

# HAWKEYE HIGHLIGHTS



SPRING 2006

## President's Message

*Dear AAHAM Member:*

We're out of the starting blocks and off to a dead sprint in 2006! This year marks the biannual change of leadership at the national level. With new leadership comes a new focus on bringing excellence to AAHAM, both at the national and state level. With Bob DeBiase, CPAM, President of National AAHAM, at the helm, the focus for 2006-2007 will be on building strength through local chapters. While the national office is doing its best to ensure the strength of local chapters, you will also notice the Hawkeye Chapter board and committee chairs going the extra mile to ensure your membership is a continued professional benefit.

*Early in the race...*

Have you ever wondered why nearly every healthcare profession has at least an associate's program, and often a masters or doctorate level of education...except patient financial services? Have you ever been in a panic because you weren't sure what you were billing was compliant? Have you ever hired an employee and wondered: *How is this person ever going to learn the necessary information and skills to become successful in his or her career?*

If so, you're in luck. This year the Hawkeye Chapter board has approved a one-day educational program geared toward helping healthcare professionals obtain certification through AAHAM.

This program, to be held on May 15, will focus on federal regulations and governing bodies in healthcare, patient access services, hospital/clinic billing, and credit and collections. Registration information is attached to this e-mail message.

*We're halfway there...*

This summer the Hawkeye Chapter will join its sister chapters from Illinois, Minnesota, and Wisconsin, July 19 - 20 in La Crosse for a full education program. This multi-state education committee is arranging a fantastic program you won't want to miss! (*See related article on page 7.*)

*It's a mad dash to the finish line...*

Of course, being an AAHAM member is much more than education. For many, relationship-building and networking is the number one reason for participation. Arguably, it's the one reason we have members that have been with us since the inception of the Hawkeye Chapter—and we're preparing to celebrate our 30<sup>th</sup> anniversary! Mark your calendars for September 14 to celebrate the hard work and dedication that brought the chapter to where it is today. More details to follow.

Looking forward to a fantastic 2006!

*Respectfully,  
Heather Hulscher*

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Readers are encouraged to express their opinions of the written articles.  
Articles and letters to the editor are subject to editing and condensing.

### HAWKEYE CHAPTER ADMINISTRATION OFFICERS & BOARD MEMBERS

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Jolene Hansen	<i>Board Member / Publication Committee Chair</i>
Kristina Gursky	<i>Membership Committee Chair</i>

## First Round of MACs Announced

In early January, the Centers for Medicare & Medicaid Services (CMS) announced the names of the organizations awarded the Durable Medical Equipment (DME) Medicare Administrative Contracts (MACs). Section 911 of the Medicare Prescription Drug, Improvement and Modernization Act of 2003 (MMA) required the Secretary of the Department of Health and Human Services to implement Medicare contracting reform and replace the existing fiscal intermediaries and carriers with MACs. The DME contract awards are the first in a series of rounds of competitive bidding for Medicare business scheduled to occur between 2005 and 2011. As part of this process, CMS has defined new MAC jurisdictions for the soon-to-be combined Medicare Parts A and B business, DME and Home Health/Hospice. The United States is broken into four jurisdictions for both the DME and Home Health/Hospice contracts, and 15 jurisdictions for the Primary A/B MACs. Each MAC is awarded a base year contract with four one-year renewal options.

The DME MACs will begin transitioning immediately and will assume full responsibilities for the work on July 1, 2006. The new DME contractor for the state of Iowa will be Noridian Administrative Services located in Fargo, ND. The next round of transition will be the Primary A/B MAC that includes the state of South Dakota with a contract award date of June 2006. South Dakota is currently served by the same fiscal intermediary as Iowa, Cahaba Government Benefits Administrators. Iowa's Primary A/B contract will be awarded in September 2007.

Questions regarding Medicare contractor reform can be directed to Heather Hulscher ([hulscherh@ihaonline.org](mailto:hulscherh@ihaonline.org)) at the Iowa Hospital Association.

For more information on the MACs, jurisdictions, and transition timelines, visit the CMS website at: [www.cms.hhs.gov/MedicareContractingReform/](http://www.cms.hhs.gov/MedicareContractingReform/).

