



The Virginia AAHAM Insider

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

The President's Message

Spring 2026 Issue

Hello Virginia AAHAM Members,

As we welcome spring—with warmer temperatures, longer days, and flowers beginning to bloom—I'm reminded why this is one of my favorite times of the year. It also feels especially meaningful as I share my very first President's Letter with you. I am truly honored to serve as President of the Virginia Chapter of AAHAM and look forward to connecting with many of you throughout the year.

We recently held our first conference of the season, a joint meeting with the Virginia/ DC Chapter of HFMA at Inova in Fairfax, VA. It was a fantastic event with engaging speakers and great participation. We also enjoyed a sold-out networking evening at McKenzie's, where many of you embraced the fun of a 1920s-themed murder mystery dinner, your creativity and enthusiasm made it a memorable night.

I'm excited to announce the kickoff of our complimentary certification webinar series beginning Friday, April 10, with Credit and Collections. Additional sessions include:

April 17 – A/R Management

April 24 – Patient Access

May 1 – Billing Part I

May 8 – Billing Part II

All sessions will be held from 12:30–1:30 PM. We encourage you to take advantage of this valuable opportunity. Please visit our website at Calendar of Events (vaaaham.com) to register.

Looking ahead, we have several great events planned. Our Fall Meeting will take place on Friday, September 25, in Charlottesville, VA, with our Annual Wine Tour on September 24. We will also host our Annual Winter Meeting at Kingsmill Resort in Williamsburg, VA, on December 9–10. More details will be shared soon, and we hope to see you there.

We are currently seeking a Certification Chair. If you are interested in becoming more involved with the chapter, I would love to connect with you and share more about this opportunity.

National AAHAM will be announcing details for the upcoming ANI conference soon, so please stay tuned.

As always, your input is important to us. If there are topics you would like to see covered at future events or ways we can better support you, please don't hesitate to reach out.

Thank you for your continued engagement and support of Virginia AAHAM. I am excited for what lies ahead this year.

Sincerely,

Amy Beech, CRCE

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.





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Managing Professional Burnout



Do you feel like a prisoner in your job? Do you often feel like you're fighting a battle you can't win? Are you confident that when you take time off from work the work will get done while you're away? Are you struggling to find a good work/life balance? If you feel defeated, is someone telling you that or is it that voice inside your head that we all have telling you that? Well, please know that you're not alone. Many of your friends and colleagues feel the same. The healthcare industry is full of challenges. We're often asked to do more with less. Outside regulatory pressures and payer issues are constant. These are just some of the stressors in our professional lives. Our personal lives can include caring for aging parents, loss of a job, a sick loved one, divorce, finances, raising kids as a single parent, or just keeping up with household responsibilities

So what do you do to reset? How do you keep it all together for yourself and for your teams? Nearly 20% of healthcare workers have considered leaving the industry since the pandemic. Leadership engagement has gone down.

Here are some things you can do for yourself:

- Take the first step
- Be intentional
- Make self-care a priority
- Have an Accountability Partner
- Know who you are – Are you a Revenue Cycle leader, a spouse, a parent, a grandparent, a caregiver, a business owner
- Separate your personal satisfaction from your professional satisfaction
- Stop taking on other people's stuff
- It's okay to look into therapy if you need to – betterhealth.com

"Preserve Your Purpose"

Here are some things you can do for your team:

- Celebrate the wins
- Recognize a job well done





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Managing Professional Burnout



- Employee Surveys are important but make sure you have a strategy around the findings
- Communicate expectations
- Create a culture of accountability
- Focus on the big things
- Let the mission drive you
- Have fun

“Culture outperforms strategy every time; and culture with strategy is unbeatable.”

Quint Studer

“A boss will ask you to manage your stress. A leader will fix what is causing it.”

Lise Kuecker

So, in summary, don't sweat the small stuff. Focus on the big things that are really going to impact your results and your performance. Guard your time vigorously and put up guardrails around what you will and will not do. Would you expect someone to maintain the same pace you have set for yourself? Do not wait until it's too late to make a change. Some say we only live once. The truth is we live every day. There is an abundance of professional development resources out there. What is truly most important to you? You are the one that needs to take the first step. You've got this! The future is bright!

Bill Eikost, FHFMA
Regional VP of Business Development
KeyBridge Medical Revenue Care
beikost@keybridgemed.com

Reach out to Bill Eikost at beikost@keybridgemed.com for more information about how KeyBridge RCM services can serve you.





