



The Virginia AAHAM Insider

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

The President's Message

Inside this issue:

"When one flower blooms, spring awakens everywhere."

John O'Donohue

This warmer weather makes me so very happy! Flowers and trees are blooming and the birds are making nests and chirping. It's just a beautiful time of year.

We have a lot of events happening around the state and across the nation.

Please visit the National Page at [Community Calendar - American Association of Healthcare Administration Management \(aaham.org\)](https://www.aaham.org) for a full list of webinars and learning opportunities

The Virginia Chapter also has some events planned and can be found at [The Virginia Chapter of AAHAM - Meeting/Event Information \(vaaaham.com\)](https://www.vaaaham.com).

4/24-4/25 – Spring Conference at the Hotel Roanoke Conference Cent

6/17-6/20/24- Legislative Day

Date TBD- Virginia AAHAM Summer/Fall Conference

11/12-11/14/2024-Annual National Institute Forth Worth Tx

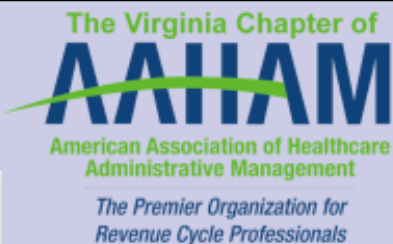
12/11-12/12/24- Virginia AAHAM Winter Conference

The Board has been busy working on upcoming initiatives, reviewing bylaws, and planning for the Summer Certification Webinar series, so please stay tuned for those dates.

Legislative Day will look a little different this year and we encourage you to get involved in your state advocacy efforts. Join us in making a difference by advocating for the issues that resonate with our community directly to decision makers. Be the voice of your facility, state, and industry at the one political event directly impacting you – AAHAM Legislative Day.

Pam Cornell, President

President's Message	1
Virginia Hospital Advocate	2-3
How Data Analysis can Improve your Medical Revenue Recovery	4-6
Ron's Blog.. Waiting Room	7– 10
Getting to know Cathy-Price Campbell	11
Publications Committee	12
Certification Overview	13-14
Recently Certified	15
Membership Information	16
Spring Conference Info and Agenda	17-21
Upcoming Events	22-25
Executive Board 2024	26-29
Thank you to our Sponsors	30-42
On the Lighter Side	43-44



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.

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
- **Jennifer Wicker**, Senior Director of Government Affairs, jwicker@vhha.com
- **David Nutter**, Director of Government Affairs, dnutter@vhha.com
- **Rachel Becker**, Director of Government Affairs, rbecker@vhha.com
- **Davis Gammon**, Director of Policy and Legislative Affairs, 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 Data-Analysis Can Improve Your Medical Revenue Recovery



Information is powerful. Without a doubt, many of today's medical centers, private practices, and large hospital systems struggle to ensure accuracy and an understanding of their patients' financial needs. Yet, as a provider, the better you manage your debt, the more effective you are at providing quality services that your patients respect. When it comes to medical bad debt recovery services, here is how data analysis can help your business.

The Value of Data in Your Healthcare Revenue Cycle Management

Managing medical practices is challenging, and yet it has become even more difficult as physicians work to manage unfamiliar and sometimes challenging financial management. Without a doubt, revenue cycle management is complex and takes highly skilled professionals to get just right. Yet, even small firms can have access to the information and data they need to improve outcomes and better meet recovery goals.

Healthcare data provides a great deal of information to a medical provider on the way the business is being handled and pinpoints any gaps in financial management that could otherwise be tapped into. Core in this is medical bad debt recovery services.

These are often late-stage medical balances not paid by insurers or patients. When this occurs, they create challenges for providers who simply want to continue meeting their patients' needs. It often leads to increased collection activity against patients with an outstanding balance.

Yet, the more you pressure patients to make payment, the more challenging that becomes to maintain a brand of support and care for patients. Finding a balance in this area means gathering valuable data, acting quickly, and providing consistency.





How Data-Analysis Can Improve Your Medical Revenue Recovery



How Does Data Analysis Improve Outcomes?

By working with a team to better analyze data, companies are better able to meet their on-going needs. For example, data analysis can shed light on the costs that medical providers have, ensuring they are billing properly. It can also work to better identify patients that may be falling behind on payments, perhaps allowing for a way to get in touch with them early on, preventing a complete failure to make payment on time.

