

# Hawkeye Highlights

Hawkeye Chapter of AAHAM

Fall 2022

Volume 14, Issue 3

## Message from the President . . .



Carrie Kuennen

President, Hawkeye AAHAM

Fall is here! Bringing the cooler weather, fall colors, and all things pumpkin! It also means the holidays are right around the corner. I would like to wish you all a happy holiday season!

In September, we held our 2022 Fall Conference. We had a great conference with 17-hours of continuing ed offered. There was a wonderful turnout! It was great to see you all! Thank you to all of you that participated; thank you to those that presented and shared their time and expertise; thank you to our sponsors; and a big thank you to our board members who helped plan and put on a successful event!

In October, we celebrated National Patient Account Management Week! I hope you were able to celebrate at your facility. I know our facility celebrated the week with drawings and give aways, daily trivia, a potluck, team/department spotlights, and a gift for all our team members.

The 2022 AAHAM Annual National Institute (ANI) was in Baltimore in October. From our local chapter, Laurie Bruck, Charlie Cole, Chad Breidenbach, and I attended. It was a great event. The Hawkeye Chapter was recognized for highest membership retention percentage for chapters in our tier. If you have the opportunity to attend ANI, I strongly encourage you to do so. In 2023, ANI will be held at the Loews Hollywood, in Los Angeles, California.

I would like to thank our sponsors for their continued support. Sponsor support allows us to continue to provide outstanding educational opportunities to our membership. It also allows you to network with vendors that can assist your Revenue Cycle departments meeting goals for your facilities and offices. I encourage you to reach out and speak with our sponsors on how they can assist your departments.

What is next...

A new year brings a new Hawkeye AAHAM Board of Directors. The end of 2022 brings my final year serving as Chapter President to a close. It has been an honor to serve this organization in this role since 2019, providing continuing education, networking, and support to those in our profession. I will move into the Immediate Past President position in January 2023.

I would like to welcome as our incoming Chapter President, Laurie Bruck. Laurie has been with Hawkeye AAHAM for many years and is a fantastic leader. Please join me in welcoming Laurie to this new role!

The new Board of Directors were elected this past summer and introduced during our Fall Conference in September. The Chapter website will be updated in January 2023 to reflect the new roles.

We are now in the planning phases for Spring 2023 Conference. This will be a joint event in April with Iowa HFMA. More information is coming soon!

Finally, thank you, to all of our Chapter Members. AAHAM and our Hawkeye AAHAM chapter exists to provide quality continuing education, support, and networking - in a profession that is constantly changing. Thank you for your continued support.

Stay safe and healthy!

Sincerely,

Carrie Kuennen, CRCP, CRCE

Hawkeye Chapter of AAHAM, Chapter President



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**For Corporate Sponsor Program inquiries, contact:**

**Carrie Kuennen -**  
[carrie.kuennen@momsmeals.com](mailto:carrie.kuennen@momsmeals.com)

**For membership information, or to submit  
 changes of address, contact:**

**Laurie Bruck, Membership Chair**  
 Greene County Medical Center  
 Jefferson, IA 50129  
 Phone: (515) 386-0122  
 Email: [laurie.bruck@gcmchealth.com](mailto:laurie.bruck@gcmchealth.com)

**For questions and comments regarding Hawkeye  
 Highlights, contact:**

**Christina Bennett, Publisher**  
 Boone County Hospital  
 Email: [cbennett@bchmail.org](mailto:cbennett@bchmail.org)

## Hawkeye Chapter 2022

### Officers - Board Members - Committee Chairs

Carrie Kuennen	President
Audra Ford	Vice President / Program Chair
Becky David	Secretary / Registration
Rebecca Gough	Treasurer / Nominating Chair
Charlie Cole	Chairperson of the Board
LeeAnn Christensen	Board Member / Website Chair
Laurie Bruck	Board Member / Certification Chair
Steve Juve	Board Member / Membership Chair
Christina Bennett	Board Member / Newsletter
	Corporate Sponsorship Chair
	Publisher and Editor

### HAWKEYE HIGHLIGHTS EDITORIAL POLICY & OBJECTIVES

The HAWKEYE HIGHLIGHTS newsletter is published throughout the year 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 2022.

# 2023 AAHAM Membership Dues Renewal

If you have not yet renewed for 2023, renew today!

Please contact the AAHAM National Office if you would like more information about these options.

If you did not receive an electronic copy of your invoice, please contact Moayad Zahraiddin at [moayad@aaaham.org](mailto:moayad@aaaham.org) or 703.281.4043 ext 4.



Letisha Johnson CRCS-P, CRCS-I, CHFP, CCAE

Phone: (309) 292-5562

E-mail: [ljohnson@avadynehealth.com](mailto:ljohnson@avadynehealth.com)

[www.avadynehealth.com](http://www.avadynehealth.com)



# Why Join AAHAM?

## Get the career edge you need for less than a dollar a day

There are a number of organizations that focus on the financial side of the healthcare industry. But there is only one national organization dedicated solely to the revenue cycle of both management and the front-line staff: AAHAM.

