



The Virginia AAHAM Insider

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

The President's Message

Inside this issue:

"Rest is not idleness, and to lie sometimes on the grass under the trees on a summer's day, listening to the murmur of water, or watching the clouds float across the blue sky, is by no means waste of time." — John Lubbock

We are freshly into Summer and boy has the weather been crazy. It has been HOT, HOT, HOT, but now the temps are feeling more normal. We need some rain and I pray we get some soon. Just don't forget to sit back and take some time to appreciate all the goodness we have around us.

We had a great time with Legislative Day this year. Instead of going to D.C and visiting with our representatives, we stayed local and used Virtual meetings for the speakers and presentations to prepare for our meetings with the Staffers. Our three topics this year were:

- 1.) Prior Authorization: Enhancing Patient-Centered Care,
- 2.) AI Usage in Denial Processing,
- 3.) Medical Debt Collection

I was joined by Linda Patry and Karen Thomas in our local area, and we were so impressed with their interest in healthcare topics. Please join us next year to participate in this great resource that impacts us every single day.

The Summer Certification webinar series is returning for free this year. You can register at the link below to earn your CEUS. Tips for test anxiety will be presented on 7/10/24. There are a variety of sessions to attend for any level of certification from 7/11/24-8/21/24. Don't miss out!

For more info and to sign up, click on the link below. https://aaham.org/events/event_list.asp?show=&group=&start=1%2F26%2F2024&end=&view=&cid=24047

Want more information on certification? Join "Talking Cert with Cindi" on 7/2/24. There is no need to register. You can just drop in and listen or ask any questions you may have.

<https://ahint.zoom.us/j/83749991840?pwd=NE85VFNHTEU3U0RvYjdTV1N6M2Z5UT09>

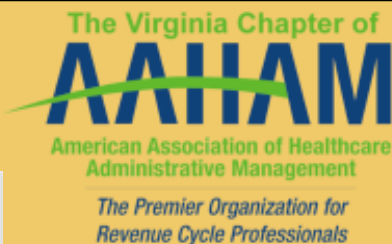
The Virginia Chapter of AAHAM will be in Charlottesville on 8/19/24 and 8/20/24. The registration will open next week. Our networking event is on 8/19/24 and the educational event is on 8/20/24. Check your email for the registration link coming soon.

Our Williamsburg event is on Dec 11-12 at Kingsmill Resort and more info will be on the website in the coming weeks at www.vaaaham.com

Have a great Summer and make sure you take time for yourself to relax and have fun!

Pam Cornell, President, Virginia Chapter of AAHAM

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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 to Succeed in Self-pay Collections



Patients are increasingly more responsible for paying their medical bills outright. High deductible health plans, for example, have made it more common for patients to be responsible for a much larger portion of their medical bills, and some people have no insurance. This means there are more people who need to make payments directly. For providers, self-pay or early out collections services can help ensure more of those payments happen.

Why Early Out Collections Services Are Beneficial

In the ideal situation, a provider bills a person for what they owe, and the patient pays for those services. Unfortunately, that often does not happen. Often, these required payments go unpaid and end up in collections, further costing medical providers money and time. With the help of early out collections services, it is possible to interact more fully with patients before collections become a requirement.

Many times, self-paying patients fall into one of several categories:

- They no longer have available benefits as they've exhausted funds.
- They have a high co-pay or coinsurance requirement.
- Some have not met the required deductibles.
- Many require services their health insurance does not cover
- Some lack any health insurance coverage

In these situations, providers must often turn to a third party to use collection services to see any of those funds reported. The current economy and limitations on financial resources have made it even harder in recent years for providers to see collection success.





How to Succeed in Self-pay Collections



An Early Out Collection Service Can Help

Putting in place an early out collection service may enable medical providers to see improvements in payments. This type of service works as a type of extension of the current internal customer service and collection within the company, aiding in mitigating many of the delays in payment.

Utilizing the proper technology, it is possible to create a patient-first culture that encourages more people to make payments on time. This not only helps with building revenue but also improves the patient’s loyalty to the medical provider.

