

December 29, 2021

# Keystone Kronicles

## Winter 2021



### President’s Letter– Lisa Laudeman, CRCE

As 2021 winds down and I look forward to my next chapter in life working for each of you at the National level as AAHAM’s 1<sup>st</sup> Vice President, I have so much to be thankful for. Family, health, friends and my AAHAM family. I cannot believe 20 years have gone (flown) by since first joining the Keystone Board as a member of the Certification Committee. I would encourage each of you to consider volunteering for this amazing chapter as the rewards are endless. Personal and professional growth, the experiences and the relationships developed through volunteering are dynamic in many ways. Not to mention, the friendships developed for a lifetime.

A commitment, at a personal or professional level is made for something that I truly believe is important and where I believe I can make a difference. It has been my privilege to be an active AAHAM member at the local and national level for over 30 years. I look forward to bringing that commitment to the Executive Team as, together we move AAHAM forward.

Our world, our lives and our work roles have changed dramatically during the last 2 years but with change comes growth and wisdom. Who would have thought we would be holding education sessions, networking events and much more in a virtual environment, but we did. Keystone’s Education Committee stepped up and provided monthly quality education sessions to continue the chapter’s educational commitment to our members.

AAHAM’s first Virtual Legislative Day and first Virtual ANI were proven successes. Each event allowed more AAHAM members to experience the education and networking that was not available to them only a few years before. There is much excitement for the future of our organization at the National and local level.

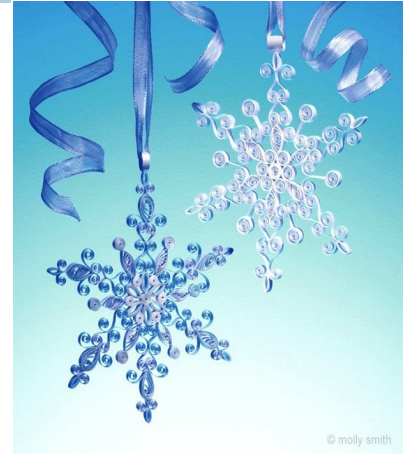
2021 saw the dissolution of the Northeast Pennsylvania Chapter approved by the National Board in October. The Keystone Chapter welcomes our new members from the Northeast Chapter and look forward to providing them the same opportunities provided to all of our members.....Welcome Northeast PA AAHAM Chapter Members!

The incoming Keystone Board of Directors, led by Mary Beth McMenamin, will continue the AAHAM traditions of education, certification, charity work and member support. Keystone has always been a leading AAHAM Chapter and this new board will do amazing work.

Finally, to each of the Keystone members who individually and collectively impacted my life in ways I cannot express; I will always be grateful. To each of you and the many Board members with whom I have had the privilege to serve, thank you; thank you for your friendship, your leadership, your guidance, and most importantly your dedication to our Chapter and our AAHAM family.

Stay strong, stay safe.

Happy and Healthy New Year to all!



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### Upcoming Events

#### Certification Exams

- January 17-21, 2022
- February 21-25, 2022
- March 21-25, 2022
- April 18-22, 2022

#### Regional Webinar - SO Productive

January 25, 2022

#### AAHAM Webinars

Mentorship– Changing Lives One Conversation at a Time

January 26, 2022, 2:00-3:00pm

Understanding Gender Diverse and Transgender Terminology

February 9, 2022, 1:30-3:00pm

## Annual Holiday Meeting and Silent Auction



On December 9th, the Pennsylvania Keystone Chapter was excited to once again hold it's Annual Holiday Meeting and Silent Auction. It was our first in-person Education Meeting in 2 years!

The day was full of terrific speakers, awards, recognition, and just great networking among all of our colleagues.



Our guests for the day included National AAHAM Treasurer, Erin Miskelly, who spoke on Navigating Technology of Denials and Kate Clark, National AAHAM Education Chair, speaking on Revenue Integrity.

Keystone President, Lisa Laudeman, announced the retirements of Former National and Keystone President, **Christine Stottlemeyer** and Former Keystone President, **Deb Sterling**, recognizing their many contributions to AAHAM. They both enjoyed a surprise visit from their husbands!



Lisa presented the Keystone President's Award to **Mary Beth McMenamin** for her leadership during these unprecedented times as Keystone's Vice President. In a unanimous vote by her fellow board members, **Laurie Steffy** was presented the Board Award for her outstanding contributions as Keystone's Treasurer.