Often, there are also gaps in the way organizations process payments that can lead to revenue shortfalls. For many practices, that includes failing to submit proper approvals or receiving – but not managing – denials properly. With data analysis, it is possible for organizations to gain better access to the information and resources they need, allowing for faster management of these key areas that are often costly.

How Can Data Analysis Improve Bad Debt Situations?

Utilizing an effective software program designed specifically to aid in this area, [medical bad debt recovery](#) services are a powerful way to turn those bad debts into recoveries. With the increasing number of medical providers who have these debts from patients, it is critical to have a clear plan of how to recover those funds.

The first step is to use data analysis to gather details on where the problems and the stop-gaps are within your processes. This pinpoints areas where potential change could mean a significant improvement in revenue.

Then, an effective payment management solution is created. This is done based on how your patients are motivated to make payment to you. By providing a variety of solutions and incorporating innovative opportunities, it is possible to increase balance recovery without sacrificing happy patients.





How Data-Analysis Can Improve Your Medical Revenue Recovery



That's key - At KeyBridge, we work hard to ensure you see an improvement in your recoveries of bad debts but also ensure your patients remain loyal. In the long term, this is what creates long-term revenue health for any medical practice.

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





The Virginia AAHAM Insider

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

Ron's Blog... Waiting Room

As a child, *Highlights* magazine would keep me fully distracted for the hours that I spent waiting to see the doctor or dentist. The silly jokes, hidden picture puzzles, and short articles (for short attention spans) kept my mind off an impending vaccination or the always dreaded, "turn your head and cough." While *People* magazine with its silly joke of journalism, pictures of hidden celebrities, and short articles (for short attention spans) is often available, there really is no equivalent to *Highlights* for adults biding their time in a waiting room.

I applaud the doctor's office staff for trying to provide a variety of reading material but their attempts seem to fall a bit short. For instance, I enjoy seeing the doctor's ironclad privacy policies proudly displayed on the wall yet I've noticed that they don't seem to apply to the nurse who will most certainly announce my full name to everyone else in the room. I am also fascinated by the signs and symptoms of different medical problems. However, I could do without the graphic illustrations of skin cancer and gum disease. And it is a treat to have a television available in the corner of the room. But I suspect that twenty-four-hour "breaking news" is not a very effective way to reduce a patient's stress.

So, when I expect to spend any time in a waiting room, I typically bring a book with me to distract me from any anticipated discussions about enlarged prostates or aggravated bunions. If my visit is a routine one, I bring something that requires a bit of concentration. However, if I'm visiting the doctor for a more concerning problem, I bring something that easily captures my attention and doesn't require the concentration of Hemingway or Faulkner. OK, I don't read Hemingway or Faulkner but you get my drift (or is it drift?).

Recently, I was visiting my doctor for a not-so-routine procedure and had some light reading with me as my primary distraction plan. As I sat there trying to focus, I noticed that not only was the waiting room filling up with other people, most of them were being called back before me. As you can see, my distraction plan fell apart just seconds after I arrived.





The Virginia AAHAM Insider

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

Ron's Blog... Waiting Room

Now, I am fully aware that due to my OCD tendencies, I usually arrive well in advance of any particular scheduled appointment time ("early" is on time and "on time" is late as my father would say). But on this particular day, it seemed that an unusually large number of people, who had arrived after me by the way, were being seen before me. I could feel myself getting worked up so I tried to calm myself down by refocusing on my book.

A few minutes later, a young woman walked into the waiting room with her four-year-old daughter who immediately started exhibiting behavior that was not representative of her age. She walked in circles, yelled out indiscernible words, and occasionally stood in front of other people in the waiting room. I suspected that she had some type of developmental disorder.

I don't know about you but when I'm in an awkward social situation, I worry about how I will respond should I get drawn into it. So I run through various planned responses in my mind. I want to make sure I don't overreact and that my face will not show how uncomfortable I am. That day at the doctor's office, I didn't want the mother of that young girl to think that her child's behavior made me uncomfortable. So while I pretended to focus on my book, I practiced facial expressions in my head. Once again, you may notice that my book distraction plan was completely ineffective.

