



# The Virginia AAHAM Insider

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

## The President's Message

Inside this issue:

*"Life is a journey to be experienced, not a problem to be solved" Winnie the Pooh*

Happy Spring 2025! The time change and warmer temperatures are just what we need to get out of the winter blahs and get back into our Summer vibe.

The Virginia Chapter of AAHAM Board recently held our annual strategic planning session to prepare for the rest of the year and beyond. We also finished up our virtual webinars to assist you with upcoming exams. Thank you to Linda Patry, David Nicholas, Deanna Almond, Michael Whorley, and of course our Certification Chair, Leanna Marshall.

We have several events coming up to assist you with obtaining CEUs and continuing education.

Legislative Day will be local again this year and runs from April 14-17. More details can be found at <https://aaham.org/page/LegislativeDay>

The 2025 ANI will be held in Baltimore, Md and volunteers are needed to assist. Save the dates of October 20-22, 2025 and come join us for this exciting networking and education event.

National will also be presenting webinars in the summer to help you obtain CEUs. Be on the lookout for those in the coming months.

Our local chapter will be meeting on October 8<sup>th</sup> for a Fall Winery Tour in Charlottesville and our Fall Education Conference will be on October 9<sup>th</sup>. Save the dates! Further info can be found at <https://vaaaham.com/meetinginfo.php>

Also, this is an election year. Please let me know if you're interested in running for a position on the Board or serving on a committee. You can reach me at [info@vaaaham.com](mailto:info@vaaaham.com)

I look forward to serving you all in my final year as President of The Virginia Chapter of AAHAM. Enjoy the Spring and get ready for Summer!

Pam Cornell

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



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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](http://www.VAHosPAC.com).

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





# The Virginia AAHAM Insider

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## *Is BPO the solution for Back-Office Shortages*



Unfortunately, the healthcare industry faces a massive labor shortage, extending beyond clinicians and nurses to the back office. The back office is the part of a medical practice that patients rarely see. The “business” side of the practice deals with medical coding, debt collection, and insurance claims.

Shortages of crucial staffing positions, such as claims specialists, affect every aspect of the practice because they impact the revenue cycle. The answer to addressing back-office staff shortages might be BPO.

The benefits of outsourcing back office jobs have become clear in recent years. Business process outsourcing (BPO) helps practices to optimize and better manage their healthcare revenue cycle from insurance claims to debt recovery.

### **Putting the Focus Back on Patients**

People don’t like to think of healthcare as a revenue-based business because it is about the patient experience. The fact is without back office services, the patient experience suffers. Third-party BPO services can play an intricate, although not direct, role in improving patient care.

The tasks performed in the back office of a healthcare business are time-consuming and redundant. Outsourcing these primarily administrative duties reduces clinicians’ workload, putting their focus back on the patients.

### **Understanding the Revenue Cycle**

BPO typically focuses on the positions impacting the revenue cycle, but what does that mean? In its most simplistic form, the healthcare revenue cycle begins with creating a patient account and ends with collecting all funds owed on that account.





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This cycle can break down at many points. For example, a specialist that sees a patient with no referral might have to fight with the insurance provider to get paid, depending on the policy. Coding errors and inaccurate data entry are enough to impact the revenue cycle. Each leak in the revenue cycle means lost time and possibly income.

For this reason, back office jobs in healthcare tend to be very specific. The various back office practices contribute to creating a healthy revenue cycle. A healthy revenue cycle means better workflow at the front end of the healthcare system, where patient care is critical.

Staff in the back office utilize complex tools that help keep the revenue cycle intact, such as:

- Financial clearance
- Patient information confirmations
- Charge capture
- Charge entry
- Claims management
- Statement processing
- Payment posting
- Denial posting
- Insurance follow up
- Denial management

Staffing shortages in the back office of any healthcare business are like having breaks in the armor. They open up holes that can impact the revenue cycle and potentially kill the business. That is bad for patients and caregivers.





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## *Is BPO the solution for Back-Office Shortages*



### **Why Consider Business Process Outsourcing?**

For years, the healthcare industry has tried to avoid outsourcing because of the concern of protecting the patient experience. Finding exemplary third-party service gives the front-of-house staff more time to focus on patients. Also, outsourcing helps stimulate business growth, benefiting the patient and the staff.

Business process outsourcing offers an actionable solution as shortages grow in traditional back office positions such as debt follow-up and collection. However, the healthcare revenue cycle is complex, and any cog in that wheel has an impact.

