



# The Virginia AAHAM Insider

*A Newsletter by and for the members of the Virginia Chapter of AAHAM*

## The President's Message

### Inside this issue:

*"You'll never get bored when you try something new. There's really no limit to what you can do." (Dr. Seuss)*

In 2023, the Virginia Chapter of AAHAM has enjoyed a stellar year with the help of our members and our Board. Our Education Committee did an amazing job with continuing education to support our certified members obtain CEUs and enhance their healthcare administrative management knowledge. There were three educational conferences in 2023 as well as joint partnerships with HFMA for networking.

The Certification Committee offered five certification webinars in 2023 and several education sessions were held to assist members earn or retain certification.

The board met monthly to discuss operations of the Chapter, prepare for conferences, review financials, and discuss goals for the year. In my role as Chapter President, I attended three national board meetings, Legislative Day, the annual ANI and served on the National Certification Committee. This committee is responsible for continuing education and updating and improving certification material and the examinations. Webinars were well attended, and free study guides were offered again for those that registered for an exam.

I am pleased to report that the Virginia Chapter of AAHAM won the first-place award for Chapter Excellence for chapters with 200+ members, the Leslie Hampel award for most new CCTs and CRIP members, and Recognition for chapters with 200+ members, making us the fifth largest chapter in the country. Our own Michael Whorley won the prestigious Bill Spare award. The award is named in honor of Bill Spare, CRCE, who served as the National AAHAM President from 1996-1998. Bill demonstrated integrity and leadership in every role he served within the organization and provided support and encouragement for so many of its members.

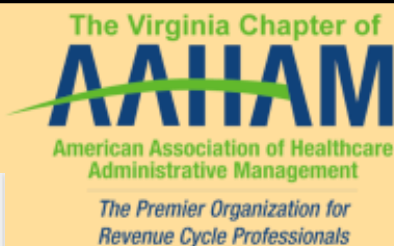
We met in Williamsburg for our winter conference and held our annual board meeting as well as welcoming new and returning Board members for the next 2-year term.

President-Pam Cornell, 1<sup>st</sup> Vice President-Deanna Almond, 2nd Vice President-Cathy Price, Treasurer- Arlynn Flecker, Secretary-Amy Beech

Be sure to contact me if you would like to serve on a committee!

As 2023 draws to a close, I am so privileged to serve as your President and witness first-hand all that our board members and sponsors do to make sure we are successful. The partnerships, networking, and friendships are life-long, and it is amazing to watch how the team pulls together for the membership and each other. I cannot wait to share with you all that we have coming in the next two years. Pam Cornell, President Virginia AAHAM

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FACEBOOK.COM/VAAAHAM  
 LINKEDIN: The Virginia Chapter of AAHAM  
 INSTAGRAM: VAAAHAM





**Virginia Hospital Advocate Newsletter**

Join the Hospital Grassroots Network!

Sign up for the VHHA Hospital Grassroots Network to join our rapid response network that helps legislators understand the importance of a pending health care vote or issue.

The Virginia Hospital Advocate newsletter will also help keep you updated on key issues so that you're informed and ready to respond when an urgent action alert is issued.



Register online today!



Support Dedicated Legislators through HosPAC!

HosPAC is VHHA's political action committee. HosPAC provides organized, effective political action by supporting candidates who will work to improve quality health care through policies that recognize the importance of Virginia's hospital and health systems.

To contribute, please visit [www.VAHosPAC.com](http://www.VAHosPAC.com).

*HosPAC participation is strictly voluntary and not tax deductible.*





**Virginia Hospital Advocate Newsletter**

**Thank you for supporting Virginia hospitals!**

VHHA's Advocacy Team works hard to keep you up to date with the latest health care policy and politics news. We love to hear from our members and supporters!

- **Julie Dime**, Vice President of Government Affairs, [jdime@vhha.com](mailto:jdime@vhha.com)
- **Jennifer Wicker**, Senior Director of Government Affairs, [jwicker@vhha.com](mailto:jwicker@vhha.com)
- **David Nutter**, Director of Government Affairs, [dnutter@vhha.com](mailto:dnutter@vhha.com)
- **Rachel Becker**, Director of Government Affairs, [rbecker@vhha.com](mailto:rbecker@vhha.com)
- **Davis Gammon**, Director of Policy and Legislative Affairs, [dgammon@vhha.com](mailto:dgammon@vhha.com)

Please don't hesitate to contact members of the team, and send [Davis](#) feedback or suggestions for topics to cover in future newsletters. Thank you!





*How can medical billing services benefit a healthcare provider?*



One key thing to understand about medical billing is that you're ultimately talking about so much more than just making sure patients pay their bills on-time. The ease of the billing process directly impacts the quality of the patient experience, which can either increase or decrease their satisfaction with your practice depending on the situation. This also has a direct impact on your employees – both with regard to their ability to do their jobs and in terms of how quickly they burn out and become disengaged with the work itself.