### Reach out to experts for real time answers

As a member of AAHAM, you have the ability to reach out to your local AAHAM Chapter as well as over 30 more across the U.S. to speak to revenue cycle experts about the challenges you face every day.

No other healthcare financial organization gives you the career-boosting power to network with the best-informed revenue cycle professionals and pick their brain about the most important issues in the field.

### Build your knowledge base

AAHAM's primary focus is the professional development of its members. In addition to networking opportunities through the local chapters, we offer certification, education and training for staff and managers, publications, conferences and webinars all specifically focused on issues, regulations and guidelines affecting patient accounting matters.

### Advanced certification to advance your career

Certification programs in healthcare finance offered by other organizations are non-proctored open-book exams that can be easily passed by industry novices.

AAHAM's elite certification program is based on rigorous examinations that have set the standard in the industry for over 40 years. Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. Time and time again, AAHAM certification has enabled our members to earn significant professional recognition and career advancement with higher pay and benefits.

## Who joins AAHAM?

### Providers

Staff involved in the revenue cycle of any type of healthcare provider that gets reimbursed by patients, insurance companies or the government will benefit from AAHAM membership. These include:

- Hospitals
- Physician's offices
- Urgent care facilities
- Long-term care facilities
- Nursing homes
- Other providers

### Vendors

Staff of companies that provide outsourced services related to the revenue cycle to any type of provider will also benefit from AAHAM membership. These include:

- Consulting companies
- Billing companies
- Collection agencies
- Software/IT companies
- Law firms
- Other outsource vendors

## Certification

### Why earn an AAHAM certification?

AAHAM certification is an investment in your personal growth and your professional future. For over forty years, AAHAM's elite certification program has set the standard of excellence in patient financial services and the revenue cycle.

It doesn't matter whether you are new to the healthcare revenue cycle or are a seasoned veteran, our family of AAHAM certification examinations offer a complete career ladder beginning with the Certified Revenue Cycle Specialist and culminating with the Certified Revenue Cycle Executive. We have a certification that will help advance your career.

Plus the learning doesn't stop once you have obtained certification. Our certifications are maintained through a continuous education process. This assures you stay abreast of the important changes and updates that continually occur in our rapidly changing healthcare environment.

Please contact Leeann Christensen, Hawkeye Chapter Certification Chair, at [leeann.christensen@mrhcia.com](mailto:leeann.christensen@mrhcia.com) with any questions.

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#### How does certification benefit an individual?

Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire.

Earning certification can help you by:

- *Improving your earning potential*
- *Giving you a competitive advantage with current and prospective employers*
- *Granting you the recognition you deserve*
- *Providing access to the positions and promotions you seek and desire*
- *Building a network of peers in the influential group that shares your certification designation*
- *Continuing to expand your skills and expertise through continuing education*

#### AAHAM certification options include:

- The AAHAM Certified Revenue Cycle Executive
- The AAHAM Certified Revenue Cycle Professional
- The AAHAM Certified Revenue Integrity Professional
- The AAHAM Certified Revenue Cycle Specialist
- The AAHAM Certified Compliance Technician

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#### How does certification benefit an employer?

Earning an AAHAM certification demonstrates an individual's expertise. It shows they possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination. It shows commitment to their profession and ongoing career development. It also represents professionalism in the individual's pursuit of excellence to quality of service in their career and the healthcare industry.

By hiring AAHAM certified individuals and investing in AAHAM certification for your staff you can:

- *Increase the competency of your staff*
- *Increase quality and productivity*
- *Build a strong team*
- *Promote ongoing education and training*
- *Reduce exposure to fraud and abuse*
- *Develop a career ladder for staff*

# Treasurer's Report

## HAWKEYE CHAPTER AAHAM TREASURER'S REPORT For Period Ending thru 08/31/2022

### BALANCE SHEET

#### ASSETS:

Cash in Bank	08/01/2022	28,555.80
<b>TOTAL ASSETS</b>		<b>\$ 28,555.80</b>

#### LIABILITIES:

Payables	(pending payments)	1,861.11
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#### EQUITY

<b>TOTAL LIABILITIES AND EQUITY</b>		<b>\$ 26,694.69</b>
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#### REVENUES:

#### OPERATING STATEMENT

SPONSOR FEES	7,900.00
CERTIFICATION FEES	955.00
REGISTRATIONS SPRING	3,820.00
REGISTRATION FALL	2,750.00
DONATIONS	-
OTHER REVENUE	-
SPONSOR FEES - BOOTH (SPRING)	150.00
SPONSOR FEES - BOOTH (FALL)	100.00
<b>TOTAL REVENUE</b>	<b>\$ 15,675.00</b>

