

Hawkeye Highlights

Iowa AAHAM Chapter

Photo By: Steph Hultman

Spring 2017

Volume 9, Issue 1

Message from the President.....



Rebecca Gough
President, Iowa AAHAM

Greetings, Fellow Travelers! We are certainly starting off the year in a cyclone of activity. That is not to be intended as an endorsement or slander of ISU, but the winds seem to change quite frequently in the business of healthcare finance.

There is a lot more happening with AAHAM than what we at the local level are aware of. For instance in 2017, full time college students can become National AAHAM members at no cost. This is a great opportunity to become certified in all areas of healthcare finance. Imagine what it could have been like starting your career armed with the knowledge that you now have.

I've seen many changes in health insurance since I began my career in 1978. Back then, there was no such thing as the birthday rule or universal billing forms. Many employers still had their own HCFA 1500 billing forms which had to go through their Human Resources departments for approval. What would HIPAA have to say about that?

I look forward to serving as your President for the next two years. Already I've attended my first ANI in Las Vegas and a board meeting in Nashville. In May I'll be going to Washington, D.C. to meet with congressional staff to discuss aspects of the rules and regulations on Observation stays.

In October 2017 the ANI will be held in Nashville. If you've never been to the Gaylord Opryland Resort or Nashville, I encourage you to start making plans to attend. There are opportunities for you to earn points to qualify for a drawing and possibly receive a scholarship to attend this event. You can find that information on our website. www.hawkeyeaaham.org

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Hawkeye Chapter

Officers - Board Members - Committee Chairs

Rebecca Gough	President
Connie Dudding	Vice President / Program Chair
Audra Ford	Secretary / Registration
Becky David	Treasurer / Nominating Chair
Cristie Knudsen	Chairperson of the Board
Jack Stanton	Board Member / Website Chair
Bobbie Jo Harrings	Board Member / Hospitality Chair
Stephanie Hultman	Board Member / Newsletter / Membership Chair
Ashley Allers	Board Member / Corporate Sponsorship Chair
Connie Dudding	Legislative Chair
Sarah Sumpter	Certification Chair
Laurie Gaffney	Newsletter Editor


HAWKEYE HIGHLIGHTS EDITORIAL POLICY & OBJECTIVES

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Meet Our 2017 Hawkeye Chapter AAHAM Leadership

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

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.

Vice-President: 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.

Secretary: Audra Ford



Audra Ford has been Business Office Manager at Madison County Memorial Hospital for 6 years, leading both the Patient Accounts and Patient Access departments. Prior to that she was an insurance biller for 7 years.

Audra is working on obtaining her BA in Accounting. She is married to her husband Craig and has 4 children and two grandchildren. In her spare time she enjoys crocheting and spending time with her kids and grandkids. She is also a 4-H leader and a Girl Scout leader.

Continued on Page 4 . . .

Audra enjoys working in the Revenue Cycle and has seen many changes over the years. Her favorite thing about her job is helping the patients, whether it is helping them get somewhere or helping them with a billing concern. Customer service is so important in retaining your patient base.

Treasurer: Becky David



Becky David has served as the Business Office Manager at Waverly Health Center (WHC) for the past 6 years; handling patient access, billing, claims and accounts receivable for the hospital. Prior to coming to WHC she had been the business manager in long term care facility for 7 years and also spent 14 years as claims manager for life, health and disability claims at a local insurance company.

Becky has a BA in Management from the University of Northern Iowa; she has been married for 34 years to her husband, Dan and they are the parents of two grown children. In her spare time she enjoys reading, genealogy and quilting.

Chairperson of the Board: 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. ▲



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We have a lot of new board members this year and I look forward to working with all of them. A talented group, so expect some new ways of doing things. We want your input about speakers, programs, schedules and anything else that you want to share.

Feel free to reach out to me at any time. See you in May. ▲

Respectfully,

Rebecca Gough

2017 AAHAM Annual National Institute (ANI) Scholarships AVAILABLE

The 2017 Annual National Institute will be held at the Opryland Resort in Nashville, TN from October 18-20, 2017.

