



American Association of Healthcare  
Administrative Management

*The Premier Organization for  
Revenue Cycle Professionals*

Pennsylvania Keystone Chapter

SUMMER 2023

# Keystone Kronicles



[administrator@keystoneaaham.org](mailto:administrator@keystoneaaham.org)



<https://www.linkedin.com/company/aaham-pennsylvania-keystone-chapter/>



[keystoneaaham.org](http://keystoneaaham.org)

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# 3 Corporate Partners

## PLATINUM PLUS



## PLATINUM



## Gold



# 4 Corporate Partners

## PLATINUM PLUS

\$1,500.00

### SILVER PLUS:

One feature article in a Chapter Newsletter

A 5-minute pre-luncheon presentation at a Keystone Program

Networking Table- Display marketing material at all educational sessions

3 Free Meeting Certificates

## PLATINUM

\$1,000.00

### SILVER PLUS:

One article in a Chapter Newsletter

Networking Table- Display marketing material at 3 educational sessions

2 Free Meeting Certificates

## Gold

\$750.00

### SILVER PLUS:

1 Free Meeting Certificate

Listed in "The Journal" as a Corporate Partner with link to your web page

## Silver

\$500.00

\* Listed on website with link to your web page

\* Recognized at all Keystone programs and events

\* Listed in Newsletter

\* Recognized at Christmas Meeting with a gift

# President's Letter

Mary Beth McMenamin

Welcome Summer 2023! What a success we had at our Annual Regional ANI. Golf could not have been a more beautiful day. It was my first real trip around a golf course, thank you Tony DiLuca for showing me the ropes. The golf outing was followed by a networking evening event at Wind Creek Casino.

On June 1st we had our Regional ANI with the Philadelphia, NJ, and Three Rivers Chapters. What a wonderful day! Brian Garver joined us for a motivational start to the day. Followed by Calvin Jordon AVP Pat Access Penn Medicine, Lisa Laudeman National AAHAM 1st Vice President, Chad Wallace EVP HRSI, Benjamin Tweel BOA SR Cyber Crime Specialist, and Anita Colon, VP RCO Temple University. We ended our day with a Provider Panel including Tisha Peterkin, Dir RC Jefferson Health, Anita Colon, Jennifer Eppley Dir Pt Access WellSpan, Alyshia Ravida Dir partner Analytics Innovu, and Shelly McCafferty Adm PFS LVHN. As you can tell it was a packed day full of education and refreshing engagement.

Please keep an eye out for National Nominations for the National Board. Keystone will be sending out requests for nominations for the Keystone Board in the Fall.

The Keystone board continues to meet monthly to build on our commitment to provide meaningful education and a strong chapter for our membership.

I would like to offer continued appreciation to our education committee, my board for the support and dedication to Keystone AAHAM. I also thank our sponsors who continuously participate and allow for the success of our chapter!

Enjoy your summer and see you in September at our next meeting September 20th!

Sincerely,

Mary Beth McMenamin  
Pennsylvania Keystone Chapter President

# Education Update/ Upcoming Events

AUGUST

31

**FRANK GILL MEMORIAL GOLF OUTING**

MANADA GOLF CLUB

[REGISTER](#)**REGISTRATION  
IS OPEN**

SEPTEMBER

20

**EDUCATION MEETING**

HOLLYWOOD CASINO

DECEMBER

06

**HOLIDAY EDUCATION MEETING AND  
SILENT AUCTION**

Hope everyone is having a great start to their summer! On June 1 we held our PA/NJ Annual Institute at the Wind Creek Casino Resort in Bethlehem, PA. It was a successful event from the 50-plus golfers participating in the golf tournament the day before, the over 80 in attendance for the kickoff reception Wednesday evening, to the Thursday packed full education meeting with 120 registrants and 15 booth business partners.

The joint education committee brought in AMAZING speakers covering many important healthcare topics discussing....

