

Hawkeye Highlights

Iowa Hawkeye Chapter

Summer 2011

Photo By: Steph Hultman



Tara Spidle
Hawkeye AAHAM President

Greetings Hawkeye AAHAM Members ...

I do hope your summer is not flying by as quickly as my own. My family has finished up with baseball for the summer, but we are right in the middle of rodeo season and our county fair is quickly approaching. First, I would like to thank everyone who found time to attend the spring meeting. Kristina Gursky put together a great program. Let us know if we missed anything with follow-ups after the meeting. Please mark your calendars for the fall meeting which is scheduled for September 15th and 16th.

Congratulations Hawkeye Chapter for receiving a 100% on the Chapter Operations Report! Each year our board members compile information for the national office. Within this report, we have to send documentation of items such as educational meeting agendas, surveys, by-law revisions, certification training and much more. We appreciate your efforts taken to return our June survey. This year, our chapter plans to complete an application for a Chapter Excellence Award. This application contains a wealth of information. Lisa Quillen has been very gracious to explore this process and coordinate the collection of information which will be sent in by July 31st.

If anyone would like to help on a committee with the board, please contact any Hawkeye board member or myself. We would welcome your volunteerism. We also welcome any suggestions you may have for future programs, newsletter articles or any other points of interest. The Hawkeye Chapter will have two positions open for election this fall. Please let a board member know if you are interested in running for one of these positions.

Continued on Page 3...

TABLE OF CONTENTS

SUMMER 2011

President's Message	1
Officers and Board Members	2
Website Alert	3
Treasurer's Report	4
Corporate Sponsors.....	5
Board Planning Meeting	5
Meet Our Hawkeye Chapter Leadership	8
2011 AAHAM Certification Calendar	9
Don't Forget AAHAM	9
Legislative Day 2011	10
Annual Survey	11
Certification – Passed Exams	13
Mark Your Calendars	14

For Corporate Sponsor Program inquiries, contact:

Shari Mitchell, Corporate Sponsorship Chair

Greater Regional Medical Center

1700 W Townline St., Suite 3

Creston, IA 50801

Phone: (641) 782-3699

E-mail: sharim@greaterregional.org

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

Tyson Seehase, Membership Chair

Automated Accounts Management Services

4800 Mills Civic Parkway # 202

West Des Moines, IA 50265

Phone: (515) 225-0525

E-mail: tseehase@aamsonline.com

For questions and comments regarding Hawkeye Highlights, contact:

Stephanie Hultman, Publisher

Avadyne Health

1126 Linbud Lane

Waterloo, IA 50701

Phone: (319) 240-5306

E-mail: shultman@avadynehealth.com

Laurie Gaffney, Editor

Buena Vista Regional Medical Center

1525 West Fifth Street

Storm Lake, IA 50588

Phone: (712) 213-8678

E-mail: gaffney.laurie@bvrmc.org

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 2011.

HAWKEYE CHAPTER ADMINISTRATION OFFICERS & BOARD MEMBERS

Tara Spidle	<i>President</i>
Kristina Gursky	<i>Vice President / Program Chair</i>
Connie Dudding	<i>Secretary / Registration</i>
Lisa Quillen	<i>Treasurer / Nominating Chair</i>
Luke Gruber	<i>Chairperson of the Board</i>
Rebecca Gough	<i>Board Member / Certification Chair</i>
Vera Cummings	<i>Board Member / Hawkeye Website / Audit Chair</i>
Marki Stamatiades	<i>Board Member / Newsletter Committee Chair</i>
Shari Mitchell	<i>Board Member / Corporate Sponsorship Chair</i>
Cristie Knudsen	<i>Board Member</i>
Mike Dobbs	<i>Legislative Chair</i>
Laurie Gaffney	<i>Hospitality Chair</i>
Tyson Seehase	<i>Membership Chair</i>

...Continued from Page 1

Do not forget, the 2011 Annual National Institute (ANI) will be at The Wynn resort in Las Vegas, Nevada on October 5-7. The theme this year is “A Winning Combination, Learn, Lead, Connect.” I would love to see several of us go together. The Wynn has very large room accommodations; more than enough space to share with a roommate or two.