And just in case your wondering, yes, I do overthink things. I have a tendency to imagine quite an array of possibilities in any given situation. Once, in New York City, a man was speaking aggressively to several people outside of a restaurant. I noticed his behavior and immediately started wondering what might happen next. *What if he pulled out a knife? What if he started breaking things? What if he was just a acting student and this was his class assignment?*

While I was imagining all of the possibilities, apparently, I was also inadvertently staring at the man. He became aware of my staring and then turned his attention to me. I panicked and immediately took off running because, as we all know, I'm a lover not a fighter. Ironically, I had not imagined that particular scenario.





The Virginia AAHAM Insider

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

Ron's Blog... Waiting Room

Anyway, back to the doctor's office. The young girl, who by the way never approached me, was still displaying her loud circling behavior when an older man sitting with his back to her said, "Now I know why people want to sit in child-free waiting rooms."

His wife "shush'd" him and he looked at her in astonishment as if there was nothing wrong with his comment. At this point, I put my book away for good.

I looked toward the older gentleman and then to the mother of the young girl. Neither showed any reaction. I kept expecting that the mother might confront the old guy or that someone else in the waiting room would comment on his remark. There were no visible reactions from anyone. Eventually, one by one, everyone was led back to the exam rooms and the only one left was me...and my book.

As I waited for my name to be called, I couldn't help thinking that the older man's comment must be common for the mother of a special needs child. I'm sure people just react without thinking about the impact of their reaction. I felt sorry that she had to go through that.

Interestingly, I did not feel sorry for the older man. I judged him in the same way he had judged the young girl. I saw him as a typical, opinionated, insensitive, old grump. He demonstrated no compassion and seemed to have no interest in taking time to understand the situation. His behavior clearly irritated me.

But then it occurred to me that I had not taken the time to understand *his* situation. Perhaps he was there to consult with the doctor after receiving a bad test result. Or maybe, this was his last visit because there were no more treatments available to him. Or maybe his wife was the patient and he was concerned about her wellbeing. Any of these things could have caused him to be anxious and might explain his insensitive behavior. And then again, maybe he was just a jerk. We will never know.





The Virginia AAHAM Insider

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

Ron's Blog... Waiting Room

As I enter the so-called golden years of life when I am supposed to be older and wiser, I would like to be the person who gives everyone the benefit of the doubt. I'd like to treat people with compassion rather than assuming the worst about them. We never know what someone else is going through. They may be dealing with something that has upended their normal coping mechanisms. And in those situations, more than ever, they need someone who simply understands. Any of us could be that person. So, when we find ourselves in those situations, we just need to make sure we're not too distracted.

Hospice Social Worker

Social Worker – Manager – Leader

Ron Culberson began his career by serving people at the end of their lives as a home care social worker at Hospice of Northern Virginia (now Capital Caring). After several years, he became Manager of Counseling Services where he ultimately supervised a large department of social workers, chaplains, and bereavement counselors. Ron's goal was to develop an excellent department of clinicians and to encourage his staff to find balance in the serious work they were doing.

Working with the National Hospice Organization, Ron lead a team of social workers to develop national standards for social work in hospice care. These standards helped pave the way for high quality social work services for end of life care.

Ron eventually became the Director of Quality Service at Hospice of Northern Virginia. After being trained at the Institute for Healthcare Improvement, he developed and managed the organization's first quality improvement and customer service program. This effort was instrumental in training staff in customer service, implementing a process improvement program, and preparing the organization for accreditation.





Getting to know Cathy Price-Campbell!!

Tell us about you: Cathy Price, SVP, Client Development at Knowtion Health. I am responsible for education and networking for VA AAHAM and am serving my second term as 2nd Vice President. When I am not traveling for work, I can be found running around the Shenandoah Valley and Northern Virginia with my kids who play travel soccer, and when we have a break I enjoy camping, kayaking and gardening.

Where do you work and what do you think other people should know about this organization? I have worked at Knowtion Health for over 12 years. I really love my job and the Knowtion Health mission. It is important to me to stay connected to issues out there in the Rev Cycle world as well as interact with the patients we help for our provider. It is a big part of why I volunteer and love being part of VA AAHAM family as 2nd VP and why, in my work life, I get out there and assist with home visits when a claim needs patient intervention to clear a denial.