The distinctive benefits that come with BPO include:

- Shifts patient focus – BPO takes over time-consuming tasks, so the front-of-house staff has more time for patient care.
- Cost-effective – BPO offers a cost-effective way to reduce overhead. Lowering operational expenses by outsourcing costs less money and time than training in-house staff. That money can go back into the business and further enhance patient care.
- Re-shift energy – Quality care and enhanced patient services become the only concern when back office tasks disappear. With outsourcing, practices have more time and money to grow what they can offer their patients, such as adding specialists to the service.
- Reduce mistakes – There is nothing simple about the healthcare industry, including the business aspect of it. Health insurance portability and accountability rules cost money if not followed correctly. An effective BPO partner is more likely to stay up-to-date on the regulations and reduce the risk of fines.





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## *Is BPO the solution for Back-Office Shortages*



Business process outsourcing frees things up using specialist staff and automation.

*Automation improves not only labor expense but also helps to improve timeliness and accuracy of work performed.*

– Jon Neikirk Executive Director, Revenue Cycle at Froedtert Hospital, WI

The goal of BPO in the healthcare industry is to improve patient outcomes by filling those gaps that can cause revenue cycle leakage. BPO keeps costs under control, allowing for better patient engagement. Healthcare providers can outsource standard BPO services to improve their revenue cycle, benefit their patients, and reduce the backlog.

*In some instances, it does make sense to outsource. It's vital to ensure that your revenue continues to flow.*

–Sheila Augustine Director, Patient Financial Services at Nebraska Medical Center

BPO services use specialized teams and innovative technology to process large volumes of medical claims quickly and accurately. BPO helps maintain the accuracy of these claims to avoid disrupting the revenue cycle.

### **Use Outsourcing to Cover Back Office Shortages**

BPO provides healthcare organizations with a solution when they have back office shortages. It allows them to send tasks that impact their revenue cycle to specialists trained to do them.

### **Claim Processing**

The billing process generally starts with filing a claim to an insurance agency. That initial claim is one of the most critical. When done right, it can lead to timely and accurate payments. When done wrong, it will lead to payment reductions or denials.





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## *Is BPO the solution for Back-Office Shortages*



### **Legacy AR Wind-Downs**

Legacy AR is at the top of the list when healthcare facilities transition to a new revenue cycle management or hospital information system. In addition, the combination of new technology and changes in the healthcare industry make upgrades to new systems sometimes necessary.

Dealing with leftover accounts receivable costs money and time when done in-house. On top of that, a new system means the staff has to spend that valuable time learning how to use the platform to avoid slowdowns.

One of the most challenging parts of a transition is dealing with legacy accounts. It often means staff must work on two separate systems until the backlog clears. Outsourcing the legacy wind-down eliminates the need. Instead, the current staff can focus on getting the new system live while the BPO works on the legacy AR.

### **Aged AR Clean-Up and Follow-Up Specialists**

Aged AR clean-up is one of the essential parts of managing collections. BPO specialists will work to settle outstanding balances from insurance companies or third-party payers and provide supporting documents.

They can help delinquent patients account holders work through a payment system or understand how to appeal denials. They can offer aggressive follow-up that allows the removal of delinquencies from the system. They offer to rebill when necessary and regular account reviews.

### **Finding the Cure to Back Office Shortages**

The healthcare industry is facing challenges right now. There are chronic shortages in nursing staff and clinicians among an escalating need for healthcare services. The World Health Organization (WHO) estimates that by 2030, one in every six people will be over 60.





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## *Is BPO the solution for Back-Office Shortages*



The aging population puts stress not only on healthcare services but on the labor force, as well. Add to that the need to make medical care more affordable in the U.S. without sacrificing quality, and it's not hard to see why there is a shortage in the back offices, too.

The solutions for providing better quality health services to more people, such as telehealth and remote patient monitoring, emphasize the need to keep the back office strong. Business process outsourcing is a cost-effective cure for back office shortages in healthcare.

Reach out to Susan McDonald at [smcdonald@keybridgemed.com](mailto:smcdonald@keybridgemed.com) for more information about how our BPO services can serve you.





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## Spring Conference... Inova



### Networking at the Caboose Commons!

**March 11th - 6-7:30pm** at Caboose Commons. There is a complimentary shuttle from the hotel to the Mosaic District for those who do not wish to drive.