There are several components to success here, including:

Automation of time-consuming tasks

This may include the collections agency working under the provider’s name to provide services like the following:

- Sending billing statements
- Managing inbound payment-related calls
- Placing outbound calls
- Creating payment plans
- Tracking balances
- Processing payments
- Providing information about financial assistance





How to Succeed in Self-pay Collections



Optimizing patient pay processes

Early out collection services can also aid in gathering information about the patient to improve overall communications and to get a better understanding of their behaviors. For example, this could help with pinpointing trends in payment or learning when the best time to call is. It can also work to fine-tune messaging to ensure it is reaching the patient with the right message at the right time to encourage them to make payment.

Personalization of the experience

To be effective, early out collections services like this must create and maintain a strong bond with the patient and the provider. That often includes providing individuals that are empathetic but knowledgeable and able to answer key questions and concerns. There are various ways this can be done, such as providing clarity of account information in a caring and kind tone while providing customer support.

What Can Early Out Collections Really Do for Your Facility?

The sooner that patients receive information about their obligation to pay, and the easier it is for them to make that payment, the more likely it is for providers to receive the funds they are owed. With the use of an Early Out partner's services, you can count on a number of core results:

- Set up and secure accounts quickly
- Have performance data available to see how well the service is working for you
- Make updates to patient accounts in seconds without any complexity
- View individual accounts with ease
- Have access to revenue performance reports





How to Succeed in Self-pay Collections



To succeed in self-pay collections, providers need to utilize a platform that streamlines the process and minimizes delays. Doing this could create opportunities for providers to meet the needs of their patients, who are more likely to be self-paying for their care on an ongoing basis. Patient satisfaction is also extremely important .

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





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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.





Woodrow Samuel Annual Scholarship Information

Purpose:

The Virginia State AAHAM Scholarship Award was established with the primary purpose of educating its membership in the management of health care receivables. As the chapter increased in membership and cash equity, the concept of a scholarship program was initiated by the Executive Board of Directors and was first offered in the fall of 1987. The Executive Board of Virginia AAHAM has continued to make the scholarship program available as it is believed educational funds are a benefit to individual members, the Chapter, and dependents of our members. In 2007, the name of the scholarship was changed to the Woodrow Samuel Scholarship Award to recognize a lifetime member of the Virginia State AAHAM organization.

A maximum of \$1,500 scholarship award will be given.

Eligibility:

Eligible nominees must:

- Be a Virginia AAHAM member, a child of a Virginia AAHAM member, or a grandchild of a Virginia AAHAM member as of January 1 or the current year.
- Eligible nominees can apply for the scholarship award on an annual basis.
- Members must be employed full time in a healthcare related field or a retired member and dependents must be enrolled in an accredited college or school.
- Chapter dues of the member must be paid prior to the acceptance of requested scholarship applications.
- Classes taken must be taken during the current school year.





Woodrow Samuel Annual Scholarship Information

Nomination Procedure:

Nominees must:

- Complete the application form
- Include at least one letter of reference
- Include or attach any documentation you would like to have considered
- Include an essay on why winning the scholarship is important

Submission:

The form will be completed and returned to the address listed at the end of the application.

This application will be postmarked no later than **September 1** of the year.

The application is submitted to the Virginia State AAHAM Scholarship Chairperson.

All application materials and supporting documentation will be reviewed by the Virginia

State Scholarship Committee. After all applications are reviewed, the applicant will be

Notified if they have been selected as a Scholarship recipient by the Chair of the

Scholarship Committee.



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!](#)





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Upcoming Events

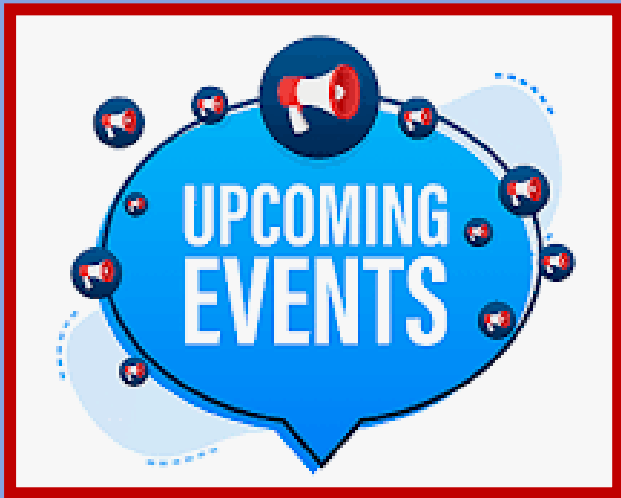
Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams are now available each month!