- Creating a Culture of Success
- Project Ascend-Penn Medicine
- National AAHAM Updates
- Federal & State Updates
- Cyber Security
- Managing Through Change

We concluded the day with an excellent provider panel discussion on Metrics, Data, and Reporting Tools. With the knowledge and ideas of the panelists to the audience questions and participation, we couldn't have asked for a better ending to an outstanding event.....ok, we actually ended with the business partner drawings which got lots of laughs and smiles.

Thank you to all the attendees, business partners, chapter presidents, chapter treasurers, speakers and the joint education committee for another successful joint institute. We look forward to seeing everyone next year!

The education committee is working on our next event which will be Wednesday, September 20th at the Hollywood Casino & Racetrack in Grantville, PA. Mark your calendars now because you will not want to miss this one! This will be our Payor & Legislative Meeting with a Payor Panel and possibly a keynote speaker of a local PA House Representative! Directly after the meeting we will be having a horserace networking event so be ready to not just win on the healthcare education but on the track!

Sharon A Taube

VIEW PHOTOS FROM THE  
ANNUAL INSTITUTE





PENNSYLVANIA KEYSTONE CHAPTER

## 2023 FRANK GILL MEMORIAL GOLF OUTING



609 Golf Lane  
Grantville, PA 17028

<https://www.manadagolfclub.com/>

Thursday August, 31st 2023

9:00am Shotgun Start

(Four person scramble)

### SPONSORSHIPS

Help overall support of event (charitable donation, prizes, beverages & lunch)

**\$650 CONTEST HOLE SPONSOR** - (includes foursome and tee sign on each contest hole)

*Each golfer will receive golf, cart, lunch, beverages*

**\$450 FOURSOME SPONSOR** - (includes Foursome and tee sign)

*Each golfer will receive golf, cart, lunch, beverages*

### INDIVIDUAL GOLFER

\$85 per golfer

*Each golfer will receive golf, cart, lunch, beverages*



The Keystone Chapter was able to help 3 people attend Legislative Day this year – Danyell Wittle, Angela Leffew, and Nancy Esterly. It was great to be able to have 2 first timers this year with us....and I do believe that both had a great time.

Here is a little bit from each of our Keystone representatives.

## Danyell Wittle, CRCS

*Legislative Day is a day that AAHAM National Members go face-to-face with decision makers of the Senate and House in Washington, DC to help with the outcome of their state's top priorities in the healthcare industry. This year it was held on May 03, 2023 to May 04, 2023.*

*I was chosen as one of the Keystone Scholarship Recipients to attend Legislative Day 2023. Legislative Day allowed our voices to be heard with members of the Senate and House of Representatives to share concerns impacting our healthcare industry for our state and facilities. This year we had 4 Legislative Advocacy Position Papers which were Medicare Advantage Plans, HR-1773 Debt Collection, HR-635 Expanding Access Mental Health Services, and HR-197 Telehealth Expansion.*

*The AAHAM Pennsylvania Team joined together, and we spoke to Allegra Smith, the Legislative Correspondent in Senator Bob Casey's office. She was so passionate and behind our decisions and heard everything we said. The PA team also tried Senator John Fetterman, but the office was in the process of moving. Lisa Laudeman and I had the opportunity to meet with Joseph Arbie, LA of Representative Don Meuser's office and he was very supportive and passionate about our acts.*

*This was a fantastic experience for me. I am not one to be into politics like this, but this hit me hard and I realized how much this impacts our state and the healthcare industry. If anyone has the opportunity to attend Legislative Day in Washington DC, I recommend them to take that opportunity as it was very educational and inspiring.*

