

Hawkeye Highlights

Iowa AAHAM Chapter

Winter-Spring 2016

Photo By: Bobbie Jo Harrings

Volume 8, Issue 1

Message from the President.....

Well, since I am a firm believer in Punxsutawney Phil's prognostication skills, I am eagerly anticipating the arrival of spring! And with spring comes many new items: Iowa Medicaid is, for better or worse, implementing Managed Care Organizations, Medicare is making billing changes for Rural Health Clinics, as well as testing a new model for payment of joint replacements. AAHAM is preparing for our annual spring meeting in May and AAHAM/HFMA are sponsoring a Panel of Payers on March 30. Legislative Day held in Washington, DC April 25-26th is also AAHAM sponsored.

For the past couple of years, the Legislative Day has focused primarily on the Telephone Consumer Protection Act (TCPA), which has caused severe problems for hospitals and our partners when it comes to collecting on our outstanding AR. While there are still changes that need to be made to the TCPA, AAHAM has selected 2 other topics to discuss during this year's Legislative Day, the Medicare Audit Improvement Act and the Hospital Improvements for Payment Act. I always find it interesting to read the material prepared by AAHAM on the Legislative Day topics, as the scope of the material is much broader than my personal exposure. It often brings into focus concerns that I hadn't identified prior to reading the material. And then being given the opportunity to talk with Iowa's representatives and senators regarding our concerns is an amazing moment not offered by many other organizations. I as the chapter president and Connie Dudding as the Iowa Legislative Chair will be attending Legislative Day this year. Any other member is welcome to attend, based on your own budget constraints. Material can be found on the National AAHAM website.

It is also important that I acknowledge that this year the Hawkeye chapter will be celebrating its 40th anniversary! This organization has brought us from an entirely paper world, with the introduction of the UB claim form in 1975, to the 837i and 837p electronic claims of today. I personally am not sure how I would have gathered the expertise I now have without the tools and support available through AAHAM. Hope to see you all at the spring meeting to help us celebrate!

Respectfully,

Cristie Knudsen



Cristie Knudsen
President, Iowa AAHAM

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Hawkeye Chapter

Officers - Board Members - Committee Chairs

Cristie Knudsen	<i>President</i>
Rebecca Gough	<i>Vice President / Program Chair</i>
Connie Dudding	<i>Secretary / Registration</i>
Carrie Kuennen	<i>Treasurer / Nominating Chair</i>
Luke Gruber	<i>Chairperson of the Board</i>
Becky David	<i>Board Member / Website Chair</i>
Bobbie Jo Harrings	<i>Board Member</i>
Stephanie Hultman	<i>Board Member / Newsletter / Membership Chair</i>
Melissa Puck	<i>Board Member / Corporate Sponsorship Chair</i>
Connie Dudding	<i>Legislative Chair</i>
Sarah Sumpter	<i>Certification 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. ▲



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Meet Our 2016 Hawkeye Chapter AAHAM Leadership

Submitted By: Steph Hultman, CHFP, CRCS-I,P

President: *Cristie Knudsen*



Cristie Knudsen has been the Business Office Manager at Audubon County Memorial Hospital since 1995. She received her Bachelor's from University of Iowa in 1987 and graduated with her MBA from Iowa State University in 1995. Prior to joining ACMH, she worked in the insurance industry, including 8 years at Blue Cross Blue Shield of Iowa (back when it was known as IASD Health Services Corp). She lives in Exira, on the acreage where she grew up, with her husband Paul. She has 2 daughters, 1 stepdaughter, 2 stepsons and, more importantly, 7 grandchildren. In her spare time, Cristie enjoys reading, quilting and listening to music.

Vice-President: *Rebecca Gough*



Rebecca Gough has worked for Myrtue Medical Center in Harlan, IA since 2002. Her current position is Patient Financial Counselor and Chargemaster Coordinator. This position gives me the opportunity to educate patients about their financial responsibility for their health care prior to incurring large medical bills. As a Certified Application Counselor I've assisted many in applying for coverage through Medicaid and the Affordable Care plans. I get referrals from many department managers and even from people outside the medical system. I believe that understanding health insurance helps patients make informed choices.

