

REFLECTIONS



Pennsylvania Three Rivers AAHAM

Fall Newsletter

OCTOBER 2023



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President's Letter

Christine Ifft, CRCE

Hello All!

By the time you will be reading this, summer will be over, and we will be starting into our fall/winter season! I hope everyone got to enjoy the summer because it really felt like a short one this year! We just finished our Fall Conference at the beautiful Omni Bedford Springs! It was such an awesome event with fantastic and engaging education and networking. I am sure that those who attended will agree how amazing it was!

Speaking of the Fall Symposium, we noticed that our attendee numbers still aren't where we would like them to be with the number of members that we have. We tried a new venue this year that rivals that of the Nemaquin conference days to see if we would have a bigger turnout as we know so many of you loved that venue. We have such a great lineup of speakers and education, have a wonderful venue, and made it during the week so that we would not run in to weekend schedules. With all of that said – we were wondering why we didn't see YOU at the conference? In order to plan next year's events, we need your feedback to help us! Drop us a line on the [Contact us](#) link and let us know why you were unable to join us! Please be honest – it could be anything from your employer doesn't pay for it, you can't get out of the office, this time of the year is not good due to children just starting school, location was too far out, etc..... We would love to get your feedback so that we can provide you with options and plan future events!

My tenure as President is coming to an end soon. We have secured nominations for new incoming officers for the 2024-2025 election period. The nominees are notified, and we will be putting out the ballot to vote soon! It's such a great opportunity to serve the Chapter and let's not forget – a great resume builder as well as a wonderful networking opportunity. If you weren't nominated (remember next time that you can nominate yourself!), you may want to volunteer for a chair position! Just reach out to one of the officers and let them know! Our National Board just had an election for our National Officers, and we are excited to see what this brings! In addition to the change of the Board, we also have a new management company at the National level. We are looking forward to seeing what great changes they will be bringing to AAHAM as well!

I would encourage you to review our list of wonderful sponsors on our website and reach out to them in event that you would have a service that they could help you with! This is an excellent list of vendors that not only support our organization, but that have good reputations and are knowledgeable in our field of Revenue Cycle.

This paragraph will be a staple in my letters. I am going to ask you all to get engaged with our Chapter. To join a committee, sit in on a Board meeting, ask questions, make suggestions, and become certified. We would love to hear what you have to say, get fresh ideas, and have you involved!

Please make sure you follow Pennsylvania Three Rivers AAHAM and National AAHAM on social media for up-to-date information. Three Rivers is on Facebook, Instagram, and Twitter for your convenience.

I will close my letter with gratitude – I have enjoyed working with all the wonderful people who have served on the Pennsylvania Three Rivers Board either as an Officer or Chair over the last four years! We have been through the pandemic and the changing environment afterwards, but we were still able to serve our Chapter members with as much great education as we could! I am so proud to have been part of it! Thank you all!

Stay safe, stay well!

Christine Ifft, CRCE
Pennsylvania Three Rivers AAHAM Chapter President

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Charles J. Hilton & Associates, P.C.

PLATINUM SPONSORS

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Credit Management Company
Penn Credit Corporation

GOLD SPONSORS

Americollect
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Revecore

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KeyBridge Medical Revenue Care
Revco Solutions

BRONZE SPONSORS

BAM – Bureau of Account Management
Commercial Acceptance Company
DeBiase & Levine, Inc.
KeyMed Partners

MEMBERSHIP

Christine Ifft

We have had a great year with local membership this year! We are proud to say that we currently have 130 local members with the Pennsylvania Three Rivers Chapter! Thank you so much for joining our Chapter and we hope that you are reaping some of the benefits of your membership!

In case you weren't aware of those benefits – one of the biggest benefits is that you get to enjoy reduced fees to any of our conferences that we have throughout the year! If you haven't made it to any this year, we have our next and final conference of the year coming up on December 8th. If you have attended, I think you can attest that we have had some great education and networking opportunities! We now offer a “combo” ticket to these events – where you can choose the membership/event ticket at the price of a membership and member pricing for the event. For instance, for our fall event, a non-member ticket was \$400, but a membership/member rate ticket was \$330 so you can see the savings!

