

# HAWKEYE HIGHLIGHTS



Summer 2008

## Presidents Message

*Dear AAHAM Member:*

This has been some kind of year. My heart goes out to all those that have been affected by the tornados or the flooding. Our state has been hit hard but we are strong and we will pull together and come out of this even stronger.

This is election year so please think about serving your organization by running for an office or a board position. We need good people to keep this organization headed in the right direction.

We had a great turn out for the May meeting. We had good speakers and a day and a half meeting for the first time. Please contact someone on the board and let them know if you like the shorter meetings. We want to keep the attendance high and hopefully increase it even more. Our September meeting will be on a Wednesday the 10<sup>th</sup> and Thursday the 11<sup>th</sup>. We would like your feedback on which you like better, Thursday and Friday or Wednesday and Thursday meetings.

National has been sending emails out to all members asking them to contact their representatives to delay the RAC audits. Please take a few minutes to send a letter. It is fast and easy to do.

This year's ANI will be October 8-10 at the Hyatt Regency Chicago. With it being this close to us here in Iowa it is a great opportunity for Iowa members to be able to attend Without the high cost of travel. The ANI offers some of the best educational sessions you can attend. Let's get as many members as we can to attend this great meeting and show our support to our friends in the Illinois chapter.

It has been such a pleasure serving as your president for the last two years. I can't believe how fast this time has gone.



Respectfully,  
*Luke Gruber*

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**For Corporate Sponsor Program inquiries, contact:**  
**Tara Spidle, Corporate Sponsorship Committee Chair**  
 1405 NW Church  
 Leon, IA 50144  
 Phone: (641) 446-2224  
 E-mail: [tspidle@decaturcountyhospital.org](mailto:tspidle@decaturcountyhospital.org)

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

**Kristina Gursky, Membership Chair**  
 I.C. System, Inc.  
 444 Highway 96 East  
 St. Paul, MN 55127-2557  
 Phone: (800) 443-4123 ext 6533  
 E-mail: [kgursky@icsystem.com](mailto:kgursky@icsystem.com)

**For questions and comments regarding Hawkeye Highlights, contact:**

**Stephanie Hultman, Publisher**  
 H&R Accounts/MedPay Management Systems.  
 1126 Linbud Lane  
 Waterloo, IA 50701  
 Phone: (319) 240-5306  
 E-mail: [shultman@hraccounts.com](mailto:shultman@hraccounts.com)

**Diana Hiatt, Editor**  
 Iowa Health Home Care  
 11333 Aurora  
 Urbandale, IA 50322  
 Phone: (515) 557-3104  
 E-mail: [hiattdl@ihs.org](mailto:hiattdl@ihs.org)

*Hawkeye Highlights* is published three times a year by the Hawkeye Chapter of AAHAM. The statements and opinions expressed represent the attitudes of each author. 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

|                   |   |
|-------------------|---|
| Luke Gruber       | <i>President / Government Relations Chair</i>                       |
| Pam Brindley      | <i>Vice President</i>   |
| Kristina Gursky   | <i>Secretary &amp; Registration</i>                                 |
| Connie Dudding    | <i>Treasurer</i>  |
| Heather Hulscher  | <i>Chairperson of the Board</i>                                     |
| Elizabeth Baptist | <i>Planning Committee / CPAT- CCAP Regional Training</i>            |
| Laurie Gaffney    | <i>Board Member / Hawkeye Website / Hospitality Committee</i>       |
| Tara Spidle       | <i>Board Member / Corporate Sponsorship / Hospitality Committee</i> |
| Diana Hiatt       | <i>Board Member / Publication Committee Chair</i>                   |
| Dawn Bauerly      | <i>Board Member</i>   |
| Melynda Crawford  | <i>Board Member</i>   |
| Mike Dobbs        | <i>Legislative Chair</i>  |

# AAHAM Board Meeting Minutes

May 21, 2008

Hawkeye Chapter of AAHAM Spring Board Meeting

Attendees: Luke Gruber, Diana Hiatt, Connie Dudding, Pam Brindley, Heather Hulscher, Laurie Gaffney, Tara Spidle, Kristina Gursky, Melynda Crawford, Steph Hultman

## Legislative Day took place in March

- Small issue with Iowa representatives and another state's AAHAM representative meeting with IA representatives. It will be made clear to all first time attendees they cannot meet with another state's representative without someone from the state being present.
- Representatives are not in favor of RAC Audit delays, as this will lose money. National AAHAM office is optimistic the changes will go through.