How many years have you been in healthcare? Over 20 years

What would you say to someone thinking about becoming AAHAM certified (or a VA AAHAM member)? Go for it! We have the best support of any chapter!

How do you avoid burnout? I schedule time for me in that old school calendar

Do you have a favorite way to relieve stress? Camping

You have an unexpected day off. What do you do? Read or work in my garden

What might someone be surprised to know about you? I am a founding member of DC Roller Derby fka DC Rollergirls





**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





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 March. Congratulations to:

- Adriaan Richards, CCT
- Antonio Williams, CCT
- Yvette Bannister, CCT



Certified
Compliance
Technician:



CONGRATULATIONS VIRGINIA CHAPTER!

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

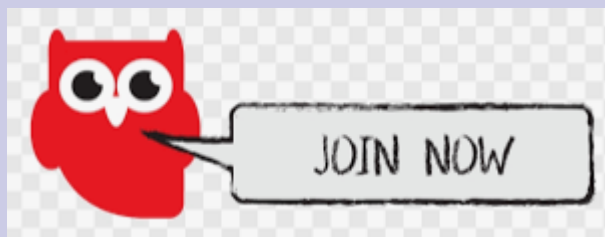
2024 VA AAHAM Membership Application

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

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

VADC HFMA/VA AAHAM Joint Conference: Looking Ahead to the Future of Revenue Cycle and Finance

April 24, 2024 – April 25, 2024
5:00 PM-5:00 PM ET

Hotel Roanoke - Conference Center
Curio Collection by Hilton
110 Shenandoah Avenue
Roanoke, VA 24016





Agenda


Here's what's scheduled for the event.

April 24, 2024

4:30 PM ET

Registration


4:30 PM-6:00 PM

 Share session

5:30 PM ET

Wednesday Night Reception & Networking Event

5:30 PM-7:30 PM


 Share session

April 25, 2024

7:00 AM ET

Registration & Breakfast

7:00 AM-8:00 AM

 Share session


7:45 AM ET

Welcome Remarks

7:45 AM-8:00 AM

Don Halliwill, CFO, of Carilion


HFMA AAHAM

 Share session

8:00 AM ET

TBD

8:00 AM-9:00 AM

 Share session





Agenda

Here's what's scheduled for the event.

Building a Culture of Kindness - A Case Study Panel

9:00 AM-10:00 AM

[Share session](#)

In the current challenging times for provider organizations, many of the tools that were previously used to aid collection efforts and keep the facilities open have been removed. Although many of us support these changes, we recognize that a lot of self-pay has become essentially voluntary payment. However, it is important to consider the... role of kindness and respect in this situation. Our moderator, DCM Services (DCMS), has a unique vantage point on

[view more](#)



Shannon Powell
 Manager , Collections Division
 Sentara



Angela Horn
 VP and Corporate Counsel
 DCM Services



Break & Networking

10:00 AM-10:15 AM

[Share session](#)

Professional Billing Panel

10:15 AM-11:45 AM

[Share session](#)

Description:

Professional Billing Leaders will discuss goals and challenges within their organizations, and answer questions asked by attendees....

[view more](#)



Dinesh Pai
 Chief Revenue Cycle Officer
 Tidewater Physicians Multispecialty G...



Kirsten Washburn
 Director of Professional Billing
 Carilion Clinic





Agenda

Here's what's scheduled for the event.

Recognitions, Installation and Award

11:45 AM-12:00 PM

[Share session](#)

Lunch

12:00 PM-1:00 PM

[Share session](#)

Price Transparency and Net Revenue Gains to Offset Rising Costs

1:00 PM-2:00 PM

[Share session](#)



Mike McNeely
Vice President Finance
VCU Health



Jessica Poston
Director, Strategic Pricing
Carilion Clinic



Building Operational Success and Positive Clinical Outcomes through C...

2:00 PM-3:00 PM

[Share session](#)

CDIs role at Carilion, and discuss the collaborations we have had with Quality on PSIs and Mortalities, and the financial and clinical improvements that have resulted from our teams work together.