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Highlights - Spring HFMA & AAHAM Joint Conference at Inova in Fairfax



VA AAHAM Spring Conference

March 26 & 27, 2026

Northern VA



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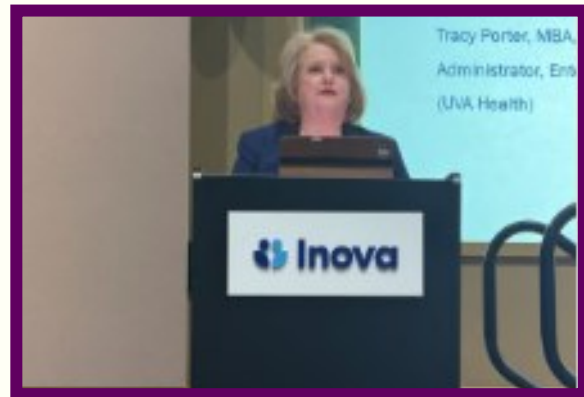




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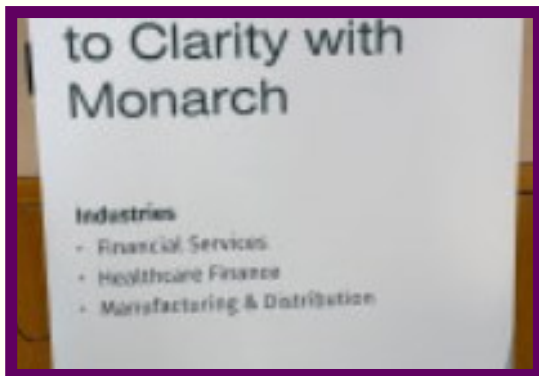




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Virginia-Washington DC HFMA & VA AAHAM Joint Spring Conference

March 26, 2026 - March 27, 2026

© 8100 Innovation Park Drive, 2nd Floor
Fairfax, VA 22031

Agenda

Here's what's scheduled for the webinar series

All Dates
3/26-3/27

Thursday
3/26

Friday
3/27

Filters

March 26, 2026

8:00 AM ET

Breakfast

8:00 AM-9:00 AM

Registration Open

8:00 AM-4:30 PM

8:45 AM ET

HFMA & AAHAM Welcome Introduction from Chapters

8:45 AM-9:00 AM



Amy Beech



Elizabeth Byerly





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9:00 AM ET

Inova Leadership Opening Remarks

9:00 AM-9:30 AM



Erin Hodson, MSN
VP, Revenue Cycle
INOVA

9:30 AM ET

Keynote: Leading With Empathy: Inclusion as a Core Competency in Hea...

9:30 AM-10:30 AM

Summary: Experience a session designed to spark transformational reflection and engage both the mind and heart. We'll explore why empathy and inclusion are essential leadership competencies- and how embedding them into everyday operations improves outcomes, reduces burnout, and creates trust-filled environments for both staff and patients. You'll leave with actionable practices and a renewed sense of purpose as a leader



Timothy Sibert
Director Revenue Operations
Family Care Center

10:30 AM ET

Break

10:30 AM-10:45 AM





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10:45 AM ET

Capital Strategies for AMC's

10:45 AM-11:45 AM

This presentation outlines how VCU Health approaches capital strategy, including financial planning, investment evaluation, and allocation of resources across operational and strategic priorities. It highlights key financial metrics such as IRR, payback period, and breakeven analysis to guide decision-making, along with governance processes and alignment with system-wide goals. The material emphasizes disciplined capital allocation, long-term sustainability, and performance-based evaluation of investments.



Michael McNeely, CPA, CSMC, CHFP, MBA
VP of Finance Planning, Strategy, Performance, and Analysis
VCU Health

11:45 AM ET

Lunch - HFMA Installation of Officers

11:45 AM-1:00 PM

1:00 PM ET

New Estimates and Financial Clearance

1:00 PM-2:00 PM

This educational session focuses on the growing importance of accurate patient estimates and effective financial clearance in today's healthcare environment. Participants will explore how upfront financial transparency, insurance verification, and patient communication impact collections, patient experience, and overall financial performance. The session will also highlight best practices for improving estimate accuracy, reducing patient confusion, and supporting both access to care and revenue integrity.



Raul Banerjea
AVP Revenue Cycle & Patient Access
Inova



Kenneth Driskill
Director of Revenue Cycle Operations...
VCU Health





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2:00 PM ET

Building the Bench: UVA's Leadership Development Program for Revenue...