## Angela Leffew

*My first Legislative day with AAHAM was incredible and one of the best AAHAM events that I have attended. It was such a rewarding experience to be able to see the outstanding effort that AAHAM puts forward to make a difference in so many important topics that can help create a positive change in Revenue Cycle and the patient experience. I was able to speak with representatives in Washington and share pain points with them about recurring issues that I have encountered in my career but also personally as a patient. Discussing each of the position topics with other attendees from AAHAM during the event was so helpful as a first-time attendee. I am so thankful to everyone from AAHAM that shared past experiences attending Legislative days and their perspective of the position topics. Attending Legislative day helped me to have a better understanding of the research and time that it takes to propose new legislation and that the group from AAHAM's input helped our leaders to shape that legislation. I had an absolutely amazing time and am looking forward to next year!*

Nancy Esterly

*As always, the experience of Legislative Day is inspiring and educational.*

*The presentation speakers were very informative and set the expectation for the day. The first speaker was Charlotte Pineda from Sen. Roger Marshall's office who shared the magic that goes on 'behind the curtains', it was very interesting to see all that it takes to get a bill to the floor. Other Congressional aides shared their expertise on different bills that are working their way through the committees and offices. Michelle Millerick from the AHA give updates that I brought back to share with the leadership at my institution. The final speaker was very interesting and framed questions and responses about the CFPB in a different light. There was a great variety of speakers this year.*

*And the best part is when we finally get to the Hill and visit with our Congressional representative's office. I visited Rep. Scanlon's office with Janet Brindley. Our staffer was very knowledgeable about all four of our topics and we were heartened to learn that Rep. Scanlon supports all four issues.*

*As a group, we visited Sen. Casey's office. Our conversation with the staffer was fruitful as we were able to answer some of her questions and help fill in the gap in her understanding of the issues we presented. Both visits left me feeling that both were very supportive of the four issues.*

*I certainly wish we would have been able to visit Sen. Fetterman. We did get a glimpse of him as he exited the elevator and walked toward his office.*

*At the Closing reception, I was so glad Jake Miskelly was asked to share his thoughts. He is such an interesting young man and very passionate about politics; he is truly inspirational.*

*The opportunity to meet other healthcare professionals and network with old friends is such an important part of Legislative Day. Such a vision Linda Shaffer had; and the changes we as an organization have been able to make over 18 years. It is truly a wonderful legacy.*

*Thank you for the privilege to attend.*



## Welcome New Members!

Local	Drew Chupalio	Jzanus Consulting
Local	Lisa Daube	NRA Group
Local	Pam Long	The CCS Companies
Local	Patrick McDonough	The CCS Companies
National	Kelly Bertolazzi	Genentech, a Roche Company
National	Beth Meshey	WellSpan Health
National	Amy Ramsey	Pennsylvania Employees Benefit Trust Fund
National	Jennifer Ziegler	Velocity Medical Billing LLC

Well, we are almost halfway through the year and our membership is 27 less National Members and 24 less Local Members. Our goal for the chapter is to maintain our membership from last year. It's been a tough year for membership in many different organizations with employers cutting back. I am hoping we will obtain new members before the end of the year.

Please keep in mind that National has different programs that can help pay for dues by either a one-time dues waiver or several different payment plans options.

Local Dues are still only 25.00 for the year. National Membership dues are \$209 for the year. If you need any more information or need assistance, please do not hesitate to contact me.

Dale Brumbach  
Membership Chairman

## Membership Totals

As of June 15, 2023

### 2023

#### National Membership — 183

- 140 Renewals
- 17 New
- 17 Students
- 4 Lifetime
- 5 Retired National

#### Local Membership — 18

- 12 Renewals
- 0 Retired
- 1 Lifetime
- 5 New Memberships

**Total 2023 Membership --- 201**

### YTD Gain (Loss)

2023 vs. 2022

Local (24)  
National (27)  
Total (51)

### 2022

#### National Membership — 210

- 140 Renewals
- 36 New
- 9 New Student
- 16 Student
- 4 Lifetime
- 5 Retired National

