

# Journal- Winter 2019

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

Happy New Year! What an amazing year 2018 was for Keystone. Exciting meetings, great speakers, networking and the celebration of AAHAM's 50<sup>th</sup> Anniversary.

2019 is shaping up to be another fantastic year for us. Many exciting new things are happening at the National level as well, check out the National update section of our newsletter for more details. Our first meeting in 2019 will be held on March 26, 2019 at the Penn State Health Milton S. Hershey Medical Center. We are excited about this new venue and to Penn State Health "thank you" for hosting us. Keep watching for more details. This meeting is shaping up to include great education and networking. Visit our website, [www.keystoneaaham.org](http://www.keystoneaaham.org) for more information on all upcoming meetings and Chapter events.

Your Board of Directors will be reviewing the Chapter By-Laws and Constitution over the next several months and will present them to the membership for approval at an upcoming meeting. One of the major responsibilities of your board is to provide to you industry leading topics presented by talented, knowledgeable speakers.

In 2019, Keystone AAHAM will be sending out surveys, via our email communication system, for your feedback. Responses to these surveys are crucial to the growth of our chapter. Recently, a survey was sent regarding continuing the regional meeting held in May with the Philadelphia Chapter. The survey also requested your input on locations, topics and speakers that You, as our members, feel are relevant. Although we haven't received many responses as of this publication, we have received topic and speaker ideas that your board will explore for upcoming meetings. Please let your voice be heard by responding to our surveys.

On behalf of all of Keystone's Board Members, we will continue to provide our membership the quality educational meetings you expect. We look forward to seeing you in 2019!

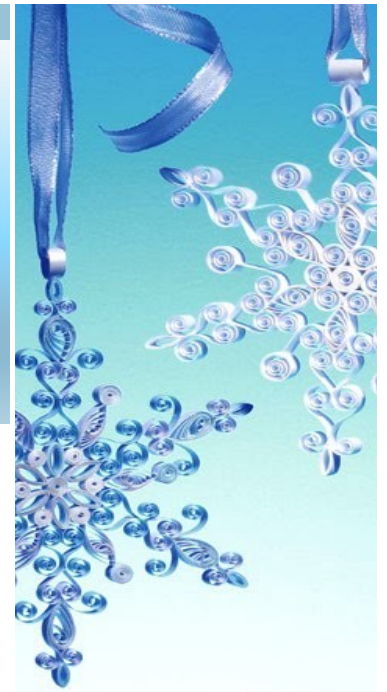
## AAHAM National Board Meeting Updates-

presented by Lisa Laudeman CRCE I/P Chapter President

The National AAHAM Board retreat was held in Las Vegas on January 24<sup>th</sup> and 25<sup>th</sup>. All Chapter Presidents attended, and each received a national committee assignment. I am pleased to report that I will remain on the National Education Committee. This is the committee tasked with bringing all those excellent speakers for the ANI. Watch for more ANI news in upcoming newsletters.

For the last 3 years, John Currier, our National President, has used the slogan "Raise the Level". Well I can tell you that National is raising the level. AAHAM is the lead organization spearheading changes to TCPA and continues to work on 340B. John's goal for 2019 is to continue to Raise the Level and to promote AAHAM throughout the country.

If you are not a National member, please consider raising the level and join. For more information visit AAHAM's website at [www.aaham.org](http://www.aaham.org).



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### Upcoming Events

- Chapter Educational Meeting – March 26, 2019, Milton S. Hershey Medical Center, Hershey, PA
- National AAHAM Legislative Day- April 15th-16th, 2019
- Deadline to register for July Certification Exams- April 17th

## Membership Update– Time to Renew!

### 2018 Membership Report

**National Membership — 148 members**

106 Renewals

27 New memberships

11 New Student Members

4 Lifetime members

**Local Membership — 48 members**

25 Renewals

1 Student

22 New

**Total 2018 Membership 196**

**Total 2017 Membership 171**

2018 is now behind us, and that means it's time to renew your Keystone AAHAM Membership for 2019. Invest in your future by renewing your membership. Local membership renewals are due by January 31, 2019. What other organization can you join for just \$25 and receive all the benefits offered by Keystone? Here are a few of the benefits:

- 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 subscriptions for the Keystone Journal and Keystone Legislative Kurrents.
- 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.