Rebecca received her CRCE-I (CPAM) certification in September 2008 and has served on the AAHAM board since 2011 as Certification Chair. Prior to taking the position at Myrtue Medical Center in Harlan she worked for Principal Financial Group for 21 years in both Omaha and Des Moines. During these years Rebecca completed her Bachelor of Arts degree in Business Administration at Bellevue University. Also during these years she received designations as a Health Insurance Associate, an Associate of Life and Health Claims, and a Fellow, Life Management Institute.

Secretary: *Connie Dudding*



Connie Dudding, Business Office Director, has been employed with Mary Greeley Medical Center, Ames, IA since 1979. Connie began her medical center career as a billing representative which included switchboard operator and admission clerk. She continued her career by actively learning all functions within the business office. Connie moved into a Leadership role as Supervisor and held that position for 19 years. In October 2010, she was promoted to Business Office Director and oversees the patient access, switchboard, collections, cashier and billing departments. Management is very rewarding and always challenging. Healthcare is constantly changing. With the implementation of the EHR system in July 2010, which was quite successful and now working actively on the ICD10 implementation, Connie knows there is always another project to keep the challenges plentiful.

Being a member of AAHAM is very rewarding and being an active board member for 4 years as treasurer and now as secretary, brings new relationships. It is an honor to be part of bringing education to our meetings for our members. It is a great experience to be part of such wonderful organization.

Continued on Page 4 ...

Treasurer: Carrie Kuennen



Carrie Kuennen is the Business Office Director at Boone County Hospital in Boone, Iowa. Her areas of responsibility include hospital and clinical billing teams, patient registration, switchboard, and patient access areas. Ms. Kuennen received certification as CRCP-I in 2014, received the Distinguished Service Award from the Hawkeye Chapter of AAHAM in 2013, and will receive her IHA Leadership certification in the fall of 2014. Her future plans include achieving the dual CRCE-I and CRCE-C certification in 2015. Ms. Kuennen has over 19 years of experience in the healthcare billing, insurance, consulting, and management fields. Ms. Kuennen has been married for 16 years, has an 11-year old son, Andrew, and 6-year old son, Sam. Her passion is her family and to further the health of our community through service excellence in the registration and billing fields, through continued team training that focuses on the community and patients served.

Chairperson of the Board: Luke Gruber



Luke Gruber has been in the credit services industry for 30+ years. He is currently part owner of AAMS, an accounts receivable and technology company. He is a Certified Healthcare Financial Professional (CHFP) through HFMA and a Master Credit Executive (MCE) through American Collectors Association. He is a past president (two terms) and current treasurer of the Iowa Collectors Association, current board member of AAHAM, and a current member of Healthcare Financial Management Association (HFMA). In addition, Luke also serves on ACA's Interstate Collections Committee. ▲



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2016 AAHAM Annual National Institute (ANI)

Scholarships AVAILABLE

The 2016 Annual National Institute will be held at Caesar's Palace in Las Vegas, Nevada from October 5-7, 2016.

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 Caesar's Palace in Las Vegas, Nevada. The scholarships will cover registration, plus \$300 towards travel/hotel expenses. The scholarships will be awarded based on points earned between July 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 August 1st and will be notified by August 15th. The Board is excited to be able to offer this opportunity to 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 Las Vegas!! ▲

See the Scholarship Program rules on the next page.

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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 1st and ending the following June 30th

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 by July 15th to:

- Stephanie Hultman - sjhultman@mediacombb.net

2016 AAHAM Spring Conference Agenda

May 19-20, 2016

Hilton Garden Inn - Johnston, IA 50131

Thursday, May 19th, 2016

Compliance Updates - Susan Freed, Davis, Brown Law

501(r) rules have been finalized. Are you doing what you need to be doing? Join us for a discussion on 501(r) as well as other regulatory and compliance issues

Human Trafficking in Iowa

Iowa contains 3 major interstate highways, which serve as conduits for human trafficking. The Network Against Human Trafficking (NAHT) is an Iowa organization made up of governmental and non-governmental organizations, health care professionals, and other organizations and individuals dedicated to ending human trafficking. The NAHT speaker will provide information about human trafficking in Iowa and how hospital and medical providers can identify and assist persons at risk.

National AAHAM - Ken Koerner – Treasurer

40 years with AAHAM.

