

# Hawkeye Highlights

Hawkeye Chapter of AAHAM

Spring/Summer 2022

Volume 14, Issue 2

## Message from the President . . .



**Carrie Kuennen**  
President, Hawkeye AAHAM

Summer is here! Finally, warmer weather. I hope you and your family have a wonderful summer!

We just completed our 2022 Spring Conference. We had a great conference with 17-hours of continuing ed offered. There was a wonderful turnout! This was the first time in more than two years we were able to meet in in-person! I was great to see you all!

Thank you to all of you that participated in our conference. Special thank you to Marcy Muchow and Rachel Wood from WPS GHA; Amy Sherman; Brian Garver from KeyBridge; Lori Zindl from efficientC; Erin Cubit from IHA; Lisa Laudeman-Jones from National AAHAM; and Melissa Sudman from Wellmark for sharing your expertise during the presentations. A big thank you to the board members who helped plan and put on a successful conference

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...

We are now in the planning phases for Fall 2022 Conference. This will be an in-person event at the Hilton Garden Inn, Johnston, IA. Attendees at the Spring Conference had great ideas for topics for future conferences and our education committee is working on finding speakers to come and provide us with education on those topics. More information to come! Watch our website at [www.hawkeyeaaham.com](http://www.hawkeyeaaham.com).

In late June, I will be attending the AAHAM National Legislative Day and AAHAM National Board Meeting in Washington, DC. This year, we will be meeting with our State Senators and Representative staff members regarding topics that are important to you and your facilities: 1) Surprise Billing; 2) Prior Authorizations H.R. 3173; and 3) Medical Debt Reporting. I have attended four or five of these legislative days over the past 11 years and it is a wonderful experience. I encourage you to attend and experience this event.

Our membership has grown this year and we are in a strong position! Regarding certification, please encourage your team to certify with AAHAM. With the changes in healthcare being rapid, even during this challenging time, this is a great time to get certified with AAHAM. AAHAM certification is an investment in your teams' personal growth and professional future. AAHAM certification examinations offer a complete career ladder. We have a certification that will help advance careers, assist succession planning, and help your departments meet revenue cycle goals.

In October 2022, the Annual National Institute (ANI) will be held in Baltimore, MD! I plan to attend, and I hope you can join me! We will have the Hawkeye AAHAM Chapter ANI Scholarship, which includes one free registration plus \$500 for travel/expense. More information on the scholarship is further into this newsletter.

Finally, be watching your email for Hawkeye AAHAM election ballots this summer for our Board of Directors elections, as well as Bylaw updates.

Stay safe and healthy!

Sincerely,

Carrie Kuennen, CRCP, CRCE  
Iowa Hawkeye AAHAM, Chapter President

# Table of Contents

## Spring/Summer 2022

President's Message .....	1
<b>Officers and Board Members .....</b>	<b>2</b>
AAHAM 2022 Dues Renewal .....	3
<b>Why Join AAHAM .....</b>	<b>4</b>
Treasurers Report .....	5
<b>2022 Corporate Sponsors .....</b>	<b>6</b>
<b>Don't Forget AAHAM .....</b>	<b>6</b>
2022 Certification Schedule .....	7
Certification Report – August 2021 .....	7
<b>2022 Upcoming AAHAM National Webinars .....</b>	<b>8</b>
<b>Website Alert .....</b>	<b>8</b>

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# Hawkeye Chapter

## 2022

### Officers - Board Members - Committee Chairs

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

### 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.

# 2022 AAHAM Membership Dues Renewal

If you have not yet renewed for 2022, 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.



## UNLEASH THE REVENUE CYCLE HERO IN YOU!

- ✓ Accelerate and Increase Patient Liability Resolution
- ✓ Improve Patient Satisfaction and Loyalty

Let us help you pair innovative technologies with new ways of delivering liability resolution to optimize your revenue and reduce your cost to collect.

