



The Virginia AAHAM Insider

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

The President's Message

Inside this issue:

"May you never be too old to search the skies on Christmas Eve" (unknown)

This is a little bittersweet as I type my last President's letter for our quarterly newsletter. I'm happy about the new friends I've come to know over the last 4 years. I'm happy for the new President, Amy Beech, and how she will grow during her term. She has supported AAHAM for many, many years and she is going to be a great leader during her term. We have a new 1st VP with Cathy Price transitioning into the role after a phenomenal 4 years as the 2nd VP. Leo Sutton is new to the board and will serve as the 2nd VP. He will continue to provide fantastic education for you all. Arlynn Flecker remains as treasurer and is a joy to have on board. She has done a great job of keeping the books and paying the bills. Sara Quick is joining the board as our secretary and we're thrilled to have her. David Nicholas will remain as the Finance Committee Chair. Unfortunately, Leanna Marshall is stepping aside as the Certification Chair but will remain on the board as an honorary board member. Linda Patry will also remain on the board as an honorary member, and I will transition into the Chairperson of the Board until Amy completes her term as President. Michael Whorley has served as honorary board member, and he is stepping down to enjoy his retirement for a while. He will only be a phone call away if we need him.

We are always looking for volunteers on our committees. Please reach out to info@vaaaham.com and Amy will get you in touch with the right committee.

In 2025, the Virginia Chapter of AAHAM was recognized at ANI in October. We are currently second in the nation for total active members. We took a year off from Chapter Excellence in 2024 and are happy to announce that we won first place for chapters with 200-300 members. We also won The Leslie Hampel Certification Award for the Chapter with the most newly certified members and the Carolyn Gostomski National Member Achievement Award for our efforts to improve National membership.

It has been an honor and a privilege to serve you and I'm looking forward to 2026 and seeing you all at an upcoming conference. We are scheduled for March 2026 at Inova in Fairfax. We will partner with HFMA so we know the education will be stellar. Happy holidays and Happy New Year!

Pam Cornell, President

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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.





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The Strength of Servant Leadership in Healthcare Finance



In a field as mission driven and people focused as healthcare, leadership is not just about directing teams. It is about serving them. That is the core of **servant leadership**, a philosophy that puts the needs of employees, patients, and the organization above personal ambition or control. In healthcare finance, this model can be transformational.

Servant leadership is grounded in empathy, listening, stewardship, and a commitment to the growth of others. For finance leaders managing complex responsibilities from budgeting and reimbursement strategy to vendor relationships and compliance, this approach fosters a culture of trust and collaboration. Instead of leading from the top down, servant leaders operate side by side with their teams, removing barriers, encouraging innovation, and building alignment with the organization's purpose.

This mindset is especially powerful when navigating uncertainty or change. When leaders prioritize the well being and development of their teams, employees feel valued, engaged, and motivated to bring their best. This can lead to stronger performance, higher retention, and a more resilient finance department, one better equipped to adapt to the pressures facing today's health systems.

Servant leadership is not about relinquishing accountability. It is about redefining what it means to lead with humility, clarity, and a commitment to something bigger than oneself. It is a leadership style that aligns naturally with the values of health care, and it has the power to shape not just financial outcomes, but organizational culture as a whole.

Reach out to Susan McDonald at smcdonald@keybridged.com for more information about how KeyBridge RCM services can serve you.





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VA AAHAM Executive Board Elections 2026-2027