Ashli Semones
PMP Quality Management Director
Carilion Clinic



Jennifer Mitchell
Director of Coding
Carilion Clinic





Agenda

Here's what's scheduled for the event.

Break & Networking

3:00 PM-3:15 PM [Share session](#)

Revenue Cycle Panel

3:15 PM-4:45 PM [Share session](#)

Description:

Revenue Cycle Leaders will discuss goals and challenges within their organizations, share perspective of career paths and answer questions asked by attendees....

[view more](#)

MB

Matt Barr, MHL, CPA

Vice President, Support Services - Re...

Carilion Clinic

Willie Brown, MBA, MT(ASCP), C...

VP, Revenue Cycle

Sentara Healthcare

[>](#)

Closing Remarks

4:45 PM-5:00 PM [Share session](#)

21



Upcoming Events

Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams are now available each month!

- April 2024—4/22/2024-4/26/2024
- May 2024— 5/20/2024-5/24/2024
- June 2024— 6/17/2024-6/21/2024





Upcoming Events

AAHAM 2024 Legislative Day

June 17-June 20, 2024



AAHAM 2024 LEGISLATIVE DAY AGENDA	
Monday - June 17, 2024	Webinar - 1:00 pm EDT/10:00 am PDT "Overview of What to Expect & Review of Position Papers"
Tuesday - June 18, 2024	Virtual Meeting - Half Day of Speakers
Wednesday - June 19, 2024	Juneteenth Federal Holiday, No Events Planned
Thursday - June 20, 2024	In-Person Visits Scheduled in Home Districts with Federal Congressional Leaders

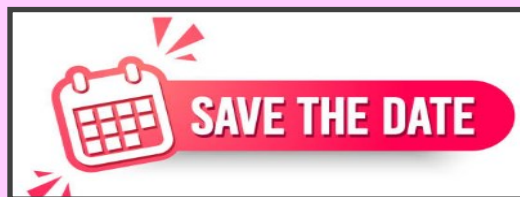




The Virginia AAHAM Insider

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

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**





The Virginia AAHAM Insider

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

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.





The Virginia AAHAM Insider

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

Virginia AAHAM Executive Board 2024-2025



Chairperson of the Board
(Chapter of Excellence Committee)

Linda Patry, CRCE, Director, Patient Financial Services
Mary Washington Healthcare

2300 Fall Hill Ave. Suite 311 Fredericksburg, VA. 22401

Office: (540) 741-1591

Email: Linda.Patry@mwhc.com



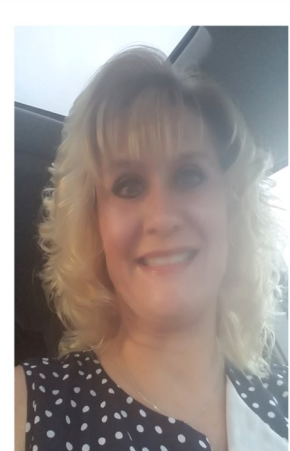
President
(Committee Chairperson: Nominating Committee; Accounts Receivable/Third Party Payer Committee)

Pam Cornell, CRCE, Claims and System Manager
Dept. of Medical Assistance Services

600 E. Broad Street, Richmond, VA. 23219

Office: (540) 847-1459

Email: pscornell2001@yahoo.com



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

Deanna Almond, CRCE, Business Analyst II
Mary Washington Healthcare

2300 Fall Hill Ave. Suite 311 Fredericksburg, VA. 22401

Office: (540) 741-7471

Email: deanna.almond@mwhc.com





The Virginia AAHAM Insider

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

Virginia AAHAM Executive Board 2024-2025



Second Vice President

(Committee Chairperson: Education Committee; Government Relations Committee)

Cathy Price-Campbell, CRCP, SVP of Client Development

RSource Healthcare

433 Plaza Real, Suite 255 Boca Raton, FL 33432

Office: (561) 245-4379

Email: cprice@rsource.com



Secretary

(Committee Chairperson: Publications Committee)

Amy Beech, CRCE, Patient Financial Services Manager

Augusta Health

P.O. Box 1000 Fishersville, VA. 22939

Office: (540) 245-7216

Email: abeech@augustahealth.com



Treasurer

(Committee Chairperson: Vendor Awards Committee)

