



The Virginia AAHAM Insider

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

The President's Message

Inside this issue:

"Winter is the time for comfort, for good food and warmth, for the touch of a friendly hand and for a talk beside the fire: it is the time for home." - *Edith Sitwell*

I pray everyone had a fantastic holiday break! I also hope you had the chance to enjoy the first snowfall of 2025. We got about 10 inches in my part of Virginia. I just love snow days!

I'm sharing a portion of our annual committee reports and am looking forward to an amazing 2025. If you have not yet renewed your membership, please do so asap!

In 2024, the Virginia Chapter of AAHAM continued to network and partner with amazing providers, vendors, and our incredible members to create value in education and relationships. The Education Committee did an amazing job in supporting our certified members obtain CEUs and enhance their knowledge in the Revenue Cycle. There were three educational conferences in 2024 that included a partnership with HFMA for networking and education. Committee members are Cathy Price-Campbell, Susan McDonald, Brian Newburn, Denise Tobin, Nancy Baker, and Danielle Sadrack.

The Certification Committee offered ten certification webinars in 2024 and several education sessions to assist members earn or retain certification. Committee members are Leanna Marshall, Michael Whorley, Deanna Almond, David Nicholas, Tim Breen, Charlie Smith and Pam Cornell.

The board meets monthly to discuss operations of the Chapter, prepare for conferences, review financials, and discuss goals for the year. The Chairman of the Board assisted National AAHAM as Chair of the CRCS Committee and with several projects as requested. 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 is currently second in the nation for total active members. We took a year off from Chapter Excellence and we are looking forward to a new process in 2025 to capture everything our awesome chapter does for the State of Virginia.

As the end of 2024 draws near, I am so privileged to serve as your President and experience the powerful partnership of members, sponsors, and the Board and how we all come together to continue this mission. Networking and friendships are life-long and it is amazing to watch how the team pulls together for the membership and each other.

Have a wonderful 2025 and we will see you in March! *Pam Cornell*

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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.





5 Questions to Ask Before Outsourcing Your Revenue Cycle Management



As healthcare costs rise, and administrative burdens grow, healthcare providers are increasingly looking to outsource parts of their services to alleviate some of the strain. If your organization is considering outsourcing part of your revenue cycle management, you're not alone.

Outsourcing is not just a great solution for improving your bottom line. With less time spent on administrative tasks, healthcare providers can get back to the work that matters most — treating patients and providing high-quality value-based care initiatives.

The right outsourced RCM provider can keep your organization current with coding and billing requirements, provide updates and education to help staff stay informed, provide technology that automates tasks, and overall improve the patient's financial experience.

Before choosing an RCM vendor, organizations should do their due diligence. It's important to find a vendor that provides the support and software to efficiently improve your business.

Sheldon Pink, former Vice President of Revenue Cycle at Luminis Health, explains the importance of screening vendors. Patient balances carry a significant liability to your organization, and the vendor you select should uphold your organization's values. It's important to remember that providing a great patient experience can outweigh the details of collecting funds.

To find your ideal vendor, here are five questions to ask before you begin outsourcing your operations:





5 Questions to Ask Before Outsourcing Your Revenue Cycle Management



1. What level of access will my team have to patient information?

Regardless of whether you are looking to entirely outsource your revenue cycle management or just parts of the process, your team should always have access to the information that they need. Hiring an outsourced vendor should simplify your workflows.

Even with outsourced RCM billers, medical staff should be able to find and view all of the codes and patient information they need at a moment's notice. Gaining access to important information should become less complicated with an RCM vendor. Without full transparency to records, your organization may not have an accurate picture of the work being completed.

2. How much downtime is required to understand and learn your system?

One of the major concerns for many healthcare organizations is not having a lot of time to spare learning a new software system. Finding an RCM vendor that has a software system that is clear and easy to use is vital to minimizing any downtime.

It's important that your team is given adequate training with the new software and that they have access to someone who can answer any questions along the way. As your organization already has a software records system in place, choosing a vendor that has had experience working with your system can also be a good idea.





5 Questions to Ask Before Outsourcing Your Revenue Cycle Management



3. How knowledgeable are you about my industry and my customers?

Ask your potential RCM vendor about what they know about your industry, the specific problems your organization faces, and any future trends or problems that you see arising.