## New Poverty Guidelines Announced by HHS

The Department of Health and Human Services (HHS) published a notice in the January 24 *Federal Register* announcing the annual update of its poverty guidelines. The new guidelines account for the last calendar year's increase in prices as measured by the Consumer Price Index and were effective as of January 24. The 2006 poverty guidelines for the 48 contiguous states are as follows:

Size of Family Unit	Poverty Guideline
1	\$9,800
2	\$13,200
3	\$16,600
4	\$20,000
5	\$23,400
6	\$26,800
7	\$30,200
8	\$33,600
Each Additional Member	\$3,400

The poverty guidelines issued by HHS are used for a variety of purposes, including determining whether a person or family is financially eligible for assistance or services under Federal/State programs, and by providers in establishing charity care policies. A copy of the notice can be obtained from the HHS section of the *Federal Register* website, at: [www.access.gpo.gov/su\\_docs/fedreg/a060124c.html](http://www.access.gpo.gov/su_docs/fedreg/a060124c.html).



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## CMS Provides Long-Awaited Guidance on NPI Subparts

The Centers for Medicare & Medicaid Services (CMS) recently issued guidance to assist Medicare providers in determining how they should properly identify organizational subparts and whether or not the subparts will need a separate National Provider Identifier (NPI). A subpart is not itself a separate legal entity, but is part of a hospital that is a legal entity that furnishes healthcare. Hospitals are responsible for determining if they have a subpart and if so, the hospital is responsible for either making sure the subpart obtains their own unique NPI, or the hospital must obtain one for them.

The guidance provides the following information on what could be considered a subpart:

- A subpart may or may not be located at the same location as the hospital or other organization of which it is a part.
- A subpart may or may not have a taxonomy code (specialty/facility type) that is the same as the health care provider of which it is a part.
- If the Medicare provider is uniquely identified now by using a Medicare identifier in HIPAA transactions they must obtain a NPI in order to ensure they can continue to be uniquely identified.
- A subpart that conducts any of the HIPAA standard transactions separately from the organization of which it is a part must have its own unique NPI.

To read the guidance, visit the CMS website at: [www.cms.hhs.gov/NationalProvIdentStand/Downloads/Medsubparts01252006.pdf](http://www.cms.hhs.gov/NationalProvIdentStand/Downloads/Medsubparts01252006.pdf).

Questions regarding the HIPAA transaction code sets can be directed to Heather Hulscher ([hulscherh@iha.online.org](mailto:hulscherh@iha.online.org)) at IHA.

## Spring 2006 Certification Update

By Liz Baptist, CPAM, CHFP

The new *Technical Study Guide* is now up and running!



Anyone who signs

up for the technical exams will receive a password to download the guide from AAHAM's website. A download may be purchased for \$75 by anyone—even if you are not going to take the exam. Because this is a large PDF file, it may take quite a while to open if you do not have a high-speed internet connection. But it will open, given time.

The Hawkeye Chapter has 40 people signed up to take the Technical Exams in May. We are offering a study session in Des Moines on May 15, and if it is successful, we will offer more sessions in the future.

We also have people taking the Professional Exam this spring. The Hawkeye Chapter has two printed copies and one CD-ROM copy of the *Resource Manual* available for check-out by anyone who would like to study for future sessions; a \$25 deposit is required. Coaching also will be available at the La Crosse, Wisconsin joint meeting in July.

AAHAM will soon be releasing its Compliance Certification test, which will be an Internet-based test that can be added to the Technical Exam if desired. This will also be an excellent opportunity to help your staff to meet its annual compliance education requirements.

If you have any problems, questions, or issues regarding certification, you can reach me at (815) 876-4419 or [ebaptist@perrymemorial.org](mailto:ebaptist@perrymemorial.org).

# MedPAC Report Issues Harmful Recommendations

The Medicare Payment Advisory Commission (MedPAC) released its annual March *Report to Congress* providing policy recommendations that will adversely impact services provided by Iowa hospitals that already experience negative Medicare margins. Coupled with the entrance of the baby boomers into the Medicare program and the adoption of the prescription drug benefit, the report attributes the cost and broad use of new technologies and health insurance coverage to the rising growth in national health expenditures. Healthcare consumers that do have insurance often demand the latest in technology without experiencing the financial liability of such services due to the blanket protection of insurance. In keeping with previous projections on total spending for the Medicare program, that growth will continue to rise at a more rapid pace with the stated variables.