New Executive Board 2026-2027

Amy Beech– President

Cathy Price– 1st Vice President

Leo Sutton– 2nd Vice President

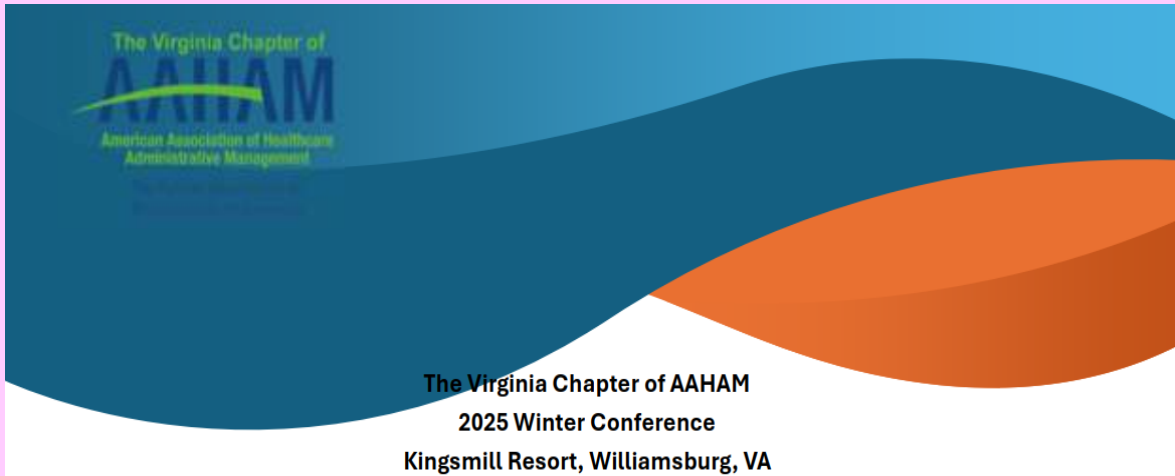
Arlynn Fletcher– Treasurer

Sara Quick– Secretary





Winter Conference... Kingsmill Williamsburg, VA. 2025



Agenda Wednesday, December 10, 2025

- 8:00 – 4:00 Registration
- 8:00 – 8:45 Breakfast and Partner Networking
- 8:45 – 9:00 Introduction and Welcome - Pam Cornell, CRCE, President, VA Chapter of AAHAM
- 9:00 – 9:45 AAHAM Talks – Erin Hodson, VP, Revenue Cycle, INOVA
- 9:45 – 10:30 AAHAM Talks – Jason Mercier, Director, Patient Accounts, Chesapeake Regional
- 10:30 – 11:15 AAHAM Talks – Willie Brown, VP, Revenue Cycle, Sentara Health





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Winter Conference... Kingsmill Williamsburg, VA. 2025



11:15 – 12:30 Lunch and Virginia AAHAM Annual Business Meeting, Award Ceremony & Partner Networking

12:30 – 1:15 AAHAM Talks – Katie Adams, MBA, BSBA, CRCE, Chief Revenue Officer, Augusta Health

1:15 – 2:00 AAHAM Talks – Leo Sutton, Director of Revenue Cycle Customer Service, INOVA

2:00 – 3:00 IDR under the NSA: Why it's important and how to achieve success – Adam Cartabiano, Chief Growth Officer, Knowtion Health

3:00 – 3:15 Break and Networking

3:15 – 4:15 Revenue Cycle Panel – Tackling Internal Change/Challenges – How to get out of our own way

4:15 – 4:30 Closing Remarks

5:00 – 6:00 President's Reception

We will be leaving for Christmas town directly following the Presidents Reception





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Winter Conference... Kingsmill Williamsburg, VA. 2025



Agenda Thursday, December 11, 2025

- 8:00 – 12:00 Registration
- 8:30 – 9:30 Breakfast and Partner Networking
- 9:30 – 9:45 AAHAM National Updates Pam Cornell, CRCE, MH, President, VA Chapter of AAHAM
- 9:45 – 10:30 AAHAM Talks Beth Harlan, Director, Revenue Cycle Optimization, VCU Health
- 10:30 – 10:45 Break & Networking
- 10:45 – 11:30 AAHAM Talks Matt Midgett, Senior Director, Revenue Cycle, Sentara Health
- 11:30 – 12:45 Vendor Appreciation Luncheon & Networking
- 12:45– 1:30 AAHAM Talks Chris Abbondanzo, Director, System Revenue Cycle, Riverside Health
- 1:30 – 2:15 AAHAM Talks Bob Boos, VP, Revenue Cycle, Centra Health
- 2:15 – 2:30 Break & Networking





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Winter Conference... Kingsmill Williamsburg, VA. 2025



2:30 – 3:30 The Future of Healthcare, Joshua Robinson, Revenue Cycle Executive, Signature Performance

3:30 - 4:30 Revenue Cycle Panel – Tackling Internal Change/Challenges – How to get out of our own way Part 2

4:30 – 5:00 Closing Remarks & Door Prizes

5:30 – 6:30 John H Frierson, Jr Happy Hour & Reception

We will be leaving for Dinner at the Whaling Company directly following the John H. Frierson reception.