**Patient Concierge**  
ePFXpatientportal  
ePFXscore  
ePFXsolutions  
**Financial Clearance**  
Self-Pay Account Resolution  
Bad Debt Recovery

With lightning speed contact:  
Pam Brindley, CHFP, CPAT, CCAT, CCAE  
Account Executive  
515-669-9396 | [PBrindley@avadynehealth.com](mailto:PBrindley@avadynehealth.com)  
[avadynehealth.com](http://avadynehealth.com)

**avadynehealth**  
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# 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

# Join AAHAM for our 17th Annual Legislative Day: "Coming Back Together"

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

AAHAM's annual Legislative Day, brings you face-to-face with the decision-makers in Washington who determine the outcome of our industry's top legislative priorities.

Arrive on Tuesday, June 21, 2022 in time for a special briefing on our topic and a welcome reception at the hotel. On Wednesday morning, join top Washington insider speakers for a delicious breakfast in your honor, followed by great speakers! After a networking lunch, scheduled meetings with members of the United States Senate and the House of Representatives pre-arranged by AAHAM will occur to allow you to voice your concerns about issues impacting our industry and your states. Afterwards, there will be a reception and debriefing session to review the day's events with other attendees.

*\* A recorded session on What to Expect from Your Hill Visits as well as the talking points for each topic will be held on Wednesday, June 15, 2022 for those who can attend. The recorded sessions will be sent to all registered attendees to view at their convenience.*

## Tired of Virtual? Meet Us in DC for Legislative Day!

Represent your facility, your state and your industry at the one political event that directly impacts you, your facility and your bottom-line; 2022 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 voice AAHAM will have. Remember, if you don't speak up, someone else will. Let's be "AAHAM STRONG!"

"AAHAM understands the importance of making sure our voices are heard in Washington, and we are excited to build on our grassroots successes" said AAHAM's President, Lori Sichelbaugh, CRCE.



## AAHAM 2022 Legislative Day *Agenda tentative*

### Tuesday, June 21, 2022

3:30pm - 4:30pm Registration

4:30pm - 5:00pm \*Welcome and Introduction to Legislative Day and overview of AAHAM positions at the Hyatt Regency Capitol Hill

5:00pm - 7:00pm "Coming Back Together" networking reception

*\*A recorded session on What to Expect from Your Hill Visits as well as the talking points for each topic will be held on Wednesday, June 15, 2022 for those who can attend. The recorded sessions will be sent to all registered attendees to view at their convenience.*

### Wednesday, June 22, 2022

8:00am - 8:30am Breakfast and welcome at the Hyatt Regency Washington on Capitol Hill

8:30am - 11:30am Speaker presentations

11:30am - 12:30pm Networking lunch at the Hyatt Regency Washington on Capitol Hill

12:30pm - 5:00pm Pre-arranged roundtable visits with members of the House of Representatives and Senate at the Hyatt Regency Washington on Capitol Hill

5:00pm - 6:00pm "Coming Back Together" networking reception and closing debriefing session

**Register Today! [www.aaham.org](http://www.aaham.org)**

# Treasurer's Report

**HAWKEYE CHAPTER AAHAM  
TREASURER'S REPORT  
For Period Ending April 30, 2022**

**BALANCE SHEET**

**ASSETS:**

Cash in Bank	04/01/2022	31,949.90
<b>TOTAL ASSETS</b>		<b>\$ 31,949.90</b>

**LIABILITIES:**

Payables (pending payments)		-
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**EQUITY**

<b>TOTAL LIABILITIES AND EQUITY</b>		<b>\$ 31,949.90</b>
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**OPERATING STATEMENT**

**REVENUES:**

SPONSOR FEES		6,150.00
CERTIFICATION FEES		585.00
REGISTRATIONS SPRING		1,700.00
REGISTRATION FALL		-
DONATIONS		-
OTHER REVENUE		-
SPONSOR FEES - BOOTH (SPRING)		-
SPONSOR FEES - BOOTH (FALL)		-
<b>TOTAL REVENUE</b>		<b>\$ 8,435.00</b>