[2918 ESKRIDGE RD FAIRFAX, VA 22031](https://www.caboosecommons.com/)





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## Spring Conference....Inova



**The Virginia Chapter of AAHAM**

**2025 Spring Meeting**

**Inova Conference Center**

**8100 Innovation Park Drive 2<sup>nd</sup> Floor, Fairfax, VA 22031**

**Certified members will earn 10 CEU's**

**Agenda Wednesday, March 12, 2025**

8:00 – 9:00	Registration/Light Breakfast/Partner Networking
9:00 – 9:30	Introduction and Welcome - Pam Cornell, CRCE, MH, President, VA Chapter of AAHAM
9:30 – 10:45	Vivian Boyd Chair   Revenue Cycle- Billing and Accounts Receivable Mayo Clinic
10:45 – 11:45	Leo Sutton, Director of Revenue Cycle Customer Service Revenue Cycle Management INOVA





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## Spring Conference....Inova



11:45 – 1:00	Lunch & Partner Networking
1:00 – 2:00	Brett McMillen, System Vice President Revenue Cycle Operations VCU Health & Sharon Holmes, CRCR, AVP Client Delivery Ensemble Health Partners
2:00 – 3:00	TBD
3:00 – 3:15	Break & Partner Networking
3:15 – 4:15	Willie P. Brown, MBA, MT (ASCP), CHFP, CRCA, Vice President, Revenue Cycle & Sally Raynard, Director, Patient Accounting Sentara
4:15 – 4:30	Closing Remarks





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## Spring Conference....Inova



The Virginia Chapter of  
**AAHAM**  
 American Association of Healthcare  
 Administrative Management  
*Empowering the future of healthcare  
 revenue cycle excellence.*

### Our Speakers



**Vivian Boyd**  
Mayo Clinic



**Stephan Sutton**  
INOVA



**Brett McMillan**  
VCU Health

**Wednesday, March 12, 2025**  
Inova Conference Center  
8100 Innovation Park Drive 2<sup>nd</sup> Floor, Fairfax, VA 22031



**Willie P. Brown**  
Sentara



**Sally Raynard**  
Sentara





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## Spring Conference....Inova





# The Virginia AAHAM Insider

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## Getting to know the Board!!



Linda Patry  
VA AAHAM Chapter  
Chairman of the Board  
2024-2025

- Years in healthcare: 50 Years
- Year joined AAHAM: 1989
- Why did you join AAHAM? I joined AAHAM to become certified. I did not have a college degree at that time and the certification was an avenue to help prove my knowledge and worth to my employer. I passed the CRCE exam in 1990. Throughout my career, AAHAM provided me with networking opportunities in the profession. Those opportunities led me to be recruited by another organization in my hometown and ultimately led to my move to Virginia
- Current Company/Position: Retired July 2024 from Mary Washington Healthcare
- Hobbies: Reading, writing, running, and art. I am currently focusing on watercolors.
- Fun Fact: I am French Canadian; First Generation American and spoke French before I spoke English.

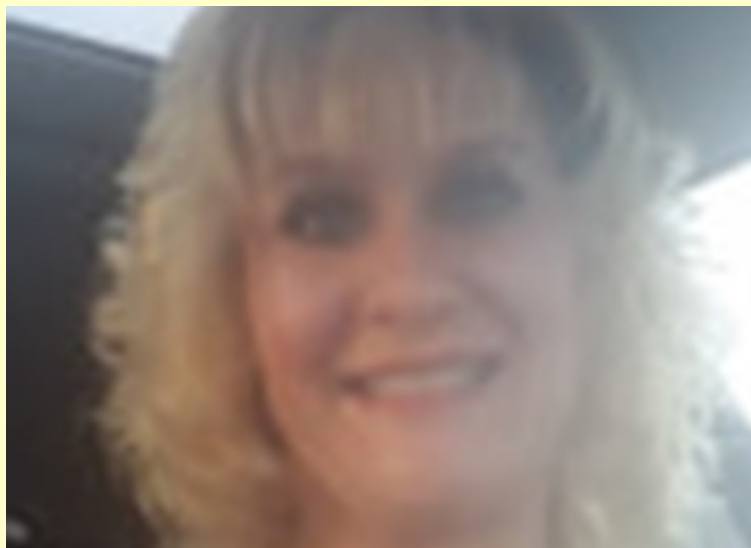




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## Getting to know the Board!!