But for as essential as medical billing is to any practice, it's also important to know that this is not something you necessarily have to handle on your own. If you don't have the time or the resources to do so, medical billing services are there to rely on. All told, medical billing services benefit healthcare providers in a wide range of different ways, all of which are more than worth exploring.

### The Importance of Medical Billing Services: Breaking Things Down

By far, one of the biggest ways that medical billing services can help benefit a healthcare provider has to do with how it lowers costs across the board.

When you partner with a team of professionals who are experts at medical billing, for example, you have access to those with the skills necessary to turn billing from an expense and into the true profit center it was meant to be. Bills are being collected more frequently, generating consistent, reliable results. Reimbursements will be up almost immediately, generating much-needed revenue that can then be funneled into other areas of the practice where it can do the most good.





*How can medical billing services benefit a healthcare provider?*



You could use that money to invest in additional on-site equipment, for example, or to expand the physical footprint of your practice to include additional examination rooms. All of this goes a long way toward improving the quality of the services that you're capable of offering along with the overall patient experience, which in and of itself is the most important benefit of all.

Speaking of the patient experience, another major way that medical billing services benefit a healthcare provider has to do with making sure that patients have the personalized level of care and attention-to-detail that is so often lacking in these areas. If a patient has an important billing question, you don't necessarily have the time to provide lengthy answers when you and your staff are already spending time working with other patients. If there is an error concerning billing or an issue with something like insurance pre-authorization, you might not have the capability to adequately address these factors.

A team of medical billing professionals, however, will. They can focus on this aspect of the experience for your patients, thus improving their overall level of satisfaction with your practice. This also frees up the valuable time of your in-house employees so that they can focus on matters that truly need them.

Finally, medical billing services can absolutely help a healthcare provider by allowing them to maintain continuity in all business operations – especially when it comes to the aforementioned revenue cycle. Claims that aren't being properly processed in a timely manner almost always lead to far too many claims at one time, which decreases revenue and can also lead to employee burnout. This in turn harms employee morale, which increases turnover, which makes it difficult to generate anything even remotely close to a consistent revenue stream.





*How can medical billing services benefit a healthcare provider?*



Medical billing services, on the other hand, give healthcare providers access to the specialized expertise they need to address issues like these head-on. They can spend less time focused on the medical side of the business and more time on offering exceptional care to patients, which is exactly how it should be.

Like you, we believe that the standard for care doesn't end as soon as a patient leaves their provider's office. Far from it. Instead, we want to shatter expectations in the best possible way – raising the bar for what it means to provide not only authentic care, but a superior level of customer service as well.

*If you have any questions or comments about this article, please reach out to Susan McDonald:  
smcdonald@keybridgemed.com*





## ***The RCM “Spin”***

For most of us who have been around awhile, we are used to seeing the traditional Revenue Cycle circle (RCM). We recognize that the revenue cycle comprises of many different pieces of the pie. Historically, we have all experienced the “magical pointing finger” stating that it is the “other department” causes all of the trouble. In today’s age, the magical finger still exists, and communication problems still occur. Whether we are an Access person, a Coding person, or a Business Office person, we seem to always have a “concern” about the information we give, receive or have to change. Oh, let us not forget the ancillary departments who also generate information regarding the claim process. Sometimes, the whole situation is like a three-ring circus with different acts happening in each circle.

Also, in today’s highly electronic market and outsourcing activities, it is really tough to identify the various communication fallout as well as methodologies on how to fix each ‘situation’. We have all talked about training and continuous committees to identify situations and ways to enhance the process but, even in this technological world, it can take weeks to resolve anything and then another ‘situation’ occurs. It can be very frustrating! We also know that situations normally occur with staff, and we typically talk to management about the situation and leave it to them to fix. We also know that for each ‘situation’ reported and agreed to, it is like a “hit” against the manager in charge even with his/her agreement to fix the situation. Recently, I have found that the understanding of the revenue cycle processes can be interpreted differently in each department and by each manager and staff person. Responsibilities and authority to make any changes can be questionable and delayed depending on the department’s understanding of their role in the FULL process. I don’t care whether it is the function of pre-admission and gathering patient data, charging for a Lab test or Radiology procedure, coding all of the information from a surgery, or trying to bill a claim; process understanding can be different regarding their “role” is properly getting a claim out the door and paid cleanly.





## ***The RCM “Spin”***

Well, let’s put a different “spin” on understanding this process. We have all heard of different ways to “educate” staff regarding the RCM process. You can have specific training for the position that they will work or are working; you can have them “swap” positions with other departmental areas for a week or two to learn those roles. You can also have them study for credentials in their areas of responsibility with AAHAM or APC or AHIMA, etc. All great ideas that will produce various outcomes. All good ideas, I am add! But maybe you don’t have the budget to cover this education or maybe the staff person does not have the money to pay for it. So what other ideas can we consider.

I know that you know that there are various functional areas within each RCM department. Within Access Management, there is pre-admission; pre-testing for inpatient admissions; insurance verification; registration; financial counseling; and maybe some others. Are there written job descriptions for each of these sub-sections? There are similar breakdowns of department functionality within Health Information Management (HIM); Business Office; Laboratory; Radiology; etc. How can we cover all of these and get a smooth operational process?