Additionally, speak to your vendors about how they plan to uphold your company culture and values. If your healthcare organization prides itself on customer service, how will each vendor ensure that patients are followed up in the same friendly, helpful tone your staff would use when chasing late payments? How can they ensure your customers are as satisfied with an outside vendor ringing them, as opposed to your staff who may know patients from face to face interactions?

Equally important, says Mr. Pink, is trust that the vendor can adapt to changing environments and levels of technology.

4. Do you offer any additional services?

Ask for a comprehensive list of the services that each vendor is supplying. This way, your healthcare organization can easily compare one RCM service against the next and eliminate any that do not meet your requirements. A vendor may be able to improve more parts of your RCM system that you weren't initially looking to outsource. Unless you ask, you may not know what else they can help you with.

Talk to each provider about the parts of your processes that often get forgotten about. How can they help you with the piles of paperwork that usually never get filed, or the bottlenecks that leave your staff frustrated at the end of the day. A good vendor will have a solution for all parts of the RCM process, not just one or two areas of improvement.





5 Questions to Ask Before Outsourcing Your Revenue Cycle Management



5. How are performance reports generated?

Performance reports from your RCM vendor are highly important. They are, after all, the proof that your vendor is working hard plugging the holes in your revenue cycle, looking for improvements, recovering money that would previously be lost in the cycle, and keeping patient satisfaction high.

A good vendor will offer regular reporting, and make sure your staff understands these reports. Regular reporting provides you with the knowledge of how their services and software are impacting your organization.

Not every vendor will provide regular reporting, and some vendors will leave reporting up to your staff. The benefit of consistent reporting is that your organization doesn't have to worry or risk that the reporting will fall behind and never get done.

Additional Questions to Consider

Mr. Pink advises asking potential RCM vendors the following for even further due diligence.

Who are your current clients? This determines if the vendor can manage the size of your health system. Also, identify the states that the vendor is currently working in for their client base.

How long will it take you to absorb my business? This question pinpoints whether the vendor understands your operation thoroughly. There are many companies that purport the ability to absorb new clients with no staffing available. This will be an obstacle at transition.





5 Questions to Ask Before Outsourcing Your Revenue Cycle Management



What determines your rates? Determine if the vendor has true underlying factors related to quality or are simply seeking new business.

With these questions, your organization can find an RCM vendor that fits with the needs and values of your staff and patients, and deliver outstanding improvements to your bottom line.

Reach out to Susan McDonald at smcdonald@keybridgemed.com for more information about how our BPO services can serve you.

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





Winter Conference..... Kingsmill Resort!



Agenda Wednesday, December 11, 2024

8:30 - 4:00	Registration	Ballroom Lobby
8:30 - 9:30	Breakfast and Partner Networking Sponsored by Optum & Knowtion Health	Ballroom A - D
9:30 - 10:00	Introduction and Welcome - Pam Cornell, CRCE-I, MH, President, VA Chapter of AAHAM	Ballroom C & D
10:00 - 11:00	Building Your Bench: Future Proofing Your Team - Tabitha Hapeman, DNP, APRN, RN, PMHNP-BC, Enterprise Director utilization Review WVU Medicine	Ballroom C & D
11:00 - 12:00	Legislative Updates -Jay Andrews, VHHA Vice President of Financial Policy	Ballroom C & D





Winter Conference..... Kingsmill Resort!



12:00 – 1:00	Vendor Appreciation Luncheon & Networking Sponsored by RMC, MARS, Medical Account Mgmt. & <u>KeyBridge</u>	Ballroom A-D
<hr/>		
1:00 – 2:00	Fireside Chat” with Chris <u>Abbondanzo</u> , System Director, Patient Accounts Riverside Health System, Moderator Leo Sutton, Director of Revenue Cycle Customer Service Revenue Cycle Management INOVA	Ballroom C & D
2:00 – 3:15	Physician RCM Panel - Cinzia Lawrence, CEO, Pulmonary Associates of Richmond; Dinesh Pai, Chief Revenue Cycle Officer Tidewater Physicians Multispecialty Group; Angela Lefew, MBA, CRCP , Director of Billing Operations, The Centers for Advanced Orthopedics & Medvanta. Moderator Suzy Morris CPC CPB, Director, Enterprise Professional Billing UVA	Ballroom C & D
3:15 – 3:30	Break and Partners Networking	Ballroom A & B





Winter Conference..... Kingsmill Resort!



