



Spring 2023

## Spring is the Season of New Beginnings

MD AAHAM  
Connection  
National Journal Award Winner

First and foremost, we would like to take this time to thank both our members and corporate partners for your unwavering support and understanding while we navigated unprecedented waters the past several years.

We are thrilled to be moving back towards our normal state with a hybrid of in-person events as well as webinars. We will be conducting in-person educational sessions in April, July, and November; webinars in May and December; Legislative Day May 3rd and 4th in Washington, D.C.; and our return to Ocean City for our Annual Institute September 12th-14th. Please stay tuned for announcements about these events and many more. We look forward to seeing you all soon!



Sincerely,

*Jackie*

Jackie Truelove, CRCE, CRCP, CRC

### In the News...

President's Message	1
Calendar of Events	2
New Board Installation	3
Executive Board	4
Board of Directors	5
Membership Corner	6-7
New Members	8
AAHAM Legislative Day	9
Legislative Advocacy Award & AAHAM eNewswatch	10
AAHAM ANI	11
Charitable Commitment	12
Fred Callender & Gene Giordano Scholarships	13
Educational Updates	14
AAHAM Certifications	15-16
New Certified Members	18
Chapter Excellence	18
Our Sponsors	19

**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

## April 2023

## Stress Awareness Month

- 17-21 April Exam Period
- 25 Certification webinar
- 28 April Educational Meeting - The Hotel at Arundel Preserve, 7795 Arundel Mills Blvd, Hanover, MD  
<https://mdaaham.com/meetinginfo.php?id=4&ts=1680022086>

## May 2023

## Mental Health Awareness Month

- 2 Certification webinar
- 3-4 2023 Legislative Day-Washington DC (See page 4 for more detail)  
<https://www.aaham.org/LegislativeDay.aspx>
- 9 Certification webinar
- 22-26 May Exam Period
- 31 AAHAM Member Scholarship Submission Deadline  
AAHAM offers scholarship opportunities for our members and dependents of our members.  
<https://www.aaham.org/Events/EventsList/TabId/4599/ArtMID/14305/ArticleID/27625/evr/6/AAHAM-Member-Scholarship-Submission-Deadline.aspx>

## June 2023

## Children's Awareness Month

- 19-23 June Exam Period

## ANNUAL • INSTITUTE • UPDATE!

MD AAHAM Annual Institute - September 12-14, 2023  
Princess Royale Oceanfront Resort, Ocean City, MD  
<https://mdaaham.com/calendar.php>

National AAHAMANI - October 10-12, 2023  
Lowes Hollywood Hotel in Los Angeles, California





# MD AAHAM *Connection* National Journal Award Winner



## Captured in the Moment

Thank you to all of our MD AAHAM members who attended the February Educational Meeting and Board of Director's Installation Event!

**February 24, 2023**





# MEET THE 2023-2024 BOARD OF DIRECTORS



**Kayla D'Agostino**  
Chairman of the Board  
Calvert Health



**Jackie Truelove**  
President  
Select Medical



**Beth Franzak**  
1st Vice President  
Kohler Healthcare



**K.C. Lycett**  
2nd Vice President  
Universal Health Care Placements



**Amy Weber**  
Treasurer  
MedStar Health



**Karen Moore**  
Secretary  
Optum 360



MD AAHAM  
Connection  
National Journal Award Winner

# BOARD OF DIRECTORS



**Jennifer Beeker**  
Board Member  
Johns Hopkins Health



**Jessica Felder**  
Board Member  
Kohler Healthcare Consulting, LLC



**Marina Himes**  
Board Member  
MedStar Health



**Nicole Kreamer**  
Board Member  
Johns Hopkins



**J. Pete Leonard**  
Board Member  
Elevate PFS



**Scott London**  
Board Member  
London Eligibility, Inc.



**Pam Long**  
Board Member  
The CCS Companies



**Erin Miskelly**  
Board Member  
Aurora Healthcare Resources



**Andrew Politz**  
Board Member  
MedStar Health



**Brianna Sensibaugh**  
Board Member  
Baltimore Washington  
Medical Center

# AD-HOC BOARD



**James Pete Ash, Jr**  
Board Member  
Elevate PFS



**Kate Austin**  
Board Member



**Eugene Friedman**  
Board Member



**Gustavo Matheus**  
Board Member



**Sheldon Pink**  
Board Member  
Luminis Health

## Membership Corner

Join Maryland AAHAM - [https://mdaaham.com/form.php?form\\_id=8&c=1](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

Join Maryland AAHAM - [https://mdaaham.com/form.php?form\\_id=8&c=1](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 \$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





The AAHAM 2023 Legislative Day will be May 3-4 at the [Hyatt Regency Washington on Capitol Hill](#) in Washington, DC.