Another benefit is that we have a scholarship fund made available to those members that have been with us for at least a year. You can apply for the scholarship to offset up to \$500 to attend an overnight conference being presented by Pennsylvania Three Rivers Chapter and/or National AAHAM that is at least two days in length and includes one overnight stay or up to the cost of registration for a one-day meeting. Our membership rate is only \$30 for the campaign year! We will be starting our 2024 membership campaign in the coming weeks! Stay tuned for more information soon!

Why Should You Get Involved with Pennsylvania Three Rivers AAHAM

Brenda Fraas

Joining Pennsylvania Three Rivers AAHAM can be beneficial in many ways. Joining a professional organization can provide access to a wealth of information and unbelievably valuable professional contacts. Attending Pennsylvania Three Rivers AAHAM meetings encourages collaboration, teamwork, and networking, which can help you down the line when you are look for a new job.

Another incentive to get involved is to make friends. Friendships form effortlessly when you share similar interests with your peers. I have Lisa Hennigan to thank for getting me involved in Pennsylvania Three Rivers AAHAM many years ago when she asked me to be Certification Chair. Even though Lisa and Barb Winwood, Colleen McMahon, Jackie Shaw, Teresa Moore and Nancy Baker were work colleagues, we became great friends over the years because of AAHAM and even though some of us have moved on in our careers and we no longer work together, we continue to meet up throughout the year, which I always cherish. Another great friend I have made through AAHAM is our Chapter president, Christine Ifft. Christine and I have become great friends and over the past few years, we have roomed together at our National events to save the Chapter money and we end up staying up half the night just talking!!! Lots of laughs and great memories!!!

It is not what we have in life, but who we have in our life that matters!!

Additionally, joining a professional organization allows you to connect with individuals who inspire you so you can build self-confidence. People may find this hard to believe, but Christine and I are both introverts. However, we come out of our shells at AAHAM meetings and socialize more then we normally would.

Reasons to get involved in PA Three Rivers AAHAM:

- 1.You are needed!!! Volunteers are extremely valuable to our organization.
- 2.A fantastic way to build lasting friendships!!!
- 3.The Officers and Board cannot do it all! We need working committees, the more people we get involved, the less work it is on a few people.
- 4.There is a deep sense of teamwork, and you get involved with others from all different walks of life.
- 5.You can make a difference!! Do not underestimate your potential!

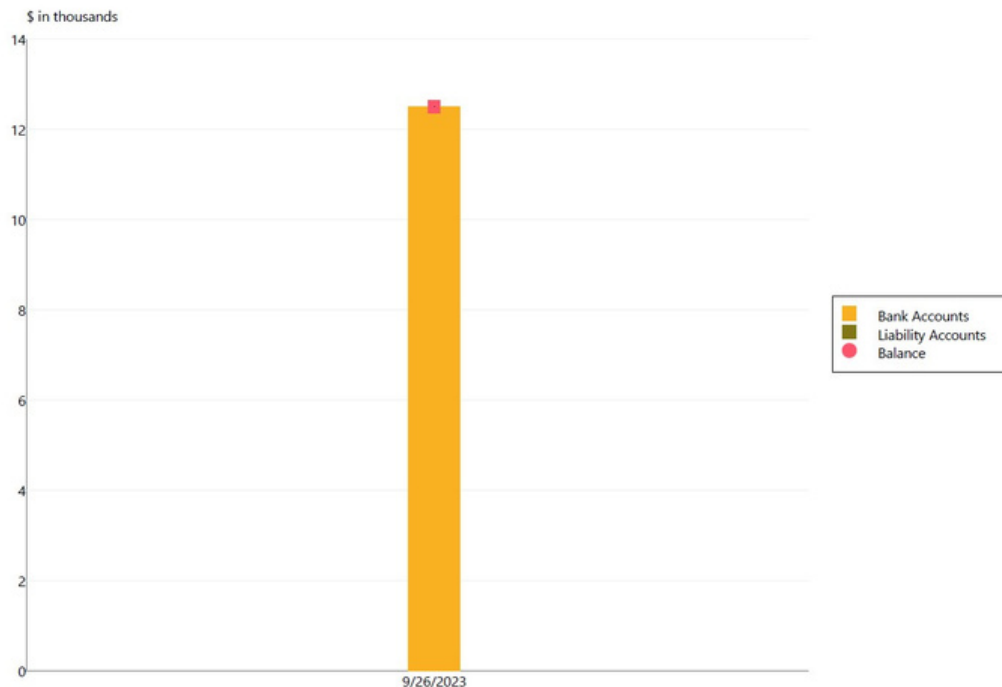
If you have been thinking about stepping out of your comfort zone and getting involved in Pennsylvania Three Rivers AAHAM, then 2024 is your year! Contact Brenda or Christine for more information!