Deanna R.  
Armstrong  
VA AAHAM Chapter  
First Vice President  
2024-2025

- Years in healthcare: 36 years
- Year joined AAHAM: 2017
- Why did you join AAHAM: So, I could have access to my peers' knowledge, grow in my knowledge about the Revenue Cycle and I wanted to be apart of something bigger that would have the ability to make a difference and improve Healthcare for all
- Current Company/Position: Mary Washington Healthcare - IS Application Analyst, Access and Revenue Team
- Hobbies: Working around the house (I love home projects), traveling with my new husband and enjoying time with family and friends
- Fun Fact: I do not like having an Echo device in my home...makes me feel monitored 😊





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## Getting to know the Board!!



**Amy Beech**  
VA AAHAM Chapter  
Secretary 2024-2025

- Years in healthcare: 17 years
- Year joined AAHAM: 2009
- Why did you join AAHAM: Education and networking
- Current Company/Position: Augusta Health - Patient Financial Services Manager
- Hobbies: Traveling to any beach 😊
- Fun Fact: I love British cars!





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## Getting to know the Board!!



Arlynn Flecker  
VA AAHAM Chapter  
Treasurer 2024-2025

- Years in healthcare: 20+
- Year joined AAHAM: 2010
- Why did you join AAHAM: I joined to network with members and stay up to date on all things Rev Cycle.
- Current Company/Position: Nationwide Credit Corporation (NCC) - VP of Compliance and Client Experience
- Hobbies: Reading, music, outdoors, and cooking
- Fun Fact: You can usually hear me before you see me 😊





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## 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](mailto:abeech@augustahealth.com)**





## AAHAM Certification Options:

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

## What are the AAHAM Exams?



### What is the AAHAM CRCE (Executive) certification?

Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills.

### What is the AAHAM CRCP (Professional) certification?

Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge and skills. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.





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## 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!

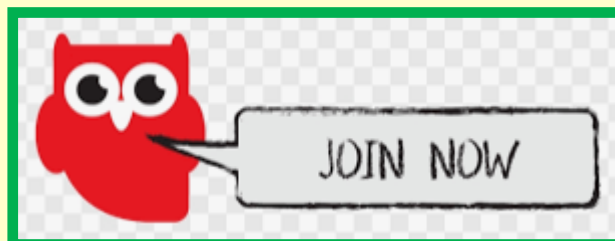
## 2025 VA AAHAM Membership Application

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

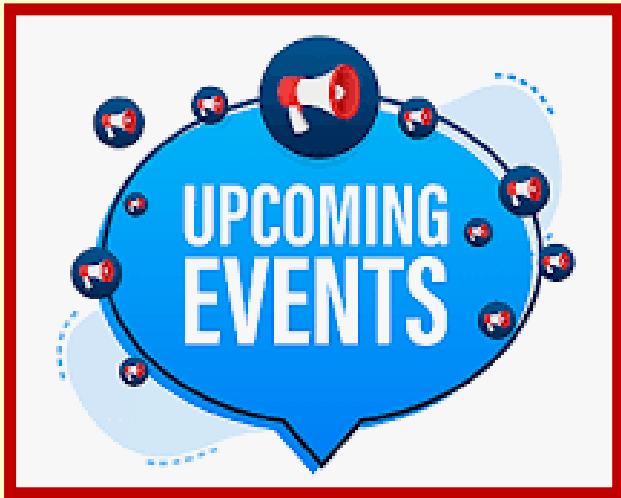
Certification Exams are now available each month!

April 21-25, 2025

May 19-23, 2025

June 16-20, 2025

July 21-25, 2025





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## Upcoming Events

### Virginia Chapter of AAHAM

Save the Dates:

**October 8, 2025**

**Fall Wine Tour, Charlottesville VA.**

**October 9, 2025**

**Fall Meeting,**

**UVA North Fork Town Center**

**994 Research Park Blvd, Charlottesville 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

### *Virginia Chapter of AAHAM*

**Annual Winter Conference**

**December 10-11th, 2025 Kingsmill Resort, Williamsburg VA**





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## Upcoming Events



### Agenda

#### **Monday, April 14, 2025** - Day 1: Policy Briefing

- Prior Authorization
- Medical Debt
- Using AI in Claim Denial Process

#### **Tuesday, April 15, 2025** - Day 2: Congressional Speakers

- Members of Congress
- Congressional Staff
- Agency Staff
- Industry Experts

#### **Wednesday, April 16, 2025** - Day 3: Congressional Visits

- House and Senate visits back in your
- congressional home district and state

#### **Thursday, April 17, 2025** - Day 4: Post Fly-In Recap





# Upcoming Events



**AAHAM 2025 Annual National Institute**

Save the Date! October 20 - 22, 2025 | Hilton Baltimore Inner Harbor, Baltimore

**More information is coming soon!**





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## 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](mailto: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](mailto: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](mailto:deanna.almond@mwhc.com)