**EXPENSES:**

WEB SITE		420.00
SUBSCRIPTION FEES (GO TO MEETING)		-
SPRING CONFERENCE SPEAKER FEES		-
SPRING CONFERENCE FACILITY FEES		-
SPRING CONFERENCE HOSPITALITY FEES		-
SUPPLIES/POSTAGE		-
CHARITY		209.00
INSURANCE FEES		-
PAYPAL FEES		179.05
FALL CONFERENCE SPEAKER FEES		-
FALL CONFERENCE HOTEL FEES		-
FALL CONFERENCE HOSPITALITY		-
ANI EXPENSE		-
AAHAM NATIONAL LEGISLATIVE DAY (DONATION)		-
AAHAM NATIONAL LEGISLATIVE DAY EXPENSES		-
AAHAM PRESIDENTS MEETING		-
<b>TOTAL EXPENSES</b>		<b>\$ 808.05</b>

<b>YTD NET INCOME (LOSS)</b>		<b>\$ 7,626.95</b>
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BEGINNING CASH BALANCE	01/01/2022	\$ 26,382.63
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ENDING CASH BALANCE	04/30/2022	\$ 34,009.58
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PENDING PAYABLES (will show on next statement)		
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PENDING DEPOSITS (will show on next statement)		1,000.00
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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

Credit Bureau Services of Iowa

The Hauge Group

### **Gold:**

Os-Healthcare (EfficientC)

Help Financial

Credit Management Systems

RevCycle, Inc./Alliance Collections

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@gcmhealth.com](mailto:laurie.bruck@gcmhealth.com).



# 2022 AAHAM Annual National Institute (ANI) Scholarship AVAILABLE

The 2022 Annual National Institute will be held at Hilton Baltimore in Baltimore, Maryland from October 12-14, 2022

Put the date and location in your Outlook Calendar now! The Hawkeye Chapter of AAHAM is sponsoring

1 scholarship to the Annual National Institute (ANI), to be held at Hilton Baltimore in Baltimore, Maryland. The scholarship will cover registration, plus \$500 towards travel/hotel expenses.

The scholarship will be awarded based on points earned between July 1, 2018 thru June 30, 2022. Members can earn points in a variety of ways:

- ❖ 1 Point earned: Every article referred to and published in the Hawkeye Highlights Every new member referred (as documented by National)
- ❖ 2 Points earned: Every article authored and published in the Hawkeye Highlights (not including required committee reports), Membership on a committee of the board, as verified by the committee chair
- ❖ 3 Points earned: Every meeting attended (e.g. Spring Meeting, Fall Meeting, educational meetings sponsored or cosponsored by the Hawkeye chapter)

Points will be tabulated for members that apply and in the event of a tie; a random drawing will be held. Winners will be selected around August 1st and will be notified by August 15th. The Board is excited to be able to offer this opportunity to its members.

The ANI always offers informative, timely educational sessions. And the networking opportunities are limitless. So, start reading those industry magazines and refer those articles. Or, get out your pen and author an article on the topic nearest and dearest to your heart. Better yet, attend the Spring Conference in May or one of the joint educational conferences coming up and you may find yourself already on your way to Baltimore!

Email [carrie.kuennen@momsmeals.com](mailto:carrie.kuennen@momsmeals.com) if interested (it's just a drawing of those interested).

# 2022 Certification Schedule

June 20-24 2022 July	June 2022	Exam Period
July 25-29, 2022	July 2022	Exam Period
August 22-26, 2022	August 2022	Exam Period

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

# Certification Committee report

**Submitted By:** LeeAnn Christensen

*Congratulations to those that passed their AAHAM Certification*

Exams! Certification Date:

Total:

Certification Type:

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## Upcoming 2022 AAHAM Events and Webinars

### June

[AAHAM Legislative Day - Hyatt Regency, Washington, DC](#)

June 21-22, 2022

### October

[AAHAM Annual National Institute 2022 - Baltimore, MD](#)

October 12-14, 2022

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



## 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.