We were also fortunate to have representatives from a local Boy Scout Troop there to receive the proceeds donation from the Frank Gill Memorial Golf Outing held in August presented by Toney Fedullo, our Social Chairperson. The Keystone Scholarship Award was presented to Emma Clark by Kim Raftery, our Board Secretary.





*The Premier Organization for  
Revenue Cycle Professionals*

PENNSYLVANIA KEYSTONE CHAPTER

## Helping Those in Need... Because No One Should Be Hungry

Please join us in our **Virtual Food Drive**  
Now through **December 31, 2021**

**Benefits the Central PA Food Bank  
for individuals/families in Pennsylvania**

**\$1 Can Help Provide 6 Meals, and Change Lives**

A Virtual Food Drive allows us to help many more of our neighbors in need by raising funds for the Central Pennsylvania Food Bank. The Food Bank can purchase food in bulk quantities at less-than-wholesale prices including fresh fruits, vegetables, dairy and center-of-the-plate proteins which can't be donated in a traditional food drive. The \$1 that you might spend on one can of green beans can provide 6 full meals through a Virtual Food Drive.

It is a simple and immediate way to help end hunger in central Pennsylvania.

Please click on the link below to help those struggling with hunger – and let them know they are not alone.

[https://donate.centralpafoodbank.org/site/TR?fr\\_id=1060&pg=entry](https://donate.centralpafoodbank.org/site/TR?fr_id=1060&pg=entry)

### **Instructions to Search for a Virtual Food Drive**

Click: **Find a Drive**

Then Click: **Search for a Drive**

Type Keyword: **AAHAM** (Search, and you will see a selection for Pennsylvania Keystone AAHAM)

Click: **Donate Now** (and you will be taken to a page to enter your gift)

If you have any questions, please contact us: [cbrown@oip.com](mailto:cbrown@oip.com) or [administrator@keystoneaaham.org](mailto:administrator@keystoneaaham.org)

**Many Thanks and Blessings,  
PENNSYLVANIA KEYSTONE CHAPTER OF AAHAM**

**National Membership -**

**176 members**  
**118 Renewals**  
**34 New memberships**  
**2 New Student Member**  
**14 Student Members**  
**4 Lifetime Memberships**  
**4 Retired National**

**Local Membership -**

**33 members**  
**16 Renewals**  
**0 Retired**  
**0 Student Members**  
**17 New Memberships**

**Total 2021 Membership- 209**  
**YTD Gain (Loss)**

|                 |            |
|-----------------|------------|
| <b>Local</b>    | <b>(7)</b> |
| <b>National</b> | <b>10</b>  |
| <b>Total</b>    | <b>3</b>   |

## Membership Update



**Welcome to our New Members!**

### Local Members

Kira West  
Robin Zink

National Recovery  
Lancaster Orthopedic Group

### National Members

Sarah Colamarino  
Wendy Steffen  
Thynitha Casiano

WellSpan Health  
WellSpan Health  
WellSpan Health

It's hard to believe we are coming to another year end and time to renew your dues. Keystone continues to be one of the best chapters in AAHAM. This is attributed to the membership and the leadership that continues to shine within the Pennsylvania Keystone Chapter. We increased our membership this year to 209 local and National Members.

The dues remain the same for local membership at 25.00 for the year. Please keep in mind of all the benefits with your membership which include the following:

- Discounted registration fees for all Keystone Chapter education meetings.
- Keep current with changes in the healthcare industry through networking with your peers and access to our many corporate partners and other vendors.
- Stay informed and keep on top of the latest National and Local regulations facing today's Revenue Cycle professionals. You will receive a subscription for the Keystone Kronicles Chapter Journal including a Legislative Update.
- Opportunities for peer networking, cutting edge certification training and education sessions, along with leadership development all at the local level.

If you are not a National member of AAHAM, consider "Raising your Professional Level" and join National AAHAM. You get all the benefits from Keystone and all the National perks as well. The annual membership fee is \$209 at the National Level. **If you pay by December 31, 2021, you will receive a discounted rate of \$188.** If you retired or going to be retired as a national member your membership dues are fee. One other change over the last year is that National Membership dues can be paid in installments. Please visit the National AAHAM website for further information or contact me.

Happy Holidays  
Dale Brumbach, CRCP, CRCS  
Membership Chairman  
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[Dale.Brumbach@penncredit.com](mailto:Dale.Brumbach@penncredit.com)

## Legislative Update

### Stan Slipakoff, Esq.– Legislative Chair



As the year comes to an end, I think it is worthwhile to look into some issues that seem to never die. I could list dozens of issues, but will only list three.