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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](mailto: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](mailto: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](mailto: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](mailto:Owen.Foley@penncredit.com)



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



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



**Appointed Board Member: COMMUNICATIONS CHAIR**  
**Emoni White**  
 Sentara Health  
 Office:  
 Email: [evwhite82@live.com](mailto:evwhite82@live.com)

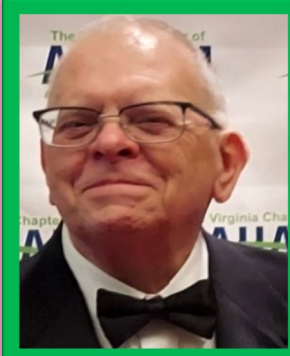




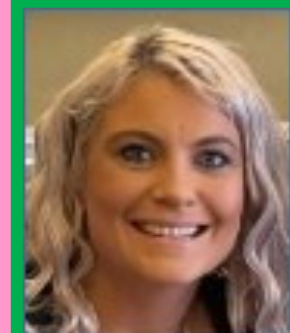
**Virginia AAHAM Executive Board 2024-2025**



**Honorary Board Member**  
Linda McLaughlin, CRCE, Retired  
Office: (804) 690-7282  
Email: [Linda.B.Mclaughlin@gmail.com](mailto: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](mailto: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](mailto:Eric.summers@wixcorp.com)





# The Virginia AAHAM Insider

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## **CORPORATE SPONSORSHIPS**



***University of Virginia***

***Annuity Health***

***NCC***

***Elevate***

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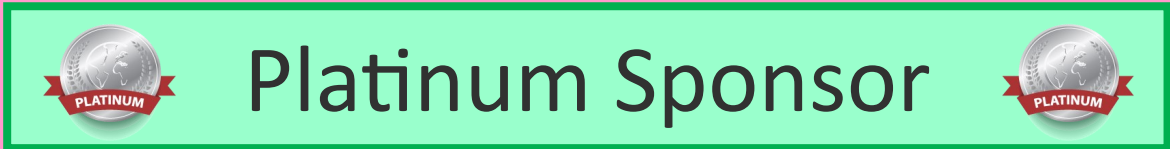
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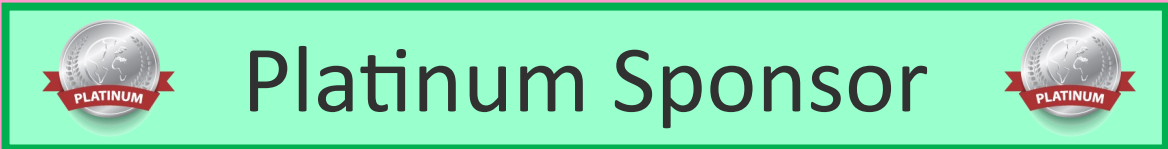


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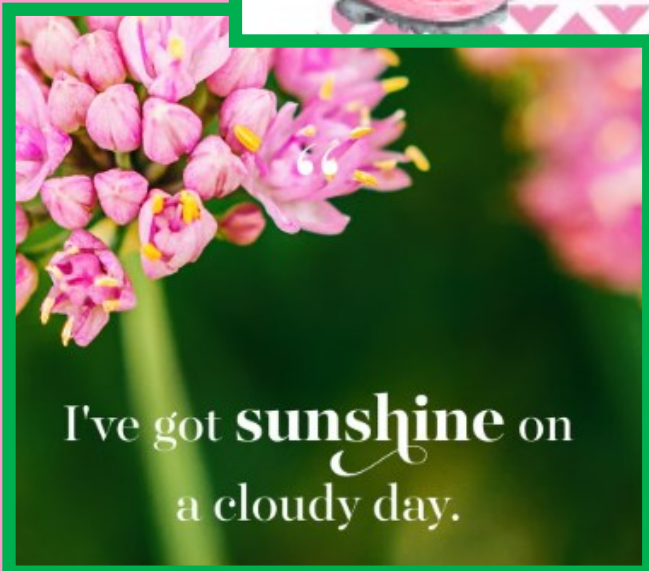
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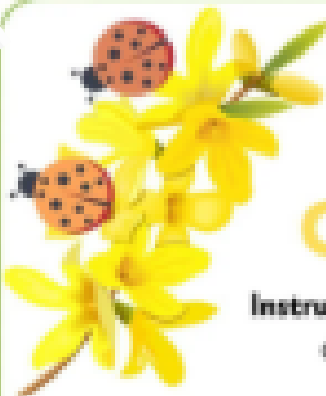
I've got **sunshine** on a cloudy day.





