

REFLECTIONS



PENNSYLVANIA THREE RIVERS AAHAM | SPRING NEWSLETTER | MAY 2025



President's Letter

Alyshia Ravida, Chapter President

Letter from the President—Updates on National and Local Events

PA Three Rivers Members & Friends—

Spring is here—the daffodils and violets are pushing up, and spring showers are helping get all the other flowers ready for blooming. Much like the spring flowers, AAHAM is ready to bloom this year.

I have been working on the Government Relations national committee. Most of our work year has been spent meeting with our Legal Counsel and finalizing our position papers. As we were back in the home states again this year, I was able to sit on a virtual call with Senator Dave McCormick's office, which was very engaging. I was lucky to have my own private chat with Alex Sells, from Representative Mike Kelly's office, which was quite successful. Representative Kelly, along with several other representatives, reintroduced a Prior Authorization Reform Bill. While it is primarily focused on the Medicare Advantage plans, it is a step in the right direction towards standardization and transparency. I encourage you all to check it out and stay in touch with your local legislators on how they can help support this bill.

In other national news, I am also serving on the Education Committee in preparation for the Annual National Institute (ANI), which will be held in Baltimore, Maryland. Registration and hotel details will be coming out soon, but save the date for October 20-22, 2025. If you'd like to get more information on how you can help make our national event even more successful, please reach out, as we are always looking for more support from our members!

A special thank you to all of our 2025 Corporate Sponsors! Without you all, we wouldn't be able to provide the great educational events for our members throughout the year.

Looking forward to seeing you all at a chapter or national event soon!

Sincerely, Alyshia Ravida
Chapter President
PA Three Rivers AAHAM

Thank You Sponsors!

Christine Ifft, Sponsorship Chair

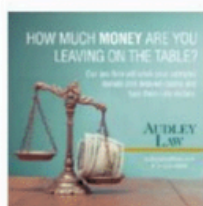
Thank you to our AMAZING Pennsylvania Three Rivers AAHAM 2025 Sponsors! We truly couldn't do it without you! You are the reason that we can offer our membership such great educational opportunities and networking events!

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Bureau Of Account Management (BAM)

2025 Western Pa Healthcare Symposium Wrap Up

Sharon Taube, Education Chair

Success is an understatement when describing the March 2025 Western PA Healthcare Symposium that was presented by Three Rivers AAHAM, Western PA HFMA & ACHE of Western PA. It was a phenomenal day FULL of amazing education and networking opportunities.

Over 145 attendees packed the Rivers Casino in downtown Pittsburgh to hear some of the best in our industry speak of vital topics such as legislative updates, value base reimbursement, denial technology, building a clinical revenue cycle, productivity and how to act accelerate & achieve as well as a revenue cycle & CFO panels.

Jolene Calla with HAP started our day out with Federal & State Legislative updates. She always has fantastic and sometimes scary information about what is happening to prepare our facilities. Stephanie Dowart CEO, Altius Healthcare Consulting, hyped us up in an opening day baseball theme way to help us focus on a new era in productivity. She was energetic and gave us a fresh perspective at leadership. Andrew Kaylor with Solventum shared insight on productive denials technology.

Dr, Tabithia Hapeman at WVU Medicine gave an amazing, hilarious presentation on “Building a Clinical Revenue Cycle”. She had us in stitches while giving the attendees a lot of information and ideas. We had three outstanding panels: value-based reimbursement, revenue cycle and CFO. They all answered many of the questions that were submitted and were very interactive with the audience. So many takeaways from this meeting and that’s what it’s about.

We ended the day with a wonderful networking reception to give everyone a chance to catch up from the day before heading back to the grind.

The chapters would like to thank all the business partners who sponsored the symposium. It would not have been possible without them. Who knows, maybe we will do a joint meeting again next year!

Save the dates:

September 16, 2025

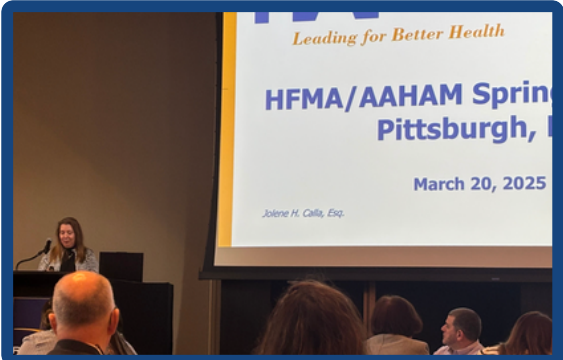
Fall Conference “Defense, Offense and Touchdowns in Revenue Cycle”
Crown Plaza Hotel & Suites Pittsburgh South Business Partner Tables & Networking Event - More to come!
Wear your favorite football team’s apparel.