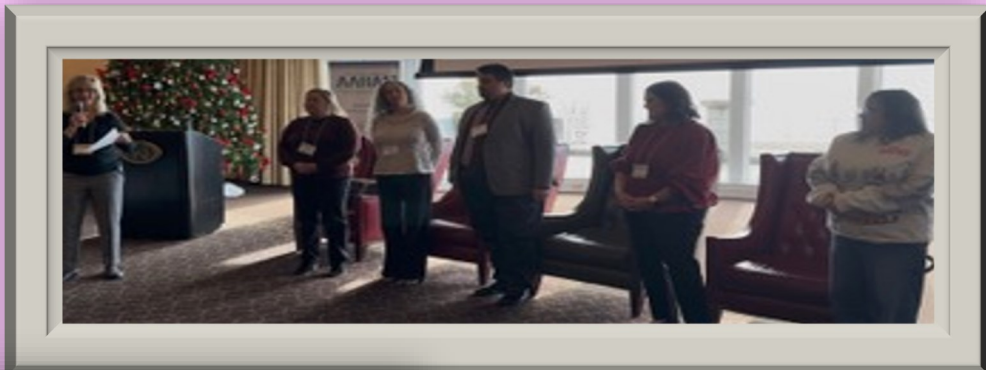




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Highlights Annual Meeting.. Kingsmill Resort

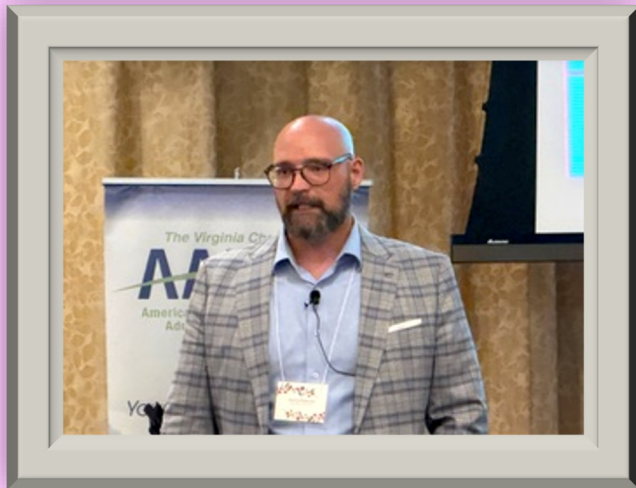




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Highlights Annual Meeting.. Kingsmill Resort





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Highlights Annual Meeting.. Kingsmill Resort





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Highlights Award Winners!



Amy Beech– Leanna T. Marshall
Award and Forest Perin Jr. Award



Michael Whorley– President’s
Award





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Highlights Award Winners!



Emoni White- Leanna T. Marshall
Award and Committee Award



Sara Quick- Committee Award





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

Highlights Award Winners!



Neil Bloom– Committee Award



Susan McDonald– Committee Award





Sponsorship Overview by Owen...

The Virginia Chapter of AAHAM is actively seeking sponsors to join us for the 2026 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 2026 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 2026 our best year yet!

For more information– Contact Owen Foley

Owen.Foley@penncredit.com





**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](#)





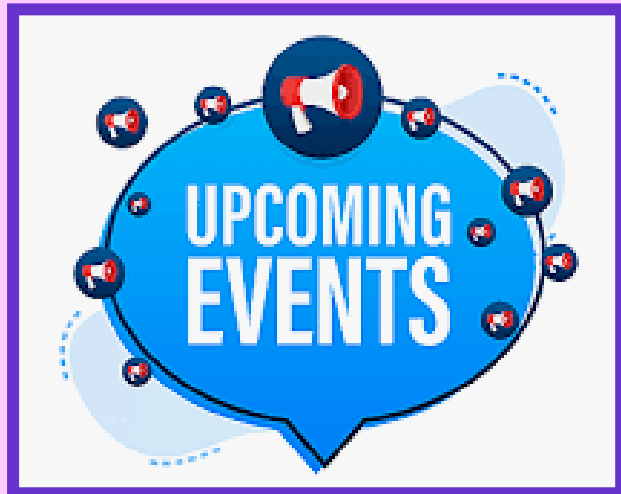
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Upcoming Events

Upcoming Certification Exam Dates and Registration Deadlines

Certification Exams will be available soon, be on the look out for more information.





Upcoming Events

Virginia Chapter of AAHAM

Save the Dates:

March 26 and 27, 2026

Spring Meeting with DC/VA HFMA at Inova, 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.