#### Local Membership — 42

- 28 Renewals
- 0 Retired
- 1 Lifetime
- 0 Student
- 12 New Memberships

**Total 2022 Membership --- 252 Members**

Total 2021 Membership 215  
Total 2020 Membership 206  
Total 2019 Membership 227  
Total 2018 Membership 196  
Total 2017 Membership 171

Congratulations to our members who have recently passed their certification exams! Marian Sun has earned her CRCE in this period! She is the first member of PA Keystone AAHAM to earn her CRCE in the past 2 years. We're especially proud of her for this achievement. Two-thirds of those listed below have earned certification for the first time. We commend you all for taking this step forward and hope to see you continue to grow and expand your career opportunities.

Kyra Armitage, CRCS	Gugan Dharmalingam, CRCS	Vickie Schweitzer, CRCS
Suneela Arora, CRCS	Christine Grove, CRCS	Angela Snyder, CRCS
CaSandra Basgall, CRCP	Constance Hopkins-Bailey, CRCS	Marian Sun, CRCE
Bonita Bishop, CRCS	Wendy Linton, CRCS	Megan Updegraff, CRCS
Stacie Brown, CRCS	Vanessa McClintock, CRCS	Denise Warner, CRCS
Nichole Carter-Mosley, CRCS	Hillary Miller, CRCS	Amanda Worthington, CRCS

### Going to Hollywood!

The AAHAM Annual National Institute (ANI) will be held October 10-12, 2023, at the Loews Hollywood Hotel in Los Angeles, CA. Attending the ANI is one of the best ways to receive top-notch education, earn 20 AAHAM CEUs, learn about the latest products and services available to our industry and network with your peers from across the nation, and beyond.

### Summer of Certification Campaign – improving certification exams, materials, and overall certification experience

As the National AAHAM Certification Committees are reviewing and updating AAHAM's study guides and exam questions, they are seeking our help. We, the certified members of AAHAM, are the subject matter experts in the Revenue Cycle arena. For the Summer Campaign, any certified member submitting a new exam question (including answer and supporting documentation) will receive 1 AAHAM CEU. Question submissions are limited to 3 per certified member.

### Should your question be selected for the appropriate exam, you will receive additional CEUs as follows:

- Accepted question for the CRCS or CCT Exam – 2 CEUs
- Accepted question for the CRCP or CRIP Exam – 3 CEUs
- Accepted question for the CRCE Exam – 4 CEUs

The 2023 Certification Campaign runs from June 1 to August 31, 2023

Questions can range from Price Transparency, Prior Authorization and much more. Exam sections include Access, Billing, Credit & Collections, Federal Regulations and A/R Management. Put on your thinking caps and help continue to make AAHAM the Premier Revenue Cycle Organization that professionals look to for certification!

[SUBMIT YOUR QUESTIONS HERE](#)

### 2023 Certification Exam Dates

[July 24-28, 2023](#)

July 2023 exams

[August 21-25, 2023](#)

August 2023 exams

[September 18-22, 2023](#)

September 2023 exams

[October 23-27, 2023](#)

October 2023 exams

[November 13-17, 2023](#)

November 2023 exams

[December 11-15, 2023](#)

December 2023 exams

Exam Applications are due to the National AAHAM Office 30 days prior to a testing period.

## CRCS and CCT On-Demand Exam Scheduling

- CRCS and CCT exams can be scheduled any time throughout the year and can be scheduled on-demand.
- The CRCS and CCT exams will also be offered on the second Saturday of each month.

## 2023 Certification Study Webinars are Back in July

AAHAM PRESENTS FREE STUDY WEBINARS for AAHAM CERTIFICATIONS

Whether you are planning on taking any of the AAHAM Certification examinations, preparing for the future, or need the education to enhance your job performance, you will benefit from participating in these webinars. Statistically, those who've participated in these webinars have a higher pass rate on their exams than those who did not.