## President's Day Updates

- National wants to make organization more for the people, and give people what they want.
- Comments that [www.aaham.org](http://www.aaham.org) is hard to navigate.
- Online Certifications appears to be going well.
- Discussion had about speeding up the grading process for professional exams.

## Certification

- Reimbursement of coaching/proctoring expenses. Motion made to pay for proctor expenses including mileage, reasonable

hotel for one night if necessary and reasonable meal costs made. The motion carried.

- Motion made to reimburse Liz Baptist for previous expenses incurred made. Motion carries.

## Spring 2008 Meeting

- 63 attendees registered.
- Mike Ronan will be presenting in lieu of Robin Bradbury (same company, different presenter).
- Don Brown will be on charity panel.
- Charity panel will begin with Maureen from IHA re: 990 forms/Grassley initiatives.



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|---|---|

*For additional information contact:*

**Pam Brindley, CCAE, CHFP, CPAT, CCAT**  
*Account Executive*  
**515-669-9396**

**Stephanie Hultman, CHFP, CPAT, CCAT**  
*Account Executive / Implementation*  
**319-240-5306**

<http://www.hraccounts.com>

### Fall 2008 Meeting

- The agenda is set. Dates are September 10 and 11, 2008.

### Spring 2009 Meeting

- Need to set dates/hotel. See if Wednesday/Thursday or Thursday/Friday combination is available.
- Steph will negotiate with Hilton Garden Inn, Johnston for availability. Preferred 21/22 of May.
- Need to avoid “fluff” topics. Possible ideas include collection attorney Tom Ashby, roundtables, self pay focuses, RAC audits, and payer panel on Friday.

### Fall 2009 Meeting

- Steph will negotiate with Hilton Garden Inn in Johnston for rates/availability. September 10/11<sup>th</sup> or 24<sup>th</sup>/25<sup>th</sup>.

### Treasurer Report

- \$13,464.28 in checking.
- Meeting attendance needs to increase, or rates need to increase.
- Possible to raise corporate sponsor rate, but it is difficult to get sponsors currently.
- Motion to approve report made. Motion carried.

### Membership Report

- Membership is down from last year. Eighty six (86) members currently.
- Most of membership is from hospitals.
- Pam will start a conversation on the IHA list serve to spur interest.

### Secretary Report

- Minutes approved from last meeting.

### Highlights

- All information needs to be to Steph by 2<sup>nd</sup> week in July for publishing deadlines.

### New Business

- Elections are this year.
- Officer positions are up for renewal, plus 2 board members.
- Communication will be sent to all AAHAM members regarding elections, and to generate interest.
- Melynda Crawford will be nomination chair.
- Survey of sponsors to see what we can do to generate increased sponsorship.
- Hospitality is down to one night with new 1 ½ day meeting formats.
- Website bill has been paid.

Motion to adjourn meeting. Motion carries.  
Meeting adjourned.



Submitted by:

*Kristina Gursky*

# Disaster Relief

As you all know many Iowans have been affected by the recent Tornadoes and Flooding in Iowa. Because AAHAM is aware of the tremendous outpouring of support from our hospitals and employers in Iowa we *would* like to suggest that you do whatever you can to donate time and/or money to relief efforts through your employer, churches or other civic organizations. If your community does not already have an established relief effort in place, please consider initiating something. These types of efforts really help pull the community together, even those not directly affected by these disastrous events.

Here are some the contacts for local relief groups in Iowa if you would like to volunteer or contribute. American Red Cross 515-244-7681 or 800-HEL-PNOW, Salvation Army 800-SAL-ARMY and United Way 515-246-6500. Iowans by nature are big hearted and tough. They tend to not ask for help, but at times like these, we really need each other. Please do what you can.



Submitted by:

*Melynda Crawford,  
CPAT, CCAT*

## Mark Your Calendars

### Fall AAHAM Meeting

September 10-11, 2008

Hilton Garden Inn – Johnston, IA



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# HAWKEYE CHAPTER OF AAHAM

TREASURER'S REPORT FOR PERIOD ENDING: 6/30/2008

## BALANCE SHEET

### ASSETS:

|                        |                    |
|------------------------|--------------------|
| Cash in Bank           | \$10,996.50        |
| Certificate of Deposit | \$7,500.00         |
| <b>TOTAL ASSETS</b>    | <b>\$18,496.50</b> |

### LIABILITIES:

|          |        |
|----------|--------|
| Payables | \$0.00 |
|----------|--------|

### EQUITY:

|                                     |               |
|-------------------------------------|---------------|
| <b>TOTAL LIABILITIES AND EQUITY</b> | <b>\$0.00</b> |
|-------------------------------------|---------------|