3:30 - 4:30	Price Transparency: Staying Compliant and Usable Eric Wixom - Co-founder & CEO Wixcorp	Ballroom C & D
4:30 - 4:45	Closing Remarks	Ballroom C & D
6:00 - 7:00	President's Reception Sponsored by Penn Credit & Knowtion Health	Ballroom Lobby

All registered attendees are invited to the Whaling Company Wednesday evening after the President's Reception for dinner.





Winter Conference..... Kingsmill Resort!



Agenda Thursday, December 12, 2024

8:00 – 12:00	Registration	Ballroom Lobby
8:00 – 9:00	Breakfast and Partner Networking Sponsored by Optum & Knowtion Health	Ballroom A - D
<hr/>		
9:00 – 9:30	AAHAM National Updates Pam Cornell, CRCE-I, MH, President, VA Chapter of AAHAM	Ballroom C & D
9:30 – 10:30	Healthcare Past, Present and future. The future doesn't have to be based on the past - Josh Robinson Revenue Cycle Executive Signature Performance; Chris Spady, Division Vice President Revenue Cycle – Southeast CommonSpirit	Ballroom C & D





Winter Conference..... Kingsmill Resort!



9:30 – 10:30	Healthcare Past, Present and future. The future doesn't have to be based on the past - Josh Robinson Revenue Cycle Executive Signature Performance; Chris Spady, Division Vice President Revenue Cycle – Southeast CommonSpirit	Ballroom C & D
10:30 – 10:45	Break and Partners Networking	Ballroom A & B
10:45 – 12:00	The Next Era of Denials Management: Peer Tactics for Keeping Pace with Payers -Robert Boos, Vice President, Revenue Cycle Centra Health; Debbie Herron, AVP Patient Financial Services, MedStar Sponsored by RMC, MARS, Medical Account Mgmt. & KeyBridge	Ballroom C & D
12:00 – 1:00	Lunch and Virginia AAHAM Annual Business Meeting, Award Ceremony & Partner Networking	Ballroom A - D
1:00 – 2:00	Partnerships in Revenue Cycle - Katie Adams, Administrative Director, Revenue Cycle Augusta Health; Robert Boos Vice President, Revenue Cycle Centra Health	Ballroom C & D





Winter Conference..... Kingsmill Resort!



2:00 – 2:15	Break and Partners Networking	Ballroom A & B
2:15 – 3:30	Rev Cycle Panel - Jason Mercier, Director of Patient Financial Services Chesapeake Regional; Leo Sutton, Director of Revenue Cycle Customer Service Revenue Cycle Management INOVA; Steven Honeywell, Associate Vice President for Patient Accounting Corporate Finance Penn Medicine; Matt Midgett, Senior Director of Revenue Integrity and Analytics/Performance Sentara Health	Ballroom C & D
<hr/>		
3:30 – 4:00	Closing Remarks & Door Prizes	Ballroom C & D





Winter Conference..... Kingsmill Resort!



5:00 – 6:00 John H Frierson, Jr Happy Hour & Reception Ballroom Lobby
 Nationwide Credit Corp, Penn Credit, &
 Aspirion

We will be leaving for Christmas town directly following the John H. Frierson reception.

