

Hawkeye Highlights

Iowa AAHAM Chapter

Photo By: Steph Hultman

Spring 2013

Message from the President.....

It is both a pleasure and an honor to serve as the President of the Iowa AAHAM group. My goal over the next two years is to involve as many people as possible in this Association.

I hope everyone is as excited about spring being here as I am. I am also very excited about everything that is going on with AAHAM both nationally and here in Iowa. On the local level the board has been working on some great educational programs for this year.

Our spring meeting is set for May 16-17 and we have some great educational sessions set up for the members.

National Legislative day in Washington DC was on April 3-5. This year's Legislative Day topic focuses again on the Telephone Consumer Protection Act (TCPA). In order to foster responsible and prompt communications between healthcare providers, their agents, and consumers, and to preserve the integrity of the US Credit system, it is imperative that Congress take immediate action to modernize the TCPA for the 21st Century.

Optimal care cannot be provided without access to patients using modern technology such as an automated dialer to a cell phone line. It is crucial to be able to use cell phones of patients to provide such services as appointment reminder calls, messages to call for test results, and collection.

In closing I want to encourage every member to become involved to the extent that you can. You will find you will get back much more than you give. This is a great Association made up of people that are willing to share with others. I look forward to seeing all of you at this year's meetings. ■

Respectfully,

Luke Gruber



Luke Gruber

President, Iowa AAHAM

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For Corporate Sponsor Program inquiries, contact:

Melissa Puck, Corporate Sponsorship Chair
 Crawford County Memorial Hospital
 100 Medical Parkway
 Denison, IA 51442
 Phone: (712) 265-2524
 Email: mpuck@ccmhia.com

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

Stephanie Hultman, Membership Chair
 1126 Linbud Lane
 Waterloo, IA 50701
 Phone: (319) 240-5306
 Email: sjhultman@msn.com

For questions and comments regarding Hawkeye Highlights, contact:

Stephanie Hultman, Publisher
 1126 Linbud Lane
 Waterloo, IA 50701
 Phone: (319) 240-5306
 Email: sjhultman@msn.com

Laurie Gaffney, Editor
 Buena Vista Regional Medical Center
 1525 West Fifth Street
 Storm Lake, IA 50588
 Phone: (712) 213-8678
 Email: gaffney.laurie@bvrnc.org

Hawkeye Chapter

Officers - Board Members - Committee Chairs

Luke Gruber	<i>President</i>
Cristie Knudsen	<i>Vice President / Program Chair</i>
Connie Dudding	<i>Secretary / Registration</i>
Lisa Quillen	<i>Treasurer / Nominating Chair</i>
Tara Spidle	<i>Chairperson of the Board/ Audit Chair</i>
Rebecca Gough	<i>Board Member / Certification Chair</i>
Marcia Taylor	<i>Board Member / Hawkeye Website</i>
Stephanie Hultman	<i>Board Member /Newsletter/ Membership Chair</i>
Melissa Puck	<i>Board Member Corporate Sponsorship Chair</i>
Mike Dobbs	<i>Legislative Chair</i>
Sara McClure	<i>Board Member / Hospitality Chair</i>
Laurie Gaffney	<i>Newsletter Editor</i>

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.

Troy L Medina

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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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Hawkeye Chapter of AAHAM

BALANCE SHEET

Treasurer's Report for Period Ending: 12/31/2012

ASSETS:

Cash in Bank	\$26,290.13
Certificate of Deposit #30063596	\$6,064.97
Certificate of Deposit #30063430	\$3,220.98
TOTAL ASSETS	\$35,576.08

LIABILITIES:

Payables	\$0.00
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EQUITY:

TOTAL LIABILITIES AND EQUITY	\$35,576.08
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OPERATING STATEMENT

REVENUES:

Corporate Sponsors	\$7,405.00
Technical Exams	\$480.00
Registrations/Vendor Fair 2012 Spring	\$9,480.00
Registrations/Vendor Fair 2012 Fall	\$9,099.92
Donations	\$255.00
Other Revenue	\$46.00
TOTAL REVENUE	\$26,765.92