Thank you to everyone who made a Red Cross donation. Together we donated \$754.00! Have a wonderful summer, and I shall see you soon.

Respectfully,
Tara Spidle

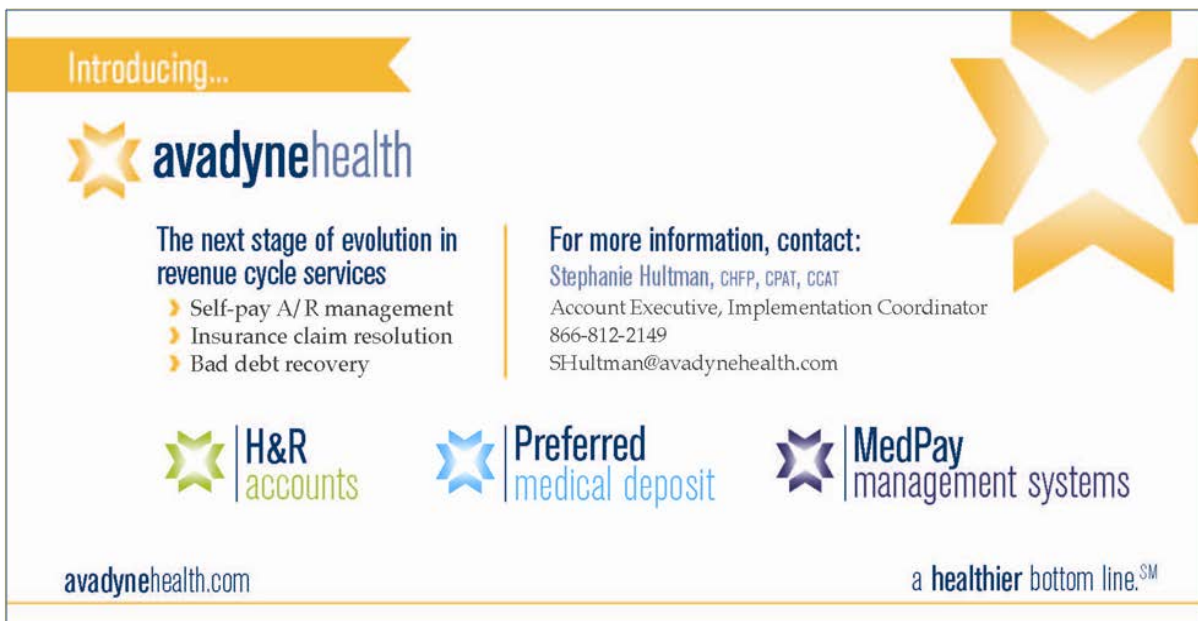
Website Alert

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 Vera Cummings at vcummings@bchealth.info with ideas.






Introducing...

 **avadynehealth**

The next stage of evolution in revenue cycle services

- › Self-pay A/R management
- › Insurance claim resolution
- › Bad debt recovery

For more information, contact:
Stephanie Hultman, CHFP, CPAT, CCAT
Account Executive, Implementation Coordinator
866-812-2149
SHultman@avadynehealth.com

 **H&R accounts**  **Preferred medical deposit**  **MedPay management systems**

avadynehealth.com a healthier bottom line.SM

HAWKEYE CHAPTER OF AAHAM

TREASURER'S REPORT FOR PERIOD ENDING: 4/30/2011

BALANCE SHEET

ASSETS:

Cash in Bank	\$19,112.79
Certificate of Deposit	\$7,500.00
TOTAL ASSETS	\$26,612.79

LIABILITIES:

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

EQUITY:

TOTAL LIABILITIES AND EQUITY	\$0.00
-------------------------------------	---------------

OPERATING STATEMENT

REVENUES:

Corporate Sponsors	\$1,050.00
Interest Income	---
Registrations/Vendor Fair 2011 Spring	\$4,605.00
Registrations/Vendor Fair 2011 Fall	---
Certifications	\$450.00
Miscellaneous	\$690.76
TOTAL REVENUE	\$6,795.76

EXPENSES:

Travel	\$4,821.56
Web Design	\$420.00
Insurance Bond and Liability	\$146.00
Spring Meeting	---
Fall Meeting	---
Miscellaneous	\$21.37
Membership Dues	175.00
TOTAL EXPENSES	\$5,437.93

NET INCOME (LOSS) \$1,357.83

BEGINNING CASH BALANCE \$19,747.19

ENDING CASH BALANCE **\$21,105.02**

OTHER (INCREASE OR DECREASE IN CASH) ---

FUTURE PAYABLES



Respectfully,
Lisa Quillen
Chapter Treasurer



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.

<u>Platinum</u>	Avadyne Health CBE Group, Inc.
<u>Gold</u>	Array Services Group Credit Bureau Services of IA, Inc. Eagle Recovery Associates The Hauge Group
<u>Silver</u>	AAMS The Data Systems Group General Service Bureau, Inc. Professional Services Bureau
<u>Bronze</u>	AccuReg Software Account Relations Manager CPSI

AAHAM Board Planning Meeting

January 26, 2011

Location: Hilton Garden Inn

Members Present: Mike Dobbs, Luke Gruber, Tyson Seehase, Lisa Quillen, Tara Spidle, Connie Dudding, Kyle Christensen, Stephanie Hultman, Rebecca Gough, Kristina Gursky, Marki Stamatiades, Shari Mitchell, Cristie Knudsen, and Vera Cummings

President's Report

Chapter Excellence did give 5 points to certified members this has been reviewed and will not happen

any longer. Technical certification will include new Medicare deduct and coinsurance information. Chapter operations report is due March 31st. Tara is a member of the Communications committee-since Pam was on this committee. Presidents decided they would concentrate on Linked In but members are still encouraged to keep updates on Twitter and Facebook. They do recognize that trying to keep up on 3 is a little too much. Planning education for ANI. Membership in 2010 was 2900 members, push for 2011 is to go over 3000. Tara indicated this was a very good group to work with. The committees went through quickly.

National Legislative Day. National Legislative Day is March 30 and 31st. Mike, Luke, Kristina and Tara will be attending. Tara has the meeting brochure if anyone would like to look at this. Discussion was if we should consider forwarding the brochure or any information out to the membership. We have not done this in the past. Concerns were if we send out too many emails then people may not read the emails. National website links to the brochure.

ANI. Discussion also was that it would be nice if we could get more people to ANI. Mike spoke to some other presidents about trying to bring the cost down for ANI. Hotel rooms are quite pricy.

Chapter Operations Report. We need to complete the report. Luke indicated that we needed to get the past year from Pam so this will give us what we had. We need to update:

- Bylaws which Kristina sent in a word document and Luke will review. Then we need to review during a chapter meeting.
- Tara needs fax numbers from Lisa, Vera, Shari, Mark, Cristi, Luke and Connie. The members that were in the office at that time wrote their fax numbers down for Tara.
- Last time we did a survey was in 2009 and was 100% completion. We will need to do one this year.
- Membership registration. Tara will give list to Tyson.
- Clinic education-we need to do so we are showing we are working with both sides.
- Supply dates for CCAM and CPAM dates.
- We ended with 14 Sponsors in 2010.

Continued on Page 6...

The
HAUGE GROUP
Solutions, Service, Synergy.

HAUGE ASSOCIATES, INC.
MED-PLAN SERVICES, LTD
THE BRIDGE SYSTEM



www.thehaugegroup.com
800-284-3131

...Continued from Page 5

- April, July, September and December for newsletter
- Posting financials through newsletter quarterly

Secretary's Report

November minutes were approved Motion from Lisa and 2nd with Luke.

Treasurer's Report

Lisa will email out after validated.