I propose that to better obtain an improvement in the RCM processes that someone (probably a manager) from each department writes down their full understanding of these processes. Once each of them writes down their description, the descriptions are presented at an RCM meeting. Woo...let’s describe more of what I mean. Each department describes in as much detail as possible their ‘role’ in the RCM processes. For example,





## ***The RCM "Spin"***

- The Laboratory describes what they do with an outpatient request for a test; an inpatient request; a surgery request; etc. If they need a specimen, who do they get it? How do they identify the patient, the test requested, the CPT code associated with the test, and the diagnosis associated with the test(s). Are there any specific departmental protocols that they follow regarding any test requests? How does the system work for them in these processes? What do they think is the role of HIM and the Business Office regarding these requests and charges?
- The Emergency Department typically has chaos to deal with. So what are their protocols regarding the registration process, the insurance collection and verification process, the ordering and documenting of all tests, procedures, services, etc. associated with a patient? What are their protocols for moving a patient out of the ER to either an ancillary area, an observation area, or an inpatient status? How does the system work for them in these actions/processes? What do they think is the role of HIM and the Business Office regarding the actions of the ER?
- Access Department is noted for being the department with the highest turnover of personnel. This is not due to any particular 'fault' of the department but rather due to the strange hours to cover all of the shifts and the actual pressure at certain times that cause much stress and it probably is the most criticized department in the facility. That said, the manager needs to write down the flow of a walk-in patient to registration as well as a scheduled patient. A scheduled patient may involve the full pre-admission processes including insurance verification, etc. A walk-in patient may have been told to go to the hospital. Either case, there are activities that happen when a patient arrives. Have the manager describe the many processes that provide information to the system for claim processing. Have the manager also document the feedback that the department receives from the Business Office as well as other departments, positive or negative. How does the system work for them in collecting all of the patient data? How do they know if anything is wrong or left out?





## ***The RCM "Spin"***

I could go on about other departments, but I am sure that you get the idea. Many of you may say... I can get all of that information from Human Resources regarding position descriptions. Yes, that is true but job descriptions may tell someone what they should do but it does not tell them how to do it. Your facility may have also developed process flows for RCM which is great! But if you are still having some internal departmental 'situations', the document of process flows is not effective.

There are a couple of ways to attach this RCM spin quality check:

- You probably already have an RCM committee of some sort. If not, you need to form one now!
- If you have process flow charts already, have each department head talk through these process flow charts making sure that open communication is present among the group. Also, a staff member from that department should be present to openly talk about how the department "actually" does it. Remember open communication with no repercussions.
- Have each department head write out the protocols and processes that the department performs as described above. Also, assign a department staff member to also write out the protocols and processes. THEN, make copies for the RCM committee to review and make notations on the department document. Present the findings at an RCM committee meeting.
- Create small inter-departmental teams from staff personnel to discuss openly the various RCM processes that they understand. Openly talk about the current protocols, the system interactions regarding process. Also discuss accountability and education from the managers down and talk about departmental interchange of staff for further training and education.
- If you have or if any department has outsourced assistance with billing or coding or ???, it would be a good idea if these outsourced staff also wrote down how they see their role in the RCM processes. Their positions are typically myopic in scope, and they are unaware of other departmental situations. On the other hand, they may even present an area that no one else is addressing as a cog in the RCM wheel.





***The RCM "Spin"***

This approach may seem old-fashion but you will be surprised in how much staff (not necessarily managers) appreciate the attention you are giving them in process improvement. If you want any-more helpful hints, you can contact me at [rob@bpa-consulting.com](mailto:rob@bpa-consulting.com) or call 315 345 5208. I would be happy to help in any way I can.....





**Bill Spare Award Winner– 2023!! Michael Whorley**

Michael Whorley began his healthcare career at Roanoke Valley Hospital in 1966. He joined AAHAM’s ranks in 1993 and served as President of the Virginia Chapter from 2008-2009. Michael first learned about AAHAM’s certification program at an AAHAM conference held at the Biltmore in Ashville, NC, when Ruth Warnken spoke of the benefits of being certified. He has since then promoted AAHAM membership and certification within the organization. Michael can be found working the certification table at Virginia AAHAM meetings always promoting the benefits of being certified and encouraging members to get involved in AAHAM.

Although Michael has been officially retired for a few years, he remains a very active member of the Virginia Chapter. Michael currently serves the Chapter as an Honorary Board Member. His thorough knowledge of AAHAM’s Constitution & By Laws and Financial policies makes him an invaluable asset to the Board. He is a consummate professional who always acts in the best interest of the Chapter, while ensuring that everyone’s contributions are considered and honored. He is our “go to” guy whenever we need advice about policies, bylaws, and historical data. Michael always makes himself available to assist with any task that requires his expertise, and he does so with a smile and a positive outlook.