July 2024– 7/15-7/19/24

August 2024– 8/19-8/23/24

September 2024– 9/16-9/20/2024





Upcoming Events

Summer Certification Series

- July 11, 2024– CRCE Patient Access*
- July 17, 2024– CRCS Patient Access*
- July 18, 2024– CRCE Billing*
- July 24, 2024– CRCS Billing*
- July 25, 2024– CRCE Credit and Collections*
- July 31, 2024– CRCS Credit and Collections*
- August 1, 2024– CRCE Revenue Cycle Management*





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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





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Upcoming Events

Virginia Chapter of AAHAM

Save the Dates:

Charlottesville, VA Summer Meeting– August 20, 2024

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 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 Armstrong, 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





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Second Vice President
(Committee Chairperson: Education Committee; Government Relations Committee)

Cathy Price, 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





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





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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
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Committee Chairperson Legislative Committee
Eric Summers, VP of Business Development/Channel Relationships
Wixcorp
Office: (608) 62802315
Email: Eric.summers@wixcorp.com





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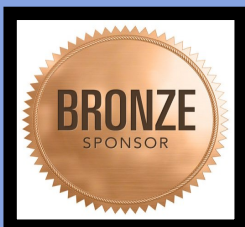
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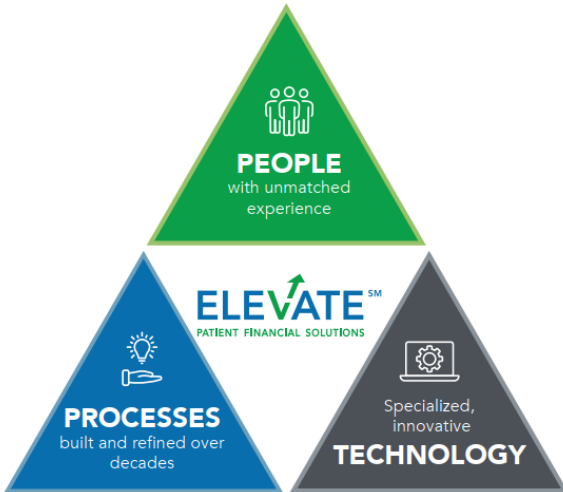
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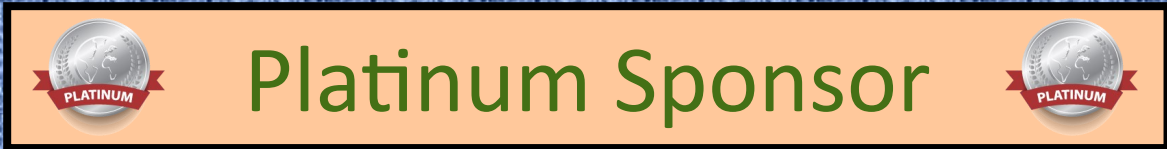


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GIVE US A CALL TO DISCUSS THESE SERVICES

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

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Interim Staffing for Billing

Aged Accounts Receivable Outsourcing

Small Balance Billing and Follow-Up

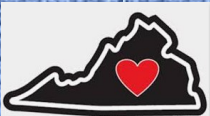
Workers' Compensation Billing

Hospital Insurance Billing and Follow-Up

Ambulatory Surgery Center Billing and Follow-Up









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Frozen Melon Kabobs



Minutes to Prepare: **10**

Number of Servings: **10**

Ingredients

4 cups honeydew, cantaloupe and watermelon balls
10 wooden skewers

Tips

You will have about 70 melon balls, with about seven per skewer. Feel free to use any type of melon you like.

Directions

Use a melon baller to scoop out balls of your favorite fruits.
Thread on wooden skewers (alternate among the three types of melon), then freeze on a baking sheet.
Serve frozen.

Serving Size: 10 skewers; 1 per serving





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SUMMER WORD SCRAMBLE

- imgisnwm _____
- cbliyec _____
- icnpci _____
- krrpesiln _____
- ehacb _____
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- caubebre _____
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- suecnsre _____
- liopspec _____





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



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.

