



SPRING 2025

Happy Spring! We are finally done with my personal least favorite season, Winter, and moving on to sunshine and warmth. I hope you all are doing well, despite the constant topsy-turvy of our business. Your Maryland AAHAM Board is hard at work with a full slate of education and networking this year, including several webinars already on the calendar for certification and our Holiday Third Party meeting at Turf Valley in December. On a National level, we are working with all of the other chapters on several events that we are excited to share with you all.



Legislative Day 2025 once again brought Washington D.C. back home to you! This year's event was held April 14th-17th, 2025 via a hybrid of zoom informational sessions and in-person congressional visits in attendee's home area. There is additional information detailed further in this newsletter but I will advise that Legislative Day continues to be a powerful event that connects you directly to the representatives that affect the current and future state of healthcare. If you can join for at least one day of this event next year, I highly recommend. If you have any questions or concerns, please reach out to me directly.

The Annual National Institute (A.N.I.) is coming back to Baltimore this year. It will be held once again at the Hilton Camden Yards from October 20th-22nd. More information to be sent out via email as well as on our websites but I promise this will be an amazing event. Being the home chapter of this event means we get to show off our home state and our chapter to the rest of the country; we plan on making a spectacular mark! Our very own past President, Beth Franzak, will chairing this conference and we all know she knows how to pull together amazing speakers and a great party at the same time. We are looking to keep the costs incredibly cost-effective as we want as many of you all to join us. If you would like to help make this event even better, please reach out to Beth or myself and we will add you to our planning committee.

This is just the tip of the iceberg of what is going on this year so please read our emails and check out our website, www.mdaaham.com, to stay current. If you have any comments or questions, please do not hesitate to reach out to the Board as we are here for you.

Thank you for all that you do!

Sincerely,

Jackie

Jackie Truelove, CRCE, CRCP, CRCS
President, Maryland AAHAM

MD AAHAM
Connection
National Journal Award Winner

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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.

Join us on:



Calendar of Events



SAVE THE DATE!

October 20 - 22, 2025

[Hilton Baltimore Inner Harbor, Baltimore](#)

More information is coming soon!

If you have any questions about ANI, please contact
Amy Mitchell amy.mitchell@hsc.utah.edu or
Jenni McConville jmconville@chmccook.org

Get Involved: Volunteer with the National ANI!

Are you passionate about making a difference and supporting the AAHAM community? We're currently looking for dedicated volunteers to join our national efforts! Whether you have skills in event planning, communications, education, or just a willingness to help, there's a place for you on our team.

Volunteering with ANI is a great way to expand your network, gain valuable experience, and contribute to meaningful initiatives. If you're interested in learning more or signing up, please contact Jackie Truelove jaclyntruelove@gmail.com.

Join us in shaping the future—your time and talents can make a real impact!





The 20th AAHAM Legislative Day Event Recap

In 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' needs. This shift allows us to address specific community concerns more effectively."

During this year's 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.

Day 1 - AAHAM Advocacy Position Papers presented to attendees. [Kristina Gursky](#), Government Relations Chair and [Amy Mitchell](#), 2nd Vice President reviewed the position papers and answered questions. Paul Miller, AAHAM's Advocacy Counsel provided guidance for speaking with Congressional leaders.

Day 2 - Members received legislative updates by staff from Representative Schweikert's (R-Arizona) and Representative Salina's (D-Oregon) offices on Artificial Intelligence uses in healthcare and mental health and substance use disorder legislation updates. Americollect provided updates on Medical Debt Collection rules and much more. Members also received updates from the American Hospital Association.

Day 3 - AAHAM members throughout the United States visited with Federal Senate and House Representatives sharing thoughts and ideas on how federal legislation affects the revenue cycle, patients and our Communities.

Day 4 - The AAHAM Government Relations Committee and Paul Miller, AAHAM's Advocacy Counsel held a productive discussion reflecting on the success of the event, highlighting key wins in engagement, outreach and advocacy impact.

The insight and feedback from our members is invaluable as we review outcomes and identify next steps. Together, AAHAM is building momentum and shaping stronger policy conversations moving forward.





March 2025 Educational In-Person Meeting

A Day Packed with Power Plays & Key Insights

Members from across the region gathered for a high-energy, high-impact day at the *March Madness: Full-Court Press for Healthcare* event, where team spirit met cutting-edge education. With attendees donning their favorite collegiate team gear, the atmosphere buzzed with enthusiasm as leaders came together to tackle today’s most pressing healthcare topics.