During the last few years, Michael was asked to accept the challenge of reviewing all financial policies, the Chapter website, and by-laws to ensure that the Chapter met the requirements of the National Practice & Standard Guidelines.

In addition to his involvement with AAHAM, he volunteers his time as a VICAP (Virginia Insurance Counseling and Assistance) worker. One day a week he helps Medicare beneficiaries with personalized health insurance counseling, such as signing up for drug programs or Medigap coverage. This is done at no cost to the beneficiaries.

During Michael’s tenure with AAHAM, he achieved many accomplishments. He earned his certification in the 1990’s. He served the Virginia Chapter of AAHAM as Treasurer in 2004-2005, President from 2008-2009, Chairperson of Board 2010-2011 and has served as an Honorary Board Member since 2012.

Michael’s long-standing dedication with AAHAM which spans 30 years, makes him a prime candidate for the Bill Spare Award. He has demonstrated his commitment to excellence, and he continues to share his knowledge with the Chapter and his community through VICAP. He demonstrates leadership and integrity in every way and is truly a role model to our members. He is known affectionately as “Big Daddy” to members of our Chapter and we feel it is time for all AAHAM Chapters honor “Big Daddy” with the Bill Spare Award.





**The Virginia Chapter of AAHAM Publications Committee  
is Seeking Committee Members!**

No Experience Necessary!

As a member of the publication committee, you can earn AAHAM CEU's while collaborating with other Chapter members, vendors, and authors.

**Writers Wanted!**

Newsletters are published quarterly. Don't miss your chance to be read, recognized, and rewarded for your writing talent!

Submit articles or, express interest in participating on the Virginia AAHAM Publication Committee. Contact Amy Beech for information!

[abeech@augustahealth.com](mailto:abeech@augustahealth.com)





## AAHAM Certification Options:

- The AAHAM Certified Revenue Cycle Executive
- The AAHAM Certified Revenue Cycle Professional
- The AAHAM Certified Revenue Integrity Professional
- The AAHAM Certified Revenue Cycle Specialist
- The AAHAM Certified Compliance Technician

## What are the AAHAM Exams?



- ### What is the AAHAM CRCE (Executive) certification?
- Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills.
- ### What is the AAHAM CRCP (Professional) certification?
- Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge and skills. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.





## What are the AAHAM Exams?

### What is the AAHAM CRIP (Revenue Integrity Professional) certification?

The Revenue Integrity Professional (CRIP) is an online proctored exam directed to anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs.

### What is the AAHAM CRCS (Specialist) certification?

Specialist certification is an online proctored exam that tests the proficiency of staff involved in the processing of patient accounts and to prepare them for the many details needed to perform their daily job duties.

### What is the AAHAM CCT (Compliance) certification?

Compliance certification is an online proctored exam that thoroughly tests competencies in healthcare compliance for all staff involved in the processing of patient accounts. It is intended to meet the annual employee compliance training requirements and to support individuals with professional compliance responsibilities in both institutional (hospital, health system) and professional (physician, clinic) settings and to prepare them for the many details needed to perform their daily job duties.





**Recently Certified in Virginia**

**VA AAHAM would like to congratulate those who earned the following designations in December Congratulations to:**

**Christy Epps, CRCS**  
**Elana Jones, CRCS**



**Certified Revenue Cycle Specialist:**

**Debbi Crocker, CCT**  
**Andrea Marquina, CCT**  
**Clare Bailey, CCT**



**Certified Compliance Technician:**



# CONGRATULATIONS VIRGINIA CHAPTER!

Virginia AAHAM received recognition for  
Stellar Membership Numbers with  
**over 200 Members in 2023!**

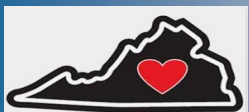
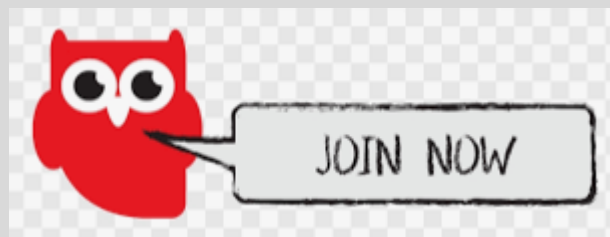
## 2024 VA AAHAM Membership Application

We are thrilled to be growing the Virginia Chapter of AAHAM. Visit our [online membership application](#) and payment options to join or renew your membership with the Virginia Chapter of AAHAM!

*Take advantage of these important benefits...*

- Problem solving and solution sharing with your associates
- Educational seminars & workshops, conference presentation materials
- Membership directory
- Chapter newsletter
- Reduced fees for chapter education events
- Interaction & networking with peers
- Preparation assistance for certification tests that demonstrate your professional skills
- Certification Training webinar slides and recordings

[Join VA AAHAM  
Today!](#)





# The Virginia AAHAM Insider

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## VA AAHAM Fall Meeting

**DATE:** Thursday, October 19, 2023

**LOCATION:** UVA Northfork Town Center Four  
994 Research Park Blvd., Charlottesville, VA 22911

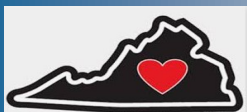
**COST:** **\$65 AAHAM Member**      **\$90 Non-Member**

**\*\*5 Educational Hours = 10 AAHAM CEUs\*\***

Come join us for a day of education and networking with peers and vendor partners.