Treasurer's Report Summary

Account Balances - As of 9/26/2023

Account	9/26/2023 Balance
Bank Accounts	
Non-Profit Checking xxxxxx1315	9,051.68
Scholarship	3,449.94
TOTAL Bank Accounts	12,501.62
Liability Accounts	
TOTAL Liability Accounts	0.00
OVERALL TOTAL	12,501.62

Account Balances - As of 9/26/2023



AAHAM's New Partnership

AAHAM's Executive Committee announced an especially important update for the organization on August 28. With the changing needs within our industry, it is imperative AAHAM can pivot, stay technologically relevant, and provide the best value, resources, networking, and education opportunities to members. We identified the need to explore partnership opportunities with an association management company that will provide a strategic pathway to success. In 2022, AAHAM formed an RFP Task Force to accomplish this initiative. The Task Force identified five areas to focus on in the selection of a management partner. They were:

- Cultural fit
- Operational excellence
- Chapter relations
- Certification experience
- Leadership

After an extensive search and approval by our Board of Directors, our new association management company partner, Association Headquarters (AH) was announced.

Partnering with an association management company provides AAHAM access to resources and subject matter experts to fulfill the needs of our organization. The need for change is a result of the direction of our organization and the value AAHAM wants to continue to provide our members. AH's experience is a perfect match for the growth of our brand and the vision for our future.

If you are planning to attend the ANI in Los Angeles, you will get to meet the AH team!

2023 AAHAM ANI

AAHAM's ANI 2023 was a huge success this year. It was held at the Lowes Hollywood Hotel in Los Angeles, California. Every year AAHAM invited you to the ONLY industry in-person event dedicated to patient financial service professionals. Our Annual National Institute gives PFS professionals an opportunity to address industry challenges with top-level educators, generating ideas to thrive in a changing landscape.

The ANI is where PFS professionals tackle challenging issues affecting the industry. The AAHAM ANI has industry renowned revenue cycle speakers with many sessions and presenters in three separate healthcare tracks: Revenue Cycle, Leadership Engagement, and Operational. The sessions are all designed with your continuing education in mind. As an added benefit, there will be a panel discussion, where our panelists will share best practices from the operational side.

The ANI helps you become a more valuable resource to your facility and your colleagues and helps you forge vital industry connections. AAHAM equips you with real solutions and latest ideas you can use immediately.

For more information on the ANI, go to

<https://aaham.org/page/ANI>

Certification Corner:

Brenda Fraas

Are you thinking of getting AAHAM certified? AAHAM offered free certification webinar training sessions this past July and August with live sessions. If you were not able to attend the live sessions, webinar recordings are available. If you are planning to take any of the AAHAM certification exams, you will benefit from participating in the webinar program. It is a proven fact that those who participated in AAHAM's webinars had a higher exam pass rate, than those who did not. National also provides study guides online for all the exams plus the exams are now offered monthly verses quarterly.