EXPENSES:

Travel	\$3,361.66
Web Design	\$665.00
Insurance Fees	\$850.00
Spring Conference 2012 Speaker Fees	\$2,413.95
Spring Conference 2012 Facility/Hospitality Fees	\$4,540.04
Miscellaneous	\$1,409.98
Charity Efforts	\$1,020.00
Fall Conference 2012 Speaker Fees	\$1,997.50
Fall Conference 2012 Facility/Hospitality Fees	\$3,955.21
Fall Conference 2012 Misc	\$105.28
ANI Expenses	\$1,352.58
TOTAL EXPENSES	\$21,671.20

NET INCOME (LOSS)	\$5,094.72
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BEGINNING CASH BALANCE	\$21,195.41
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ENDING CASH BALANCE	\$26,290.13
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Respectfully,

Lisa LaPean

Chapter Treasurer

Hawkeye AAHAM Chapter Scholarship Program

Eligibility:

- ✦ Local Hawkeye Chapter member for at least 1 year;
- ✦ If not a National member, recipient will be responsible for national dues;
- ✦ The President & Chair of the Board are ineligible;
- ✦ Points are accumulated for the 12 month period beginning July 1 and ending the following June 30 (first year of scholarship based on 6 months January 1 through June 30);

1 Point	2 Points	3 Points
<ul style="list-style-type: none"> ✦ Every article referred & published in Hawkeye Highlights ✦ Every new member referred 	<ul style="list-style-type: none"> ✦ Every article authored & published in Hawkeye Highlights ✦ Membership on a committee of the board 	<ul style="list-style-type: none"> ✦ Every AAHAM sponsored meeting attended

Name: _____ AAHAM ID # _____

Address: _____

E-Mail: _____ Telephone: _____

Signature: _____ Date: _____

Date	Activity	Points	Verification*

** To be completed by the AAHAM Board*

Please submit completed application to:

✦ Stephanie Hultman - sjhultman@msn.com



Article Submitted by: Stephanie Hultman

2013 ANNUAL NATIONAL INSTITUTE (ANI) SCHOLARSHIPS AVAILABLE

The 2013 ANI will be October 16-18, 2013 at the Sheraton New Orleans in New Orleans, Louisiana.

Put the date and location in your Outlook Calendar now! The Hawkeye Chapter of AAHAM is sponsoring **2 scholarships** to the Annual National Institute (ANI), to be held at the Sheraton New Orleans in New Orleans, Louisiana. The scholarships will cover registration, plus \$300 towards travel/hotel expenses. The scholarships will be awarded based on points earned between January 1st and June 30th. 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 July 1st and will be notified by July 15th. The Board is excited to be able to offer this opportunity to members. The location, Sheraton New Orleans is located on the Gulf of Mexico with Bourbon Street and the French Quarter just a short walk away. 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 a few weeks and you are already on your way to New Orleans!!



.... This could be you in 2013!!!

CMS ISSUES RULES ON REBILLING

Administrator's Ruling and Proposed Rule Restore Part B Payments for Certain Inpatient Denials

Written by: American Hospital Association
Submitted By: Stephanie Hultman, CHFP, CCAT, CPAT

Thursday, March 14, 2013

Yesterday, the Centers for Medicare & Medicaid Services (CMS) issued an “Administrator’s Ruling,” making immediate changes to its existing rebilling policy, and a proposed rule, which would implement a permanent change. Under current Medicare rules, following an auditor’s denial of a claim as not reasonable and necessary under Medicare Part A, hospitals are permitted to bill only for a very limited portion of the denied services – selected ancillary services – under Part B. Both actions by CMS address circumstances in which hospitals may be eligible for Part B payment following the denial of a Part A claim for services that would have been reasonable and necessary had the beneficiary been treated as a hospital outpatient.

