

# Hawkeye Highlights

Hawkeye Chapter of AAHAM

Spring 2024



## Message from the President . . .

### Hawkeye AAHAM President's Message

Welcome Spring! I hope you are all enjoying the warmer weather although I'm sure we will still have a few more cooler days (it is Iowa after all). Still, Spring always reminds me of times of renewal and new beginnings and I love this time of year!

Our Spring Conference is occurring soon, April 18-19, 2024 at the Hilton Garden Inn in Johnston, IA. We have a great lineup of speakers including Gretchin Heckenlively from Eide Bailly speaking about the latest updates impacting Medicare Enrollments; Sue York from OS Inc. speaking about navigating key areas of focus to advance your revenue cycle; Erin Cubit from IHA; and several payers represented. I look forward to seeing a lot of you there!

We have started planning for our Fall Conference as well, which will be held September 12-13, 2024 at the Hilton Garden Inn in Johnston, IA. Our main speaker will be Day Egusquiza, Founder and President of AR Systems, Inc. and Patient Financial Navigator Foundation, Inc. She is always an excellent presenter, so we are very excited to have her coming to our Fall Conference!

We are also planning a few virtual lunch-time round tables throughout the year. There will be more to come on this as we work out the details, but if you have a topic you would like to talk about please let me know. For other upcoming educational events, please visit our chapter and national websites.

If you know someone that hasn't renewed their membership or even someone new that would benefit from being a member of Hawkeye AAHAM, please encourage them to do so. Membership provides a lot of valuable tools for the person as well as the facility they work for. Education and networking are at the top of this list and it's a great way to stay on top of the newest information and best practices.

I want to take this opportunity to thank our sponsors. With their support, we are able to continue providing outstanding educational opportunities to our membership. It also allows you to network with vendors that can assist you in meeting goals for your Revenue Cycle departments and for your organization. I encourage you to reach out to our sponsors to see how they can assist you.

It's hard to believe I am already well into in my second and final year as President. I have had some amazing opportunities to meet other Chapter Presidents from around the United States who are now friends, and I've been able to get some great education at ANI. The role of President will be open during the upcoming election, and we are looking for someone to fill this position. Please reach out to me if you are interested, or if you are interested in being on the Board in another capacity.

look forward to seeing you soon!

Warm regards,

Laurie Bruck, CRCS, CRIP  
President, Iowa Hawkeye AAHAM Chapter  
Revenue Cycle Director, Greene County Medical Center



**Laurie Bruck**  
Hawkeye Chapter President  
AAHAM

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## Hawkeye Chapter 2024

**Officers - Board Members - Committee Chairs**

**Officers**  
**Laurie Bruck**-President/Nominating Chair  
**Charlie Cole**-Vice President/Education Chair  
**LeeAnn Christiansen**-Secretary  
**Kema Davis**-Treasurer

**Board Members**  
**Christina Bennett**-Communication Chair  
**Steve Juve**-Hospitality Chair  
**Chad Breidenbach**-Membership Chair  
**Barb Leininger**-Certification Chair  
**Audra Ford**-Legislative Chair  
**Dave Glyzewski**-Corporate Sponsorship chair  
**John Brown**-Hospitality chair

***HAWKEYE HIGHLIGHTS EDITORIAL POLICY & OBJECTIVES***

*The HAWKEYE HIGHLIGHTS newsletter is published throughout the year by the AAHAM IOWA CHAPTER to update the membership regarding chapter provide and national activities as well as to 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 2024.*

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For membership information or to submit changes of address contact: Chad Breidenbach at email: [chadb@thehaugegroup.com](mailto:chadb@thehaugegroup.com)

For questions and comments regarding Hawkeye Highlights contact: Christina Bennett at [cbennett@bchmail.com](mailto:cbennett@bchmail.com)

# 2024 AAHAM Membership Dues Renewal

If you have not yet renewed for 2024, renew today!

Please contact the AAHAM National Office if you would like more information. If you did not receive an electronic copy of your invoice, please contact David Grimm at [dgrimm@aaaham.org](mailto:dgrimm@aaaham.org) or 856-380-6934



# Why Join AAHAM?

## Get the career edge you need for less than a dollar a day

There are a number of organizations that focus on the financial side of the healthcare industry. But there is only one national organization dedicated solely to the revenue cycle of both management and the front-line staff: AAHAM.