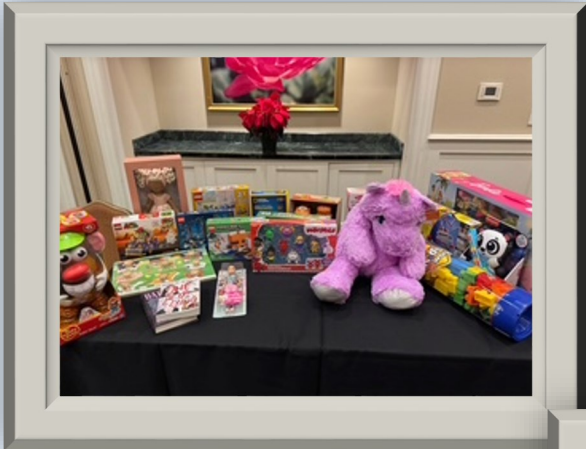




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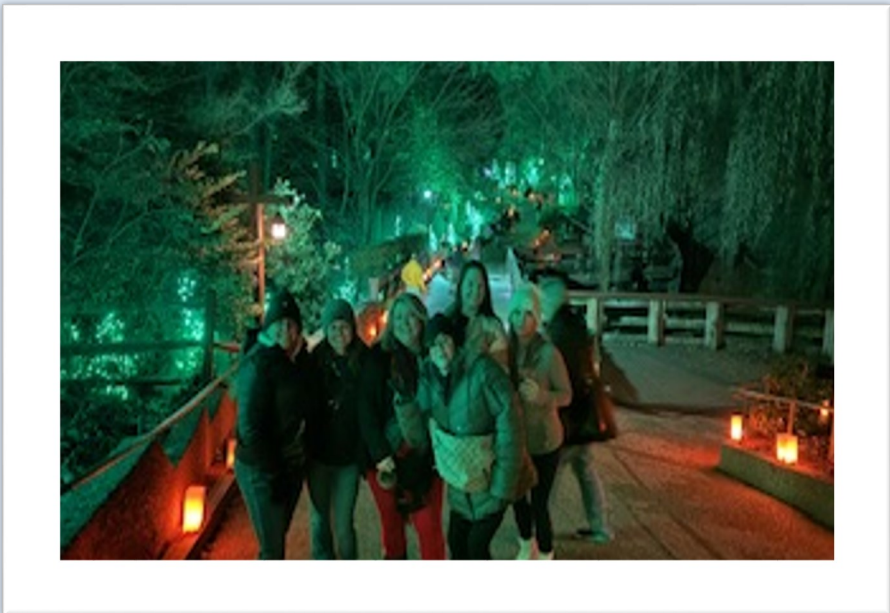
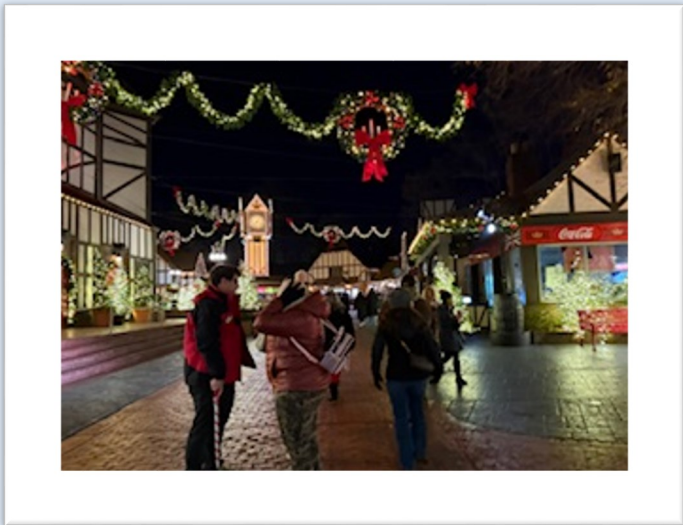
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Winter Conference..... Kingsmill Resort!





Winter Conference..... Christmas Town, Busch Gardens





Getting to know the Board!!



Pam Cornell
VA AAHAM Chapter
President 2024-2025

- Years in healthcare: 30 Years
- Year joined AAHAM: 2007
- Why did you join AAHAM? Education and networking opportunities
- Current Company/Position: Mercury Accounts Receivable Services, LLC - Sr. AVR Resolution Specialist
- Hobbies: Fitness & Health, Camping, Reading, Personal Development, Time with the grandkids
- Fun Fact: I was a medic and volunteered for a local rescue squad for 10 years





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Getting to know the Board!!



Cathy Price
VA AAHAM Chapter
Second Vice President 2024-2025

- Years in healthcare: 20+
- Year joined AAHAM: 2021
- Current Company/Position: Knowtion Health - RVP, Client Development
- Hobbies: Camping, Gardening, and Supportive Soccer Mom
- Fun Fact: I am a founding member of the DC Roller Derby fka DC Rollergirls - ScareForce One 4eva!!





Sponsorship Overview by Owen...

The Virginia Chapter of AAHAM is actively seeking sponsors to join us for the 2025 sponsorship year!

Are you ready to amplify your brand and make waves in the healthcare revenue cycle industry? The Virginia Chapter of AAHAM is rolling out the red carpet for our 2025 sponsorship season, and we want YOU to join the excitement!

By becoming a sponsor, you'll take center stage with decision-makers and trailblazers in the healthcare finance world. This is your chance to build meaningful relationships, share your expertise, and show how your solutions can help drive success across the industry.

