

MD AAHAM
Connection
National Journal Award Winner

As we finally enter the fall season, the temperatures will drop, leaves will fall, and we will all start to think about all that we are thankful for around the Thanksgiving holiday. The past few months in Maryland AAHAM, we've had plenty of things to be thankful about. In September, we were able to host our Annual Institute in Ocean City for the first time since 2019. We had over 115 attendees join us where we learned and discussed important revenue cycle topics, spent time with new and old friends, and finally celebrated 50 years of Maryland AAHAM in Hollywood style. We are already working hard on our 2024 event and hope to see you there.



Several Maryland members, including myself, were able to enjoy some sunshine in Los Angeles and attend ANI, held from October 10th through 12th, at the Loews Hollywood Hotel. It was an amazing experience being able to spend quality time with other chapters in a beautiful setting. Many of the speakers were Maryland members or part of our extended family and it was exciting to hear all the thoughts and ideas they have about the state of revenue cycle and how we can move forward together. Keep an eye out on our website and in this newsletter for some pictures of the great time had by all.

In November, we will have our Third Party Payer meeting at the Hotel at Arundel Preserve on the 10th. We will have representatives from several payers as well as a requested presentation on Third Party Liability. We hope you can join us for what will be an informative day and a wonderful chance to spend time together before the holiday season begins in full force. Registration is now open and available on our website, space is limited to please register as soon as possible.

On December 7th, we were invited to participate in a joint HFMA/AAHAM event, free of charge to any Maryland AAHAM member. More details to come but the event will be in-person at the MHA offices as well as broadcast online for those who cannot attend in person. Please keep an eye out in your emails for this information. We look forward to working with our HFMA counterparts on a great educational session.

We will be doing some charitable drives to round out our year and give back to our community during the difficult winter months. If you have any ideas for any groups that may be in need of our assistance, please reach out to us to discuss.

I hope you all enjoy Fall and have a Happy Thanksgiving!

Jackie

Jackie Truelove, CRCE, CRCP, CRCS

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Join us on:



Mission: The American Association of Healthcare Administrative Management (AAHAM) is the premier professional organization in healthcare administrative management. AAHAM's mission is to provide education, certification, networking, and advocacy for healthcare revenue cycle professionals. The Maryland Chapter continues this mission at a local level through our continual education.

Calendar of Events



November 2023

Mental Health Awareness Month

- | | |
|----|--|
| 2 | Certification Webinar— https://mdaaham.com/calendar.php |
| 10 | Third Party Payer Meeting/n-person Educational Session - https://mdaaham.com/meet-reg1.php?id=10 |



December 2023

AIDS Awareness Month

- | | |
|---|--|
| 7 | MD HFMA/AAHAM Joint Event—Revenue Cycle Conference |
|---|--|



We **rolled out the red carpet** for our biggest stars at the MD AAHAM Annual Institute!



It was 2019 the last time the MD AAHAM family was together at the Ocean for the Annual Institute and a lot changed over those four years...but I was so happy to see everyone come together to celebrate 50 years of MD AAHAM. The spirit, camaraderie, fun and education was still there from years gone by. Positive comments were heard from those attending for the first time as well as our returning members.

Our Corporate sponsors were very complimentary that we had such an active and engaged membership in attendance. Everyone was so happy to be together again. It was great to get away, to catch up with old friends, to learn from our amazing speaker, and continue our MD AAHAM AI traditions.

We will be returning to the Princess Royale in September 2024. The Princess management team is committed to making the 50th Anniversary of the AI a very special and memorable event next year. The Princess will continue their renovations and I am excited to see the additional changes for our members to enjoy.

Thank you to the AI Team, Erin Miskelly, Kayla D'Agostino, Jackie Truelove, Amy Weber, KC Lycett, Karen Moore and Jessica Felder; they worked so hard to make the MD AAHAM 50th Anniversary celebration special for all.

See you at the Ocean!