## OPERATING STATEMENT

### REVENUES:

|                      |                    |
|----------------------|--------------------|
| Corporate Sponsors   | \$4,150.00         |
| Registrations 2008   | \$7,815.00         |
| Registrations 2006   | \$313.00           |
| Certifications       | \$5.00             |
| <b>TOTAL REVENUE</b> | <b>\$12,283.00</b> |

### EXPENSES:

|                       |                   |
|-----------------------|-------------------|
| Travel                | \$3,505.12        |
| Certifications        | ---               |
| Web Design            | \$595.00          |
| Spring Meeting        | \$4,407.80        |
| Miscellaneous         | ---               |
| Membership Dues       | ---               |
| <b>TOTAL EXPENSES</b> | <b>\$8,508.02</b> |

NET INCOME (LOSS) \$3,774.98

BEGINNING CASH BALANCE \$10,968.50

ENDING CASH BALANCE \$14,741.48

OTHER (INCREASE OR DECREASE IN CASH) \$0.00

FUTURE PAYABLES

**ACCRUED CASH BALANCE \$14,741.48**



Respectfully,

*Connie Dudding, Chapter Treasurer*

# Nominations for AAHAM Elective Officers

Submitted by: Melynda Crawford, CPAT, CCAT

The following people have been nominated to serve on the Board of Directors for AAHAM for a two year term in the following positions.

## Nominations for Elective Officers

### **President**

**Pamela A. Brindley, CHFP, CCAE, CPAT, CCAT, Regional Account Manager, H&R Accounts/MedPay Management Systems/PMD**

Since 1995 Pam Brindley has worked for H&R Accounts, Inc. which is a firm that specializes in Receivables Management Services. She also represents MedPay Management Systems and Preferred Medical Deposits, offering self-pay and insurance outsourcing solutions. Pam's dedication and commitment to H&R Accounts and the success of her clients is further reinforced by her stock investment in the company.

Throughout the state of Iowa, Pam has worked with the healthcare community to minimize her clients' bad debt expense utilizing time tested programs, state of the art technology, and highly trained and certified portfolio managers.

Pam's customer focused approach enables her clients to regain control of their recovery program through in-house review and consultation, credit and collection education and training. It is her philosophy to serve as an effective extension of her client's recovery efforts – a true member of their team.

A Certified Collection Agency Executive through The Association of Credit and Collection Professionals International, Pam has worked in the credit card, banking and credit bureau industries prior to her seventeen years in healthcare collection. Her extensive work experience includes three years employment with Chilton Credit Reporting, seven years working with credit and collections at Wells

Fargo, five years at Business Revenue Systems and another five years with CIC Plan.

Presently she is a member of the Iowa Medical Group Managers Association, the American Association of Healthcare Administration Management, and Healthcare Financial Management Association.

Most recently she attained her CHFP certification through HFMA and her CPAT and CCAT through AAHAM.

### **Vice President**

**Tara Spidle, CPAT, Business Office Director, Decatur County Hospital.**

Tara Spidle has been employed at Decatur County Hospital for 9 ½ years and has held the position of Business Office Director for 9 years. She manages both billing and admitting services. Her current AR days are in the low 40's and she has worked very diligently to cross train staff in several different areas. Tara received her CPAT certification in May 2007. Currently, she is taking college courses online to obtain her bachelor's degree in business management. She has 16 years of hospital related admitting and billing experience. Tara has served on the AAHAM Board for two years as hospitality chairperson and corporate sponsor chairperson.

In her spare time, she and her family spend much of their time outdoors whether it be hobby farming, youth rodeos, camping, gardening or just hanging out. Tara and her husband live in Decatur County with their two boys ages 7 and 10.

### **Secretary**

**Kristina Gursky, CPAT, CCAT, National Healthcare Accounts Manager, I.C. Systems, Inc.** Kristina is responsible for working with the largest of I.C. System's nearly 20,000 healthcare clients to improve bad debt expense and reduce days in accounts receivable. Prior to joining I.C. System in January 2005, Kristina worked at Wright Medical Center in Clarion, Iowa.

Kristina is a Certified Patient Account Technician, and a Certified Clinic Account Technician, both certifications offered by AAHAM. Additionally, she is currently attending school to obtain her degree in Healthcare Administration.

Kristina is an AAHAM member, HFMA member, and a member of ACA's Healthcare Services Program. She serves as the Secretary and Membership Chairperson for the Hawkeye Chapter of AAHAM. In 2005 Kristina received the Hawkeye AAHAM Chapter Designated Service Award, and in 2007 Kristina was presented with the Hawkeye Chapter of AAHAM's President's Award for her service to the chapter

In her spare time, Kristina enjoys camping and fishing with her husband, 9 year old daughter, and 2 year old son.