With the anticipated increase in spending in the Medicare program, and taking into consideration the adequacy of Medicare payments for efficient providers, how providers' costs are likely to change in the next year, and what, if any, update is needed, the Commission provides the following recommendations for 2007:

- A market basket update minus half a percent for both inpatient and outpatient services, with estimated to the Medicare program \$200 - \$600 million in the first year, and \$1 - \$5 billion over 5 years.
- Elimination of the payment update for skilled nursing facilities, home health agencies, long-term care hospitals, and inpatient rehabilitation facilities. These recommendations combined would save the Medicare program an estimated \$300 million to \$1.6 billion in the first year, and \$4 - \$12 billion over 5 years.

The report encompasses a number of recommendations to the physician fee schedule relative value units to account for changes in resources needed to perform services. Specifically, the Commission recommends:

- Establishing a panel of experts to assist CMS in identifying overvalued services and to review recommendations from the Relative Value Scale Update Committee.
- Initiate a 5-year review of services that may indicate changes in physician work, for instance, length of stay or site of service.
- Identify new services likely to experience reductions in value.
- Review all services periodically to ensure validity of the fee schedule.

To read the report, visit the MedPAC website at [www.medpac.gov/](http://www.medpac.gov/). Many of the Commission's recommendations are included in the Bush administration's FY 2007 proposed budget.

## Welcome New Members!



Please help welcome our newest members to the Hawkeye Chapter of AAHAM!

**Melynda Crawford**  
Madison County Healthcare System

**Diana Hiatt**  
Iowa Health System

**Angela Roberts**  
Mercy Medical Services in Sioux City

**Amy Sunclades**  
Mercy Medical Services in Sioux City

## 10 Years After Monroe County Hospital Earns National Recognition

By Pamela Brindley, CHFP, CCAE, CPAT, CCAT  
H&R Accounts, Inc./MedPay Management Systems

How is it possible that a small rural hospital in southern Iowa transformed itself from a bare bones health facility into a nationally recognized health facility?

Monroe County Hospital (MCH) was in dire straits 10 years ago. The hospital operated with annual deficits, every in-patient was transferred to another health facility, and employee turnover was 25% per year.

In less than a decade, MCH no longer refers patients elsewhere. The hospital now offers, among other services, cancer treatment and cardiac rehab programs. The hospital's physicians currently perform 600 surgeries per year and treat 26,000 out-patients. Instead of running an annual deficit, MCH reduced last year's tax asking, which wound up saving the county \$20,000. Besides these improvements, MCH is undergoing an extensive multi-million dollar expansion and modernization program. With 150 employees on the payroll, MCH is presently one of the largest employers in Monroe County.

These dramatic advances would not have been possible if the hospital staff had not concentrated on what they termed "**Creating a Culture of Service.**" This dedication to improving patient care and employee satisfaction has garnered MCH regional and national recognition.

Recently MCH representatives presented a seminar detailing their successes in customer service and employee satisfaction at the StuderGroup Conference in Minneapolis. At the conference, Monroe County Hospital was named as the recipient of the StuderGroup Fire Starter Award, which is one of the highest honors given in the healthcare field. The hospital earned this distinction for ranking in the top 2% nationally for employee satisfaction and in the 10% range for patient satisfaction. Additionally, MCH was noted as

having high marks in the areas of clinical quality, safety, and financial numbers.

StuderGroup officials noted that MCH is only the second rural hospital to be recognized for this achievement and happens to be the smallest hospital to earn such an award.

"We are humbled and honored to receive this award," said MCH Administrator Greg Paris. "We truly believe that if you have the right people working for you, the patients will get great care and service."

According to Paris, the changes made by the hospital were not always easy. The biggest challenge came in making a commitment to hiring the right people and moving those who found themselves in the wrong job out of the institution. Putting the right people in the right job at the right time made all the difference. Peer interviewing and implementing the three levels of orientation helped tremendously in the hiring process.

Further affirming that MCH is doing something right, since last June the hospital has fielded requests from 25 healthcare organizations to present its success story at their facilities.

The residents of Monroe County—along with the hospital staff—have definitely benefited from the difference some hard work and dedication makes over the course of 10 years.