2:00 PM-3:00 PM

In today's rapidly evolving healthcare environment, revenue cycle success depends on developing leaders who understand both the complexity of the work and the people who make it happen. UVA Health's Revenue Cycle Leadership Development Program was created specifically to meet this need with a uniquely immersive, revenue-cycle-focused approach. Through job shadowing, leadership interviews, industry-aligned HFMA and AAHAM education, professional book studies, leadership philosophy courses, and onsite learning with UVA RCO leaders, participants gain the technical, operational, and interpersonal skills essential for modern revenue cycle leadership. This session will showcase how UVA built a transformative program that prepares leaders to manage change, engage teams, and elevate performance across the enterprise.



Tracy Porter, CHFP, MBA
Administrator Revenue Cycle Operations
UVA

3:00 PM ET

Break

3:00 PM-3:30 PM

3:15 PM ET

Payor + Provider Relationships

3:15 PM-4:45 PM

This session examines the evolving relationship between healthcare payers and providers, focusing on how these dynamics impact reimbursement, operations, and patient access. It highlights key challenges such as contract complexities, policy changes, and communication gaps, while offering strategies to strengthen collaboration and improve revenue-cycle performance.



Katie Adams
Chief Revenue Officer
Augusta Health



Chris Abbondanzo
Director, System Revenue Cycle
Riverside



Chris Spady
VP, Revenue Cycle
Erlanger Healthcare





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5:00 PM ET

Personal Time before Networking Event

5:00 PM-6:00 PM

6:00 PM ET

Murder at Mackenzie's : The Secrets of the Speakeasy

6:00 PM-10:00 PM

Please Note: There is an additional fee to attend this event, with limited tickets available. Be sure to secure your seat now!

March 27, 2026

8:00 AM ET

Breakfast

8:00 AM-9:00 AM

Registration Open

8:00 AM-11:00 AM





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9:00 AM ET

VHHA: Legislative Regulatory Policy and Changes

9:00 AM-10:00 AM

Session Summary

This educational session provides an overview of recent and emerging legislative, regulatory, and policy developments impacting healthcare organizations in Virginia and Washington, DC. Participants will examine how state and federal actions—including payment policy, regulatory compliance, workforce initiatives, and healthcare reform efforts—affect hospital operations, reimbursement, and strategic planning. The session also highlights key issues to monitor and practical considerations for healthcare leaders navigating an evolving policy environment.



Emily Lafon
Senior Director of Medicaid & Hospital Financial Policy
Virginia Hospital & Healthcare Association

10:00 AM ET

Winning the Denials Game: How AI Enables Hospitals to Work Every De...

10:00 AM-11:00 AM

Winning the Denials Game: How AI Enables Hospitals to Work Every Denial and Recover Revenue Faster

Hospital claim denials continue to rise, putting billions of dollars in earned revenue at risk while hospitals face increasing uncompensated care and patient out-of-pocket balances. This session explores how hospitals are using AI-powered appeal technology to work every denial – even low-dollar claims – while dramatically reducing appeal preparation time and accelerating overturn decisions. Through real-world results from WVU Medicine, attendees will see how automation, data integration, and AI-driven drafting are transforming denials management and helping hospitals protect every dollar of revenue.



Jane Kennedy
Enterprise Director of UM
WVU



Scott Earich
Principal
The Wellington Group





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11:00 AM ET

Lunch Break

11:00 AM-12:00 PM

12:00 PM ET

Leading High Functioning Revenue Cycle Teams through AI and Automa...

12:00 PM-1:00 PM

This session explores how rising denial rates are creating significant financial and operational challenges for hospitals, and how AI is transforming appeals management. It demonstrates how AI-driven tools streamline research, improve consistency, and reduce manual workload, leading to faster turnaround times, higher overturn rates, and improved staff efficiency while keeping humans in control of decision-making.



Melissa Koehler
AVP, Health Information Management
Inova

1:00 PM ET

Leadership Panel

1:00 PM-2:30 PM

This leadership panel examines how federal reform, margin compression, and care model shifts are forcing healthcare organizations to fundamentally rethink revenue cycle strategies and financial sustainability. It highlights the need to move beyond traditional inpatient-dependent models, prioritize automation for true cost reduction, and redefine performance through risk mitigation and net yield. The discussion emphasizes proactive adaptation to policy, technology, and payor dynamics as critical for long-term viability.



Chris Spady
VP, Revenue Cycle
Erlanger Healthcare



Raul Banerjee
AVP Revenue Cycle & Patient Access
Inova



Brett McMillan
VP Revenue Cycle
VCU





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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 Sara Quick for information!

squick@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!