Based on data from more than 2,000 hospitals participating in the AHA’s RACTrac survey, this category of denial is the most common form of denial by Recovery Audit Contractors (RACs). This Special Bulletin describes both the Administrator’s Ruling and the proposed rule.

The AHA is pleased that CMS, through its Administrator’s Ruling, has recognized that its existing rebilling policy is not consistent with Medicare law and provided relief for current appeals. However, we remain concerned that CMS’s proposed long-term solution would limit the ability of hospitals to rebill and would not fully reimburse them for all reasonable and necessary services provided. We plan to press ahead with the litigation we initiated last year on this issue unless and until a final rule provides full Part B reimbursement without unreasonable restrictions. We also will use the comment process to urge the agency to adopt a final rule that ensures that hospitals receive full reimbursement for all reasonable and necessary services provided to Medicare beneficiaries in the past and future.

Administrator’s Ruling. The Ruling implements *interim* rules on Part B billing following the denial of a Part A inpatient hospital claim by a Medicare review contractor as not reasonable and necessary. It takes effect immediately and, as of March 13, 2013, applies to all new denials, prior denials that are still eligible for appeal, and appeals currently in process. This ruling will remain in effect until the proposed rule described below is finalized.

Continued on Page 8 ...



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... Continued from Page 7

Under the Administrator's Ruling, hospitals may submit a Part B inpatient claim for reasonable and necessary services that would have been payable to the hospital had the beneficiary originally been treated as an outpatient instead of an inpatient. However, hospitals may not rebill for "services that require an outpatient status," including outpatient visits, emergency department visits and observations services.

In a departure from the traditional application of the inpatient three-day payment rule, hospitals will be able to separately bill for outpatient services furnished during the three days prior to the inpatient admission, if the inpatient admission is denied as not reasonable and necessary.

In addition, the Administrator's Ruling allows hospitals to seek Part B payment for all auditor-denied claims that are found to lack medical necessity under Part A, rather than be limited to only claims for services provided during the previous year.

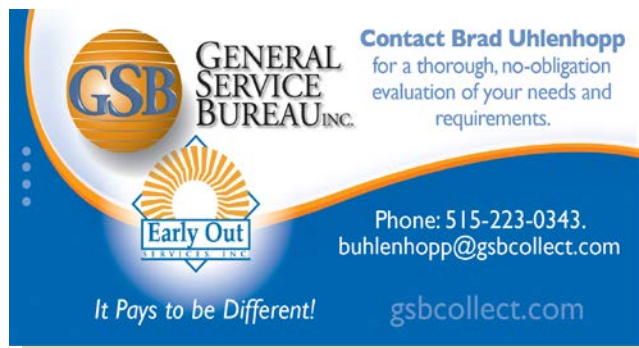
The Administrator's Ruling also restricts the scope of administrative law judges (ALJs), who adjudicate appeals in the third stage of the Medicare fee-for-service appeals process (the stage at which most hospital denials are overturned fully or partially in favor of hospitals). The rule states that ALJs and other entities adjudicating appeals may only decide whether a claim is reasonable and necessary under Part A, and may not decide whether the claim is reasonable and necessary under Part B.

Finally, the ruling terminates the Part A to Part B Rebilling Demonstration, effective immediately. This demonstration was launched in January 2013 to examine new payment protocols for this type of denial. Under the demonstration, hospitals could receive only 90 percent of available Part B payments and had to forgo all appeal rights.

Proposed Rule. CMS's proposed rule would provide more limited Part B payment than hospitals would receive under the Administrator's Ruling for denied claims that are found not reasonable and necessary under Part A. As in the Administrator's Ruling, hospitals would not be able to rebill for services that require an outpatient status. However, unlike the Administrator's Ruling, the proposed rule would apply CMS's existing timely filing rules. This provision significantly reduces the number of Part A denials eligible for Part B payment by restricting eligibility to only those claims for services provided during the prior year. This limitation is particularly problematic considering that RACs audit claims for services provided during the previous *three* years.