### **AGENDA**

8:30 AM - 9:00 AM	Registration, Breakfast, & Sponsor Exhibits	Meeting Room
9:00 AM - 9:15 AM	Welcome/Announcements	<b>Pam Cornell</b> , Chapter President
9:15 AM – 9:45 AM	National AAHAM Updates	<b>Pam Cornell</b> , Chapter President
9:45 AM - 10:00 AM	Networking Break	Meeting Room
10:00 AM - 10:45 AM	CareFirst BlueCross BlueShield	<b>Chris Hudnall</b> Provider Relations Representative III
10:45 AM - 11:30 PM	Cigna	<b>Audrey Thompson</b> Provider Relations Executive <b>Scott Smelser</b> Provider Relations Executive
11:30 PM - 12:15 PM	UHC	<b>Connie Thurston</b> Advocate Account Manager <b>Craig Wise</b> Advocate Account Manager
12:15 PM – 1:00 PM	Lunch & Vendor Networking	Meeting Room





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12:15 PM – 1:00 PM	Lunch & Vendor Networking	Meeting Room
1:00 PM - 2:00 PM	Federal and Local Updates	<b>Jay Andrews</b> , Vice President of Financial Policy for VHHA
2:00 PM – 2:45 PM	Palmetto GBA	<b>Kathy Boehm</b> , Senior Provider Relations Representative
2:45 PM - 3:00 PM	Networking Break	Meeting Room
3:00 PM - 3:45 PM	DMAS	<b>Natalie Pennywell</b> , Outreach and Community Engagement Manager, Outreach and Member Engagement
3:45 PM - 4:15 PM	Closing Remarks/Exhibitor Raffles/Drawings	Meeting Room

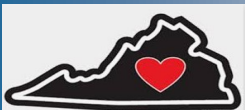


**October 18th** - Wine and Brewery Tour

We depart from the Omni at 12:30pm (space is limited so please reserve your spot).

We will start at [Veritas](#), moving onto [King Family Vineyard](#) and concluding the tour at [Blue Mountain Brewery](#)

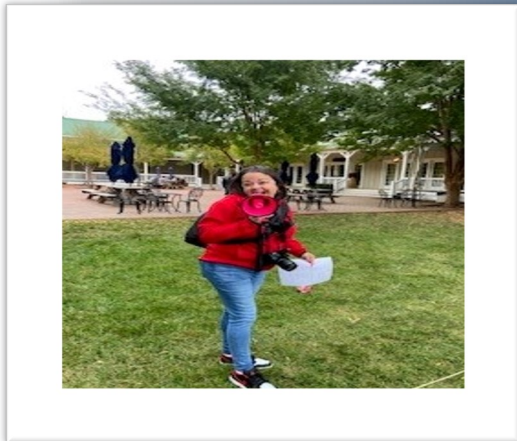
The tour will be about 6.5 hours. Veritas and King Family have food items for purchase. Please feel free to bring a camp chair or blanket to sit and enjoy the views. We all may not be able to sit together at some locations. Locations are subject to change.





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The Virginia Chapter of AAHAM  
2022 Winter Regional Conference  
Kingsmill Resort, Williamsburg, VA

**Agenda**

Wednesday, December 6, 2023

- 9:00 - 4:00    **Registration**
- 8:00 – 9:00    **Breakfast and Partner Networking**
- 9:00 – 9:30    **Introduction and Welcome** - Pam Cornell, CRCE-I, MH, President, VA Chapter of AAHAM
- 9:30 – 10:45    **Attacking Medicare Advantage Denials – Welcome to the 2 MN rule Day** Egusquiza, Founder and President AR Systems, Inc. & Patient Financial Navigator Foundation, Inc.
- 10:45 – 12:00    **Payer’s (Still) Going Wild- Line Item/Forensic Audits. Wow!** Day Egusquiza, Founder and President AR Systems, Inc. & Patient Financial Navigator Foundation, Inc.
- 12:00 – 1:00    **Vendor Appreciation Luncheon & Networking**

**1:00 – 2:00**    **“Squad Goals: Let’s Talk Through Creating Your Best Team Ever”** Brian Garver, Senior Vice President, KeyBridge

- Linda Patry, Mary Washington Health
- Donna Cropper, Chesapeake Regional Healthcare
- Katie Adams, Augusta Health

**2:00 - 3:00**    **Terry Warren, Senior VP, AblePay**

**3:00 – 3:15**    **Networking Break and Partners Networking**

**3:15 – 4:00**    **Revenue Cycle Jeopardy – Bill Eikost, Nemadji**

**6:00-7:00**    **President’s Reception**





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*Administrative Management*

**Thursday, December 7, 2023**

- 8:00 – 3:00      Registration & Complimentary Headshots w/Steve Aaron from HBCS**
- 8:00 - 9:00      Breakfast and Partner Networking**
  