Vice President's Report

Kristina discussed what has been done for the 2011 meetings:

- **Spring meeting.** Laura Darst-from Mayo clinic to speak for Spring meeting
Cristi is contacting speakers to bring some rural health clinic billing topics to the meetings. Friday will be payers all day. Hip Iowa is new and maybe bringing this in to talk about. Tara said there was a lot on the website. Kristi has contacted them with no return phone call. She will try again. Payers: IME, Wellmark, UHC, possibly Magellan,

Mike will contact Tom Frazier from Humana. HCPro-seeing what the costs would be for his.

- **Fall meeting.** Possibly RAC education, Jean Scott-see what fees are. Right now she is speaking on the new insurance reform. National AAHAM Board, possibly someone would come and speak. Might be hefty price-Kristina will reach out to Paul Miller. MedAssets might be willing to come and speak about charge pricing. Kristina will send Cristi their brochure Anything for a "fluff" topic. Motivational speaker for customer service. Lisa received the book on crucial conversations . There is a class/presentation.
- **Membership.** Kristina has not sent anything to Tyson, no new listing from National. Tara has emailed out now. Need to look at members and see who has not renewed. Kristina stated that sometimes the list was not updated or there were checks that were not sent or sent late. Discussion on we have generally separated out the list and call members to see if they are renewing.
- **Certification.** Rebecca did not have anything. She is working with Melynda. A couple people are doing CPAT in February. Lisa will be redoing her CPAM by the end of the year.

Continued on Page 7...

We Need You

It is time to become part of the AAHAM board or nominate a fellow member that you know will be a wonderful addition. New members always foster new ideas and that is why we need you.

Being a member on our great Hawkeye chapter board is rewarding and gives you a chance to bring your visions and expertise to our board. As we constantly go out to our members for feedback this opportunity rewards you with a direct link to forming a greater bond and relationship with all members in our AAHAM chapter.

If you are nominating another member for a board position, please ask them if they are willing to take on this commitment prior to your submission.

Connie Dudding
AAHAM Secretary

...Continued from Page 6

- **Corporate Sponsorship.** Shari finished up the invoices last night. She has had people that have not returned emails. Nothing back from PSB, Tara is going to follow up with them. Marla Newman, Midlands Choice is no longer in the position. Membership information to 15 other people. CPSI wants to be a Corporate sponsor. Some sponsors have asked what the dates are for the Vendor fair. Two sponsors want to be billed now. Others will pay at the time of the meeting. Appropriate time frame to send out vendor invoices for the fair would be by the first of March. We have space for 18 vendors. Credit Bureau Services of Iowa just stated they will be a sponsor. Mike indicated that we should ask MRA as a sponsor.

Hawkeye Highlights. Marki and Stephanie have talked about publication dates. Quarterly is what we would like to do. Concern from Stephanie on where we can get information to fill up the newsletter. More sponsors, the ads will fill up a lot. Suggestions for what else could go into the newsletter.

- New membership-new corporate sponsors-all listed.
- Committees could do a report.
- Corporate sponsors-refer to and update. Corporate sponsors could do a bio on their business and this could be included. We could use the same bio that the sponsors write up for HFMA.
- The July newsletter could include information for fall meeting. We need a nominating committee so we can have names by the first of July so we could put all in July newsletter.
- Stephanie stated that maybe we could get a hold of new members and ask them 4-5 questions. Start networking with the new members, etc.
- Possibly do board members bios.
- We could get the information together but maybe not have the actual agenda together for the July newsletter .
- Speaker bios for the March newsletter. Kristina is going to try and have everything together by the first of March.
- May meeting, new membership, and certification.

Website

Vera has been trying to collect information for the website. Stephanie did get the test dates to the website. We have updated the board member list. Need to update pictures. If there is anything else that we need to update on the website please let Vera know. Any sponsors that did not renew, we need to make sure that we take off. Tara has her Presidents letter just needs to add some numbers. Kristi and Lisa need a picture taken to update the website. Shari will send Vera the updated list of sponsors. Luke will give Lisa the check to Lisa for his sponsorship dues.