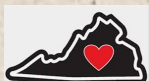
Arlynn Flecker, VP of Compliance and Client Experience

Nationwide Credit Corporation

5503 Cherokee Ave, Suite 100 Alexandria, VA 22312

Office: (571) 499-4399

Email: Arlynn.Flecker@nccva.com

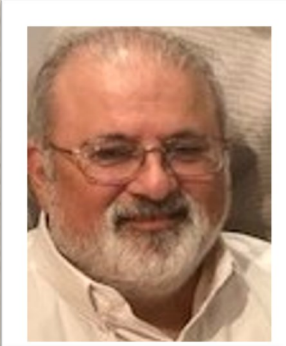




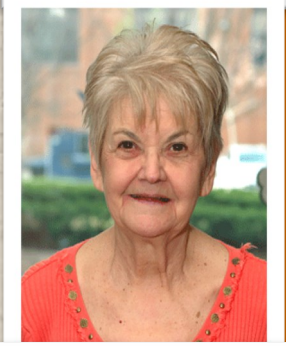
The Virginia AAHAM Insider

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

Virginia AAHAM Executive Board 2024-2025



Appointed Board Member: SPONSORSHIP COMMITTEE
Thomas Perrotta, Vice President of Client Relations, CCCO
Penn Credit
Office: (888) 725-1697
Email: Tom.Perrotta@penncredit.com



Appointed Board Member: CERTIFICATION COMMITTEE
Leanna Marshall, CRCE, Retired
Charlottesville, VA
Phone: (434) 962-8508
Email: 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



Appointed Board Member: COMMUNICATIONS CHAIR
Emoni White
John Hopkins Health Systems
Office:
Email: evwhite82@live.com





The Virginia AAHAM Insider

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

Virginia AAHAM Executive Board 2024-2025



Honorary Board Member

Linda McLaughlin, CRCE, Retired

Office: (804) 690-7282

Email: Linda.B.Mclaughlin@gmail.com



Honorary Board Member

Michael Whorley, CRCE, Retired

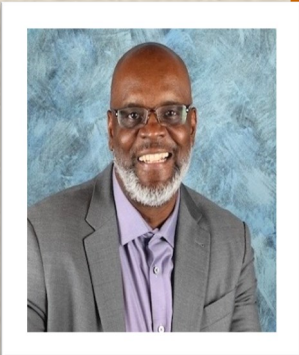
Office: (540) 470-0020

Email: Michael@Whorley.com

Committee Chairperson Student Membership Committee

Danielle Sadrack

Credit Control Corporation



Committee Chairperson Legislative Committee

Eric Summers, VP of Business Development/Channel Relationships

Wixcorp

Office: (608) 62802315

Email: Eric.summers@wixcorp.com





**CORPORATE
SPONSORSHIPS**



University of Virginia

Key Bridge

NCC

Elevate

Knowtion Health

Penn Credit

Mecury Account Receivable Services

Credit Control Corporation



Wixcorp

RMC

Pro Medical

Fin Thrive



Revecore

Medical Account Management INC.



Centauri

MDS

Revco





The Virginia AAHAM Insider

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



Platinum Sponsor






Platinum Sponsor


ELEVATESM
PATIENT FINANCIAL SOLUTIONS

More revenue recovery.
Happier patients.

A proven revenue cycle management partner **you can trust.**

- Medicaid Eligibility & Enrollment
- Complex Claims
- A/R Services
- Self-Pay

Contact Us Today
Learn how we can create an elevated experience for your patients and boost your bottom line.




(800) 835-7474 info@ElevatePFS.com ElevatePFS.com





 **Platinum Sponsor** 





The Virginia AAHAM Insider

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



Platinum Sponsor



CREDIT CONTROL CORPORATION

Cash Recovery Specialists





The Virginia AAHAM Insider

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

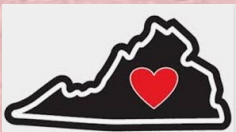


Platinum Sponsor



PennCredit

Service • Integrity • Results





The Virginia AAHAM Insider

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



Platinum Sponsor



You've Got This Now[®]



KNOWTION



HEALTH[®]








Platinum Sponsor

GIVE US A CALL TO DISCUSS THESE SERVICES

ABOUT US

We are a team of energetic and dedicated professionals who provide healthcare accounts receivable services. We have a passion about insurance billing, follow-up and accounts receivable resolution that is unmatched in the industry. Our professionals are members of the American Association of Healthcare Administrative Management (AAHAM), so we take our profession and your accounts receivable seriously. We specialize in all insurance receivables including Medicare, Medicaid, Blue Cross Blue Shield, Commercial, Managed Care, and Workers' Compensation. We are grateful to be of service to you.