Cyber Security Education & Awareness Presented by Benjamin Tweel, Bank of America
From phishing to ransomware, cyber threats in healthcare are evolving. Benjamin Tweel kicked things off with an essential session on cybersecurity, highlighting best practices to safeguard patient data and institutional integrity.

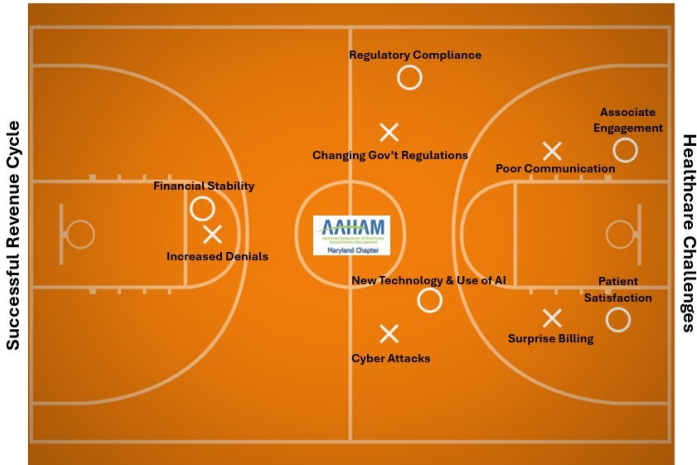
Maryland Hospital Association Update Led by Patrick Carlson, Health Care Payment
Carlson provided an in-depth overview of the current state of healthcare payments in Maryland, offering a look at key trends and legislative developments.

Advance Directives & Palliative Care Presented by Heather Hill
Heather Hill led a thoughtful discussion on the importance of advance care planning and the evolving role of palliative care in improving patient outcomes.

Data Analytics in Healthcare With Linker Mills
Data is the backbone of modern healthcare. Linker Mills shared how organizations are leveraging analytics to drive better decisions, improve care quality, and optimize operations.

From cybersecurity to palliative care, the *Full-Court Press for Healthcare* event brought together a championship roster of speakers and attendees. And with team spirit on full display, it was a slam dunk for professional growth and collaboration.

We extend our heartfelt thanks to all the presenters who contributed their time, expertise, and energy to make this event a success. Your insights, engaging delivery, and thoughtful discussions enriched the experience for everyone involved. We deeply appreciate your dedication and the valuable knowledge you shared with our community. Thank you for helping us inspire, inform, and connect. A huge thank you to our sponsors as well for being the backbone of our organization.





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

Discount Program: Receive discounts on products and services from companies like UPS, Alamo Rental Cars, Hewlett Packard, and Office Max just to name a few.



Membership Corner

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

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 \$226. 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 \$350 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 \$35. 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 \$65. 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 fee to become a retired member is \$50. 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 2025 and beyond, we will continue this mission as we expand our outreach.

Each year, we choose organizations that we know are making a difference in our communities. We hope we can count on you for your support! We are currently looking for suggestions for this years charities!

Previous years Charitable Causes



Suggestions?

If you have a charity that is near and dear to your heart, please feel free to reach out to Jackie Truelove 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 emails from MD AAHAM regarding virtual educational sessions. Many are being offered free of charge to members at the present time.

If you have any questions related to the CEU process, feel free to reach out to KC Lycett at kclycett@gmail.com. Additionally, National AAHAM has published policies to help answer your questions.

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](#).

To view the latest eNewswatch [click here!](#)



National AAHAM Certification Updates

**LEARN
MORE**

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.

[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.

[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.

[AAHAM CRCS \(Specialist\)](#)

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 to prepare them for the many details needed to perform their daily job duties.

[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.