2026 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

2026 - Save the Dates:

Wine tour—Sept 24th

Fall Meeting at UVA Health in Charlottesville—Sept 25th

Winter Conference at Kingsmill Resort in Williamsburg—Dec 9th and 10th

April 17—A/R Management Webinar

April 24—Patient Access Webinar

May 1—Billing Part 1 Webinar

May 8—Billing Part 2 Webinar



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.





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





Virginia AAHAM Executive Board 2024-2025



Chairperson of the Board

(Chapter of Excellence Committee)

Pam Cornell, CRCE, Sr A/R Resolution Specialist
Mercury Accounts Receivable Services

Email: pscornell2001@yahoo.com



President

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



First Vice President

(Committee Chairperson: Membership & Chapter Development; Chapter Awareness)

Cathy Price-Campbell, CRCP

Email: catprice@gmail.com





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Virginia AAHAM Executive Board 2024-2025



Second Vice President

(Committee Chairperson: Education Committee; Government Relations Committee)

Leo Sutton

Email: leosutton@gmail.com



Secretary

(Committee Chairperson: Publications Committee)

Sara Quick, CRCS, CCT Patient Data Quality Training and Auditing

Augusta Health
P.O. Box 1000 Fishersville, VA. 22939

Office: (540) 332-4929

Email: squick@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

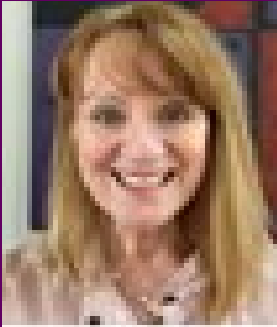


Appointed Board Member: COMMUNICATIONS CHAIR
Emoni White
Sentara Health
Office:
Email: ewwhite82@live.com

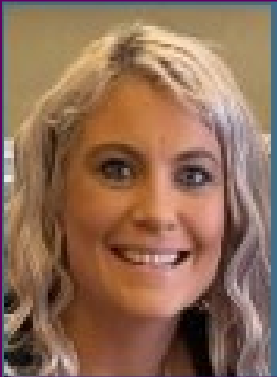




Virginia AAHAM Executive Board 2024-2025



Honorary Board Member
Linda Patry, CRCE, Retired
Email: linpatry@gmail.com



Committee Chairperson Student Membership Committee
Danielle Sadrack
Credit Control Corporation
Email: dsadrack@credcontrol.com





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MDS





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A purple rectangular banner with a black border. On the left and right sides are circular silver badges with a globe icon and a red ribbon at the bottom that says "PLATINUM". In the center, the words "Platinum Sponsor" are written in a large, dark blue, sans-serif font.




Platinum Sponsor


elevatepfs.com



A proven RCM partner
you can trust.





For over 40 years, ElevatePFS has built its reputation as a leading national revenue cycle management services provider trusted by hospitals and health systems across the country.

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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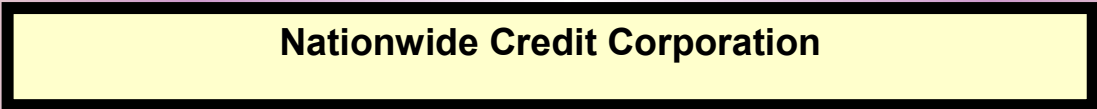
CREDIT CONTROL CORPORATION

Cash Recovery Specialists














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Mercury
Accounts Receivable Services

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













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April Fool's Day Fun Facts!



April Fools' Day might just be an ancient tradition of playful chaos! Some say it dates back to the Roman festival Hilaria (which literally means "joyful"), where people dressed up in disguises and playfully mocked each other—even officials! Others think Mother Nature started it all, fooling us with unpredictable spring weather. Either way, pranking has been in style for centuries! More fun>>>

Guess!



How did April Fools' Day start?

Many people believe that April Fools' Day started over 400 years ago in France. They say it began over a change in the calendar. At one time, New Year's Day was celebrated on April 1. The king decided to move it to January 1. Some people did not realize this. They celebrated New Year's Day on April 1. They were called April Fools! Today, April Fools are people we play harmless tricks on!




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APRIL FOOL'S DAY WORD SEARCH

- PRANK
- JOKE
- TRICK
- HOAX
- LAUGH
- FUNNY
- FOOL
- PLAY
- TEASE
- FAKE
- GAG
- SURPRISE
- SILLY
- MISCHIEF
- HILARIOUS
- LAUGHTER
- CLOWN
- SNEAKY
- GOOFY
- GIGGLE

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



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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.