OUR MISSION

To have the highest liquidation rate of our client's insurance receivables while providing excellent customer service.

CONTACT US

1.703.340.8775 / FAX 1.703.825.8732

MercuryARS.com

Info@MercuryARS.com

DAY 1 Insurance Billing and Follow-Up

Interim Staffing for Billing

Aged Accounts Receivable Outsourcing

Small Balance Billing and Follow-Up

Workers' Compensation Billing

Hospital Insurance Billing and Follow-Up

Ambulatory Surgery Center Billing and Follow-Up









The Virginia AAHAM Insider

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



Silver Sponsor



Revecore



MEDICAL ACCOUNT MANAGEMENT INC

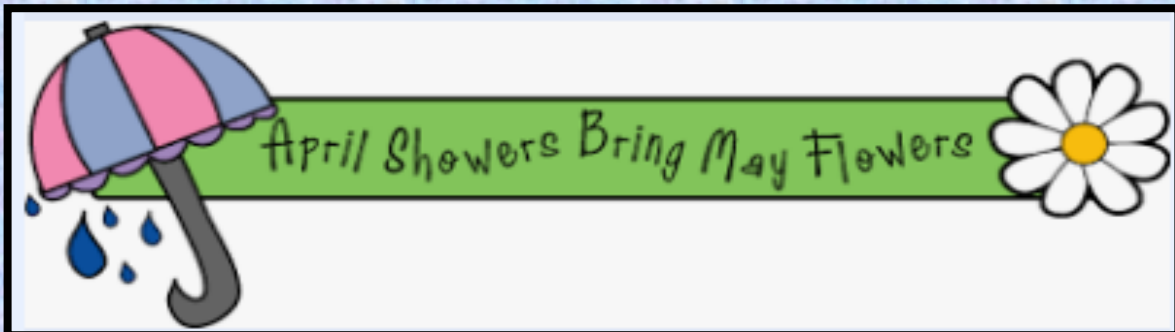






The Virginia AAHAM Insider

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





The Virginia AAHAM Insider

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

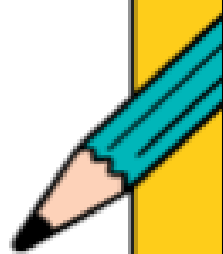
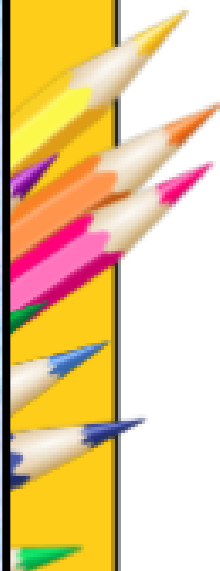
SPRING WORD SEARCH



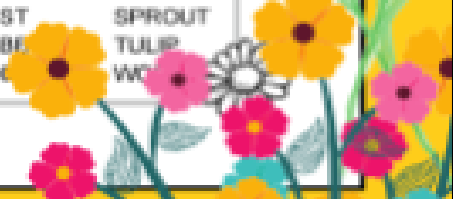
Spring



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



BIRDS	CALF	GARDEN	LAMB	SNAIL
BLOSSOM	CATERPILLAR	GRASS	NATURE	SPRING
BUGS	CHICKS	HATCH	NEST	SPROUT
BUNNY	FLOWERS	INSECTS	RABBIT	TULIP
BUTTERFLY	FROG	LADYBUG	ROCK	WORM





The Virginia AAHAM Insider

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

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

Amy Beech– abeech@augustahealth.com

Sara Quick– squick@augustahealth.com

Logan Rexrode– lrexrode@augustahealth.com



*The Premier Organization for
Revenue Cycle Professionals*

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.