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 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





Virginia AAHAM Executive Board 2024-2025



Second Vice President
**(Committee Chairperson: Education Committee; Govern-
 ment 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
Owen Foley, Regional Business Development Manager
 Penn Credit
Office: (717)- 441-5458
Email: Owen.Foley@penncredit.com



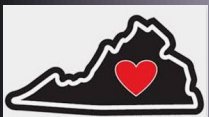
Appointed Board Member: CERTIFICATION COMMITTEE
Leanna Marshall, CRCE, Retired
 Charlottesville, VA
Phone: (434) 962-8508
Email: marshallleanna86@gmail.com



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: ewwhite82@live.com



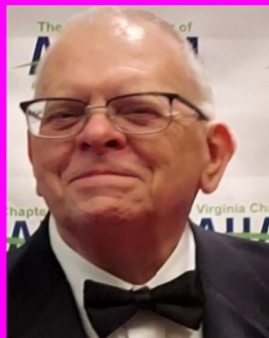


Virginia AAHAM Executive Board 2024-2025



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





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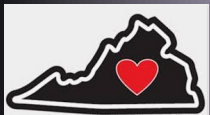
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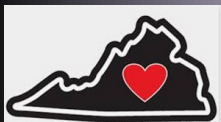


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Our culture is built on doing the right thing, compassion for others, continuous improvement, and the pursuit of excellence. Our expert teams deliver best-in-class RCM solutions to healthcare providers nationwide using innovative, specialized technology to address the most complex challenges of the revenue cycle.



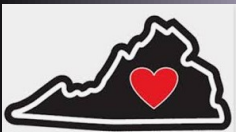


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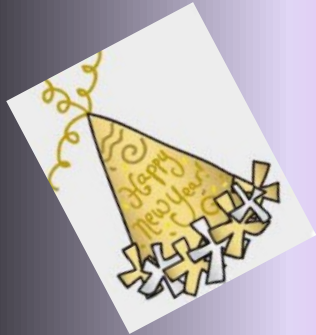






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NEW YEARS TRIVIA



1. Which country is first to celebrate New Year's Day?
a. Australia b. Japan c. New Zealand d. Samoa
2. How many fireworks are set off from the Sydney Harbour Bridge in Australia?
a. 20,000 b. 50,000 c. 80,000 d. 100,000
3. In which country do citizens eat 12 Grapes at midnight to bring in good luck?
a. Ireland b. Italy c. Scotland d. Spain
4. Which movie had the highest box office sales on New Year's Day?
a. Avatar b. Meet the Fockers c. Star Wars: The Force Awakens d. Titanic
5. What is the most common New Years resolution?
a. Exercise more b. Lose Weight c. Save Money d. Travel More
6. How much confetti is dropped on Times Square, New York on New Year's Eve?
a. 1000 pounds b. 2000 pounds c. 3000 pounds d. 4000 pounds
7. The lyrics to the Scottish Poem "Auld Lang Syne" were written by:
a. John Keats b. Robert Burns c. Lord Byron d. Robert Frost
8. Which country will host a Polar Bear Plunge in icy cold water on New Years Day?
a. Canada b. Denmark c. Iceland d. Norway
9. Which of the following baby names means "New Beginning"?
a. Aurora b. Levin c. Luna d. Nyssa
10. In which year do to "light" restrictions did the ball not drop in Times Square?
a. 1917-1918 b. 1931-1932 c. 1942-1943 d. 2011-2012
11. Which Songwriter released the single "New Year's Day" in 2017?
a. Ariana Grande b. Katy Perry c. Ed Sheeran d. Taylor Swift
12. Which country hosts a Junkanoo Parade on January 1st?
a. Bahamas b. Cayman Islands c. Jamaica d. Trinidad





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Canapés

Ingredients

Base Options:

- 1 [French baguette](#)
- Ritz crackers , water crackers, or whole grain crackers
- Cucumber Rounds or bell pepper chunks
- Endive leaves

Topping Ideas (Choose Your Favorites):

- Chicken salad with dried cranberries, chopped pecans
- Mashed avocado with canned tuna, sesame seeds, lime juice
- Fresh mozzarella slices or ricotta with halved cherry tomatoes, fresh basil, balsamic glaze
- [Ricotta cheese](#) with prosciutto, honey, chopped pistachios
- [Cream cheese](#) with smoked salmon, fresh dill, capers
- Brie cheese with fig jam, toasted walnuts
- Goat cheese with cucumber slices, fresh dill, lemon zest
- [Mascarpone](#) with fresh berries, mint leaves
- Feta cheese with pomegranate arils



Instructions

1. **Toast Baguette slices (OPTIONAL):** Preheat oven to 400°F. Slice baguette into ½-inch rounds and arrange on a baking sheet. Brush with olive oil and toast for 5-7 minutes.
2. **Assemble the Canapés:** Choose your topping combinations from the list above. Spread or place your base ingredient first (cream cheese, ricotta, mashed avocado, etc.). Add main topping (salmon, prosciutto, tomatoes, etc.). Finish with garnishes (herbs, drizzles, nuts, etc.).
3. **Serve:** Arrange on serving platter and serve immediately, or cover and refrigerate for up to 1 hour before serving.





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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.