- 9:00 - 9:30      AAHAM National Updates Pam Cornell, CRCE-I, MH, President, VA Chapter of AAHAM**
  
- 9:30 - 10:30     SDoH - Sam Simmons, The Community Initiative**
  
- 10:30 - 10:45    Break and Partners Networking**
  
- 10:45 - 11:45    Engaging Patients in their Financial Journey, Eric Wixom, Wixcorp**
  
- 11:45 – 1:00     Lunch and Virginia AAHAM Annual Business Meeting, Award Ceremony & Partner Networking**
  
- 1:00 -2:15      UM and Revenue Cycle Panel – Bridging the Denial Gap**
  - **Moderator** - Michael Grossman, AVP Revenue Cycle VHC Health
  - Donna McHugh, CRCS. Manager, Centralized Scheduling & Patti Lipson BSN, RN, ACM, MCG-certified, Manager, Utilization Review Mary Washington Healthcare
  - Meg Cavallero, VP Revenue Cycle Management Client Services, The Chappelle Group & Adrienne Liu, Denials Specialist, Chesapeake Regional Healthcare
  - Brevonda “Bre” Carothers, Director of Patient Accounting & Shelly Thompson MSN, RN, CMGT-BC, Clinical Revenue Cycle, Sentara Health
  
- 2:15 - 2:30      Break and Partners Networking**
  
- 2:30 – 3:45      Revenue Cycle Panel**
  - **Moderator** - Lindsay Dudley Manager, RCM Reporting & HB State, Carilion Clinic
  - Jason Mercier, Director of Patient Financial Services, Chesapeake Regional Healthcare
  - Brevonda “Bre” Carothers, Director of Patient Accounting, Sentara Health
  - Michael Grossman, AVP Revenue Cycle, VHC Health
  
- 3:45 – 4:00      Closing Remarks & Door Prizes**
  
- 6:00-10:30      John H Frierson, Jr Banquet with Happy Hour and Dinner Featuring DJ Johnny B**





**Friday, December 8, 2023**

**8:30 – 9:30    Vendor Networking and Breakfast**

Please join us for these exciting presentations! Certified members will earn 22 [CEU's](#)

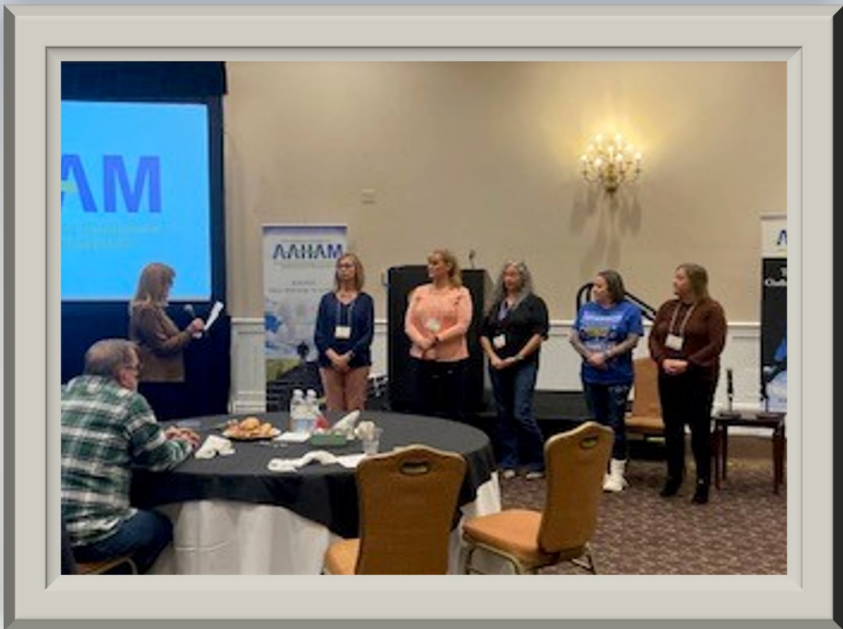




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**Winter Conference Memories!!**





# The Virginia AAHAM Insider

*A Newsletter by and for the members of the Virginia Chapter of AAHAM*

## Winter Conference Memories!!



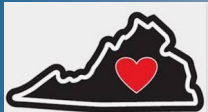


# Upcoming Events

## Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams are now available each month!