AAHAM's annual Legislative Day brings you face-to-face with the decision makers in Washington who determine the outcome of our industry's top legislative priorities. Join AAHAM at the one political event that directly impacts you, your facility and your bottom line.

When grassroots advocates from around the nation unite, shaping healthcare policy becomes more effective. This is your opportunity to let your elected leaders know what your facility needs. With so many special interest groups seeking relief, it is our opportunity to make sure our voice is being heard and our facilities have a seat at the table when it comes to deciding the policies that affect us and our industry.

- ✦ Receive insider briefings from experts on issues critical to the industry
- ✦ Meet face-to-face with your members of the Senate & House
- ✦ Network with decision-makers and your colleagues
- ✦ Make your voices heard
- ✦ Make a difference at the only industry event of its kind
- ✦ Earn 8 AAHAM CEUs



Register and learn more today at <https://connect.gomembers.com/f/index.php?>



**On behalf of AAHAM President Lori Sickelbaugh, CRCE, and Karin Murchison, Government Relations Chair, and the entire Government Relations team, we want to congratulate the Maryland AAHAM Chapter for winning the AAHAM Legislative Advocacy Award for 2023!** This chapter embodies this prestigious award's purposes, to:

- Inspire continuing advocacy in the healthcare industry
- Encourage the support of the legislative process at the state and national level
- Contribute to the efforts of state and national AAHAM legislative advocacy
- Exhibit professionalism, competence, and integrity in serving the legislative process
- Demonstrate healthcare expertise, knowledge, and how legislative decisions impact others

The winning chapter receives one free AAHAM Legislative Day registration and two nights at the official Legislative Day hotel.

We hope to see you all at the 2023 Legislative Day! Make sure to register early!

**AAHAM eNewswatch**

**AAHAM THE JOURNAL** Spring 2017  
OF HEALTHCARE ADMINISTRATIVE MANAGEMENT

Value Stream Mapping for Best Practice  
Conscious Communications. Words That Work  
Powering Up Performance  
2016 MBA Update  
Creating Connection in Collections

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!](#)

COME CELEBRATE WITH US!  
MARYLAND AAHAM ANNUAL INSTITUTE

50<sup>th</sup>

*Fashionably Late*  
ANNIVERSARY

SEPTEMBER 12TH -14TH, 2023

OCEAN CITY, MD

*50 years of Excellence in Education and Certification*

**STAY TUNED -  
REGISTRATION  
OPENS IN THE  
NEXT FEW WEEKS**



**COMING  
SOON**

**The 2023 AAHAM ANI  
will be October 10-12, 2023  
at the Loews Hollywood Hotel in  
Los Angeles, CA.**

## **Important reasons why you can't afford to miss AAHAM's ANI...**

- Attend vibrant educational sessions on career-focused topics
- Learn real solutions from industry leaders about day-to-day challenges
- Learn new techniques
- Acquire new skills
- Obtain best practices
- Find out about the latest in products and services available to our industry
- Earn 20 continuing education units (CEUs)
- Connect with colleagues and expand your network
- Find out about important topics impacting healthcare
- Receive affordable and cost-effective education
- Enjoy fantastic networking opportunities

## **The AAHAM ANI begins with industry renowned revenue cycle speakers**

We have many sessions and presenters in three separate healthcare tracks; Revenue Cycle, Leadership Engagement, and Operational, 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 new ideas you can use immediately.

If you have any questions about the ANI, please feel free to contact our event staff at [events@aaham.org](mailto:events@aaham.org).



## 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.

The Brandon Tolson Foundation (BTF)—  
[www.brandontolsonfoundation.org](http://www.brandontolsonfoundation.org)



*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.*

### Suggestions?

If you have a charity that is near and dear to your heart, please feel free to reach out to Nicole Kreamer at [nkreamer@jhmc.com](mailto:nkreamer@jhmc.com) with any suggestions for efforts that you would like to see your local AAHAM chapter support. Together we can make a difference!





## Frank Callender Scholarship Award

### **Purpose:**

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.

Individuals will be awarded “points” for their involvement in the chapter, from July 1 to June 30<sup>th</sup>. The individual with the most points earned during that timeframe will be given the scholarship in July. Should the individual be unable to attend, the scholarship will be awarded to the next highest point individual.