New Business

Mike stated that in the past there has been a Proclamation signing. We go to Governor's office. Past Governors did not do this but with Governor Branstad back in office, he would probably be willing to do this again. We could time it during the meeting time in September. Do this the Friday afternoon before people leave. More people could go if we do this during the meeting.

Chapter Excellence Award Submission

Lisa would like everyone to look at it and see if it is something that everyone would like to work on. It is attainable; we just have to have dedication to do this. Lisa would take on this responsibility. It is very time consuming. We have until July to get everything together. Lisa will email out what we do not currently do and then we can work toward completing this. Discussion about Community involvement. Food drive for the May meeting? Which community do we give to? Food pantry of Iowa was brought up by Tyson. Stephanie has information about how many counties this does touch. She will forward to everyone. Another photo op for July newsletter and completing another portion for Chapter Excellence.

Motion to adjourn. Luke, Kristina 2nd, 1:25 AM.



Respectfully,

Connie Dudding

Chapter Secretary

Meet Our Hawkeye Chapter AAHAM Leadership

Submitted By: Steph Hultman, CPAT, CCAT

President: Tara Spidle



Tara Spidle

Tara Spidle has been employed at Decatur County Hospital for 13 years. She assumed the position of CFO in December 2010. She manages purchasing, medical records, business office and accounting. Her current AR days are in the mid 40s. She has worked diligently to cross train staff and reduced her staff by 3¼ FTEs over the past 13 years. Tara received her CPAT certification in May 2007. She completed her Bachelors of Science in Business Management in December 2010. She has 19 years of hospital revenue cycle experience. Tara has served on the AAHAM Board for five years as hospitality chair, corporate sponsor chair, programming chair and currently as president. She serves on the National AAHAM communications committee. Tara was the recipient of the National AAHAM Scholarship in 2008. She has had the opportunity to attend many National AAHAM events such as ANI and Legislative Days.

In her spare time, she and her family spend most of their time outdoors camping, boating, attending junior high and youth rodeos, and watching her kids participate in many sporting activities. She has also served on the Leon Youth Rodeo committee for the past eight years. Tara and her husband live in rural Leon, Iowa with their two boys ages 10 and 13.

Vice-President: Kristina Gursky, CPAT, CCAT



Kristina Gursky

Kristina is currently enjoying some time away from work while on a summer sabbatical. However, prior to enjoying some time off, Kristina worked for IC System, Inc., most recently as a business analyst responsible for incorporating new projects and clients into IC System's technology capabilities. Prior to becoming a business analyst for IC System, Kristina worked for IC System as an account manager where she was responsible for working with the largest of IC System's healthcare clients to improve bad debt expense and reduce days in A/R. Before her time at IC System, she started her healthcare career at Wright Medical Center in Clarion, IA as a healthcare collections specialist.

Kristina holds a dual technical certification from AAHAM, being certified with both CPAT and CCAT. Additionally, she has her associate's degree in Healthcare Administration from the University of Phoenix. Kristina has served various leadership roles within the Hawkeye Chapter of AAHAM including membership chairperson, chapter secretary, and most recently as chapter vice-president.

While on summer sabbatical, Kristina has been enjoying camping and fishing with her husband and two children.

Secretary: Connie Dudding



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 18 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.

Spending time with her daughter, Danielle, is what Connie looks forward to, at the end of each day. Danielle will be a senior this fall and as everyone says, where did the time go. I cherish the time she is at home as I know next fall will bring a whole new world for both of us. Danielle is a Certified Nursing Assistant and is now employed as a CNA for a nursing home in Ankeny. Connie is very proud of her daughter's accomplishments and knowing that healthcare (in a different light) is in her future as well.

Continued on Page 9...



Lisa Quillen

Treasurer: Lisa Quillen

Lisa Quillen grew up in Des Moines, lived in Texas for 7 years then returned to Des Moines. She has been in Boone for 18 years and at the Boone County Hospital for 12 years. Lisa earned her B.A. in Business Administration in 2007. She is single and has 2 children both girls, ages 27 and 18; a son-in-law and an adorable grandson who is 4. My youngest daughter just graduated from high school this past May.