Here's why you don't want to miss out:

Get Seen and Be Heard! Boost your brand visibility through our events, newsletters, and website.

Make Meaningful Connections! Connect directly with key professionals at our chapter meetings and conferences.

Be Part of the Solution! Partner with industry leaders to tackle the hottest challenges in healthcare finance.

Whether you're a returning superstar or new to the scene, we've got sponsorship tiers that fit your goals like a glove. Head over to the Virginia AAHAM website to check out all the perks and secure your spot today!

Don't miss out on the chance to be part of one of the region's most engaged healthcare financial management communities. Secure your sponsorship and help us make 2025 our best year yet!

For more information– Contact Owen Foley

Owen.Foley@penncredit.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.



CONGRATULATIONS VIRGINIA CHAPTER!

Virginia AAHAM received recognition for
2nd in the Nation for National Membership in 2024!

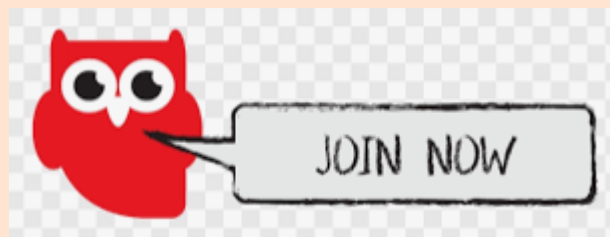
2025 VA AAHAM Membership Application

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!](#)





Upcoming Events

Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams are now available each month!

January 20-24, 2025

February 17-24, 2025

March 17-21, 2025

April 21-25, 2025





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Upcoming Events

Virginia Chapter of AAHAM

Save the Dates:

March 12, 2025

Spring Meeting– Innova Conference Center, Fairfax 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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Upcoming Events

VA AAHAM CERTIFICATION WEBINAR SERIES

February 21, 2025 | 12:30 PM to 1:30 PM

Zoom Meetings

[Add to Calendar \[vaaaaham.com\]](https://vaaaaham.com)

VAAAAM is pleased to offer FREE *certification* webinars. Please note the dates and session topics below.

All sessions will begin at **12:30 pm** EST and run through **1:30 pm** EST

Friday, 02/21/2025 - Patient Access

Friday, 03/07/2025 - Credits & Collections

Friday, 03/14/2025 - Billing Part 1

Friday, 03/21/2025 - Billing Part 2

Friday, 03/28/2025 - A/R Management

Registrations will begin first week of February...**Mark your calendars!!**

To further assist with helping earn certifications, VA AAHAM has provided practice exams for the CRCS, CRCP, and CRCE levels. You can find them by following this link: [VA AAHAM Practice Exams \[vaaaaham.com\]](https://vaaaaham.com)





Virginia AAHAM Executive Board 2024-2025



Chairperson of the Board
(Chapter of Excellence Committee)
Linda Patry, CRCE, Retired
Director, Patient Financial Services
Email: linpatry@gmail.com



President
(Committee Chairperson: Nominating Committee; Accounts Receivable/Third Party Payer Committee)
Pam Cornell, CRCE, Sr A/R Resolution Specialist
Mercury Accounts Receivable Services
Office: (571) 6003
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
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Virginia AAHAM Executive Board 2024-2025



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

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Virginia AAHAM Executive Board 2024-2025

Appointed Board Member: SPONSORSHIP COMMITTEE
Owen Foley, Regional Business Development Manager
 Penn Credit
 Office: (717)- 441-5458
 Email: Owen.Foley@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
 Sentara Health
 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
Virginal Insurance Counseling and Assistance Program (VICAP)
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





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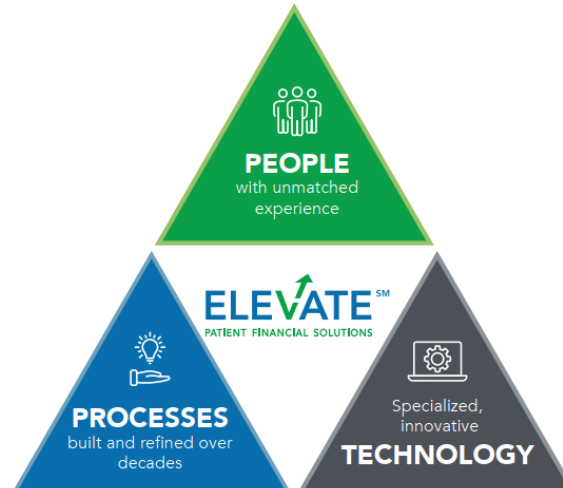
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Happier patients.