1. Over the course of the never ending pandemic, the use of telehealth by the Medicare population increased by **6,000%**. It has grown so much and so fast that giant healthcare companies are now getting into the business. At the same time, as the law now

stands, many of the changes that allowed more flexibility, in what and where telehealth could be provided, are scheduled to start ending in March. If that happens, all of the prior restrictions will be back and much of that 6,000% growth will be gone. There is no logic to justify not retaining the changes that were introduced due to Covid. The pressure behind this effort to terminate the changes primarily comes from doctors and hospitals. The only reason I can see for their efforts is a fear that the Covid changes may cost them money. We now have a new Covid variant (Omicron) and it is possible that Telehealth will get a reprieve. However, at some point, the pandemics will end and this issue will return.

2. A similar concern is faced by Medicaid and CHIP. This year, between May and June, there was a 433K increase in enrollees. From the beginning of the pandemic through June, enrollment has increased by 17%. As of June, the total number of enrollees was 83.19 million. The increase was largely the result of Medicaid and CHIP having their eligibility requirements relaxed. This included higher levels of income and less documentation required for the non-income criteria for eligibility. Well, the relaxing of eligibility criteria is scheduled to expire in early 2022. If that does happen, providers will see an overwhelming increase in their uninsured population. Further, the County Assistance Offices, which process new applications for Medicaid and CHIP, will be overwhelmed with new applicants. The reviewing of eligibility for all individuals who became eligible under the relaxed eligibility criteria, implemented under Covid, will also be overwhelming.

3. Here is a question for you. Why does Congress support the Medicare Advantage Program despite the fact that it costs more, per covered individual, than traditional Medicare? The fact that the amount paid to Medicare Advantage Program providers/insurers increases annually and Congress has no say in the amount of the increase is totally ridiculous. Instead, a ridiculous formula determines if and how much fees should increase. The formula lets the providers/insurers provide the data on their costs. This data is then used to determine the amount of the increase for their fees. The process is a little more complicated than the preceding, but the lack of oversight by Congress is the basic problem. The formula was put in place in 1997 when the Medicare Advantage Program was created. This process of the providers/insurers setting their own fee increases might have made sense then. Nobody really knew what the cost would be and this fee setting process encouraged providers/insurers to participate. We are now almost 25 years into this system. Clearly, Medicare has enough data to independently determine what rates it should pay. Medicare does it for all of its other programs. Many Medicare oversight operations have requested Congress to make a change in the fee setting process. The providers/insurers argue that they are much better than Medicare at figuring out their proper amount of reimbursement. To date, Congress has done nothing. Call me cynical, but I believe that providers/insurers rank as first or second in the amount they spend on lobbying for the current system of federal reimbursement rates for the Medicare Advantage Program.



## Certification Corner– Winter 2021

### Certification Calendar

#### Upcoming Certification Exam Dates 2022– Monthly – the 3<sup>rd</sup> week of each month

January 17-21, 2022  
 February 21-25, 2022  
 March 21-25, 2022  
 April 18-22, 2022

\*\*Applications to take an exam are due in to the AAHAM office 30 days prior to a testing period.

**Congratulations** to PA Keystone AAHAM Members who recently earned their certifications and recertifications! We are especially proud of Maddison Grobost who earned her CRCE. She Certified-Up from her CRCP status, earned less than a year ago!! What a fabulous achievement!! All the Best to everyone who passed their exams. It is a great investment in your future!

| August-September 2021         | November 2021           | November 2021 (continued) |
|-------------------------------|-------------------------|---------------------------|
| Alice Miller, CRCS (Aug)      | Sheri Nyce, CRCP        | Stefanie Johnson, CRCS    |
| Maddison Grobost, CRCE (Sep)  | Andrea Bartlett, CRCS   | Carlos Mercado, CRCS      |
| Kimberly Sinopoli, CRCP (Sep) | MaryAnn Beaverson, CRCS | Emily Mullineaux, CRCS    |
| Sandra Manders, CRCS (Sep)    | Karen Daugherty, CRCS   | Wendy Steffen, CRCS       |
|                               | Theresa Hisey, CRCS     | Shannon Weaver, CRCS      |

#### **Digital Certification Badge**

AAHAM Certified members should have recently received an invitation from Credly (our digital badge provider), to download a digital badge as a new and interactive way to promote and share your professional qualifications. Your badge can be used on social media, your email signature, or your resume, to name a few.