In her free time I like to snow ski, fish, walk, work out and travel even if it just around Iowa. I also enjoy fixing up my house and spending time with my family.



Luke Gruber

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.

2011 AAHAM Certification Calendar

August 1, 2011

Registration deadline for Fall CPAM/CCAM exams

August 15 - 26, 2011

CPAT/CCAT/CCT exam period

September 1, 2011

Registration Deadline for November CPAT/CCAT/CCT

October 24 - 29, 2011

Fall CPAM/CCAM exams

November 7 - 18, 2011

CPAT/CCAT/CCT exams

December 1, 2011

Registration deadline for February 2012 CPAT/CCAT/CCT exams



DATA SYSTEMS GROUP

Direct Revenue Cycle Software Solutions

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 records please contact Kristina Gursky by calling 651-481-6533, or by mailing her at kgursky@icsystem.com. ■

Legislative Day 2011

Submitted By: Mike Dobbs, CPAM



Photo By: Kristina Gursky

This year's AAHAM Legislative day was held earlier than usual and it was just in time for the cherry blossoms to be at their peak. Tara Spidle, Kristina Gursky, Luke Gruber, and I spent some time prior to the opening of the Legislative day activities walking the National Mall and taking in some of the sites. All the walking was a good tune up for our sessions at the House and Senate as, even though we split up to cover all our meetings, it was still a challenge to get everywhere on time.

Our main purpose this year was to convey the message that the administrative simplification section of the healthcare bill should be kept intact as congress debates how to improve, or reject portions of the bill as it stands now. Unfortunately, we may not learn how much impact our visits have until after the 2012 elections. The one thing I do know though is that all our lobbying is paying off, as each year it becomes more apparent that AAHAM has a voice and influence on the policy making in DC.

Have You Considered Every Opportunity To Improve Your Results?

ProSource
The Professional Outsourcing Solution

Thousands of organizations have realized the benefits of outsourcing medical billing and account receivables management:

- Improved Cash Flow
- Reduced Labor Costs
- Fewer Headaches
- Greater Efficiency

We provide a variety of services that allows you to focus your time and resources on what you do best.

For more information call:
Kiel Christensen at 320-534-3665
Email kiel.christensen@arraysg.com

ARRAY Services Group JCC ProSource CARECALL, INC.



Photo By: Kristina Gursky



Respectfully,
Mike Dobbs
Legislative Chair

Annual Survey Results

Submitted By: Kristina Gursky, CPAT, CCAT

After the Spring 2011 educational conference, the Hawkeye Chapter of AAHAM published a survey asking for your feedback on how we are meeting your needs as AAHAM members. We thank you for your participation.

Here's what you had to say:

Of those responding, 73% of respondents attend the May spring conference, 27% did not.

Of those not in attendance at the spring conference, 33% indicated price as the reason for not attending, 33% indicated the dates as the reason for not attending, and 33% indicated the topics were not of interest.

For those of you who were able to attend the meeting in May 2011, here's what you had to say about the presentations, the vendor fair, and the hotel accommodations:

Rural Health Billing and Cost Reporting

- 67% indicated the presentation was informative and the speaker was knowledgeable about the subject matter
- 33% indicated the speaker managed the time frame well
- 33% indicated the topic did not interest them

Iowa Hospital Association Updates

- 100% indicated the presentation was informative
- 50% indicated the speaker was knowledgeable about the subject matter
- 38% indicated the speaker managed the timeframe well

HIPAA 5010 Readiness

- 88% indicated the presentation was informative
- 75% indicated the speaker was knowledgeable about the subject matter
- 38% indicated the speaker managed the timeframe well

HIPIowa Webinar

- 88% indicated the presentation was informative
- 63% indicated the speaker was knowledgeable about the subject matter
- 25% indicated the speaker managed the timeframe well

Collection Agency Panel

- 75% indicated the presentation was informative
- 50% indicated the speaker was knowledgeable about the subject matter