AAHAM certification is becoming a more personal goal as more organizations have decreased budgets and no longer paying for professional certification. Think of AAHAM certification as a personal commitment and an investment in your future and something that can help you climb the corporate ladder. Begin your certification program with the CRCS and climb the ladder until you get to be CRCE certified. Pennsylvania Three Rivers AAHAM is planning to expand our certification program in 2024. If you are interested in listing AAHAM certification as one of your qualifications and would like more information, please contact Brenda Fraas @ fraasbl2@upmc.edu or Christine Ifft @ cifft@phx-pt.com for more information.

AAHAM CERTIFIED REVENUE CYCLE SPECIALIST (CRCS)

This exam is intended for revenue cycle staff with responsibilities in patient access, billing, account resolution, denial management, collections, cash posting, customer service, and self-pay collections. The exam focuses on knowledge required in revenue cycle functional areas including registration (front desk), billing, and credit & collections. Specialist certification is an online proctored exam that evaluates 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.

AAHAM CERTIFIED REVENUE CYCLE PROFESSIONAL (CRCP)

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.

AAHAM CERTIFIED REVENUE CYCLE EXECUTIVE (CRCE)

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.

AAHAM CERTIFIED REVENUE INTEGRITY PROFESSIONAL (CRIP)

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.

AAHAM CERTIFIED COMPLIANCE TECHNICIAN (CCT)

Compliance certification is an online proctored exam that thoroughly evaluates 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.

2023 Pennsylvania Three Rivers

AAHAM Fall Symposium

Alyshia Ravida

Let me start by saying WOW! This year's venue for the Fall Symposium was Omni Bedford Springs and it was absolutely wonderful! The property, guest rooms, conference rooms, and food were all top notch. To make this event even better, we had phenomenal speakers and topics – as usual!

We started our conference with a full breakfast provided by our Gold Sponsors: AccuReg Software; Americollect and Revecore. Our Keynote Speaker was author Karin Lund from G-Power Global and she presented on Every Day Acts of Inclusion. It made me think a lot about being very purposeful and thoughtful to our colleagues. Even to the example about meeting minutes. It doesn't always have to be the same person on our team taking notes all the time. Give everyone the opportunity to support note taking for the team.

The next speaker was John Olesnavich from WVU Medicine, and he shared with us Strategies to Address Non-Contracted Payer Plans. This presentation resonated with a lot of the audience, especially surrounding reference-based pricing. John shared that WVU Medicine takes it a step further and posts on their website the list of employers the facility will not accept their insurance in order to be explicitly clear there is no contract between the facility and the organization. John's presentation was awesome. We will definitely be bringing John back in the future to share updates on this and other topics!

Our delicious lunch was provided by our Platinum Sponsors: Audley Law Offices, P.C.; Credit Management Company and Penn Credit Corporation. After lunch, we were joined by Benjamin Tweel, Senior Cyber Security Specialist from Bank of America to discuss what's next in Cyber Security. Not only was he a great speaker, but he shared valuable information with the audience on best practices for protecting your information.

Lisa Lauderman, National AAHAM's 1st Vice President and from our neighbouring AAHAM Chapter (PA Keystone), filled us in about what's going on at the National level regarding the new Administrative Management Company, certifications, the upcoming ANI, and election results. Congratulations to Lisa on being elected the 2024-2025 National President of AAHAM!!!

After a brief break that was provided by our Bronze Sponsors: BAM; Commercial Acceptance Company; Debiase & Levine Associates and KeyMed Partners, Caroline Znaneic from Protiviti shared with us how to create High-Value Revenue Cycle Assessments. She reviewed common mistakes that are made and how to avoid them.

Before we started our panel discussion, Christine Ifft, our Chapter President, presented Barbara Winwood with the President's Award for her longstanding service to our Chapter. .

Since Barb retired during COVID, we were not able to fully celebrate her! As a Board, we are so appreciative of all that she has contributed to making our chapter a success

To wrap up the day, Barb moderated a panel discussion on the hot topics surrounding Patient Access. She was joined by panellists' Corey Hahn from UPMC, Teresa Carey from Allegheny Health Network and Juline Fenton from Phoenix Physical Therapy. The session was interactive as they discussed how their teams addressed front end denials, as well as communication from the back end on trends that are identified; how staffing issues are being addressed and the use of automation or AI, just to name a few of great questions that were addressed.