Beth



**ALL OF OUR EVENT PRESENTATIONS ARE AVAILABLE ON OUR WEBSITE
CLICK ON THE LINKS BELOW**

- [Opening Keynote Speaker - Matt Jones](#)
- [Payers \(Still\) Going Wild—Day Egusquiza](#)
- Patient Access—The Core of Rev Cycle Performance—Sheldon Pink
- [Attacking—Taking Power Back—Day Egusquiza](#)
- [Post-Covid Panel Discussion—Godlee Davis, Shawn McCardell, Bill Rew & John Thompson](#)
- [Employee Experience—Amy Sherman](#)
- [Maryland Hospital Association Updated—Nihal Patel](#)
- [National AAHAM Updates—Erin Miskelly](#)

We **rolled out the red carpet** for our biggest stars at the MD AAHAM Annual Institute!

COME CELEBRATE WITH US!
MARYLAND-AAHAM ANNUAL INSTITUTE

50th

Fashionably Late
ANNIVERSARY

SEPTEMBER 12TH -14TH, 2023
OCEAN CITY, MD

50 years of Excellence in Education and Certification

SEE THESE & MORE IN OUR
MD AAHAM ANNUAL INSTITUTE
2023 PHOTO ALBUM
[CLICK HERE](#)



WE WON 2 AWARDS AT ANI!



1st Place for Largest Chapter



2nd Place for Chapter Excellence

Once a year, Maryland AAHAM gets the opportunity to showcase what a truly amazing chapter we are so fortunate to be a part of in our Chapter Excellence submission. This submission looks at many aspects that make a chapter the best, and in spite of the unprecedented challenges we and other chapters have faced this year, we fully intend on finishing in the top spot! In order to accomplish this goal we need our members' help!!

Our members (YOU) are what make our chapter great! Help us showcase what an amazing Chapter we truly are!



A few of the items we must submit with our application include:

- Articles published in National AAHAM publications or other national association publications.
- Documentation for all CRCE, CRCS or CRCP study sessions given within the chapter.
- Documentation for all CRCE, CRCS or CRCP study sessions given for other chapters.
- Documentation of a chapter member presenting programs, as a representative of AAHAM, to non AAHAM groups and organizations.
- Documentation of a chapter member presenting programs to an AAHAM chapter other than MD.
- Documentation for government/legislative involvement at local and/or national level.

If any of our members have knowledge of, can provide proof of or direction on where to go to obtain any of the above information we ask that you contact: Marina Himes, CRCE at marina.a.himes@medstar.net.

Membership Corner

Join Maryland AAHAM - https://mdaaham.com/form.php?form_id=8&c=1

Join National AAHAM - <https://www.aaham.org/WhyJoin.aspx>



What Does It Mean to be a Member of AAHAM?

AAHAM is the only national organization dedicated to the revenue cycle of both management and the front line staff.

Membership in AAHAM helps you work smarter, advance your career, and offers you access to a wealth of revenue cycle information. The association recognizes that professional development is one of the key reasons that many individuals become members. To this end, one of AAHAM's primary focuses is the professional development of its members.

We provide education and training for staff and managers, as well as offer a nationally recognized certification program in the form of publications, conferences and seminars, bench marking, professional certification and numerous networking opportunities for increasing the skills and knowledge that are necessary to function effectively in today's health care environment. AAHAM has 32 active chapters across the US and abroad, all offering superior education and networking on a local level.

AAHAM Student Membership

Any college student who is pursuing a career in business, marketing, finance, IT, accounting or healthcare administration could be our future colleague! Our hospitals, clinics, and business partners are viable options for students of any age who are pursuing a career in healthcare. Because of this, AAHAM is a great first step in getting students involved in their professional environment. Certification is also an excellent tool for students. Recent and soon to be graduates searching for employment in revenue cycle will not only stand out with the credentials behind their name, but also gain the invaluable connections from the networking opportunities offered by AAHAM. Likewise, having an opportunity to hire and network with the up and coming professionals also benefits our growing industry and the businesses that support it!

Who are members of AAHAM?