- January 2024—1/15/2024-1/19/2024
- February 2024— 2/19/2024-2/23/2024
- March 2024— 3/18/2024-3/22/2024





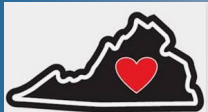
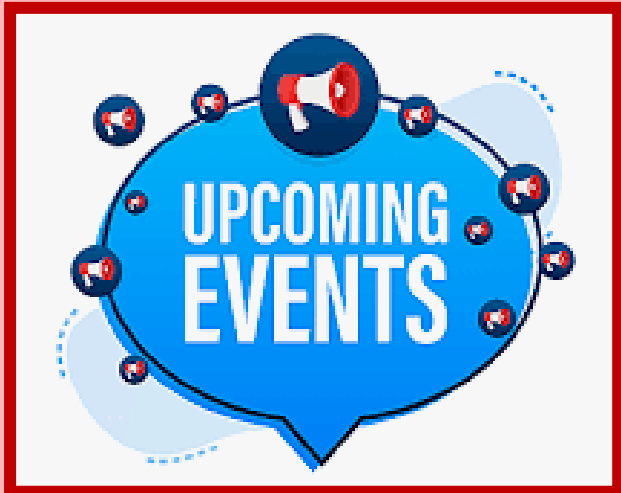
# Upcoming Events

## Upcoming Webinars and Registration Deadlines:

*Webinar– Worker’s Compensation Billing and Collections: What you Need to Know*

*January 17, 2024 at 1:30.*

*Registration is open through 1/17/2024*





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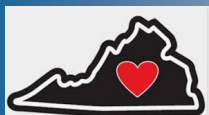
## Upcoming Events



The 2024 AAHAM ANI will be November 12-14, 2024 at the Worthington Renaissance in Fort Worth, Texas!!! Please stay tuned for late breaking details!

### Important reasons why you can't afford to miss AAHAM's ANI...

- **Attend vibrant educational sessions on career-focused topics**
- **Learn real solutions from industry leaders about day-to-day challenges**
- **Learn new techniques**
- **Acquire new skills**
- **Obtain best practices**
- **Find out about the latest in products and services available to our industry**
- **Earn 20 continuing education units (CEUs)**
- **Connect with colleagues and expand your network**
- **Find out about important topics impacting healthcare**
- **Receive affordable and cost-effective education**
- **Enjoy fantastic networking opportunities**





# Upcoming Events

## [Virginia Chapter of AAHAM](#)

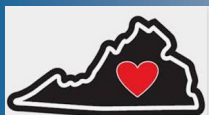
Save the Dates:

Spring Conference– April 24, 2024– Hotel Roanoke and Conference Center,  
Roanoke, VA.

Winter Annual Conference– December 11-12, 2024, Kingsmill Resort,  
Williamsburg, VA,



Please be sure to watch out for email blasts with registration details for Virginia AAHAM’s next Conference! As always, you can view our [Events page](#) on our website for upcoming events.





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## Virginia AAHAM Executive Board 2021-2022



**Chairperson of the Board**  
**(Chapter of Excellence Committee)**

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Mary Washington Healthcare

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**President**  
**(Committee Chairperson: Nominating Committee; Accounts Receivable/Third Party Payer Committee)**

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**First Vice President**  
**(Committee Chairperson: Membership & Chapter Development: Chapter Awareness)**

**Deanna Almond, CRCE, Business Analyst II**  
Mary Washington Healthcare

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## Virginia AAHAM Executive Board 2021-2022



**Second Vice President**

**(Committee Chairperson: Education Committee; Government Relations Committee)**

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**Virginia AAHAM Executive Board 2021-2022**



**Appointed Board Member: SPONSORSHIP COMMITTEE**  
Thomas Perrotta, Vice President of Client Relations, CCCO  
Penn Credit  
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Email: [Tom.Perrotta@penncredit.com](mailto:Tom.Perrotta@penncredit.com)



**Appointed Board Member: CERTIFICATION COMMITTEE**  
Leanna Marshall, CRCE, Retired  
Charlottesville, VA  
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Email: [marshallleanna86@gmail.com](mailto:marshallleanna86@gmail.com)



**Appointed Board Member: FINANCE COMMITTEE CHAIR**  
David Nicholas, CRCE, President  
Mercury Accounts Receivables Services, LLC  
Office: (703) 825-8762  
Email: [David@MercuryARS.com](mailto:David@MercuryARS.com)

**Appointed Board Member: COMMUNICATIONS CHAIR**  
Vacant





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## Virginia AAHAM Executive Board 2021-2022

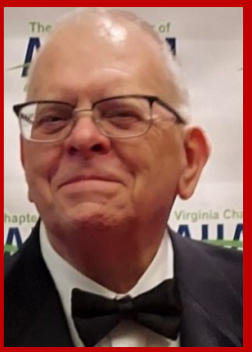


### Honorary Board Member

Linda McLaughlin, CRCE, Retired

Office: (804) 690-7282

Email: [Linda.B.Mclaughlin@gmail.com](mailto:Linda.B.Mclaughlin@gmail.com)



### Honorary Board Member

Michael Whorley, CRCE, Retired

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Email: [Michael@Whorley.com](mailto:Michael@Whorley.com)



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Mary Prendergast

IC System

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### Committee Chairperson Legislative Committee