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 Opryland Resort in Nashville, TN. 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 Nashville! ▲

[See the Scholarship Program rules on the next page.](#)

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

Certification Goals for 2017

Submitted By: Sarah Sumpter, CRCS-I/P, CRCP

The National AAHAM committee has set several goals for 2017. One of these goals is to continue to increase our certification percentages. To assist with this increase, the certification committees have some additional items that they will be reviewing or adding for 2017 which include the below:

- Revision to all certification manuals
- Exam question re-writes for each certification
- Certification Blogs* to be done monthly by each certification committee member (take a look at these on the national page as they contain some great information)
- And the most exciting, Certification Webinars to be given to assist with providing additional information to successfully pass the certification exams. National AAHAM has decided to provide these FREE! These will be available for all certifications and will help to earn CEU's as well. More details in regard to these should be available on the national site around the beginning of April.

As always, I would like to remind everyone that certification can help you enhance you or your staffs knowledge, job advancement and networking. In our ever changing industry, AAHAM certification helps to make sure everyone stays informed and has the best information to excel in their position. Let's make 2017 a great certification year!

* Information is sourced from AAHAM National Certification Blog by Brenda Chambers posted 1/27/2017 for credit ▲

2017 Certification Schedule

CRCS-I and CRCS-P

April 17, 2017

Registration deadline for July 2017 Exam Period

July 10-21, 2017

July 2017 Exam Period

August 15, 2017

Registration deadline for November 2017 Exam Period

November 6-17, 2017

November 2017 Exam Period

December 15, 2017

Registration deadline for March 2018 Exam Period

2017 AAHAM Spring Conference Agenda

May 18-19, 2017

Hilton Garden Inn - Johnston, IA

Thursday, May 18th, 2017

Audits, Appeals and Compliance - David Glaser, Shareholder with Fredrikson & Byron

Hospitals must address a plethora of compliance conundrums. The MOON notice, short stay audits, RAC audits, quirky rules related to orders and certifications and more. This session will focus on compliance strategies and preparation to defend against any audit. We will discuss strategies for internal reviews and offer tips specific to critical access hospitals. Questions will be encouraged throughout the session.

MCO Discussion

Group roundtable discussing our experiences, with the intent to provide focus prior to the MCO presentations.

DHS Assistance for Patients - Angie Crees- Iowa DHS

Amerigroup

Wellmark - Nicky Cooney

Friday, May 19th, 2016

IHA – Dan Royer

UnitedHealthcare – Becky Natsis

AmeriHealth – Tim Rau

WPS Medicare – Karen Kroupa ▲



Great news on the legislative front. With so much buzz swirling around the Republican plan to repeal and replace the affordable Care Act, you may have missed the news that AAHAM's top legislative priority - Observation Stays – was introduced in both the House and Senate.

H.R. 1421, the Improving Access to Medicare Coverage Act of 2017 was introduced in the U.S. House of Representatives by Rep. Joe Courtney (D-CT), a bi-partisan bill with 15 co-sponsors on it already. S. 568, the Improving Access to Medicare Coverage Act of 2017 was also introduced in the United State Senate by Sen. Sherrod Brown (D-OH) is a bi-partisan bill with three additional co-sponsors on it. Additionally, this issue has already been a feature on two major afternoon and evening broadcasts.



This is great news as we prepare for our May Legislative Day! With everything taking shape in Washington, we were able to get our bills introduced in a bi-partisan manner and that is a credit to AAHAM's leadership. Now comes the hard work - getting these bills passed or included in whatever health reform legislation is sent to the President's desk.

Exciting time in our Nation's Capital and this year is an incredible opportunity for all of us to head to Washington to show our members of Congress just how critical this legislation is.



