make something work in our EHR, implement new regulations (like Section 1557 rules), write a new policy, manage staff, etc.

By coming to the fall and spring meetings you can network with your peers and use the contacts you make in your daily work. It will save you time and help you find your way through the maze that is the world of healthcare we operate in today. Sharing knowledge makes us all stronger and more effective.

Use the tools available to you. These are very cost effective – they're free! Who couldn't use a little help especially if you don't have to pay extra for it? ▲



Corporate Sponsors

The Iowa 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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Certification Passed Exams – CRCS-I, P, and CRIP

Submitted By: Sarah Sumpter, CRCS-I/P, CRCR

Congratulations to the following people on their recent certification testing! These folks were successful in obtaining their CRCPS-I, P, and CRIP Certification. The exams were taken this past November - Congratulations on a job well done!!

Passed CRCS-I Exam in November		Passed CRCS-P Exam in November	
Sheila Rudd	Mahaska Health Partnership	Ludene Bedell	MercyCare
Wendy Brewer	UnityPoint Health	Mollie Ehlert	Avadyne Health
Janice Clark	UnityPoint Health	Bertha Flores	Avadyne Health
Heather Dalton	UnityPoint Health	Kortnee Grace	MercyCare
Heather Dittrick		Michelle Papakee	Avadyne Health
Greg Canfield	UnityPoint Health	Christine Taylor	Avadyne Health
Adreanne Graves-Depue	Avadyne Health		
Danielle Johnson	Avadyne Health		
Mary Lewis-Smith	Avadyne Health		
Candi Nicolaisen	UnityPoint Health		
Desiree Shean	Avadyne Health		
Caitlin Smith	UnityPoint Health		
Melissa Smith	UnityPoint Health		
Diana Weeks	Madison Co. Mem. Hospital		
Teresa Woodford	UnityPoint Health		
		Passed CRIP Exam in November	
		Laurie Bruck	Manning Regional



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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 AAHAM Records please contact Stephanie Hultman, Membership Chair by calling 319-240-5306, or by emailing her at sjhultman@mediacombb.net. ▲

Mark Your Calendars

Spring Meeting – May 17-18, 2018

Fall Meeting – September 20-21, 2018



Photos By: Bobbie Jo Harrings

Bloom Payments