Consistent with the Administrator's Ruling, hospitals would be able to separately bill for outpatient services furnished during the three days prior to an inpatient admission. However, unlike the Administrator's Ruling, a separate Part B outpatient claim for these services would be limited to the one-year timely filing restriction. ■

Watch for an upcoming *AHA Regulatory Advisory* with more details.



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Register NOW ...

AAHAM Hawkeye Chapter
Spring Conference

May 16th and 17th, 2013



Washington Updates

Paul Miller, Partner

Government Affairs firm Miller/Wenhold Capitol Strategies, LLC

Join Paul Miller, AAHAM's "Man in Washington" for an update on what is happening in Washington, and how it impacts healthcare. Don't miss this unique opportunity to hear Paul present to Hawkeye chapter members.



Audits, Medical Necessity, and ICD-10

Day Egusquiza, President

AR Systems, Inc.

Day will provide valuable information on reducing your audit vulnerabilities with RAC, MAC, MEDICAID and the the OIG. She will also be providing an update on ICD-10 changes and how the changes will heavily impact PFs, pre-certifications, UR, payers, claims submission, and HIM.

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Hawkeye AAHAM Board Minutes

Date: September 12, 2012

Time: 5:00 p.m.

Location: Hilton Garden Inn, Johnston, IA

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Roll Call

Attendance: Tara, Mike, Luke, Rebecca, Sarah, Cristie, Shari, Lynn Wright, Stephanie, and Vera

Absent: Connie, Lisa, and Laurie

- Meeting came to order, no changes to the agenda.

President's Report

■ ANI

- Tara, Luke and Mike are attending ANI, as well as Ruth and Charlie from Hauge.
No scholarship was awarded. Next year the location is New Orleans.

■ Future Meetings

Contracts for Hilton Garden Inn were reviewed.

- Room rates remain the same.
- Dates: May 16 - 17, 2013
September 19 - 20, 2013

■ Meeting Agenda (Fall 2012)

Reviewed agenda for meetings the next 2 days

Secretary's Report

Due to Connie's absence, the minutes from the last meeting should be reviewed electronically.

Treasurer's Report

■ Current Cash Balance: \$34,753.98

- Will move the Chapter's funds from Ames 1st National to American Trust and Savings Bank in Des Moines. Chapter President, Vice President, Treasurer and Chairman will be able to access account information electronically.
- Unable to do an audit at this time, but Mike and his wife will perform an audit in the near future. Mike will be the audit chair for 2012.

Vice President's Report

■ Spring Meeting Report

- Various topics for future meetings were discussed, including ICD-10 and Disaster Recovery. Mike will look into doing a Survey Monkey survey of the membership on topics of interest for future meetings.

Membership

- 111 members

Certification

■ August Testing 2012

- 3 CCATS and 5 CPATS passed in August; some could be renewals
- 1 CCAM passed in October
- Our CCAM had the highest grade in the country

Continued on Page 11 ...

Corporate Sponsorship

■ **17 Sponsors for 2012**

- In the future, sponsors will be given the option to sponsor lunch or break.
- There will be a vendor fair at the spring meeting. Discussion on splitting the vendor fair into 2 groups, having a fair at each meeting. If a sponsor wishes to display at both meetings, it will be the registration fee x 2 times for both of the fairs.

Hawkeye Highlights

- Laurie reviewed the content and deadlines for the next edition

Website

- Need to be sure members understand that they must follow link in e-mail to obtain meeting handouts

New Business

- A thank you was received from Greater Regional Medical Center. We will publish it in the next newsletter.
- Election Results for 2013-2014:
 - President: *Luke Gruber*
 - Vice-President: *Cristie Knudsen*
 - Secretary: *Connie Dudding*
 - Treasurer: *Lisa LaPean*
 - Board Members: *Melissa Puck*
Marcia Taylor
Stephanie Hultman

Old Business

- No old business was discussed

Adjourn

- Meeting adjourned.
- Rebecca motioned and Cristie seconded ■



Respectfully,
Cristie Knudsen
Chapter Secretary Pro Tem

Certification Passed Exams ~ CPAT and CCAT

Submitted By: Rebecca Gough, CPAM

Congratulations to the following people on their recent certification testing! These folks were successful in obtaining their CPAT and CCAT Certifications. The exams were taken this past May - Congratulations on a job well done!!