- Wednesday, July 12, 2023 - CRCS Webinar – Billing (12:00-1:30pm)
- Wednesday, July 19, 2023 - CRCE Webinar – Pt Access and Billing (1:00-3:00pm)
- Tuesday, July 25, 2023 - CRCS Webinar – Credit and Collections (12:00-1:30pm)
- Wednesday, July 26, 2023 - CRCE Webinar – Credit and Collections & Revenue Cycle (1:00-3:00pm)
- Tuesday, August 8, 2023 - CRCS Webinar – Pt Access & Federal Regulations (12:00-1:30pm)
- Wednesday, August 9, 2023 - CRCP Webinar – Pt Access (12:00-1:30pm)
- Thursday, August 10, 2023 - CRCP Webinar – Billing (12:00-1:30pm)
- Wednesday, August 16, 2023 - CRCP Webinar – Credit and Collections (12:00-1:30pm)
- Thursday, August 17, 2023 - CRCP Webinar – Revenue Cycle Management (12:00-1:30pm)
- Tuesday, August 22, 2023 - CCT Webinar (12:00-1:30pm)
- Wednesday, August 23, 2023 - CRIP Webinar (12:00-1:30pm)

### Registrations must be received the WEEK before each session.

Each webinar is 90 to 120 minutes and will require a computer with high-speed Internet. The webinar includes a presentation with a Q&A period and handouts.

The registration is for one line and one computer. The webinar format permits an unlimited amount of people to listen in from one line. Correspondence and handouts will only be sent to the registrant.

You will receive a CEU form with CEUs for each member of your group of listeners for each webinar. To ensure the quality of interaction, the number of registrations for each audio seminar is limited. Reserve your space by registering ASAP.

Earn 3 AAHAM CEUs for EACH CRCS, CRCP, CRIP & CCT study session attended, and 4 AAHAM CEUs for EACH CRCE study session attended.

**\*\*\*I STRONGLY SUGGEST THAT ALL CERTIFIED NATIONAL MEMBERS REGISTER AND PARTICIPATE IN AS MANY FREE CERTIFICATION WEBINARS AS YOU CAN, ESPECIALLY IF YOU HAVE A DIFFICULTY ATTENDING CHAPTER EDUCATION MEETINGS. PLEASE, DO NOT LOSE YOUR CERTIFICATION BECAUSE YOU FALL SHORT ON CEUS!!!**

Please contact me if you have any questions or need assistance with the certification process.

Enjoy your Summer! Be Safe, Study Hard, and Have Fun!!

Carolyn Brown, BBA, CRCE  
 Pennsylvania Keystone AAHAM Certification Chairperson  
 717-901-4238 (Direct Line)  
 717-926-3570 (Cell)  
 Email: [cbrown@oip.com](mailto:cbrown@oip.com)

Stan Slipakoff

Presentation On The MA Program by MA Executives

What follows is information related to effects on the Medical Assistance (MA) program. The information was provided by Sally Kozak, the Deputy Secretary of DHS, Office of Medical Assistance Programs. Anything written in the italic format and underlined are quotes of the Deputy Secretary.

1. CMS, on 5/3/23, released proposed new rules related to MA eligibility and other DHS programs. The public has until 7/3/23 to comment. The rules deal with ending/amending rules that were instituted before PHE and have now been terminated/modified. "The two rules focus on ensuring access to MA services, Medicaid and CHIP, Managed Care, finance, and quality".

This sounds great, but it is a monumental number of changes and requires increased funding. Also, MA and CHIP are now working under pre-Covid rules. It will be even more difficult, sometime after 7/3/23, when they will have new processes and rules.

2. The Deputy Secretary acknowledged that there was a backlog in processing applications. That is true, then she said "Since Secretary Arkoosh has come on board, we have dedicated additional resources to help clearing up that backlog. As of today (5/25), all of the applications that were in backlog on the date that the new administration got sworn in have been completed and processed."

