

# Journal- Fall 2019

## President's Letter- Lisa Laudeman CRCE I/P

It's hard to believe that the foliage is changing, the temperature is getting cooler, and 2019 is almost in the books. What an amazing year our chapter is having. Our March Madness meeting kicked off our 2019 year of outstanding education meetings. May held a new location for our regional meeting with the Philadelphia Chapter....this meeting continues to grow and provide outstanding education for both chapters. In 2020 we are pleased that the New Jersey AAHAM Chapter will join us for the Regional Meeting.

We had our first ever half-day meeting in July and Keystone's Night at the Races. September was our first Payer Meeting which our education committee plans to continue and grow for years to come. I have to congratulate our Education Committee, headed by our VP Mary Beth McMenamin and Chair, Nancy Esterly. They have absolutely stepped it up a notch in 2019. Can't wait to see what they have planned for 2020. Please reference the ANI section of the Journal for all the exciting events and news from the conference.

Our December meeting is around the corner (December 12<sup>th</sup> at the Holiday Inn Grantville). This is one meeting you don't want to miss! Come join us for a day of education, networking, and holiday fun. Registration is open and the agenda is available on our website. This meeting will focus on upcoming changes to collection processes, Pricing Transparency, and a special presentation by AAHAM's Second VP Amy Mitchell and our very own Linda Shaffer.

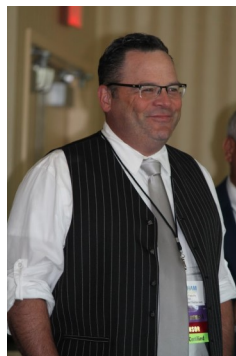


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### Upcoming Events

- Keystone Education Meeting and Silent Auction – December 12th Holiday Inn, Grantville, PA
- Deadline to register for March Certification Exams– December 19th



## AAHAM National Institute Update

Presented by Lisa Laudeman, CRCE I/P, Chapter President

The Keystone Chapter was well represented at the 2019 AAHAM ANI held in Las Vegas by the Provider members and Corporate Sponsor representatives that continue to support the ANI each year. All the Pennsylvania chapters continue to be a driving force within AAHAM and had many representatives and vendors in attendance this year.



Breakout tracks for Revenue Cycle, Leadership and Development, and Operations along with fantastic Keynote speakers showed the commitment to quality education that our National Officers and Chapter Presidents continue with each ANI. Kudos to Catherine “Kate” Clark for pulling this all together and to each of the Chapter Presidents that contribute to this committee each and every day. Our own Keith Beck, CRCE from OSS was a presenter on the Price Transparency panel and Paul Miller concluded the ANI with an “AAHAM in Review” presentation. Keystone was the recipient of many awards this year and each of you are part of what makes Keystone special and award winning....

### **National Journal Award 1<sup>st</sup> Place – Chapters with 100-199 National Members**

### **Chapter Excellence Award 1<sup>st</sup> Place – Chapters with 100-199 National Members**



A special “Thank You” to Mary Wallace and our board for putting together such a quality Journal each quarter. And, to Amanda Kimball who is responsible for managing and maintaining all the information needed to submit the annual chapter operations report “Thank You” ....the board of directors appreciates all you did this past year that led Keystone to that 1<sup>st</sup> Place Award! Our Awards will be on display at the December meeting.

Finally, each year AAHAM presents the Bill Spare National Recognition Award. The 2019 AAHAM member that was honored with this award was our very own President, Lisa Laudeman. We will re-present the award to Lisa during our December 12<sup>th</sup> meeting.

This is an amazing event. If you have not attended the ANI, consider attending as a goal for 2020. Keystone continues to provide opportunities to our members and will again present scholarship opportunities. The 2020 ANI will be in New Orleans at the Sheraton New Orleans on October 21-23, 2020.



## Keystone Kurrents

### Government Relations Update



The following is an excerpt from an article published in Kaiser Health News... Click here to read the full article: <https://khn.org/news/patients-eligible-for-charity-care-instead-get-big-bills/>

Under the Affordable Care Act, nonprofit hospitals are required to provide free or discounted care to patients of meager incomes — or risk losing their tax-exempt status. These price breaks can help people avoid financial catastrophe. And yet nearly half — 45% — of nonprofit hospital organizations are routinely sending medical bills to patients whose incomes are low enough to qualify for charity care, according to a Kaiser Health News analysis of reports the nonprofits submit annually to the Internal Revenue Service. Those 1,134 organizations operate 1,651 hospitals.