December 4, 2025

Holiday Meeting & Silent Auction
Westinghouse Building, Cranberry, PA

2025 Western Pa Healthcare Symposium Photos

Alyssa Kuhns



Certification Corner

Brenda Fraas, Certification Chair

AAHAM certification is an investment in your personal growth and your professional future. For over forty years, AAHAM's elite certification program has set the standard of excellence in patient financial services and the revenue cycle.

AAHAM offers five levels of certification:

AAHAM Certified Revenue Cycle Executive

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 Cycle

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.

The AAHAM Certified Revenue Cycle Specialist

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 tests the proficiency of staff involved in the processing of patient accounts and prepares them for the many details needed to perform their daily job duties.

AAHAM Certified Revenue Integrity Professional

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 the 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

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.

Certification Corner

Brenda Fraas, Certification Chair

Proctoring:

For the best testing experience, AAHAM recommends utilizing an in-person proctor. If your facility does not currently have an AAHAM proctor, please reach out to me at atfraasbl@yahoo.com, and I will work with you to find a proctor.

While Proctor U offers an alternative with comprehensive security measures to maintain exam integrity, including restrictions on testing work computers that have remote access software, we suggest considering this option only when an in-person proctor is not available.

Additional information on the five AAHAM certifications:

Exam	Number of questions	Length of test	Duration of certification	Is membership required to test	Cost of exam/retake	Test window or on-demand	Cost of study guide (non-members)	Cost of study guide (members)	Is Membership required to recertify by CEUs	Required CEUs for recertification	Rush/Late schedule Fee	Re-schedule fee
CRCE	180 total (45 per section)	8 hours	2 years	Yes	\$299/ \$50 per section	Testing window	\$399/ Practice exam is \$50	\$279/ Practice exam is \$50	Yes	40	\$75	\$100
CRCP	240 total (60 per section)	4 hours	2 years	Yes	\$199/ \$150	Testing window	\$299	\$199	Yes	30	\$50	\$75
CRIP	240 total (60 per section)	4 hours	2 years	Yes	\$199/ \$150	Testing window	\$299	\$199	Yes	30	\$50	\$75
CRCS	120 total (40 per section)	2 hours	3 years	No	\$100/ \$75	On-demand	\$99	\$99	Yes	30	\$25	\$50
CCT	80 total (1 section)	90 minutes	3 years	No	\$100/ \$75	On-demand	\$99	\$99	Yes	20	\$25	\$50

How do I create my Educational Certification Roadmap?

Step 1.) Review the recertification requirements: You must be a National Member in Good Standing to use CEUs for recertification. This applies to all five certification programs. If you choose not to become a member, you must re-test to recertify.

Step 2.) Determine how many CEUs you need to recertify (see the above table).

Please note: At least 50% of your CEUs must be from AAHAM-approved CEUs vs. denied CEUs.

Certification Corner

Brenda Fraas, Certification Chair

To provide guidelines for recertification and CEU submission, the Certification Committees have drafted the following questions a certificant can ask themselves to assist in determining whether a submission will be accepted:

- Is this an AAHAM-sponsored event? (Automatically accepted) Yes or No- If "Yes," the course is automatically accepted; additional questions are not needed. If "No", it may still be accepted; move to the next question.
- Was this professional development? Yes or No - If "Yes," move to the. Next question. If "No", it is automatically not accepted.
- Was it related to the revenue cycle OR ethics, DEI, or leadership within the workplace? Yes or No - If "Yes," move to the next question. If "No", it is automatically not accepted.
- Is learning transferable to a role at another institution? Yes or No - If "Yes," move to the next question. If "No", it is automatically not accepted. Is the session at least 15 minutes long? Yes or No - If "Yes," The session will more than likely be accepted. If "No", it is automatically not accepted

Is the session at least 15 minutes long? Yes or No - If "Yes," The session will more than likely be accepted. If "No", it is automatically not accepted.