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# Rolling Down the River

## Regional AAHAM Summer Meeting in Scenic La Crosse

*By Pamela Brindley, CHFP, CCAE, CPAT, CCAT  
H&R Accounts, Inc./MedPay Management Systems*

A slate of excellent speakers and informative programs—along with a challenging 18 holes of golf—await AAHAM participants at the Illinois, Iowa, Minnesota, and Wisconsin Regional Meeting July 19 - 21, 2006.

The meeting is centrally located for all chapters in scenic La Crosse, Wisconsin, at the spacious and elegant Radisson Hotel La Crosse, situated in the historic downtown district along the river. You can make reservations by calling the Radisson Hotel La Crosse at (608) 784-6680 or the Worldwide Reservations Center at (800) 333-3333.

Teeing off on Wednesday, July 19 at 9 a.m. will be a Best Ball Tournament at Drugan's Castle Mound. The cost is just \$40 for nine holes, or you can play 18 for only \$60. The cost includes greens fees, cart, box lunch, and a chance to win fabulous prizes. For more information, call Carol Schank at (800) 562-3906 ext. 2 about the outing and sponsorship opportunities.

After golf, free coaching sessions for technical and professional certifications will be available from 2 - 4 p.m. The fun continues at the official Welcoming/Hospitality event with plenty of good food and beverages from 6:30 - 10 p.m.

Thursday and Friday are filled with a variety of educational sessions for hospital and clinic attendees. The educational sessions wrap up at 4:30 p.m., followed by a cocktail reception at the Vendor Hall from 6 - 7 p.m. Following cocktails will be dinner and awards with Keynote Speaker Bob De Bias, our new National AAHAM President. After dinner, a walking tour of historic downtown La Crosse will be available for those interested.

On Thursday and Friday Mary Pretzer Walker will be presenting several informative sessions. Mary—known as the “Communications Goddess”—is an international business communications specialist, speaker, and writer from Loveland, Colorado. She specializes in “the science” of communications. Her subjects cover the full spectrum of how we receive (or don't receive) messages.

Whether it's writing for business, or learning the power of listening, Mary's sessions are always high-energy, fun, and practical. Her topics include:

- **Common Sense Creativity or “I was thinking outside the box and forgot where I put it”** – When did creativity and problem-solving become so hard? We've bought into the myth that creativity is only within our grasp if we buy a book, listen to a tape, chant, don't chant, post sticky notes, wear funny hats, think outside the box, etc. It's so complicated. In the creative fray we've also devalued common sense. This presentation is about real-world creativity that is as individually unique as your fingerprint. You already have everything you need to stimulate your own creativity... you just have to resurrect it.
- **Business Writing** – How people read and how you need to write to get people to notice and take action.
- **Writing for Powerful Results** – Influence other people's decisions with powerful writing that triggers the responses you want. Specific guidelines will help you write more professionally and persuasively. You'll hear how people read and learn where to spend time writing in order to hammer home the message. This is NOT a grammar class. You'll understand why people misread or miss your point in e-mail, reports, letter, memos, and more. You'll also see how to make pure text visually appealing, rather than overwhelming to readers...perfect for those long reports or proposals.
- **Beyond the Spellchecker: Proofreading Can Be Fun** – Proofreading is not editing. You'll learn the difference and get plenty of easy ways to avoid looking stupid in print. (It takes more than running the spellchecker. After all, it's not smart enough to know you really do need an “I” in public.) No, you won't be asked to read backwards from the bottom in this session. We focus on ways to wake up the brain, especially when you're forced to proofread your own material. Why lose business over sloppy typos when it's such an easy problem to correct? Proofread precisely and accurately—even in time-pressured situations. Dozens of quick and easy ways to shape up writing.

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After Mary's keynote presentations, there will be concurrent educational sessions throughout the day on Thursday. Morning and afternoon opportunities to attend each session will be offered.

Other programs and speakers include:

- **Trends and Changes in Healthcare Collections** – Steve Stewart, Vice President of Healthcare and COO of MedPay Management Systems/H&R Accounts, Inc., will review the current state of the statistical and political environment relative to healthcare receivables. Uninsured/underinsured will be reviewed, as well as tax exempt status and the constantly changing political environment in Illinois, Iowa, and Minnesota.
- **Clinic Procedural Coding: Modifiers and More & Provider Monitoring Tool** – Michael Reiling and Ann Smith from Fredrickson Health Care Consulting, Ltd. will cover the ins and outs of procedural coding for professional services, with an emphasis on modifier usage. Other topics include what to look for in an operative report, diagnosis code assignment, concurrent care and critical care. The presentation on the Provider Monitoring Tool will explain how the tool, which is a “report card” of sorts, allows one to see at a glance how individual providers are progressing with their E/M coding and

documentation. The tool is in a spreadsheet format easily customized to meet the unique needs of a practice by providers, departments by specialty, the group as a whole, or whatever combination is desired.