AAHAM is the leading membership organization for individuals working in the hospital or clinical revenue cycle field including;

- Reimbursement
- Admitting
- Registration
- Data management
- Patient medical records and relations
- Collections
- Accounts receivable
- Billing
- Consulting
- Revenue Integrity

Our membership includes professionals who are front line personnel, directors, administrators, managers and executives.

Benefits of Membership

Education: Opportunities to strengthen and improve your knowledge and skills

Certification: Nationally recognized programs to give you the competitive edge in your career

Publications: To keep you up to date on happenings in the association and the profession

Advocacy: A voice in Washington, DC on legislative issues that affect your industry

Local Chapter involvement: Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level



Membership Corner

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Join National AAHAM - <https://www.aaham.org/WhyJoin.aspx>



Invest In Your Future

Join AAHAM today and invest in your future. Check out and enjoy the lasting benefits of membership in the only national association dedicated to exclusively fulfilling the needs of healthcare administrative management professionals. We know that once you see all that we have to offer, you will agree that AAHAM is the premier professional organization in healthcare administrative management.

Membership Types and Fees

National Membership - *The fee to become a National AAHAM member is \$209. If you join in July, the dues are \$160 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$250 for the rest of the current year and all of the following year. We also offer payment plans to help ease the dues burden.*

Full Time Student Membership- *Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full-time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.*

Part Time Student Membership - *The part time student membership fee is \$50. If you join in July, the dues are \$35 for the rest of the calendar year. If you join between, August 1 and November 30th, dues are \$65 for the rest of the current year and all the following year. To qualify for the part time student membership, you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.*

Retired Membership - *The retired membership is now free of charge. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact our National Office.*



JOIN ONLINE





Charitable Commitment

About Our Mission To Give Back

The Charitable Committee was formed in 2014 as a way to organize our charitable contributions and further our passion for helping the communities in which we live. The committee's mission is simple; offer assistance in the form of resources and financial aid to those in need in the areas where Maryland AAHAM members work and live. Our reward is great. In just a few short years, we have helped various organizations further their own missions of helping Marylanders. In 2023 and beyond, we will continue this mission as we expand our outreach.

MD AAHAM is supporting 3 charities this year that we know are making a difference in our communities. We hope we can count on you for your support!

Maryland Food Bank—Virtual Food Drive

<https://mdfoodbank.org>

MD AAHAM is gearing up for the holidays by supporting local families in need. From 11/1-11/20/23 we are participating in a Virtual Food Drive through the Maryland Food Bank. The organization works tirelessly year round to support food-insecure individuals and families in Maryland. There are bundle items priced from \$9-\$100 and even an option to make a one-time flat donation in any amount. Please visit <https://mdfoodbank.fenly.org/drive/maryland-food-bank-virtual-food-drive/> to support this initiative.



In the spirit of the season of giving, MD AAHAM will also be supporting Dr. Bear's Closet from 11/21-12/21/2023. Dr. Bear's Closet provides toys, games, clothing and more to patients and family members during their hospital visit to provide comfort and distractions during such a challenging time. We want to make sure that all children that are receiving care will be able to receive a gift should they find themselves in the hospital during the holiday season. Donations can be purchased through their designated Amazon Wish List link here: <https://www.myregistry.com/organization/children-s-national-hospital-washington-dc/2533190/giftlist>. Please make sure to enter the shipping address as: Children's National Hospital, 111 Michigan Avenue NW, Suite 1180, Washington, DC 20010.

To reward your generosity, each donation will enter you in a chance to win a raffle prize! Send receipts for your donations to nkreamer@jhhp.org to be entered for a chance to win. Thank you for supporting MD AAHAM's Charitable Initiatives.

St. Jude Children's Research Hospital

<https://www.stjude.org/>

Join us in September to honor Childhood Cancer Awareness Month by walking to support kids of St. Jude Children's Research Hospital? When St. Jude opened in 1962, childhood cancer was considered incurable. Since then, treatments invented at St. Jude have helped push the overall childhood cancer survival rate from 20% to more than 80%. And because St. Jude shares the breakthroughs it makes, every child saved at St. Jude means doctors and scientists worldwide can use that knowledge to save thousands more children. Join us in supporting this outstanding organization



The walk will be held in person at the National harbor in Oxon Hill, MD on September 23, 2023. For more information and to register for the MD AAHAM team, please visit https://fundraising.stjude.org/site/TR/Walk/Walk?team_id=295382&pg=team&fr_id=144778. If you are not able to join us in person, you can still make a donation and/or complete the walk virtually from wherever you are.