Chargemaster Review and Maintenance - Rochelle Dahmen - Eide Bailly

This session will discuss methods for streamlining chargemaster requests and methods of chargemaster maintenance in order to maintain compliance. Additional discussion will focus on charge capture review and where your organization might be missing charges or charging incorrectly. Rochelle will also address system considerations as she has worked with several major healthcare billing systems.

IHA – Dan Royer

Wellmark – Nicky Cooney

Friday, May 20th, 2016

United HealthCare – Sheryl Houk

AmeriHealth Caritas – Tonya Fustos

Amerigroup – Sarlynn Heston

Medicare – Karen Kroupa ▲



Join Us On 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; 2016 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 really understands 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

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 Monday, April 25, 2016 in time for a special briefing on our topics (the Medicare Audit Improvement Act and the Hospital Improvements for Payment Act) and a welcome reception at the hotel. On Tuesday morning, join special Washington Insider speakers and a delicious breakfast in your honor. In the afternoon, AAHAM will pre-arrange personal meetings with members of the United States Senate and the House of Representatives, to share your concerns about issues impacting our industry and your states. We will prepare you with in-depth legislative briefings and provide you with the techniques of grassroots lobbying. Afterwards, there will be a reception and debriefing session to review the day's events with other attendees.

There is Plenty to Talk About . . .

2016 marks the twelfth year AAHAM has brought members together with their elected officials at the AAHAM Legislative Day. We need your support to make sure our voices are heard.

- 2 hot topics this year: The Medicare Audit Improvement Act and the Hospital Improvements for Payment (HIP) Act.
- When grassroots advocates from around the nation unite, shaping healthcare policy becomes more effective. Once we receive your registration, we'll schedule meetings with your Senator and Representative.
- Before going to Capitol Hill you will be given issue overviews, talking points and any other information you need to make our case.
- Although the idea of meeting with elected officials may seem daunting, those that have met with them report very positive experiences. Remember, your elected officials work for you! ▲

Switching to the Healthcare EFT Standard:

4 Ways to Ease the Transition

Written By: Priscilla Holland, Senior Director of Healthcare Payments, NACHA
Submitted By: Laurie Gaffney

Healthcare electronic funds transfers (EFTs) via ACH – the Healthcare EFT Standard - can make practice management easier and more affordable—and switching doesn't have to be difficult.

Compared with other payment methods, providers can save up to \$7.21 per payment using EFTs via ACH in combination with electronic remittance advice (ERA), according to the 2014 CAQH Index. EFT via ACH payments, which transfer funds electronically from the insurer's account to the provider's account, are also faster than other methods, with funds available the same day they're received.

Additionally, going electronic also has security and efficiency benefits. Because they're transferred digitally, EFTs via ACH come with lower fraud risk than, for example, paper checks, which often change hands multiple times. And, with most practice management systems, reconciliation between EFT and ERA can be fully automated.

Best of all? It's not difficult to switch. Thanks to the implementation of the Healthcare EFT Standard effective Jan. 1, 2014, which requires insurers to deliver EFT payments via ACH upon request, it's easier to transition than ever, especially if you use the following tips.

1. Enroll the easy way. CAQH offers an enrollment hub that's free to all providers. Entering your information into the secure database just once allows you to enroll with multiple participating health plans, simultaneously. For plans that aren't participating in the enrollment hub, providers should rank them according to payments volume. In most practices, roughly 80 percent of payments come from 20 percent of insurance providers. It makes sense, then, to enroll with the largest payments providers first to reap maximum benefit right away. Then, gradually work your way down the list until you've enrolled with all insurers.
2. Don't forget ERAs. EFTs via ACH produce more savings for practices when they're used in conjunction with ERAs. ERAs allow for the automatic reconciliation and posting of payments to patient accounts, saving your staff time as well as eliminating manual posting errors. It's easy to set up ERAs: in most cases, they can be requested at the same time as EFTs via ACH. If your practice uses a clearinghouse, contact them for additional assistance.
3. Talk to your vendors. Communication and cooperation between all parties involved in the EFT process—practices, banks, clearinghouses, practice management systems—is essential to a smooth transition. Your bank is required by NACHA Operating Rules, which govern the ACH Network through which healthcare EFT standard transactions are processed, to deliver ACH remittance data to your practice. If you've requested ACH data and your bank won't provide it, contact NACHA immediately. Additionally, while most clearinghouses and practice management systems can support EFT/ERA reconciliation and auto posting, make sure yours can and, while you're at it, ask about any set-up help or services they might provide.
4. Address staff concerns. Change can be uncomfortable for staffers who are used to tried-and-true processes or who might be concerned about being replaced by technology. In truth, transitioning to EFT/ERA simply reduces staffers' time spent on reconciliation and posting. This allows them to handle a larger volume of claim payments or frees them up to focus on other important tasks and patients. Prior to transitioning, get ahead of staff concerns and make sure everyone understands the EFT/ERA process and its benefits.