- **Registration Training and MSP Compliance** – Medical Reimbursement of America will sponsor two sessions on these important topics.

All breaks, breakfasts, and receptions will take place in the Vendor Hall, where around 20 vendors will be displaying the latest technology and services available to healthcare providers.

A charity auction for the Family Burn Camp will be our community service project. Last year Lois Wakefield of the Gopher Chapter generously donated her golf towel (without her knowledge) to the auction. Rumor has it that her auction donation this year entails giving tours at the former Old Style Brewery, now City Brewery. More details will be forthcoming about the Vendor Hall, the charity auction, and Lois.

Please contact the Hawkeye Chapter as soon as possible if you plan to attend this great event. We need a count because we're looking to provide transportation to make the distance more accessible and affordable for you. Call (515) 669-9396 or e-mail [pbrindley@hraccounts.com](mailto:pbrindley@hraccounts.com) if you're interested in group transportation.

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



# AAHAM Board Meeting Minutes

February 17, 2006

- I. Present: Liz Baptist, Craig Lee, Sara McClure, Kristina Grusky, Pam Brindley, Val Gifford, Luke Gruber, Larry Howe, Jolene Hansen, and Heather Huscher.  
Absent: Laurie Gaffney
- II. Received a motion to approve meeting minutes. Minutes approved.
- III. President's Report: Heather Hulscher
  - A. Welcomed Jolene Hansen and Craig Lee.
  - B. 2005 ANI: National office's progress to recover the expenses of the 2005 ANI that was cancelled due to hurricane Katrina. The national office is working with many of the speakers scheduled to speak at the 2005 ANI to have them present at the 2006 ANI. There is a similar effort going on for the vendors that were scheduled to attend. The 2006 ANI will be held at the Fairmont Princess in Scottsdale, AZ. One day will have a New Orleans theme.
  - C. 2006 Leadership: Heather stated that with the new leadership at the national level, the new focus is on ensuring strength through local chapters.
  - D. Legislative Day April 6: The issues the national board agreed to focus on are Medicare Part D and the relationship with out-patient self-administered drugs, and standardizing HIPPA transactions. Attendees will have the opportunity to meet with their Senators that day, with additional time to meet with Representatives or do some site seeing. Heather asked the board for approval to send another member from the Hawkeye Chapter since her expenses were being paid by National. Motion carried to send Luke Gruber.
- E. The ANI for 2007 will be in Fort Lauderdale, FL.
- F. Membership: National membership renewal invoices were mailed late this year; this may be why membership is down. There will be a new membership campaign. Each time a national member recruits a new national member, his or her name will be entered into a drawing for \$1,500.
- IV. Vice President: Luke Gruber
  - A. May 15<sup>th</sup> Meeting: Everything is pretty much put together. Send outlines to Liz Baptist by e-mail.
  - B. Joint Meeting July 19 - 21 in La Crosse, WI: Pam had meeting information.
    - i. July 19: Golf Tournament at Durgans Castle Mound Country Club will start at 8:30 or 9:00 a.m. From 2:00 - 4:00 p.m. there will be a coaching session. Either Virginia Berney or Ronda Cooling will facilitate coordinating the coaching session. From 4:00 - 6:00 p.m. there will be Board Meeting for Minnesota, Wisconsin, and Illinois. Iowa will not have a meeting. From 6:00 - 10:00 p.m. there will be hospitality and a light dinner; will have a room for 18 vendors.
    - ii. July 20: Business meeting from 9:00 - 10:00 a.m. Mary Pretzer Walker will give keynote: Common Sense Creativity or "I was thinking outside the box and forgot where I put it." From 10:15 - end of day there will be concurrent sessions.
    - iii. July 21: Breakfast and charity auction. Speaker at 9:30: *Writing for Powerful Results*.
    - iv. Discussed carpooling and transportation, perhaps renting a van.