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- A/R Services
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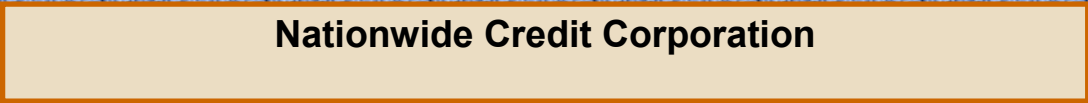
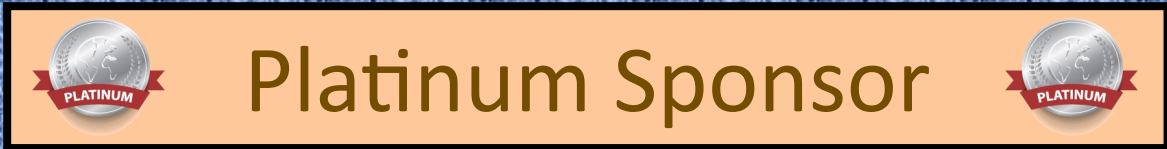
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GIVE US A CALL TO DISCUSS THESE SERVICES

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

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

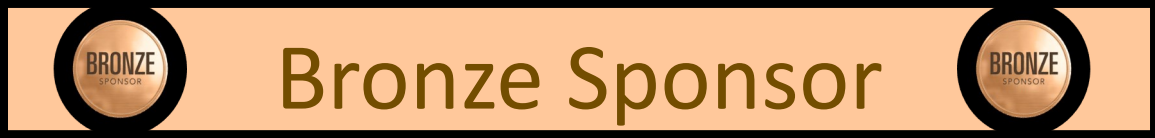
Ambulatory Surgery Center Billing and Follow-Up





Silver Sponsor







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One-Dish Meatball and Ravioli Casserole



- 1 (24 ounce) jar marinara sauce
- 1 (9 ounce) package frozen cheese ravioli
- 1 (14 ounce) package frozen cooked meatballs, thawed
- 2 cups shredded mozzarella cheese
- ¼ cup grated Parmesan cheese, or more to taste
- ¼ teaspoon crushed red pepper flakes, or to taste (Optional)

Step 1

Preheat the oven to 400 degrees F (200 degrees C). Spray a 9x13-inch casserole dish with olive oil spray.

Step 2

Pour about 1/2 of the marinara sauce into the bottom of the dish. In a single layer, place 1/2 of frozen ravioli on the sauce along with 1/2 of meatballs, and 1 cup mozzarella cheese.

Step 3

Place the remaining ravioli, meatballs, marinara sauce, and mozzarella cheese in that order on the casserole; sprinkle with Parmesan cheese and red pepper flakes. Cover with aluminum foil.

Step 4

Bake in the preheated oven for 20 minutes. Remove the foil, and bake until casserole is bubbly and cheese is melted, about 20 minutes more. Sprinkle with additional grated Parmesan, if desired.





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Match The Snow Facts

MATCH THE SNOW PHRASE TO ITS MEANING!

Answers on page two.

- | | |
|------------------|--|
| 1 SNOWBOARD | the largest on record was 15" wide |
| 2 SNOW FENCES | special scales for measuring the depth of snowpack |
| 3 SNOWMOBILE | hills of powdery snow formed by the wind |
| 4 SNOWMAN | its density is determined by visibility |
| 5 SNOW BLINDNESS | intentional drifts built to protect roadways |
| 6 SNOWFLAKES | no school or work |
| 7 SNOWDRIFTS | help your feet stay on top of the snow |
| 8 SNOW CANNONS | winter weapon of choice for kids |
| 9 SNOW JOB | caused by intensified UV rays reflected from snow |
| 10 SNOWPLOW | create artificial snow |
| 11 SNOWBALL | a lie |
| 12 SNOW DAY | Frosty |
| 13 SNOW PILLOWS | clears roadways |
| 14 SNOWFALL | surfs on snow |
| 15 SNOW SHOES | called "snow machine" by Alaskans and others |



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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.