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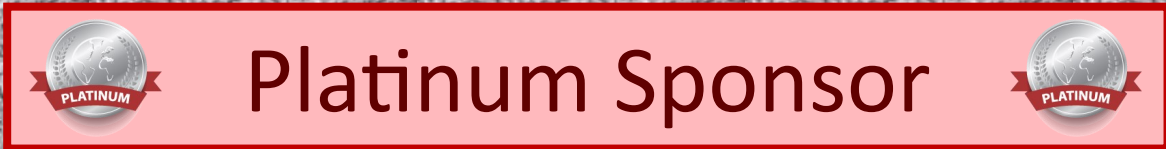
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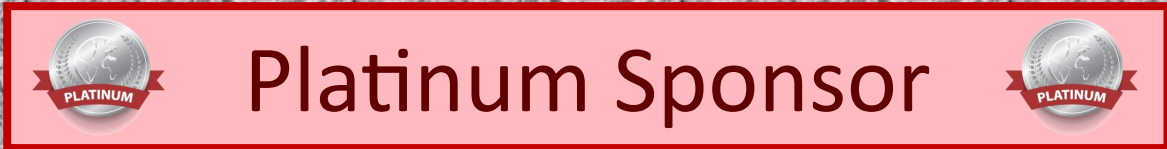
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The PennCredit logo is displayed in a large, blue, italicized sans-serif font. Below the logo is a horizontal blue line, and underneath that line is the tagline "Service • Integrity • Results" in a smaller, blue, italicized sans-serif font. The entire logo and tagline are enclosed in a red rectangular border.







**Nationwide Credit Corporation**



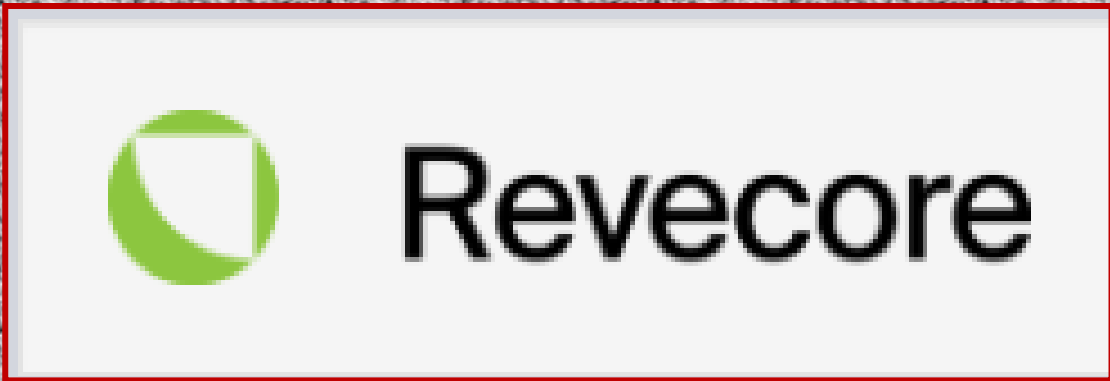


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# The Virginia AAHAM Insider

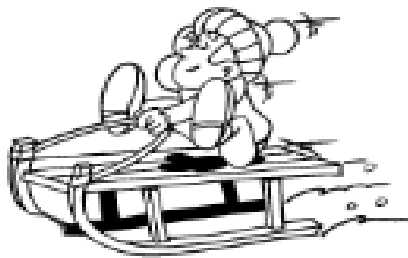
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## WINTER



F P A M O T I U S W O N S Q B S  
R X G O Y D S H O V E L Z J N C  
Q T L B N K L W R S M A G O U F  
V G S R A P E N G U I N W Y H D  
I W N T E J G X M Q S B R E O Z  
U C E A Y T N D P I O H F K L R  
M S I Z G Q A V B A T L X C I J  
Y H K C F G W E R N U T P O D G  
S J M V L S O D W R X Q E H A N  
E N T G K E N B R S F M C N Y I  
V L O I N H S I O X J U Q A S D  
O F I W P E E R S T O O B M C D  
L N X U B S Z J Y P N I H W K E  
G I P E T A L O C O H C T O H L  
B S C A R F L D R E M Z U N J S  
H R E T N I W L X F P G Y S O K



- |          |               |             |           |
|----------|---------------|-------------|-----------|
| boots    | hot chocolate | shovel      | snowboard |
| flurries | icicle        | skates      | snowman   |
| frozen   | igloo         | skiing      | snowsuit  |
| gloves   | mittens       | sledding    | sweater   |
| hockey   | penguin       | snow angels | toboggan  |
| holidays | scarf         | snowball    | winter    |





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**Winter Health Tips**

- Get plenty of sleep.
- Wash your hands often.
- Stay hydrated.
- Disinfect grocery cart handles.
- Stay home if you are sick!





This publication is brought to you through the collective efforts of the Publications Committee.

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## What is AAHAM?

AAHAM is a premier professional organization for healthcare administrative management. Our goal is to provide quality member services and leadership in the areas of education, communication, representation, professional standards and certification. Virginia AAHAM was founded in 1982 as the American Guild of Patient Account Management. Initially formed to serve the interests of hospital patient account managers, AAHAM has evolved into a national membership association that represents a based constituency of healthcare professionals.