### Reach out to experts for real time answers

As a member of AAHAM, you have the ability to reach out to your local AAHAM Chapter as well as over 30 more across the U.S. to speak to revenue cycle experts about the challenges you face every day.

No other healthcare financial organization gives you the career-boosting power to network with the best-informed revenue cycle professionals and pick their brain about the most important issues in the field.

### Build your knowledge base

AAHAM's primary focus is the professional development of its members. In addition to networking opportunities through the local chapters, we offer certification, education and training for staff and managers, publications, conferences and webinars all specifically focused on issues, regulations and guidelines affecting patient accounting matters.

### Advanced certification to advance your career

Certification programs in healthcare finance offered by other organizations are non-proctored open-book exams that can be easily passed by industry novices.

AAHAM's elite certification program is based on rigorous examinations that have set the standard in the industry for over 40 years. Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. Time and time again, AAHAM certification has enabled our members to earn significant professional recognition and career advancement with higher pay and benefits.

## Who joins AAHAM?

### Providers

Staff involved in the revenue cycle of any type of healthcare provider that gets reimbursed by patients, insurance companies or the government will benefit from AAHAM membership. These include:

- Hospitals
- Physician's offices
- Urgent care facilities
- Long-term care facilities
- Nursing homes
- Other providers

### Vendors

Staff of companies that provide outsourced services related to the revenue cycle to any type of provider will also benefit from AAHAM membership. These include:

- Consulting companies
- Billing companies
- Collection agencies
- Software/IT companies
- Law firms
- Other outsource vendors

# Treasurer's Report

**HAWKEYE CHAPTER AAHAM  
TREASURER'S REPORT  
For Period Ending January 31, 2024**

**BALANCE SHEET**

<b>ASSETS:</b>		
Cash in Bank	01/01/2023	15,604.38
<b>TOTAL ASSETS</b>		<b>\$ 15,604.38</b>
 <b>LIABILITIES:</b>		
Payables (pending payments)		
 <b>EQUITY</b>		
		-
<b>TOTAL LIABILITIES AND EQUITY</b>		<b>\$ 15,604.38</b>

**REVENUES: OPERATING STATEMENT**

SPONSOR FEES		
CERTIFICATION FEES		
REGISTRATIONS SPRING		-
REGISTRATION FALL		-
DONATIONS		-
OTHER REVENUE		-
SPONSOR FEES - BOOTH (SPRING)		-
SPONSOR FEES - BOOTH (FALL)		-
<b>TOTAL REVENUE</b>		<b>\$ -</b>

**EXPENSES:**

WEB SITE		
SUBSCRIPTION FEES (GO TO MEETING)		
SPRING CONFERENCE SPEAKER FEES		
SPRING CONFERENCE FACILITY FEES		
SPRING CONFERENCE HOSPITALITY FEES		
SUPPLIES/POSTAGE		
CHARITY		
INSURANCE FEES		
PAYPAL FEES		
FALL CONFERENCE SPEAKER FEES		524.27 *from 2023
FALL CONFERENCE HOTEL FEES		
FALL CONFERENCE HOSPITALITY		
ANI EXPENSE		1,387.65 *from 2023
AAHAM NATIONAL LEGISLATIVE DAY (DONATION)		
AAHAM NATIONAL LEGISLATIVE DAY EXPENSES		
AAHAM PRESIDENTS MEETING		386.80
<b>TOTAL EXPENSES</b>		<b>\$ 2,298.72</b>

<b>YTD NET INCOME (LOSS)</b>		<b>\$ (2,298.72)</b>
BEGINNING CASH BALANCE	01/01/2023	\$ 15,604.38
ENDING CASH BALANCE	01/31/2023	\$ 13,305.66
PENDING PAYABLES (will show on next statement)		\$ 1,305.64
PENDING DEPOSITS (will show on next statement)		

Respectfully Submitted:

Kema Davis, Treasurer



## The Iowa Hawkeye Chapter wishes to extend their gratitude to our Corporate Sponsors.

The activities and success of our chapter could not be possible without the support of our Corporate Sponsors. Their continued support and engagement within the chapter certainly adds to the strength of our chapter by allowing us to provide quality educational opportunities and outstanding networking events for the benefit of our membership.

If you are an existing Corporate Sponsor, we appreciate your past and continued support of our chapter.