My response is that what she said sounds good. The problem is that she didn't say she was fully current. The question is when did Secretary Arkoosh come on board? The Governor took Office 1/17/23 and the Secretary was appointed that day. However, when did she come on board. If what she said is accurate, I would like an explanation on why I regularly hear complaints from providers and state employees that deal with the application process and how many cases just sit unworked.

The Deputy Secretary was clear that, once CMS issues its final rules, the workload will increase significantly. So far, no one has talked about additional funding, additional training, or additional employees. How is this going to work?

Pharmacy Benefit Managers (PBM)

For years, PBMs have "allegedly" been overcharging insurance companies, employers and the government. The scam is simple. The drug companies sell drugs to the PBMs. Because of the bulk purchasing rate, the PBMs receive a reduced price. The PBM then sells the drugs to the insurance companies, employers and the government. The PBMs charge them a slightly higher price than they pay the drug companies. The purchasers know that they are paying the PBMs a questionable amount.

The system relies on good faith as the PBMs do not release the prices they pay to the drug companies. Finally, the government realized that they were overpaying billions to the PBMs without any ability to determine if they were being overcharged.

## Stan Slipakoff

Earlier this month, the House passed a bill that requires PBMs to release, to their customers, the data that will let their clients know if they are being charged a fair amount. This month, the House's Energy and Commerce Committee passed a bill that requires PBMs to annually release that information to their clients. That will let them see if they are being charged correctly. At the same time, several other House Committees passed similar bills.

Pharma

Don't think Pharma is an angel in the above issue. In 1992, Congress passed 340B. That is a program that helps hospitals that treat large percentages of low-income and uninsured patients. The plan was that the hospitals would use the money they saved to cover some of the costs of treating low-income and uninsured patients. A federal appeals court has recently ruled that the drug companies don't have to provide 340B drugs to any PBM company that wants to buy them.

Due to that decision by the Court, 21 drug companies have decided that they would only sell 340B drugs to PBM companies they own. Because of the 340B changes, the owner of Caremark PBM (CVS) expects to lose \$200 million this year. Cigna Group, owner of Express Scripts and United Health, owner of OptumRX, have made the same prediction. However, they have not provided an estimate of their expected loss.

Hospitals

There is a "new way" of treating patients. I have no opinions about it yet, but it does sound interesting. Hospitals are beginning to test an idea called "Hospital-at-Home" (H-at-H). Apparently, this concept received a big push when COVID hit. Hospitals were faced with a shortage of beds, equipment and supplies. Also, patients were afraid to go to a hospital. Another push for HaH is that the big hospitals and hospital systems see it as a way to not continuously need to build new additions or new facilities.

Here is some history and predictions about the viability of H-at-H.

- CMS has set specific H-at-H requirements that must be in place before a hospital can function as a H-at-H facility. For instance, patients must be evaluated by a doctor or advanced practice nurse (in-person or virtually), patients must be evaluated twice a day remotely or virtually and hospitals must have an on-command connection which can respond within 30 minutes if the patient's physical or mental health condition is deteriorating. Finally, the provider must be able to connect the patient to other necessary services.
- H-at-H is not new. It has been around since the 1970s in Canada, the United Kingdom and Israel. By 2002, American providers were working with the H-at-H model. They include Johns Hopkins, Presbyterian Health Services in Albuquerque, New Mexico, and several Veteran Administration medical centers.
- Economists believe that H-at-H will grow from \$200 billion in 2023 to \$300 billion by 2028.
- Is all this growth realistic? If not, what will cause H-at-H to not reach the preceding predictions? Here are a few examples that could make the projections incorrect.
  - Will Medicare and private insurance continue to pay H-at-H at the same level they pay for in-house care?
  - Many rural areas lack enough doctors and nurses to meet CMS' criteria. Also, a shortage of doctors/nurses might make it impossible for some providers to meet CMS' criteria.

I wish everyone a great summer!

Stan