If you have any questions about certification, please contact:

Andy Politz at Andrew.Politz@sheppardpratt.org or

Jackie Truelove at jaclyntruelove@gmail.com

National AAHAM Certification Updates

AAHAM Certification

Why, What and Who

SUMMER OF CERTIFICATION

July 2025 – Webinar times listed below:

- 16th – CRCS – Billing 1:30 - 2:30P EST
- 23rd – CRCS – Patient Access 1:30 - 2:30P EST
- 30th – CRCS – Credit & Collections 1:30 - 2:30P EST
- 17th – CRCE – Patient Access 12 - 1P EST
- 24th – CRCE – Billing 12 - 1P EST
- 31st – CRCE – Credit & Collections 12 - 1P EST

August 2025 – Webinar times listed below:

- 7th – CRCE – Revenue Cycle Management 12 - 1P EST
- 8th – CCT – Full Review 1:30 - 2:30P EST
- 12th – CRCP – Patient Access 12-1P EST
- 13th – CRCP – Billing 12-1P EST
- 19th – CRCP – Credit & Collections 12-1P EST
- 20th – CRCP – Revenue Cycle Management 12-1P EST
- CRIP – To be announced

Click [here](#) to register for these and any other upcoming webinars.

If you have any questions about certification, please contact:

Andy Politz at Andrew.Politz@sheppardpratt.org or

Jackie Truelove at jaclyntruelove@gmail.com

National AAHAM Certification Updates

AAHAM Certification

Why, What and Who

CERTIFICATION TRAINING WEBINARS

If you cannot attend the live sessions, webinar recordings will be available on-demand for purchase.

- The CRCS and CCT webinars will be publicly available for anyone to purchase.
- The CRCE, CRCP and CRIP webinars will only be available to **current** National members to purchase. Please note that members will need to be logged in in order to access the CRCE, CRCP and CRIP webinars.

You can earn double AAHAM CEUs for each Certification Training webinar that you view (i.e. 60 minutes = 2 CEUs). In order to receive credit for the CEUs, you will need to take a brief online quiz and answer 5 multiple-choice questions related to the webinar that you watched.

[CRCS/CCT](#)

[CRCE](#)

[CRCP](#)

[CRIP](#)



If you have any questions about certification, please contact:

Andy Politz at Andrew.Politz@sheppardpratt.org or

Jackie Truelove at jaclyntruelove@gmail.com



GENE GIORDANO SCHOLARSHIP AWARD:

The Gene Giordano Scholarship Award Fund was established in honor of one of the Maryland Chapter's founding members. It was established to encourage and stimulate continuing education for chapter members and their respective families.

To be eligible, you must have been a member, in good standing, for three (3) consecutive years or be a spouse or dependent of a member meeting the "member in good standing" criteria.

Deadline
July 31, 2025

**GENE GIORDANO AWARD
2025 APPLICATION**

FRANK CALLENDER SCHOLARSHIP AWARD:

In an effort to promote involvement in AAHAM, both at the local and national level, the Board of Directors of Maryland AAHAM have voted to establish a yearly scholarship award, named on behalf of Frank Callender. This scholarship award will be presented to the individual who has contributed to AAHAM throughout the year to benefit our membership and has shown a true commitment to the growth of our chapter. The individual will be awarded registration to the National Annual Institute, and the chapter will pay for hotel, airfare, and a stipend for expenses per day.

Deadline
July 31, 2025

**FRANK CALLENDER AWARD
2025 APPLICATION**

For more information, please contact Jackie Truelove
Jaclyntruelove@gmail.com



MEET THE 2025-2026 BOARD OF DIRECTORS



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AAHAM

American Association of Healthcare
Administrative Management
Maryland Chapter

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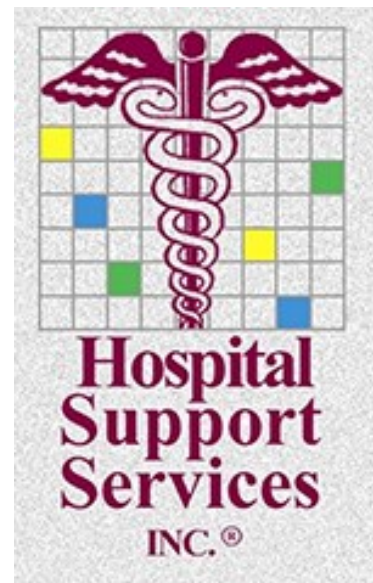


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Maryland AAHAM would like to extend our thanks to
the vendors who provided
their support for our chapter in 2024-2025.

If you are interested in becoming a MD AAHAM Chapter
sponsor for 2025-2026, contact Jackie Truelove at
jaclyntruelove@gmail.com

[Click on any Sponsor logo to learn more about their services](#)