### Platinum:

Meduit

Credit Bureau Services of Iowa

The Hauge Group

Creditor Advocates

### Gold:

Os-Healthcare

R3 DYNAMICS, LLC

Help Financial

### Silver:

Automated Accounts Management Services

If you are interested in becoming a Corporate Sponsor, please contact Laurie Bruck at [laurie.bruck@gcmchealth.com](mailto:laurie.bruck@gcmchealth.com) or visit our website <https://hawkeyeaaham.org/sponsorship-information/>

## Don't Forget to Update Contact Information

If you've recently had a change to your personal contact information, please let AAHAM know. If we aren't able to contact you, we can't keep you informed of all the great benefits AAHAM has to offer. So please, keep us in mind as your life changes and let us know how to reach you.

To update your AAHAM Records please contact Chad Breidenbach, Membership Chair by calling 605-336-9490, or by emailing her at [chadb@thehauggroup.com](mailto:chadb@thehauggroup.com)

February 22, 2024

## UnitedHealth Group's Change Healthcare Experiencing Cyberattack that Could Impact Health Care Providers and Patients Across the U.S.

Change Healthcare, which is one of the largest health care technology companies in the United States, Feb. 21 was hit with a cyberattack that began disrupting a number of its systems and services, according to [published reports](#) and a statement posted on Change Healthcare's website.

"Change Healthcare is experiencing a cyber security issue, and our experts are working to address the matter," according to the latest [Change Healthcare statement](#) posted on its website at 11:32 a.m. ET on Feb. 22. "Once we became aware of the outside threat, in the interest of protecting our partners and patients, we took immediate action to disconnect our systems to prevent further impact. At this time, we believe the issue is specific to Change Healthcare and all other systems across UnitedHealth Group are operational."

In 2022, UnitedHealth Group completed its merger of U.S. healthcare services company Optum and Change Healthcare. Optum provides services in technology, data, pharmacy care and direct health care.

The AHA has been in communication with the FBI, Department of Health and Human Services, and the Cybersecurity and Infrastructure Security Agency regarding this incident.

### WHAT YOU CAN DO

Due to the sector wide presence and the concentration of mission critical services provided by Optum, the reported interruption could have significant cascading and disruptive effects on revenue cycle, certain health care technologies and clinical authorizations provided by Optum across the health care sector. Based upon the statements from Change Healthcare that they became aware of an "outside threat" and disconnected "in the interest of protecting our partners and patients," **we recommend that all health care organizations that were disrupted or are potentially exposed by this incident consider disconnection from Optum until it is independently deemed safe to reconnect to Optum.** It also is recommended that organizations which utilize Optum's services prepare related downtime procedures and contingency plans should Optum's services remain unavailable for an extended period.

**Please send any technical, financial and/or clinical impact or related technical threat intelligence on a confidential basis to Riggi at [jriggi@aha.org](mailto:jriggi@aha.org).**



# 2024 Certification Schedule

Exam Period April 22-26 2024

Exam Period May 15-17 2024

Exam Period June 17-20 2024

Find the full 2024 Certification Schedule at [www.aaham.org](http://www.aaham.org)

## Certification Committee report

*Congratulations to those that passed their AAHAM Certification Exams!*

Certification Date: Jan-Dec 2023

Total: 21 individuals passed

- o 19 CRCS
- o 1 CRCP
- o 1 CCT

Members Certified:

- o 5 CRCE
- o 10 CRCP
- o 153 CRCS
- o 2 CRIP
- o 3 CCT

Submitted By: Barb Leininger



# CBSI

CREDIT BUREAU SERVICES  
OF IOWA, INC.

The Collection Agency That Cares





## Upcoming 2024 AAHAM Events and Webinars

April 18-19, 2024

Hawkeye AAHAM Spring Conference 2024-Johnston, IA

September 12-13th, 2024

Hawkeye AAHAM Fall Conference 2024-Johnston, IA

For additional upcoming events and to register today visit!  
[www.hawkeyeaaham.org](http://www.hawkeyeaaham.org)

R3 DYNAMICS, LLC

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RESPECT, RESPONSIBILITY, RESOLUTION

## Hawkeye AAHAM Chapter Website

Visit our website for members at [www.hawkeyeaaham.org](http://www.hawkeyeaaham.org). The site includes:

Chapter Officers and Board Members  
Upcoming Events/Calendar of Events  
Chapter Bylaws Sponsor Information

Membership information  
Link to the National AAHAM Website and more.....!

Contact **Christina Bennett** at [cbennett@bchmail.com](mailto:cbennett@bchmail.com) with questions or ideas for our website.