Additional CEUs can be earned in the following ways:

Weight	Description
2.0 Units	Each hour in attendance at an AAHAM sponsored event.
1.0 Units	Each hour in attendance at an educational program or class relating to the health care field.
3.0 Units	Authored an article published in a National AAHAM publication.
3.0 Units	Given presentations related to AAHAM, patient accounting or healthcare administrative management (AAHAM related credit given if made at an AAHAM sponsored event or if presenter is representing AAHAM.)
2.0 Units	Authored an article published in an AAHAM chapter publication.
2.0 Units	Each hour coaching an organized executive (CRCE) certification review session.
2.0 Units	Each hour coaching an organized professional (CRCP) certification review session.
2.0 Units	Each hour coaching an organized specialist (CRCS) certification review session.
1.0 Unit	Each hour proctoring an AAHAM certification exam.
1.0 Unit	Question, answer and reference material submitted and accepted into the CRCE or CRCP Exam Bank.
1.0 Unit	Each executive exam (CRCE) section graded and returned by the deadline.
2.0 Units	Attendance at a National board meeting.
8.0 Units	Attendance at National Legislative Day.
6.0 Units	Officer of National AAHAM
4.0 Units	National Committee Chairperson
3.0 Units	Chapter Officer
2.0 Units	Director or Chapter Committee Chairperson

Certification Corner

Brenda Fraas, Certification Chair

Examples of activities that do not qualify for CEUs:

1. Technical or collegiate coursework not relating to healthcare administrative management.
2. Educational events such as nursing, accounting, and other professional licensure or certification not relating to healthcare administration. Management. Events will be considered if there is an interrelation with accounts receivable, billing, or other professional certification topics.
3. Computer conversions applicable to a certified member's place of employment
4. Other work-related activities, such as vendor meetings or training, or employer internal training requirements. Events will be considered if. There is an interrelation with accounts receivable, billing, and other professional certification topics.

Step 3.) When all of your CEUs have been submitted and approved, please complete and submit the recertification application here: <https://aaham.org/page/recertificationform>

Please visit National AAHAM's website at <https://aaham.org/certification> for more information on certification or reach out to me.

Legislative Day 2025

American Association of Healthcare Administrative Management (AAHAM) Brings Legislative Day Home to the Districts For the Second Year

From National AAHAM, a bold move to refocus efforts on the grassroots level, the American Association of Healthcare Administrative Management (AAHAM) has redirected its 20th annual Legislative Day from Washington, D.C. to local districts and states. This year's theme, "Bringing the Message Home," emphasizes the critical role healthcare providers play in our communities. And the importance of addressing healthcare issues at the local level.

"Instead of heading to Washington, D.C. this year, we decided to bring our message directly to the districts and states where our members and their patients live and work," said Lisa Laudeman, President of AAHAM. "Healthcare providers are the backbone of our healthcare system, and by focusing on local advocacy, we can make a more immediate and meaningful impact on the communities we serve."

Historically, AAHAM's Legislative Day has been an opportunity for members to converge on Capitol Hill, meeting with lawmakers to discuss key issues facing the healthcare industry. However, with the current atmosphere in Washington characterized by partisan bickering, constant polling, and election-year gimmicks, AAHAM opted to take a different approach this year.

"Washington is mired in political gridlock, making it increasingly difficult to advance meaningful healthcare reforms," continued Kristina Gursky, AAHAM's Legislative Chair. "By focusing our efforts locally, we aim to foster stronger relationships with state and district representatives who are more directly connected to their constituents. This shift allows us to address specific community concerns more effectively."

During this event, AAHAM members organized and participated in meetings with local legislators, healthcare providers, and patient advocacy groups. The discussions centered on improving patient care, streamlining administrative processes, and ensuring sustainable healthcare funding at the local level.

"We are incredibly proud of the engagement and dedication our members have shown in advocating for their communities," said Amy Mitchell, AAHAM's Second Vice President. "By celebrating our 20th annual event with a local focus, we underscore our commitment to making healthcare better for all patients, right where they live."

AAHAM's decision to bring Legislative Day home has been met with enthusiastic support from members and community leaders alike. The organization remains steadfast in its mission to improve healthcare administrative management and to advocate for policies that enhance the efficiency and effectiveness of healthcare delivery. For more information about AAHAM and its local advocacy initiatives, please visit www.aaham.org

Membership & Scholarship

Christine Ifft, Scholarship Chair and Interim Membership Chair

We are pleased to inform you that our membership rate is still only \$30 for the 2025 calendar year! If you haven't joined yet, please consider joining our great Chapter! If you are already a member, thank you so much for joining our Chapter this year, and we hope that you will take advantage of it. 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! We have a lot of good educational opportunities planned this year! We will continue to 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.

Another benefit is that we have a scholarship fund made available to our members. We are revamping our offerings on our Scholarships, so stay tuned for some great information regarding that! These scholarships are to be used for various Chapter meetings and even some National events!