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- C. September 2006 Meeting: To be held at Gateway in Ames. Discussed having speakers talk about Medicare HMO products and Medicare Advantage plans. Also negotiation skills and time management. Friday morning: updates with Wellmark, IHA, and Medicaid. Will have roundtables on Thursday. Possible topics: health savings accounts, Medicare, HMOs. Board meeting will be held on Wednesday prior to meeting.
- D. Spring 2007 Meeting: Scheduled at the Hilton Garden Inn by Jordan Creek Mall in Des Moines.
- E. Fall 2007: Try to book at Hilton Garden Inn in Des Moines also.
- V. Treasurer: Val Gifford
- A. Financials were previously sent out electronically.
- B. Chapter does not have to file a tax return for 2005.
- C. Bank name changed so card will have to be given back and new bank card issued.
- D. For the fall meeting, we had a profit of \$3,400.
- VI. Secretary: Lisa Quillen
- A. Meeting Preparation: Pam will come up with cut-off for fall meeting and Val will send online registration, so that all name badges are completed. Online registration: Val will have a form to pay using credit card.
- VII. Committee Reports
- A. Bylaws: Larry Howe adding a policy to chapter operations report rules.
- B. Membership: Kristina Gursky reported that we have 35 members who have not renewed.
- C. Hawkeye Highlights: Jolene Hansen needs articles by end of March. To send articles, e-mail Jolene at [Hansenj@mercyhealth.com](mailto:Hansenj@mercyhealth.com). Summer edition will be in August; will have a target date to send all information to Jolene by early July.
- D. Certification: Liz Baptist rescheduled February exams; 10 or 12 signed up for May exams.
- E. Corporate Sponsorship: Luke Gruber needs someone to take over; will e-mail the letter he currently sends and maybe all board personnel can help to recruit new sponsors. Craig Lee will be new chairperson for corporate sponsorship.
- VIII. Old Business: Will renew general liability insurance in summer.
- IX. Meeting Adjourned.

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<p><i>For additional information contact:</i></p> <p><b>Pam Brindley, CCAE</b> Account Executive <b>515-669-9396</b></p>	<p><i>For additional information contact:</i></p> <p><b>Pam Brindley, CCAE</b> Account Executive <b>515-669-9396</b></p>

## HAWKEYE CHAPTER OF AAHAM

### TREASURER'S REPORT FOR PERIOD ENDING 12/31/05

#### BALANCE SHEET

<b>ASSETS:</b>	
Cash in Bank	\$12,713.35
Certificate of Deposit	\$7,500.00
<b>TOTAL ASSETS</b>	<b>\$20,614.45</b>
<b>LIABILITIES:</b>	\$0.00
Payables	
<b>EQUITY:</b>	\$20,614.45
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$20,614.45</b>

#### OPERATING STATEMENT

<b>REVENUES:</b>	
Corporate Sponsors	\$3,950.00
Interest Income	\$35.43
State Dues	\$125.00
Professional/Technical Exams	\$4,415.00
Spring Meeting Registrations	\$9,475.00
<b>TOTAL REVENUE</b>	<b>\$24,545.93</b>
<b>EXPENSES:</b>	
Travel	\$3,383.71
Professional/Technical Exams	\$3,124.22
Miscellaneous	\$2,812.98
Spring Meeting Expenses	\$7,506.21
Regional Meeting Expenses	\$550.00
Fall Meeting Expenses	\$5,993.49
<b>TOTAL EXPENSES</b>	<b>\$23,370.61</b>
<b>NET INCOME (LOSS)</b>	<b>\$1,175.32</b>
<b>BEGINNING CASH BALANCE</b>	<b>\$11,538.03</b>
<b>ENDING CASH BALANCE</b>	<b>\$12,713.35</b>
<b>OTHER (INCREASE OR DECREASE IN CASH)</b>	<b>\$0.00</b>
<b>FUTURE PAYABLES</b>	
<b>ACCRUED CASH BALANCE</b>	<b>\$12,713.35</b>

*Respectfully Submitted,  
Val Gifford, Treasurer*

## 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:

Phone: (800) 685-0595 ext. 6987

E-mail: [kgursky@icsystem.com](mailto:kgursky@icsystem.com)

To update your national file, please log on to [www.aaham.org](http://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, at (703) 359-7562, or you may mail information to:

AAHAM  
Attn: Debra Fernandez  
11240 Waples Mill Road, Suite 200  
Fairfax, VA 22030

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