Together, they estimated they had given up collecting \$2.7 billion in bills sent to patients who probably would have qualified for financial assistance

These written-off bills, known as bad debt, represented a tenth of all nonprofit hospital bad debt reported to the IRS in either 2017 or the most recent year for which data is available. That sum may represent an undercount because it is based on self-reported estimates from hospitals and is not independently audited. And it does not include money that financially struggling patients eventually paid.

## Education Committee Update

### Third-Party Payer Meeting

Members have been asking for it and the committee pulled it together – our first ever Third-Party Payer Meeting was held on September 19, 2019 and what a successful meeting it was.

We kicked off the meeting with our Keynote Speaker, George Buck, President of the AAHAM Music City chapter in Nashville. George presented on regulatory issues facing providers and vendors alike. Payers included Novitas Solutions, Highmark, Capital Blue Cross, Aetna and a PA Medicaid update from Tony DiLuca.

Our “Bring a Provider Colleague for Free” campaign was a huge success. Many hospitals took advantage of this opportunity and were able to bring along staff from all areas, Access, Billing, Follow Up, Financial Counseling to name a few. Some of our Corporate Partners also took advantage and offer this opportunity to their provider clients that might not attend our meetings.

Our committee is dedicated to expanding this to a full day meeting for September 2020. If you have a payer representative that might be interested in presenting at this meeting, or if you would like to see a specific payer invited, please send your requests to our Education Committee Chair, Nancy Esterly. You can reach Nancy at:

Nancy Esterly, CRIP  
Billing and Claims Manager  
Good Shepherd Rehabilitation  
610-776-3154, fax: 610-778-9272  
[nesterly@gsrh.org](mailto:nesterly@gsrh.org)





Certification Calendar

<b>November 4-15, 2019–</b> November 2019 Exam Period
<b>December 19, 2019–</b> Registration Deadline for March 2020 Certification Exams
<b>March 9-20, 2020–</b> March 2020 Exam Period
<b>April 15, 2020–</b> Registration Deadline for July 2020 Certification Exams
<b>July 20-31, 2020–</b> July 2020 Exam Period

**Are You Keeping Your Resolution to Become Certified?**

Our friendly members, and board of directors are here to help you. The follow-through on your resolutions are the most difficult part to succeeding. If you’ve made the decision to become certified, we can help you see your way through to the finish line. Contact me or another member of the board for support or assistance.

Information and Registration on each level of certification is on the Certification tab of the National AAHAM website: <http://www.aaham.org/Certification.aspx>

**CONGRATULATIONS to our recently Certified and Recertified Members!!**

July 2019	Jul 2019 (continued)	Jul 2019 (continued)
Faye Ahmed, CRCP-I Jami Denman, CRCP-P Mary Jo Fies, CRCP-I Jennifer McDonald, CRCP-I Kimberly Sinopoli, CRCP-P Kathleen Bair, CRCS-I Mary Barnhardt, CRCS-P Nichole Burns, CRCS-P Michala Christy, CRCS-I Tammy Cope, CRCS-I Janiyah Dillard, CRCS-P	Sandra Garner, CRCS-P Sharon Goelz, CRCS-P Kim Good, CRCS-I Christine Grove, CRCS-P Stacey Harris, CRCS-P Christina Hogue, CRCS-I Allison Jordan, CRCS-P Lisa Kaltreider, CRCS-P Kimberly Kestner, CRCS-I Monica Lewis, CRCS-P Jade Markel, CRCS-I	Jamie McFarland, CRCS-P Shelly Myers, CRCS-I Cheryl Nale, CRCS-P Kim Peters, CRCS-I Pamela Pond, CRCS-I Tammy Raffensberger, CRCS-I Jessica Shumaker, CRCS-I Christian Smallwood, CRCS-P Elizabeth Spangler, CRCS-P Vickie Toomey, CRCS-I Brenda Valentine, CRCS-I

**Please join us for our December meeting!**

We will be recognizing our newly certified members, and we will distribute gifts to our Professional and Executive-level certified members. You won’t want to miss this fun-filled day! Mark your calendars for December 12th!