Lastly, please feel free to check out our website for some additional membership benefits. We now offer a job posting tab, and we will also be soliciting our sponsors and any vendors to put ads out there as well. This will be helpful when you are looking for a new vendor for services that you may need at your facility!

If you have any questions regarding membership, please reach out to Membership Chair, Nick Campano - nick@dcpwv.com or to Christine Ifft - ciff@phx-pt.com.

The FCC's New Revocation Rule

The FCC's New Revocation Rule Effective 4/11/2025

Written by Charles J. Hilton & Associates, P.C.

On February 16, 2024, the Federal Communications Commission (FCC) released the TCPA Consent Order adopting various rules governing and issuing clarification relating to the ability of consumers to revoke consent to receive unwanted robocalls and robotexts. The FCC adopted 47 C.F.R. §64.1200(a)(10), which requires, in part, that “[i]f a called party uses any [reasonable] method to revoke consent, that consent is considered definitively revoked and the caller may not send additional robocalls and robotexts.”

On March 12, 2025, several associations of banks and financial institutions filed a request for the revocation rules to be waived for one year due to the challenges modifying existing communications to process a revocation sent in response to one business unit’s call or text so that all business units cease placing calls or text to the consumer.

On April 7, 2025, the FCC granted a limited waiver delaying the effective date of Section 64.1200 (a)(10) to the extent that it requires callers to apply a request to revoke consent made in response to one type of message to all future robocalls and robotexts from that caller on unrelated matters. This limited waiver delays the effective date of this requirement until April 11, 2026, to allow affected parties a reasonable opportunity to implement modifications to communication systems cost-effectively to ensure that they can process revocation requests by this rule.

The Order emphasizes that the waiver extends only to section 64.1200(a)(10) to the extent stated and does not alter the status quo relating to any other prior FCC rulings addressing revocation of consent. Therefore, the remainder of 64.1200(a)(10) is in effect as of April 11, 2025.

In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, No. DA 25-312 (Apr. 7, 2025).

Section 64.1200(a)(10) states:

A called party may revoke prior express consent, including prior express written consent, to receive calls or text messages made under paragraphs (a)(1) through (3) and (c)(2) of this section by using any reasonable method to clearly express a desire not to receive further calls or text messages from the caller or sender. Any revocation request made using an automated, interactive voice or key press-activated opt-out mechanism on a call; using the words “stop,” “quit,” “end,” “revoke,” “opt out,” “cancel,” or “unsubscribe” sent in reply to an incoming text message; or under a website or telephone number designated by the caller to process opt-out requests constitutes a reasonable means per se to revoke consent. If a called party uses any such method to revoke consent, that consent is considered definitively revoked, and the caller may not send additional robocalls and robotexts. If a reply to an incoming text message uses words other than “stop,” “quit,” “end,” “revoke,” “opt out,” “cancel,” or “unsubscribe,” the caller must treat that reply text as a valid revocation request if a reasonable person would understand those words to have conveyed a request to revoke consent. Should the text initiator choose to use a texting protocol that does not allow reply texts, it must provide a clear and conspicuous disclosure on each text to the consumer that two-way texting is not available due to technical limitations of the texting protocol, and clearly and conspicuously provide on each text reasonable alternative ways to revoke consent. All requests to revoke prior express consent or prior express written consent made in any reasonable manner must be honored within a reasonable time, not to exceed ten business days from receipt of such request. Callers or senders of text messages covered by paragraphs (a)(1) through (3) and (c)(2) of this section may not designate an exclusive means to request revocation of consent. 47 C.F.R. § 64.1200

Jackie Shaw: A Story of Strength and Advocacy

Jackie Shaw has been an active and dedicated member of the PA Three Rivers AAHAM Chapter since 2004. With over 30 years of experience in healthcare, she progressed through various front-end roles at UPMC, culminating in a leadership position overseeing patient access and registration teams across four hospitals. Currently, Jackie leverages her expertise at AHN, where she manages their centralized Preservice Insurance Verification team. Introduced to AAHAM while at UPMC by Georgine Trunzo, Jackie values the organization's commitment to continuous learning and professional development within the healthcare industry.

In 2019, while transitioning between primary care physicians, Jackie delayed follow-up on blood work recommended by her previous doctor. When she eventually completed the tests, her new physician urged her to see a nephrologist immediately—so urgently, in fact, that she was advised to contact the office if she couldn't secure an appointment within a week. Jackie felt perfectly fine but soon learned that kidney disease often presents no symptoms in its early stages.