- 25% indicated the timeframe was managed well
- 25% indicated they did not attend this session

Wellmark Updates

- 50% indicated the presentation was informative
- 38% indicated the speaker was knowledgeable about the subject matter
- 25% indicated the speaker managed the timeframe well
- 38% indicated they did not attend this session

IME Updates

- 50% indicated the presentation was informative
- 38% indicated the speaker was knowledgeable about the subject matter
- 13% indicated the timeframe was managed well
- 50% indicated they did not attend this session

WPS Updates

- 63% indicated the presentation was informative
- 38% indicated the speaker was knowledgeable about the subject matter
- 13% indicated the timeframe was managed well
- 38% indicated they did not attend this session

Vendor Fair

- 88% indicated they enjoyed meeting the vendors
- 38% indicated the vendors were knowledgeable about their company and products
- 13% indicated the vendor fair was of no interest

Hotel Accommodations

- 38% indicated the hotel price was fair, the hotel was clean, and the room was clean
- 50% indicated the staff was friendly
- 38% indicated they did not stay at the hotel

We also asked about the meeting price and what reasons you may have for not attending the conference. Here are your responses:

- 45% indicated the meeting price is fair
- 27% indicated the price is too high
- 27% indicated they do not regularly attend because of the meeting price
- 9% indicated they do not regularly attend because of the location

Continued on Page 12...



... Continued from Page 11

When asked about the timeframes for the meetings, here's what you had to say:

- Try to stay away from Memorial Day Weekend, Sept. is fine
- End of May there does not seem to be as many able to attend due to holiday and graduations
- The May meeting is usually set around Memorial Day and makes for a long time out of the office
- September is a good month. May is a busy time for a lot of hospitals with 6/30 year ends
- Ok with the times
- These time frames are great.
- Also the location in Johnston is great because it is very easily accessible and you do not have to fight the traffic, no matter which direction you come from
- Around a holiday is always hard to get away, more co-workers gone at work
- Ok
- September works well, but May seems to be a very busy time for everyone. There are eight months from September to May, but only four from May to September. How about March?

Here are some future topics you indicated you wanted to see at future seminars:

- Medicare Bad Debt
- Collections, Bad Debt, Charity Care, Work Comp are always topics that come up on the IHA list serve
- Provider Based Clinic Information
- Chargemaster Issues, Modifier Training, Revenue Cycle Topics
- ICD10 again, RAC, MICS, anyone knowledgeable about writing appeals and what to include. Has to be someone that can speak layman terms and hospitals can do it themselves
- EPAG Billing for Wellmark
- More on clinic settings
- Management skills - dealing with employees - motivation. How to manage so many projects at one time.

Here are your responses regarding the Hawkeye Highlights, a publication created by the Hawkeye Chapter:

- 73% indicated it was informative
- 36% indicated the articles are relevant
- 18% indicated the Highlights are visually appealing

Here are your responses regarding AAHAM's certification programs:

- 36% indicated they are technically certified with CPAT or CCAT
- 9% indicated they are professionally certified with CPAM or CCAM
- 27% indicated they receive enough information to know about AAHAM's certification programs

We asked how you felt the chapter leadership is doing. Here are your comments:

- They are doing great. Everyone is trying new things which is good
- Great!
- I think they are doing a great job.
- Communication appears to be good
- I think they are doing a great job.

Finally, we asked if you would be interested in becoming a part of the chapter's leadership team.

- 45% indicated no
- 9% indicated maybe

Again, we thank you for your participation. Your feedback is important and valued. If you have any further comments or thoughts about the Hawkeye Chapter of AAHAM please feel free to contact any member of the Hawkeye Chapter leadership team. We welcome all comments and thoughts you'd like to share. ■



Respectfully,
Kristina Gursky
VP and Program Chair

Spring Meeting Drawing Winners

ANI Registration Winner:

Sara McClure, Free ANI registration for the meeting in Las Vegas, NV. The meeting is scheduled for October 5-7th.