#### EXPENSES:

WEB SITE	740.00
SUBSCRIPTION FEES (GO TO MEETING)	588.00
SPRING CONFERENCE SPEAKER FEES	266.56
SPRING CONFERENCE FACILITY FEES	4,147.90
SPRING CONFERENCE HOSPITALITY FEES	1,960.72
SUPPLIES/POSTAGE	-
CHARITY	209.00
INSURANCE FEES	1,701.00
PAYPAL FEES	249.96
FALL CONFERENCE SPEAKER FEES	-
FALL CONFERENCE HOTEL FEES	-
FALL CONFERENCE HOSPITALITY	-
ANI EXPENSE	512.20
AAHAM NATIONAL LEGISLATIVE DAY (DONATION)	1,000.00
AAHAM NATIONAL LEGISLATIVE DAY EXPENSES	-
AAHAM PRESIDENTS MEETING	-
<b>TOTAL EXPENSES</b>	<b>\$ 11,375.34</b>

<b>YTD NET INCOME (LOSS)</b>	<b>\$ 4,299.66</b>
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BEGINNING CASH BALANCE	01/01/2022	\$ 26,382.63
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ENDING CASH BALANCE	08/31/2022	\$ 27,967.80
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PENDING PAYABLES (will show on next statement)

PENDING DEPOSITS (will show on next statement)

Respectfully Submitted:

Becky David, Treasurer



## The Iowa Hawkeye Chapter wishes to extend their gratitude to our Corporate Sponsors.

The activities and success of our chapter could not be possible without the support of our Corporate Sponsors. Their continued support and engagement within the chapter certainly adds to the strength of our chapter by allowing us to provide quality educational opportunities and outstanding networking events for the benefit of our membership.

If you are an existing Corporate Sponsor, we appreciate your past and continued support of our chapter.

### **Platinum:**

Meduit

Creditor Advocates/Bloom Payment

Credit Bureau Services of Iowa

The Hauge Group

### **Gold:**

Os-Healthcare (EfficientC)

Help Financial

Credit Management Systems

RevCycle, Inc./Alliance Collections

R3 Dynamics, LLC

If you are interested in becoming a Corporate Sponsor, please contact Carrie Kuennen at [carrie.kuennen@momsmeals.com](mailto:carrie.kuennen@momsmeals.com) or visit our website <https://hawkeyeaaham.org/sponsorship-information/>

## Don't Forget to Update Contact Information

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 LaurieBruck, Membership Chair by calling 712-655-8152, or by emailing her at [laurie.bruck@gcmchealth.com](mailto:laurie.bruck@gcmchealth.com).



# Did You Know... Recorded Webinars at AAHAM.org

Visit and log into the members area of AAHAM.org today! As a member, you can access exclusive AAHAM member benefits.

The spotlight today - Recorded Webinars!

**Go to [aaham.org](https://aaham.org) > log in> select Info Hub > Choose Webinars.**

Here is a quick look at what is offered (there are more recordings available):

## Webinars

[JOIN NOW](#)

[→ Info Hub > Webinars](#)

*If you have any issues with video playback, it may be a browser issue. We recommend using Chrome or Firefox.*

*Please note, only National Members can access the CRCE, CRCP and CRIP training webinars. Please make sure you're logged in to view them.*

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### 2022 CRIP Training Webinar

Published: Thursday, November 3, 2022 by Moayad Zahralddin

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### 2022 CCT Training Webinar

Published: Wednesday, August 24, 2022 by Moayad Zahralddin

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### 2022 CRCE Access and Billing Section Training Webinar

Published: Saturday, July 23, 2022 by

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### 2022 CRCE Credit and Collections and Revenue Cycle Section Training Webinar

Published: Saturday, July 23, 2022 by

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### 2022 CRCP Access Section Training Webinar

Published: Friday, July 22, 2022 by

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### 2022 CRCP Billing Section Training Webinar

# 2022-2023 Certification Schedule

**December 14-18, 2022**

December 2022 Exam Period

**January 16-20, 2023**

January 2023 Exam Period

**February 20-24, 2023**

February 2023 Exam Period

Find the full 2022-2023 Certification Schedule at [www.aaham.org](http://www.aaham.org)

## Certification Committee Report

- **Submitted By:** LeeAnn Christensen
- **Total Certified Members:** 65
  - **Total CRCE:** 6      **Total CRIP:** 2
  - **Total CRCP:** 10      **Total CCT:** 1
  - **Total CRCS:** 52      **Total Multi-Certified:** 11

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## Upcoming 2022 AAHAM Events and Webinars

### November 2022

**Webinar - Building Strategies to Mitigate Patient Responsibility**

November 30, 2022

Visit [www.aaham.org](http://www.aaham.org) to register today!

### December 2022

**Webinar - 2023 CPT Code Updates**

December 7, 2022



## Hawkeye AAHAM Chapter Website

Visit our website for members at [www.hawkeyeaaham.org](http://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**  
**And more...!**

Contact Charlie Cole at [Charliec@thehauggroup.com](mailto:Charliec@thehauggroup.com) with questions or ideas for our website.