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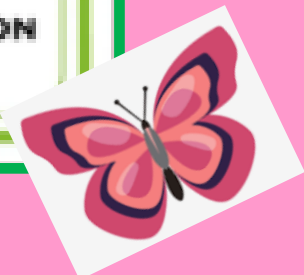
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## SPRING FACT OR FICTION

Instructions - Circle if each Spring statement is Fact or Fiction. The most correct answers wins!

- |   |             |                |
|---|-------------|----------------|
| 1. Cinco De Mayo is a Spring holiday.         | <b>FACT</b> | <b>FICTION</b> |
| 2. The 1st day of Spring is May 20th.         | <b>FACT</b> | <b>FICTION</b> |
| 3. Dandelions are considered a Spring flower. | <b>FACT</b> | <b>FICTION</b> |
| 4. The 1st day of spring is Spring Equinox.   | <b>FACT</b> | <b>FICTION</b> |
| 5. All the butterflies thaw out in Spring.    | <b>FACT</b> | <b>FICTION</b> |
| 6. Spring symbolizes Rebirth.                 | <b>FACT</b> | <b>FICTION</b> |
| 7. Fathers Day is a Spring holiday.           | <b>FACT</b> | <b>FICTION</b> |
| 8. Spring marks 12 hour day & 12 hour night.  | <b>FACT</b> | <b>FICTION</b> |
| 9. Vernal means "Spring".                     | <b>FACT</b> | <b>FICTION</b> |
| 10. Spring ends June 24th.                    | <b>FACT</b> | <b>FICTION</b> |
| 11. Tornados happen more in Spring.           | <b>FACT</b> | <b>FICTION</b> |
| 12. A groundhogs shadow means early spring.   | <b>FACT</b> | <b>FICTION</b> |
| 13. Equinox means equal night.                | <b>FACT</b> | <b>FICTION</b> |
| 14. A yellow Spring flower is a lilac.        | <b>FACT</b> | <b>FICTION</b> |
| 15. The stem is the largest part of a flower. | <b>FACT</b> | <b>FICTION</b> |





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## Ingredients

- 3 packages (8 ounces each) Crystal Farms Original Cream Cheese, softened
- 3 cups crumbled Odyssey® Traditional Feta cheese, divided (18 ounces)
- 4 tablespoons butter, softened
- 1/2 cup snipped fresh dill
- 1/2 cup minced fresh parsley
- 1/4 cup grated onion
- 1 tablespoon garlic powder
- 1 medium carrot, unpeeled

### BUNNY FACE:

- Thinly sliced deli ham, cut to fit inside of ears
- 1 small carrot, peeled
- Black peppercorns
- Fresh dill sprigs
- Assorted fresh vegetables

## Instructions

- 01** Beat the cream cheese, 2 cups feta and butter in a large bowl until combined. Add the dill, parsley, onion and garlic powder; beat until blended. Cover and refrigerate for at least 30 minutes.
- 02** Shape half of the feta mixture (about 2 1/2 cups) into a large ball for bunny body. Place ball on a serving platter. Shape a quarter of mixture (about 1 cup) into a small ball. Place next to body for bunny head.
- 03** Cut carrot into two sticks, each about 1/2-inch thick x 3-inches long. Divide remaining feta mixture into three portions. Shape two portions around carrot sticks for ears. Press carrot sticks into bunny head, adding support for the ears. Shape the remaining portion into a ball for tail; place on bunny.

### Bunny Face:

- 01** Press ham on bunny ears. Cut carrot into a small triangle; place for nose. Arrange peppercorns for eyes and dill sprigs for whiskers. Gently pat remaining feta over body and around face. Cover and refrigerate until serving.
- 02** Serve with vegetables.



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

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## What is AAHAM?

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