Switching to EFTs via ACH is one of the easiest ways to dramatically simplify your practice management and reduce costs. For more resources and tips on how to make the transition a smooth one, visit <https://healthcare.nacha.org/ProviderResources>. ▲

Spring 2016 Panel of Payers – REMINDER

Submitted by: Stephanie Hultman, CHFP

HFMA, together with AAHAM, will be holding the Spring 2016 Panel of Payers Conference this coming Wednesday, March 30th at Iowa Methodist Medical Center in Des Moines, Iowa. If you haven't already registered, please click on this link <http://www.hfma.org/Site/emeetreg/main/MtgInfo.cfm?MtgCode=1619IA4> or email your registration forms to Steph Hultman at sjhultman@mediacombb.net.

There is a great line up of presenters from UnitedHealthcare, Wellmark, IME (Medicaid), and WPS (Medicare). We also have all 3 of the new Medicaid MCO's presenting: Amerigroup Iowa, Amerihealth Caritas, and UnitedHealthcare Plan of the River Valley.

Location: Iowa Methodist Medical Center
Education and Research Center
Kelly Conference Room
1415 Woodland Ave.
Des Moines, IA 50309

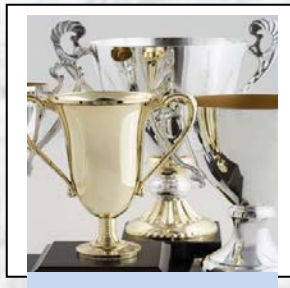
Program Agenda

- | | |
|-----------------|--|
| 9:00 AM | Registration |
| 9:25 AM | Welcome |
| 9:30 AM | Payer Presentation – IME MCO Transition
<i>Bryan Dempsey</i> |
| 10:30 AM | Payer Presentation – Amerigroup Iowa
<i>Sarlynn Heston</i> |
| 11:00 AM | Break |
| 11:15 AM | Payer Presentation – UnitedHealthcare
Payer Presentation – MCO: UnitedHealthcare Plan of the River Valley Inc.
<i>Rebecca Natsis</i> |
| 12:15 PM | Lunch Provided |
| 1:00 PM | Payer Presentation – AmeriHealth Caritas
<i>Chanc Smith</i> |
| 1:30 PM | Payer Presentation – WPS
<i>Mary Sue Gardner and Karen Kroupa</i> |
| 2:30 PM | Payer Presentation – Wellmark
<i>Nicky Cooney</i> |
| 3:30 PM | Break |
| 3:45 PM | Breakout Sessions - All Payers
<i>Meet individually with payers to answer specific questions</i> |
| 4:30 PM | Adjourn |

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Corporate Sponsors – Needed

Our Chapter is in need of additional Corporate Sponsors for 2015. Please reach out to your vendors and make them aware of our sponsorship program. Have them contact Melissa Puck at mpuck@ccmhia.com for additional information.

We offer four levels of sponsorship:

PLATINUM - Sponsors donate \$750.00

- 4x8 advertisement in all four issues of Hawkeye Highlights
- Direct linkage to your company's website from www.hawkeyeaaham.org
- One free registration at any Chapter meeting
- Vendor Booth rate of \$145.00 per Chapter meeting
- 1/2 page product description to be published once a year (AAHAM has editorial rights)
- Your company's name will be announced at each meeting

GOLD - Sponsors donate \$500.00

- 4x4 advertisement in all four issues of Hawkeye Highlights
- Direct linkage to your company's website from www.hawkeyeaaham.org
- Vendor Booth rate of \$155.00 per Chapter meeting
- Your company's name will be announced at each meeting