Hawkeye Chapter of AAHAM

BALANCE SHEET

Treasurers Report for Period
Ending: 12/31/16

ASSETS:

Cash in Bank	\$14,684.88
Certificate of Deposit #30063596	\$6,093.07
Certificate of Deposit #30063430	\$3,237.53
TOTAL ASSETS	\$24,015.48

LIABILITIES:

Payables	\$0.00
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EQUITY:

TOTAL LIABILITIES AND EQUITY	\$24,015.48
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OPERATING STATEMENT

REVENUES:

Corporate Sponsor Fees	\$ 3,749.10
Technical Exams	\$ 3,714.68
Registrations/Spring 2016	\$ 8,058.33
Registrations/Fall 2016	\$ 5,319.18
Donations	---
Other Revenue	\$ 755.00
TOTAL REVENUE	\$21,596.29

EXPENSES:

Travel	---
Website	\$ 1,174.00
Insurance Fees	\$ 1,182.00
Spring Conference 2016 Speaker Fees	\$ 5,444.33
Spring Conference 2016 Facility/Hospitality Fees	\$ 1,351.55
Misc.	\$ 10.00
AAHAM National Legislative Day 2016	\$ 269.00
Fall Conference 2016 Speaker Fees	\$1,261.08
Fall Conference 2016 Hotel Fees	\$4,101.87
Fall Conference 2016 Hospitality	\$ 318.02
Fall Conference 2016	\$ 9.54
AAHAM Legislative Day 2016	\$ 269.00
ANI Expenses	\$3,913.57
TOTAL EXPENSES	\$ 19,034.96

NET INCOME (LOSS)	\$2,561.33
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BEGINNING CASH BALANCE	\$12,243.55
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ENDING CASH BALANCE	\$14,804.88
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Respectfully,

Carrie Kuennen
Chapter Treasurer



AAHAM Board Minutes . . .

September 21, 2016

5:30 pm

I. Roll Call

Cristie, Rebecca, Connie, Carrie, Becky, Luke, and Bobbie

II. President's Report

- a) Elections-18 ballots back. Rebecca- president, Carrie-Vice President, Treasurer-Becky, Secretary-
- b) We should include a write in place for officers
- c) Thursday's Lunch—Meeting—Luke will swear in new Board members.
- d) Committee Responsibilities- Cristie will send out the bylaws for the board members so they know what the expectations are.
- e) Chapter Operations will need to be completed in January and this will be for 2016.
- f) Survey results-good feedback to help us determine speakers going forward. Interest in Joint meeting. Illinois and Wisconsin in Galena in September 2017. We should work on this with the other two states. Cristie has a phone conference with the other two states next week so she will follow up with group.

III. Vice President

- a) Spring meeting May 19-20, 2016-completed
- b) Fall meeting Sept. 22-23, 2016
 - o Paul Miller-Politics-changes in Healthcare
 - o Chad Powers – do not have power point. Digging deeper into reimbursements.
 - o Round table-Open up. MCO's and Wrap arounds
 - o Dan Royer
 - o Nicky Cooney
- c) Friday
 - o UHC, AmerihealthCaritas, Amerigroup
- d) 2017 dates
 - o May 18th and 19th Rebecca will check with hotel on this date.

IV. Treasure's Report

- a) Cash \$17,215.78 with CD \$26,535

V. Committees

- a) **Certification**-Sarah. No report
- b) **Membership**-Steph. No report
- c) **Hawkeye Highlights**-Steph. Everything was sent in
- d) **Legislative**-Connie/Mike. No update
- e) **Corporate Sponsors**-Melissa. Two vendors doing tables-will not be on the board next year. President can assign.
- f) **Hospitality**-Bobbie Jo. Have the cake, table will be set up. Hotel will handle everything.
- g) **Website**-Becky. Someone new will take over. Brandon is our administrator. 40/hr next year. Motion to approve, Becky and Rebecca. Passed motion. Job opening on our website was requested by a facility.
- h) **Registration**-Connie. 39 registrations
- i) May minutes approve-Becky. Carrie second.