Charitable Commitment

Diakonia

<https://diakoniaoc.org/about-diakonia/>



We have an opportunity to support a local cause while in Ocean City this September for AI. Diakonia is a Greek word meaning “to serve”. This organization has been supporting Eastern Shore communities by providing emergency shelter, food, case management, and services for veterans for over 50 years. We have supported Diakonia in the past and would love to be able to provide support again while we are in the area. Please bring non-perishable food items or thrift store items listed on their website and drop them off at the designated location during the conference. All food items will be delivered to Diakonia following the conclusion of AI.

The Brandon Tolson Foundation (BTF)—

www.brandontolsonfoundation.org



BRANDON TOLSON
FOUNDATION

“Support for the sudden and tragic loss of a child”

The Brandon Tolson Foundation (BTF) is a non-profit that provides support, resources & assistance to families who have experienced the sudden and tragic loss of a child. Born out of the loss of their son Brandon, the Foundation, led by Jon & Candi Tolson, is committed to helping other unprepared families through the indescribable pain and agonizing process of a child’s death.

We often connect with our families at the onset of their loss and assist with funeral costs, lost wages, etc. We communicate with the funeral home and/or cemetery direction to remove that burden for them and handle the business aspect of death on their behalf. We offer GoFundMe campaign management without fees, providing them with gross dollars collected to be utilized towards the funeral costs. Additionally, we provide have partnerships for individual grief counseling, we have a monthly grief support call, we have a private Facebook page for our parents, we host gatherings for our parents throughout the year and we have our BTF Grandparent group, led by Brandon’s Grams. Our vision goes far beyond that as we strive to be an organization that parents can lean on after the loss of their child. We are a tribe of other parents who have lost their child and together we support each other.

The Executive Director of BTF is Pam Long, who in her day job is a Vice President of National Business Development with The CCS Companies, a strategic healthcare collection agency partner, and who is a board member of our MD AAHAM Chapter, serving on the Communication & Newsletter Committee.

Suggestions?

If you have a charity that is near and dear to your heart, please feel free to reach out to Nicole Kreamer at charity@aaHAM.org with any suggestions for efforts that you would like to see your local AAHAM chapter support. Together we can make a difference!



Educational Updates

Maryland AAHAM is committed to providing quality education at affordable prices. We host educational sessions throughout the year that allow our membership ample opportunity to secure the CEU's required to maintain your certification. In our continued effort to provide informative and topical educational sessions, we are always looking for additional speakers. In conjunction with the need for speakers, we can always use help with all aspects of preparing for our meetings.

We are asking members to tell us what topics you would like to learn about. What other speakers/educators have you seen that impressed you? Do you have a topic that you would like to present? Do you have other input that you think would improve our educational sessions?

If you have speaker and/or topic suggestions for Maryland AAHAM's educational sessions, please contact KC Lycett.

Earn your CEU's!

Ensure you have the CEU's required to keep your certification active. To check your current CEU status, log into your account at [clicking here](#).

Maryland AAHAM will provide a CEU form to all members who attend a Maryland AAHAM webinar or in-person educational session. Please be sure to retain the CEU form given to you after the webinar or at the in-person event. Upload the form to the National AAHAM website to report your CEU's. If you have any questions about the process or need a replacement CEU form for a previously attended event, please contact Kate Austin at kaustin@archar.net. To ensure you are credited the proper credit hours please review your CEU status with the link below. Don't let your certification lapse, ensure you have enough CEU's to cover you!

Please continue to review our calendar and watch out for

We would like to thank Nelson Lowman for his October 19th webinar. Great updates on Value Based trends. Nelson's deck is available on our website at https://mdaaham.starchapter.com/images/AAHAM_topics_in_VBC-Lowman_-_10_18_23_v1.pdf.