**Printing of CRCS / CCT Certificates immediately following Exam**

Beginning with July 2019 exams, examinees will have instant access to print their certificate if they pass the CRCS or CCT exams. The examinee can access the certificate immediately or login later under their QuestionMark login to print on-demand. An Official certificate will be provided at a later date.

**New 2019 Study Manuals**

The 2019 Study Manuals have a revised format. They are better organized for a clear path on the revenue cycle career ladder. The new manuals help you study and pass your certification exam, and are a valuable resource beyond passing your exam. The manuals include review questions and study tips.

**Retaking an exam, or partial exam?**

If you pass more than one section on your initial attempt, you have an opportunity to re-take the section(s) that you did not pass. Failed sections must be taken within twelve (12) months of the initial exam date.

**PLEASE NOTE:** you must register for the exam re-take section(s) on the AAHAM website. You will need to go through the same steps as with your initial exam in that you will need to be registered in the online testing system, and we will need to obtain a proctor for your exam.

**TIP on studying for your re-take:** Please make sure to study material that goes beyond the section(s) you are sitting for. There may be questions that overlap sections. It’s best to review the study guide in a comprehensive manner, even if you are only re-taking one section of the exam.

Please contact me if you have any questions on your path to certification.

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



## Keystone AAHAM Membership Update

Presented by Dale Bumbrach, Membership Chair

### **Membership Totals as of October 21, 2019**

**National Membership** — 156 members  
 106 Renewals  
 24 New memberships  
 11 New Student Members  
 11 Student Members  
 4 Lifetime memberships

**Local Membership** — 44 members  
 32 Renewals  
 0 Student Members  
 12 New Memberships

<b>Total 2019 Membership</b>	<b>200</b>
<b>Last Year at this time</b>	<b>195</b>
<b>YTD Gain (Loss)</b>	
<b>Local</b>	<b>(4)</b>
<b>National</b>	<b>8</b>
<b>Total</b>	<b>4</b>

### **Welcome New Members!**

**Amelia Messick**

**Sharmaine Hardy**

**Amy Hobbs**

**Karen Hunt**

**Crissty Johns**

**Teresa Lane**

**Elizabeth McClure**

**David Sabto**

**Cali Gilmartin**

**Saeyee Lyon**

## Frank Gill Memorial Golf Outing

Presented by Toney Fedullo, Social Chair

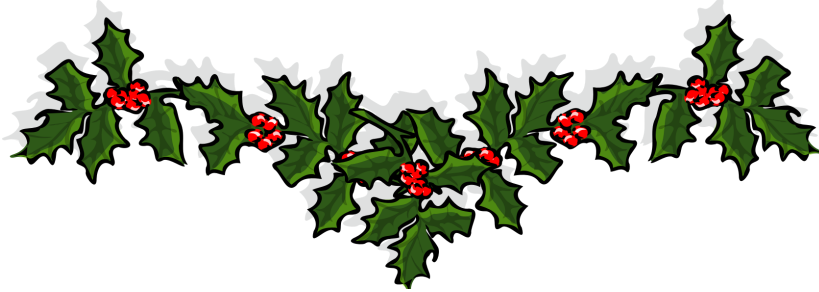
On Friday, August 23rd the Keystone Chapter hosted over 50 golfers. We played through some morning rain, but in the end we all had a great day. A giant thank you goes out to our golf sponsors with their help we will be able to make a \$500 donation to Boy Scouts of America:



**Commerce Bank**  
**Bureau of Account Management**  
**Commercial Acceptance**  
**Penn Credit**  
**PATHS**  
**Arcadia Recovery Bureau**  
**NRA**  
**HRSI**  
**Financial Recovery**



Special Thanks to Steve Aaron from HBCS who provided the photography for the day



## **24th ANNUAL KEYSTONE CHAPTER SILENT AUCTION**

It's not too early to start thinking about the upcoming Holiday Meeting!!

We are planning another spectacular Silent Auction in conjunction with our December 12th Holiday Meeting taking place at the Harrisburg/Hershey Holiday Inn. Thank you all for your past participation in the Auction—either through bidding or through donation. Please consider contributing a donation this year. It is the proceeds from this event that help keep our meeting fees remarkably low! Please mark this event on your calendar.