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VI. New Business

- a) Ballots to be destroyed-motion read results and ask to be destroyed.

VII. Old Business

- a) Joint meeting with HFMA- no one has approached Cristie about this joint meeting.

VIII. Motion to adjourn

Carrie 1st, Connie 2nd

Respectfully,

Connie Dudding



Spring Payer Panel – Record Attendance

Submitted by: Stephanie Hultman, CHFP

HFMA and AAHAM sponsored the 5th annual Spring Panel of Payers on March 29 at Iowa Methodist Medical Center in Des Moines. There were nearly 140 attendees present for this popular event. The meeting began with presentations from the three Medicaid managed care companies. This included representatives John Hedgecoth and Sarlynn Heston with Amerigroup, Becky Natsis with UnitedHealthcare, and Mary Brandt and Melissa Adams with AmeriHealth Caritas. All payers helped to answer attendees' questions and provide feedback relating to the Medicaid managed plans and various claims processing issues. The afternoon concluded with speakers Nat Kongtahworn and Nicky Cooney with Wellmark and Jan Ervin with WPS Medicare. Topics included policy and billing updates, as well as tips on accessing educational resources. At the conclusion of the payer presentations, a breakout session was held so that providers could ask additional questions and network with the payer representatives.

This event was a great opportunity for revenue cycle and billing professionals to continue discussing similar claims processing and revenue cycle questions with the Medicaid managed care changes, as well as receive updates from many of our major payers. HFMA and AAHAM will be hosting the next All Payer Panels November 2017 and March 2018. ▲



Are You Accepting Virtual Debit Cards From Insurance Companies?

Written By: Dawn Lunde
Submitted By: Laurie Gaffney

Paper checks were long the common form of payment used by insurance companies to remit payments to healthcare providers. Among other factors, tradition and low costs, played a role in how long they endured as a popular payment option for insurance businesses. However, the many changes in the healthcare industry in recent years - including the dramatic shift in the number of insured Americans under the ACA - means insurers are moving to other payment options.

"With the law on their side, healthcare providers can and should request ACH payments from any insurers using virtual debit cards."

Those other methods of payment - namely virtual debit cards - are less than desirable for healthcare facilities. When insurance companies use them, they put an extra burden on providers from the per-payment merchant processing fees since cards process at higher rates than ACH. No one wants to take on an additional financial burden when they don't have to. The good news for providers is there's an alternative payment method with smaller costs and is mandated by HIPAA: electronic funds transfer (EFT) transactions completed through the national automated clearinghouse network (ACH).

The Benefits of EFT Through ACH

EFT payments made via ACH adjust the payer-payee relationship to navigate around the issues that pervade with virtual debit card use. Instead of the healthcare provider filling the role of the sender - and having to deal with processing costs of debit card payments - it instead simply receives the payment. The costs of setting up ACH payments are minimal, and they pay for themselves as compared to virtual debit card payments in a short period of time. According to HBMA, the average cost of an EFT via ACH is 34 cents. On the other side, EFT payments via wire transfer or credits cards are on average, \$10.73 or more per transaction.

Overall, the shift to ACH payments has had a major, positive impact on the healthcare industry. The U.S. Department of Health and Human Services said it anticipates overall industry savings between \$3 and \$4.5 billion over the next 10 years as payments switch to this standard. Another benefit, highlighted by the Healthcare Billing & Management Association, is that ACH payments are also **significantly more secure than checks** and aren't as lacking as virtual debit payments in terms of safety.

Healthcare providers have the right to receive ACH payments from all insurers. Insurance companies can't reject a request to use ACH payments nor charge fees or offer incentives to use a different form of payment. With the law on their side, healthcare providers can and should request ACH payments from any insurers using virtual debit cards. ▲

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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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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 Jack Stanton at jacks@thehauggroup.com with ideas. ▲



Mark Your Calendars

Fall 2017 AAHAM Meeting

September 14-15, 2017

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. ▲