What followed was a challenging and transformative journey. It began with a kidney biopsy and deepened into a personal mission to understand her diagnosis. Jackie was ultimately diagnosed with AA amyloidosis, a condition involving the buildup of abnormal protein in organs—particularly the kidneys. Seeking specialized care, she found her way to the Amyloidosis Clinic at Boston Medical Center.

Genetic testing revealed the root cause: a rare, inherited condition called TRAPS (TNF Receptor-Associated Periodic Syndrome). Discovered only in 1998, TRAPS can lead to kidney complications, including amyloidosis, and is caused by a gene mutation.



Jackie Shaw: A Story of Strength and Advocacy

Over the past six years, Jackie has undergone treatment for the underlying disease while carefully monitoring her kidney function through regular bloodwork and ultrasounds. She has been on the kidney transplant list for over five years and is now preparing to begin dialysis as she continues to wait for a donor.

Despite the hurdles, Jackie remains optimistic and grounded. She embraces each day with gratitude and offers advice from experience: stay on top of routine bloodwork and screenings, learn about your diagnosis, and manage expectations with a positive mindset. She emphasizes that kidney disease is not a death sentence—it's a condition that requires vigilance and resilience.

Currently, there is no cure for amyloidosis, and a transplant remains the only long-term solution. Support kidney health and make a difference! Visit the National Kidney Foundation at www.kidney.org to learn about advocacy, donation, volunteering, and becoming a living donor.

You can also learn about Jackie's personal journey and find out how to support her by visiting her page on the National Kidney Registry: [Jackie Shaw Needs a Kidney | Can You Help?](#)

Living Donor Facts

Living Donor Facts

A person can live a normal, healthy life with only one kidney. However, donating a kidney is a serious decision. Your consideration process should include ample information-gathering and consultations with experts.

The Allegheny Health Network's Living Donor Kidney Program has an experienced team of health care professionals dedicated to working with potential donors during their decision-making and eligibility process. It is important that donors fully understand how donating a kidney will affect them and their families.

Living donor frequently asked questions.

Our donors' questions frequently include the following:

Who can be a living donor?

Living donors should be in good overall physical and mental health, 18 years and older. Some medical conditions could prevent you from being a living donor, including diabetes, cancer, HIV, hepatitis, or pregnancy. You should not be overweight, although you may still be a potential donor if you lose weight. Because some donor health conditions could harm a transplant recipient, you must share all information about your physical and mental health during the eligibility process.

What are the types of living donor transplants?

In a directed donation, the donor names the specific person to receive the kidney. This is the most common type of living donation.

- A biological relative, such as a parent, brother, sister, or adult child
- A biologically unrelated person who has a personal or social connection with the transplant candidate, such as a spouse or significant other, a friend, or a coworker
- A biologically unrelated person who has heard about the transplant candidate's need
- In a non-directed or altruistic donation, the donor does not name the specific person to receive the kidney.

The match is arranged based on medical compatibility with a patient in need. Some non-directed donors choose never to meet their recipient. In other cases, the donor and the recipient may meet at some point, if they both agree, and if the transplant center's policy permits it.

Living Donor Facts

What is a paired donation or paired exchange?

Paired kidney exchanges have become a way for transplant candidates to receive a kidney, even if their willing living donor is not a good match for donating to them. It involves two pairs of living kidney donors and transplant candidates who do not have matching blood types. The two candidates “trade” donors so that each candidate receives a kidney from a donor with a compatible blood type. Multiple pairs can even be matched with divided pairs in a chain starting and ending with an altruistic kidney donation.

The Allegheny Health Network Transplant Institute is a member of a multi-paired kidney donation chain, organized by the National Kidney Registry and coordinated locally by the Center for Organ Recovery and Education (CORE).

How do I start the living donor process or find out more information?

If you are interested or know someone you would like to help through living donation, contact the Allegheny Health Network’s Living Donor Kidney Program at (412) 359-4441

Account Balances

Erica Methven, Treasurer

Account Balances - As of 4/29/2025

Account	4/29/2025 Balance
Bank Accounts	
Non-Profit Checking xxxxxx1315	17,690.70
Scholarship	3,856.99
TOTAL Bank Accounts	21,547.69
Liability Accounts	
TOTAL Liability Accounts	0.00
OVERALL TOTAL	21,547.69

PA/NJ AAHAM ANNUAL INSTITUTE

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American Association of Healthcare
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*Empowering the future of healthcare
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