### **PLEASE BE PART OF THIS MAJOR FUNDRAISER FOR YOUR CHAPTER.**

**All items accepted!**

Past items have included:

<b>Beer/Alcohol Basket</b>	<b>Jewelry, Sunglasses</b>	<b>Floral Arrangements</b>
<b>Handbags</b>	<b>Crafts</b>	<b>Artwork, Quilts</b>
<b>Sporting Event Tickets</b>	<b>Sports Memorabilia</b>	<b>Spa Treatments</b>
<b>Homemade Goodies</b>	<b>Electronics</b>	<b>Gift Cards</b>
<b>Coolers</b>	<b>Candles</b>	<b>Holiday Decorations</b>

***CALL, MAIL, EMAIL OR FAX WITH YOUR ITEM TODAY!!!***

**Kristy Pipher Richmond**  
Commercial Acceptance Company  
2300 Gettysburg Rd, Suite 102  
Camp Hill, PA 17011  
kprichmond@commercialacceptance.net

**(717) 216-5028 (direct line)    (866) 678-6855, x.214 (toll free)    (717) 901-5565 (fax)**

Name \_\_\_\_\_ Company \_\_\_\_\_

ItemName/Description \_\_\_\_\_

Estimated Value \_\_\_\_\_

\_\_\_\_\_ I will bring item to Auction on the day of the December 12th meeting.

\_\_\_\_\_ I will make arrangements to deliver my donation to Kristy prior to the December 12th meeting.

\*\* This year we are going to display pictures of the auction items on the Keystone Website prior to the event. If you are bringing your item directly to the meeting, please email me a picture as soon as possible. Thank you!!



## Keystone AAHAM Board Members 2018-19

<b>Chairperson</b>	<b>Bill Major, CRCE-I, CRCS-I</b>
<b>President</b>	<b>Lisa Laudeman, CRCE- I/P</b>
<b>Vice President</b>	<b>Mary Beth McMenamin, CRCE-I</b>
<b>Treasurer</b>	<b>Laurie Steffy, CRCS-I</b>
<b>Secretary</b>	<b>Kimberley Raftery</b>
<b>Elected Board Member</b>	<b>Irene Parks (Corporate Partner Chair)</b>
<b>Elected Board Member</b>	<b>Dale Brumbach, CRCP-I (Membership Chair)</b>
<b>Certification Chair</b>	<b>Carolyn Brown, BBA, CRCE-I</b>
<b>Government Relations Chair</b>	<b>Stan Slipakoff, Esq.</b>
<b>Ways and Means Chair</b>	<b>Kristy Richmond</b>
<b>Communications Chair</b>	<b>Mary Wallace, CRCP-I</b>
<b>Education Chair</b>	<b>Nancy Esterly, CRIP</b>
<b>Education Committee</b>	<b>Sharon Taube; Marlena Kratzer, CRCE; Anne DelPizzo; Pam Gerancher, CRCE-I; Susan Reese, CRCE-I; Cherice Swick, CRCP-I</b>
<b>Chapter Excellence Chair</b>	<b>Amanda Kimball, CRCS-I</b>
<b>Social Chair</b>	<b>Toney Fedullo, CRCS-I</b>
<b>Student Membership Chair</b>	<b>Nick Murray, CRCP-I, Pete Leonard</b>
<b>Ways and Means Committee</b>	<b>Angela Leffew, MBA, CRCP</b>



As 2019 winds to a close, the Keystone Board of Directors would like to thank all of our Corporate Partners for their continued support of our chapter. Your dedication and commitment to our chapter grows with each year.

Along with the monetary support provided, it is more the “little” things they do.

Thank you for coming along for the ride.  
We look forward to what we can do together in 2020.

## Thank You to Our 2019 Keystone AAHAM Corporate Partners



### Platinum Plus

HRSI  
National Recovery Agency  
Modern Recovery Solutions  
PATHS



### Platinum

ProCo  
Commercial Acceptance Company  
Penn Credit  
Credit Management Company  
Financial Recoveries  
Arcadia Recovery Bureau

### Gold

CBCS  
PNC Healthcare

### Silver

KeyMed  
Bureau of Account Management  
SunStone Consulting  
EMC Soft  
Meduit  
Receivable Recovery Solutions (RRS)