Next up is Our Friday, November 10th in person Third Party Payer Meeting. Registration is now open on our website. Michael Good, the AVP of Operations of ClaimAssist at The CCS Companies will kick off the day. Payers include United Healthcare, Medicare and JHH.


Bring your questions and your



MEETING/EVENT INFORMATION

MD AAHAM THIRD PARTY PAYER MEETING

 November 10, 2023
8:00 AM - 3:00 PM
[Add to Calendar](#)

 The Hotel at Arundel Preserve
7795 Arundel Mills Blvd
Hanover, MD 21076
[Venue website](#)
[Directions](#)

 [Tweet](#)  [Share](#)  [Share](#)

MD AAHAM Third Party Payer Meeting November 10, 2023 Agenda

8:00am – 8:45am	Registration & Breakfast
9:00am – 10:00am	Michael Good – "TPL Claims: Don't Let Them Wreck Your Receivables"
10:00am – 11:00am	United Healthcare
11:00am – 12:00pm	Johns Hopkins
12:00pm – 1:00pm	Lunch
1:00pm – 2:00pm	Medicare
2:00pm – 3:00pm	Open Topics Discussion

TICKETS

\$100.00 Registration - Third Party Payer Meeting

\$130.00 Registration - Third Party Payer Meeting



National AAHAM Certification Updates



AAHAM Certification

Why, What and Who

AAHAM CRCE (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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRCP (Professional)

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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRIP (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 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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRCS (Specialist)

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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CCT (Compliance)

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.

<https://connect.gomembers.com/f/index.php?>

If you have any questions about certification, please contact:

Andy Politz at andrew.n.politz@medstar.net or

Jackie Truelove at jaclyntruelove@gmail.com

National AAHAM Certification Updates



AAHAM Certification

Why, What and Who

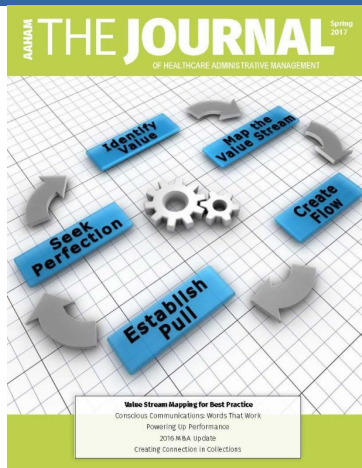
We are just getting ready to wrap up our Fall Certification Series next week. We have so far had sessions covering Credit and Collections, Access, Billing, Revenue Cycle Management, and next week will cover the Certified Compliance Technician exam. We are scheduling our in-person sessions to help those in the home stretch of their certification preparations. Interest polls are being sent to members asking about possible on-site locations and we encourage them to respond and to also forward them to any potential test takers in their organizations.



We are still running our Level Up campaign, where we are encouraging our member to Level Up their certifications and challenge themselves by taking the CRIP, CCT, CRCP, or CRCE. We are providing more resources to our exam takers with the creation of webinars and study aides that cover these next level exams.

Finally at Maryland AI we were able to show off some of our exam prep with a game of Certification Jeopardy. Here everyone could watch as contestants competed for certification supremacy while

AAHAM eNewswatch



The AAHAM Journal has gone green! In order to save resources and be ecologically responsible. All the previous issues are available in the online archive in the member's only section of the AAHAM Website. It will still be filled with industry news and notes as well as fantastic educational articles.

Keep abreast of the latest industry news through National AAHAMs eNewswatch! To add yourself or anyone else to the subscription list [click here](#).

If you have any questions about certification, please contact:

Andy Politz at andrew.n.politz@medstar.net or

Jackie Truelove at jaclyntruelove@gmail.com



MEET THE 2023-2024 BOARD OF DIRECTORS



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Maryland AAHAM would like to extend our thanks to the vendors who provided their support for our chapter in 2019-2023.

If you are interested in becoming a MD AAHAM Chapter sponsor, contact Karen Moore at kmoore1192@gmail.com



Click on any Sponsor logo to learn more about their services

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