Attendees met for social hour before our Diamond Sponsor, Charles J. Hilton Law Office sponsored a delicious Italian dinner. It was a beautiful evening to spend outside by the bonfire networking with our colleagues as we had not seen many of the folks since before Covid.

Tony Berkebile from Sunstone Consulting joined us bright and early on day two to educate the audience on Worker's Compensation and what we need to know. Sara Carroll from BDO followed with a presentation on Information Technology and Revenue Cycle Collaboration. We learned that communication is key, and we should be including our IT folks in our meetings so they can know what is coming down the pike regarding new programs and changes.

After a short break provided by our Silver Sponsors: HRSI; KeyBridge and Revco Solutions, Kapil Sharma from Source 1 Healthcare Solutions shared what's happening in the telehealth arena now that COVID is 'over'. He provided useful definitions of the components of 2024 Final Rule, as well as OIG investigations that have stemmed from telehealth.

We wrapped up the presentations with Dan Mulholland, Attorney from Horthy, Springer, and Mattern present on Self-Disclosure: When and How to Submit. One of my takeaways from his presentation was when he said 'Think More, Speak Little, and Text Less', Great words of advice!

A new addition this year was how the providers visited with our Vendor partners. Each provider was given a sheet with questions on it and we had to talk to our Corporate Sponsors to determine which sponsor matched the question. There was a lot of networking and camaraderie over the 2 days as all of our providers discovered the different services our Corporate Sponsors provide. We would like to give a SHOUT OUT to ALL of our Corporate Sponsors as we could not do what all we do without their support.

2023 Pennsylvania Three Rivers AAHAM Fall Symposium

Alyshia Ravida

I would like to sincerely thank the Education Committee for all their hard work in pulling this event together! The Education Committee consists of myself, Christine Ifft, Brenda Fraas, Lisa Hennigan, Matthew Keeney, Taran Lee, Laura Moss, Sharri Roudebush and Sharon Taube. Fantastic teamwork!

Overall, we were really happy with the event and look forward to seeing everyone again for our December Meeting on December 8 at the Pittsburgh Marriot North! More details coming soon!

PROVIDER RAFFLE WINNERS AT THE 2023 FALL SYMPOSIUM

DONATED BY	ITEM	PROVIDER WINNER
Alyshia Ravida	Wine basket	Laurie Steffy
Americollect	Yeti mug, cooler. . . .	Janelle Peterman
Audley Law Office	Michael Kors backpack	Aly Kuhns
Audley Law Office	Michael Kors tote bag	Erica Methven
BAM/KeyMed	Kate Spade purse	Taran Lee
Barb Winwood	Amazon Gift certificate	Brianne Hinch
Brenda Fraas	Fall mum	Juline Fenton
Brenda Fraas	Fall mum	Mary Carol Limegrover
Brenda Fraas	Fall mum	Teresa Carey
Brenda Fraas	Fall arrangement	Tiffany Harry
Brenda Fraas	Book: Women in Steel	Alyshia Ravida
Brenda Fraas	Book: Compassion is the	Renee Hinderliter
Brenda Fraas	Book: The Language of Loss	Cathy Fisher
CAC	Amazon Gift certificate	Linda Stocklosa
CAC	Grey Goose	Laura Moss
Christine Ifft	Chocolates from Speckled Hen	Abigail Kubus
CMC	Charcuterie board	Lisa Hennigan
Hilton Law Office	Splurge	Jayne Nelson
HRSI	Purse	Kelly Huey
Omni Resort	Omni gift certificate	Paula Lavery
Penn Credit	Amazon Gift certificate	Christine Ifft
Revco	Omni Gift certificate	Brenda Fraas
Revco	Visa Gift certificate	Paula Lavery

2023 Pennsylvania Three Rivers AAHAM Fall Symposium

Alyshia Ravida