Members will be required to submit documentation to support any activity that cannot be verified by the chapter, such as CRCE study session sign in sheets, attendance confirmation for national events, proctor confirmations, etc. This information is vital to the chapter for our Chapter Excellence application and all information should be sent to the designee at the time for Chapter Excellence, who will also document points per individual as well for the final award calculation.

## Gene Giordano Scholarship Award

### **Purpose:**

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.

For more information, please contact Jackie Truelove  
[Jaclyntruelove@gmail.com](mailto:Jaclyntruelove@gmail.com)

# 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](mailto: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](mailto:kclycett@gmail.com). Additionally, National AAHAM has published policies to help answer your questions.





# AAHAM Certification

Why, What and Who

## National AAHAM Certification Updates

Certifications are continuing to be administered every month of the year. You can register for all of the certification exams here: <https://www.aaham.org/Certification.aspx>.

To assist in studying for your certification exams, AAHAM is pleased to offer webinar trainings, complete with quizzes through our website <https://www.aaham.org/InfoHub/Webinars.aspx>. For those taking the CRCS or CCT exams, the webinars are publicly available. For the CRCE, CRCP, and CRIP webinars, you must be a current National member in order to view and will need to log-in. Historically, those who listen to the webinars have a higher exam pass rate than those that do not listen. This is a great opportunity for everyone taking the exam or wanting to enhance their job performance.

For those that are current AAHAM members, you are eligible for 3 CEU's for each webinar that you view. To receive credit, you will need to take a 5 question quiz online about the webinar you viewed.

As a reminder, digital versions of all of the AAHAM certification study guides are available to purchase. We are excited to now be making this format available along with the enhanced features that it provides. The digital study guides have the same content of the traditional hard-copy books, with additional flexibility that the digital format offers. Whether you prefer to view the study guide on a tablet, phone, or web browser, we have you covered with this new interactive option.

If you still prefer the traditional hard-copy books, there's no need to worry, they will also be available to purchase instead of the new digital option. Providing more flexibility with AAHAM's certification training and testing has been a core focus of our certification committee's work over the past year. The future is bright with AAHAM certification, as we look forward to continuing to provide our industry-leading certifications and education in ways that can fit into anyone's busy schedule.

If you have any questions about certification, please contact :

Andy Politz at [andrew.n.politz@medstar.net](mailto:andrew.n.politz@medstar.net) or

Jackie Truelove at [jaclyntruelove@gmail.com](mailto:jaclyntruelove@gmail.com).

# Newly Certified Members



Have you passed the CRCS or CRCP in the past 12 months? If you have and you are looking to pursue the next level certification, you will receive a discount on the exam and study materials if you take the next level within the year.

*Here are the facts of the program:*

- Those going from a CRCP to a CRCE will receive a \$50 discount from the exam fee and a \$50 discount off of the study manual
- Those going from a CRCS to a CRCP will receive a \$25 discount from the exam fee and \$25 discount off the study manual

**Upcoming exams:**

May 22-26, 2023

June 19-23, 2023

If interested, please contact Matthew Hundley at [matthew@aaaham.org](mailto:matthew@aaaham.org) and he can sign you up manually to get the discount. The discounts are valid for one year from the original certification earned date.

The Maryland Chapter of AAHAM is proud to recognize our most recently Certified Revenue Cycle Professionals (CRCP) Certified Revenue Integrity Professionals (CRIP) and Certified Revenue Cycle Specialists (CRCS)



Name	Certification	Company
Caroline Znaniec	CRIP	Protiviti
Roxanne Dean	CRCS	UMMS
Beatrice Johnson	CRCS	
Carlita Glover	CRCS	

If you see these folks, please congratulate them and celebrate their accomplishment. We are proud of all of you!





# 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?>



# 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.

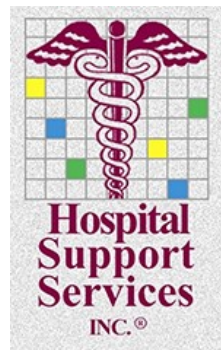
If any of our members have knowledge of, can provide proof of or direction on where to go to obtain any of the above information we ask that you contact: Marina Himes, CRCE at [marina.a.himes@medstar.net](mailto:marina.a.himes@medstar.net).

# OUR SPONSORS



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](mailto:kmoore1192@gmail.com)



Confirmed for 2023