### **Treasurer**

**Connie Dudding**, Business Office Supervisor, has been employed with Mary Greeley Medical Center, Ames, IA since 1979.

Connie began her medical center career as a commercial billing representative which included switchboard operator and admission clerk. She continued her career by actively learning the bed board, charging, Medicare billing and cashiering. Moving into a Leadership role as Supervisor has been very rewarding and always challenging. Her greatest passion within a business office setting falls back to the cashier function.

Being a member of AAHAM is very rewarding and becoming active 2 years ago with the treasurer position has been just as rewarding. It is a great experience to be part of such wonderful organization. I would be honored to serve another 2 years for our Hawkeye AAHAM organization.

### **Nominations for Board Members**

**Shari Mitchell**, Business Office Manager, Greater Regional Medical Center.

Shari has over 20 years experience working in the health field. Shari's experience includes CAH, Provider-base, Rural Health clinic, LTC reimbursement, Charge Master and Medical Records. She enjoys the day to day challenges of keeping up with the regulations and meshing the charge master and ICD-9 coding for reimbursement. Shari enjoys working with other departments with the changes and the opportunity to work with the public daily. For mental health she loves to garden and work beside her family on their farm.

**Vera Cummings**, I.S. Manager and Business Office, AP and Payroll Supervisor at Buchanan County Health Center in Independence.

In a small Hospital you wear a lot of hats! Vera's journey began as a graduate from Computer Science at Ellsworth Community College, and then she landed at BCHC. She has been at the hospital for 26 years and IPERS is sure looking good! Vera says she started when she was "9 years old", that's her story and she's sticking to it! Vera has been married for 24 years to Dean and they have one daughter, Devan age 11. She enjoys crafting and camping.

**Carmen Wharton**, CPAT, Patient Accounts & Access Information Systems Analyst  
Mercy Medical Center.

Carmen is a graduate of Loras College with a Bachelors of Arts in Business and a Minor in Computer Science. In 1989, Carmen began working as a Financial Counselor at Mercy Medical Center in Cedar Rapids, Iowa. Her healthcare career has lead her through many jobs at Mercy, from Financial Counselor, Business Office Manager, Admissions Supervisor and her current role as Patient Accounts and Patient Access Information Systems Analyst. Carmen is honored to be working for Mercy Medical Center. Through her 15 years at Mercy and many job duties she has developed a great overall understanding of the healthcare environment. Implemented new job procedures for the cashier's office and automating much of the manual posting.



## Corporate Sponsors

The 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.

- Platinum** The CBE Group, Inc.  
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- Gold** Hauge Associates, Inc.
- Silver** AAMS  
General Service Bureau  
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## Certification Update Spring 2008



Submitted By:

*Liz Baptist,  
Certification Chair*

Congratulations to Toni Sitzmann of Mercy Medical Services in Sioux City and Holly Johnson of Knoxville Area Community Hospital. Both passed the recent Professional Exam given in April.

In addition, 33 people passed the recent Technical Exams.

We've really been moving quickly on some new things at the National Level. A practice test is

ready and should be for sale any time. We're also about ready to present our first coaching webinar, which will cover the Patient Access section of the CPAM exam. All four sections will be presented over the summer. Look for more details to follow in correspondence from National.

Remember that if you're CPAT or CCAT, you can avoid having to retake the exam every three years by becoming a National Member and turning in CEU's. Just attending our Hawkeye meetings is usually enough hours of credit to meet the requirement. If you are CPAM or CCAM, 2008 marks the start of a new 2-year reporting period for CEU's.

The National Office now records and tracks all CEU's so they should be sent there. See [www.aaham.org](http://www.aaham.org) for what qualifies, and the mailing address.

Have a great summer and I hope to see you at the Fall Meeting, which will be here before you know it!



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# 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, by calling 651-481-6533, or by emailing [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, fax # (703) 359-7562, or you may mail your information to:

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

## Website Alert

The Iowa Hawkeye Chapter is excited to announce 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  
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 Laurie Gaffney at [Gaffney.laurie@bvrnc.org](mailto:Gaffney.laurie@bvrnc.org) with ideas.



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- Commercial Insurance follow up
- Bad Debt Recovery

Brad Uhlenhopp  
515-223-0343  
[buhlenhopp@gsbcollect.com](mailto:buhlenhopp@gsbcollect.com)  
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