Vendor Drawing Winners:

Lynn Wright - Silver pen set from *Rick Rider, PFC*

Marcia Taylor - \$50 gas card from *Charlie Cole, Hauge Associates*

Tara Spidle - iPod Shuffle from *Sjorn Lindquist, PSB*

Rebecca Gough - \$50 gift card *Tyson Seehase, AAMS*

Linda Webber - \$50 gift card plus Paid Meeting Registration from *Jackson Morgan, DSG*

Karen Collins - \$50 gift card from *Sharon Marvelli, Credit Bureau Services of Iowa*

Marilyn Schulte - iPod Shuffle and \$10 iTunes gift card from *Steph Hultman, Avadyne Health*

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 May		Passed CCAT Exam in May	
Katie Parker	PMD	Marcia Smith	PMD
Vanja Smajic	PMD	Chris Zunkel	PMD
Deb Meldrem	PMD	Vanessa Cobb	MedPay
Laurel Walkowiak	PMD	Terri Murga	MedPay
Tony McCaulley	PMD	Karol Moore	Boone County Hospital
Kristen Clare	PMD		
Megan Andrews	PMD		
LaVonne Seaton	PMD		
Violetta Camargo	MedPay		
Davina Garrison	MedPay		
Janet Hoegner	MedPay		
Janet Miller	Marshalltown Medical & Surgical Center		

CPAM Certification – Julie Resch

Congratulations to Julie Resch, Lakes Regional Healthcare, Spirit Lake on becoming the Hawkeye Chapter's newest Certified Patient Account Manager!

If you have any questions; are interested in testing, or would like the order form for the technical study book discussed above, please contact me at rgough@myrtuemedical.org. ■



Respectfully,
Rebecca Gough, CPAM
Certification Chair

AAHAM 2011 Professional Certification Training Webinars

Join AAHAM and top CPAMs & CCAMs coaches as we present a four-part webinar study program for the AAHAM Professional Exams Certified Patient Account Manager & Certified Clinic Account Manager (CPAM/CCAM).

Whether you are planning on taking the CPAM/CCAM exams or just preparing for the future, you will want to sign up for the webinar program. Those who take this popular series have a higher pass rate than those who do not. We will cover the four parts of the exam in the four-part series:

Patient Access: July 22 – 1 - 3 p.m. EDT
Billing: August 5 - 1 - 3 p.m. EDT
Credit & Collections: August 26 - 1 - 3 p.m. EDT
Revenue Cycle Management: September 2 - 1 - 3 p.m. EDT
[Download the full description and printable registration form here.](#)
[Online Member Registration](#)

Mark Your Calendars

Fall 2011 AAHAM Meeting
And Sponsor Fair

September 15 - 16, 2011

Hilton Garden Inn – Johnston, IA
Des Moines/Johnston, IA

THANK YOU for your donations to the Red Cross! Remember our Hawkeye Chapter matched the donations received at the meeting. Our total donation to the Red Cross was **\$754.00. Fantastic!**



AAMS excels in bad-debt healthcare recovery services and “out-sources and supports”

Our state-of-the-art web-based recovery platform so you can recover your own accounts.

Luke Gruber: 515.225.0525

Toll Free: 877.770.5252

The logo for GSB General Service Bureau Inc. features a stylized orange and blue globe with the letters 'GSB' in white. Below it is a blue and white sunburst logo with the text 'Early Out' and 'SERVICES INC.'

GENERAL SERVICE BUREAU INC.
Contact **Brad Uhlenhopp** for a thorough, no-obligation evaluation of your needs and requirements.
Phone: 515-223-0343.
buhlenhopp@gsbcollect.com
gsbcollect.com
It Pays to be Different!

The advertisement for CBE group features a close-up photograph of a healthcare professional's eyes looking directly at the camera, wearing a white surgical mask and a blue hairnet. The background is a gradient of blue and green.

healing
Healthcare
revenue

CBE group *Defining the future of debt collection™*

www.CBEgroup.com | 800.386.0273