#### **2021 Certification Study Guides**

The PA Keystone Chapter assists its members by having Certification Study Guides available to borrow. We currently have all levels of the 2021 study guides available (CRCE, CRCP, CRCS, CRIP and CCT). Please contact me if you are interested.

#### **Digital Certification Study Guides**

Digital Study Guides are available for purchase; however, these are available for individual use only and cannot be shared.

#### **Don't Fall Short on CEUs**

National AAHAM and many local Chapters, like Keystone, are offering virtual meetings and webinars with educational opportunities to earn CEUs. Please look for meeting notices via email or on AAHAM websites. If you find yourself in a hardship situation, and you simply cannot earn enough CEUs prior to your certification expiration date, National AAHAM offers a once in a lifetime CEU Waiver. To find out more about this process, please contact me or you can contact National AAHAM directly.

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

#### **Happy New Year to All!!!**



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

## Keystone AAHAM Webstore

We are pleased to announce that there are new items available in the Keystone AAHAM Webstore.

We recently added some fantastic new gear including sweatshirts, jackets and masks. All items contain the chapter logo. All orders include free shipping and will be sent directly to you. All merchandise can be found at

<https://artisticimprints.3dcartstores.com/AAHAM c 807.html>

All proceeds from purchases will be donated to Ronald McDonald House Charities. The Keystone Chapter will be matching this amount, doubling the donation for Ronald McDonald House Charities. Any questions can be directed to our Ways and Means Chairperson Kristy Pipher Richmond at either [kprichmond@commercialacceptance.net](mailto:kprichmond@commercialacceptance.net) or 866-678-6855, ext. 214.

Thank you and enjoy shopping!



The graphic features a blue and pink background with geometric shapes. At the top left is the AAHAM logo (American Association of Healthcare Administrative Management). The main text reads 'KEYSTONE AAHAM NEW GEAR'. Below this is a call to action: 'Visit our webstore! • <https://artisticimprints.3dcartstores.com/AAHAM c 807.html>'. A tilted black box displays four items of apparel: a light blue t-shirt, a red t-shirt, a white sweatshirt, and a dark jacket. To the right, it states 'ALL PROCEEDS DONATED TO' followed by the Ronald McDonald House Charities logo. Below that, it says 'AND MATCHED BY KEYSTONE AAHAM'. The bottom right corner has three vertical white bars.



## Keystone AAHAM Board Members 2020-2021

|  |   |
|--|---|
| <b>Chairperson/Certification Chair</b> | <b>Carolyn Brown, BBA, CRCE</b>                           |
| <b>President</b>                       | <b>Lisa Laudeman, CRCE</b>                                |
| <b>Vice President</b>                  | <b>Mary Beth McMenammin, CRCE</b>                         |
| <b>Treasurer</b>                       | <b>Laurie Steffy, CRCS</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 (Membership Chair)</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</b>                                 |
| <b>Education Chair</b>                 | <b>Nancy Esterly, CRIP</b>                                |
| <b>Chapter Excellence Chair</b>        | <b>Amanda Kimball, CRCS</b>                               |
| <b>Social Chair</b>                    | <b>Toney Fedullo, CRCS</b>                                |
| <b>Education Committee</b>             | <b>Anne DelPizzo: Sharon Taube;<br/>Susan Reese, CRCE</b> |
| <b>Ways and Means Committee</b>        | <b>Angela Leffew, MBA, CRCP</b>                           |
| <b>Corporate Partner Committee</b>     | <b>Cherice Swick, CRCP</b>                                |
| <b>Finance Committee</b>               | <b>Rodney Grove, CRCP</b>                                 |



## AAHAM

**The only national organization dedicated exclusively to the revenue cycle**

The American Association of Healthcare Administrative Management (AAHAM) is the premier professional organization in healthcare administrative management. Your one-stop resource center for information, education and advocacy in the areas of reimbursement, admitting and registration, data management, medical records, patient relations and so much more.

### **Thank You to Our 2021 Keystone AAHAM Corporate Partners**



#### **Platinum Plus**

HRSI

EBO Solutions/National Recovery Agency

Quality Asset Recovery

PATHS

ProCo



#### **Platinum**

Commercial Acceptance Company

Penn Credit

Nationwide Credit Corp

Credit Management Company

Financial Recoveries

Arcadia Recovery Bureau

Nemadji

#### **Gold**

CBCS

Meduit

#### **Silver**

KeyMed

BAM

SunStone Consulting