Passed CPAT Exam in February		Passed CCAT Exam in February	
Tanisha Lewis	Avadyne Health	Michelle Kemp	Avadyne Health
Kurstine Lyne	Avadyne Health	Sherrie Schmitt	Avadyne Health
Sarah Polson	Avadyne Health		

Upcoming Certification Testing Dates

Technical Certifications (CPAT/CCAT/CCT)

May 2013 Technical Exam Period

- ✦ May 13-24, 2013

August 2013 Technical Exam Period

- ✦ June 3, 2013 -Registration deadline for August
- ✦ August 12-23, 2013

November 2013 Technical Exam Period

- ✦ September 2, 2013 – Registration deadline for November
- ✦ November 11-22, 2013

February 2014 Technical Exam Period

- ✦ December 2, 2013 –Registration deadline for February 2014

Professional Certifications (CPAM/CCAM)

Fall 2014 CPAM/CCAM Exam Period

- ✦ August 1, 2013 –Registration deadline for Fall exams
- ✦ October 28 – November 2, 2013

Charge Capture Integrity at Hendrick Medical Center

AAHAM ANI Presentation by: Mike Reppart and Kelley Blair

Written by: Tara Spidle

One of the programs at last fall's ANI was centered on charge capture. Did you know that a review of 100 hospitals showed organizations were losing 1% of revenue due to errors in the chargemaster or charge capture? I have a very small hospital, but this is still \$130,000 impact for myself. According to AMA, nearly 20% of all claims processed by health plans have errors. As of June 2012, CMS reported RAC programs had collected \$657.2 million in overpayments and returned \$44.1 million in underpayments.

The challenges of charge capture exist in several areas, first being no identified ownership of "who" is responsible to capture the charge. One that comes to mind is infusion charging for those of us in the small rural hospitals. Secondly, constant communication is required. There are multiple departments and employees responsible. Each department tends to have competing priorities (what's important to us in billing, rarely is as important to those in clinical areas). Lastly, there are many variations in processes.

Here were the top four reasons for missed charges as given by the presenters:

1. Absence of formal policy and procedure.
2. Lack of process (ie. reconciliation and management monitoring).

Continued on Page 13 ...

3. Unclear and inaccurate charge sheet, CDM and/or charge systems.
4. Absence of consistent employee training.

What complicates charge capture even more is the changing industry. We now have to deal with electronic health records, Accountable Care Organizations, ICD-10 and expanded coverage. The presenters stated our industry philosophy becomes “we can’t “fix” charge capture because it is a dynamic process that is always changing. Hendrick Medical Center transformed to a philosophy of “We can create a sustainable monitoring and process improvement culture using the right tools.”

Hendrick did not form any special work units. Charge capture became an integrated multidisciplinary effort and in doing so, became a “culture thing”. They concentrated on use of tools and talent. Talent, of course, was there staff which included everyone from admissions to clinical. Tools consisted of CDM management (mostly through Craneware), daily revenue reports and confirmation reports, monthly financials, budget comparisons and purchase to charge analysis.

Complete chart audits is a large factor as well. It is important to make certain chart documentation is being converted to charges and that charges are then compliant with CMS regulations. Everyone must work together to accomplish charge capture. It takes great communication, disciplined follow-up and research, and most importantly, a fully engaged staff. ■

Mark Your Calendars

Fall 2013 AAHAM Meeting

September 19-20, 2013

Hilton Garden Inn

Des Moines / Johnston, IA

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 Marcia Taylor at mktaylormk@yahoo.com with ideas.



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@msn.com.