SILVER - Sponsors donate \$350.00

- 2x4 advertisement in all four issues of Hawkeye Highlights
- Vendor Booth rate of \$165.00 per Chapter meeting
- Listed on www.hawkeyeaaham.org
- Your company's name will be announced at each meeting

BRONZE - Sponsors donate \$300.00

- Acknowledged in all four issues of Hawkeye Highlights
- Vendor Booth rate of \$175.00 per Chapter meeting
- Listed on www.hawkeyeaaham.org
- Your company's name will be announced at each meeting ▲



Hawkeye Chapter of AAHAM

BALANCE SHEET

Treasurers Report for Period
Ending: 12/31/15

ASSETS:

Cash in Bank	\$12,243.55
Certificate of Deposit #30063596	\$6,089.77
Certificate of Deposit #30063430	\$3,229.58
TOTAL ASSETS	\$21,562.90

LIABILITIES:

Payables	\$0.00
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EQUITY:

TOTAL LIABILITIES AND EQUITY	\$21,562.90
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OPERATING STATEMENT

REVENUES:

Corporate Sponsor Fees	\$ 1,560.00
Technical Exams	\$ 4,740.00
Registrations/Spring 2015	\$ 4,920.00
Registrations/Fall 2014	\$ 3,618.88
Donations	---
Sponsor Fees	\$ 5,473.88
TOTAL REVENUE	\$20,312.76

EXPENSES:

Travel	---
Website	\$1,859.00
Insurance Fees	---
Spring Conference 2015 Speaker Fees	\$163.30
Spring Conference 2015 Facility/Hospitality Fees	\$4,926.43
Insurance Fees	\$1,182.00
AAHAM National Legislative Day 2015	\$7,801.17
Fall Conference 2015 Speaker Fees	\$496.13
Fall Conference 2015 Hotel Fees	\$5,316.04
Fall Conference 2015 Hospitality	\$219.57
Fall Conference 2015	\$23.31
AAHAM Presidents Meeting	\$1,628.49
ANI Expenses	\$ 1,557.28
TOTAL EXPENSES	\$25,172.72

NET INCOME (LOSS)	(\$4,859.96)
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BEGINNING CASH BALANCE	\$17,103.51
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ENDING CASH BALANCE	\$12,243.55
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Respectfully,

Carrie Kuennen
Chapter Treasurer



Certification Passed Exams – CRCS-I, P and CPAM

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 CRCS-I 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	
Tiffany Steiner	Avadyne Health	Jessica Hemann	Avadyne Health
Dana Keller	Avadyne Health	LaVonne Seaton	Avadyne Health
Stephanie Cropp	Avadyne Health	Madison Olson	Avadyne Health
Alissa Gardner	Avadyne Health	Jessica Schmitz	Avadyne Health
Christine Miller	Avadyne Health	Katie Buckner	Avadyne Health
Chantelle Lorton	Avadyne Health	Austin Boysel	Avadyne Health
Taylor Burke	Avadyne Health		
Sara Lloyd	Avadyne Health		
Tarra Snyder	Avadyne Health		
Christine Warfield	Avadyne Health		
Timothy Polk	Avadyne Health		
Whitney Cowie	Avadyne Health		
Carrie Harvey	UnityPoint Health - DMS		
Peggy Carpenter	UnityPoint Health - DMS		
Sarah Vaux	UnityPoint Health - DMS		
Sheilah Dickey	UnityPoint Health - DMS		
Stephanie Lonning	UnityPoint Health - DMS		
Sue Richards	UnityPoint Health - DMS		
Tina Kurt	UnityPoint Health - DMS		
Karen Woo	UnityPoint Health - DMS		
Stacey Tarpley	UnityPoint Health - DMS		

Certification Schedule

CRCS-I and CRCS-P

April 15, 2016

Registration deadline for July 2016 Exam Period

July 11-22, 2016

July 2016 Exam Period

August 15, 2016

Registration deadline for November 2016 Exam Period

November 7-18, 2016

November 2016 Exam Period

Website Alert

The Iowa Hawkeye Chapter is excited to announce our website for members at www.hawkeyeaaaham.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 Becky David at

BDavid@WaverlyHealthCenter.org with ideas. ▲



Mark Your Calendars

Fall 2016 AAHAM Meeting

September 15-16, 2016

Hilton Garden Inn
Des Moines / Johnston, IA

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. ▲