AAHAM and Keystone also offer student memberships. At the National and Local level, full time student membership is free. If you know someone attending a college or university with an interest in Revenue Cycle....feel free to encourage them to get involved. You can refer students to our membership chair, Dale Brumbach or any board member.

To renew your membership for 2019, Please visit our web site at [www.keystoneaaham.org](http://www.keystoneaaham.org) or National's website at [www.aaham.org](http://www.aaham.org).

**National Members please send your renewals to the National Office and not your local chapter.**

We have some exciting programs and great speakers already lined up for 2019, so be sure to send your membership in now! You won't want to miss one meeting!

Your support of AAHAM and participation in its programs is an investment in your career and future. Hope to see you in 2019!





## Keystone Kurrents Government Relations Update

### National Update

Many exciting things are happening at the National level – AAHAM continues to be the leading industry driver behind changes to TPCA. AAHAM also continues to be the leading advocate for 340B Hospitals

The National Government Relations committee continues to work with the House and Senate, Paul Miller and local chapters to provide advocacy for all hot topics related to Revenue Cycle and our bottom line.

Legislative Day, an AAHAM sponsored event that give you, at the local level, the opportunity to have your voices heard. Please consider attending Legislative Day in 2019.

2019 Legislative Day

April 15-16, 2019

Hyatt Regency Washington on Capitol Hill

Many of your colleagues from Keystone and the other Pennsylvania Chapters attend this meeting.....great opportunity to network and learn how the legislative branch of our government works.

### Local Update

The Keystone Board will be announcing our Legislative Day scholarship program at the conclusion of our upcoming board meeting.....watch your email for more details.

We also say farewell to our Government Relations Chair – Joanne Kornbau. Joanne will spend time focusing on her current role at Penn Credit and perhaps join us again in the future. We wish Joanne well and thank her for her contribution to the Keystone Board during 2018.

If you are interested in joining the board, please reach out to any board member. Contact information for all board members is available on our website, [www.keystoneaaham.org](http://www.keystoneaaham.org)



## Certification Corner

### **2019 – The Year of Certification -- Make this YOUR Year!**

Join your esteemed colleagues who have taken the step of becoming certified.

- Make an investment in yourself
- Strengthen your knowledge and skills
- Create a brighter future for yourself
- Help us build a stronger Chapter - We're stronger together!



### **Levels of Certification Available through AAHAM**

- **AAHAM Certified Revenue Cycle Executive (CRCE)** – this is intended for senior/ executive leaders in the revenue cycle industry, to help equip you for strategic management of the business. This certification requires comprehensive, in-depth knowledge of patient access, billing, credit/collections and revenue cycle management. The exam combines content knowledge of the business with critical thinking and communication skills.
- **AAHAM Certified Revenue Cycle Professional (CRCP)** – this is intended for all supervisors and managers in the revenue cycle industry, to help equip you to effectively manage key aspects of the revenue cycle. The certification requires in-depth knowledge of functional areas of patient access, billing, credit/ collections and revenue cycle management.
- **AAHAM Certified Revenue Integrity Professional (CRIP)** – this is intended for 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.
- **AAHAM Certified Revenue Cycle Specialist (CRCS)** – this 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, billing, and credit/collections.
- **AAHAM Certified Compliance Technician (CCT)** – this is intended for all revenue cycle staff who must meet employers' annual compliance training requirements. Areas covered are Fraud and Abuse, the US Sentencing guidelines, HIPAA, Administrative Sanctions, and RACs.

**Congratulations** to Keystone AAHAM Members who recently earned their certifications! Job well done!!!

<b>November 2018</b>	Nov 2018 (continued)	Nov 2018 (continued)
Kyle Donagher, CRCP-I	Ashley Henderson, CRCS-P	Ashley Medina, CRCS-I
Andrea Bartlett, CRCS-P	Heather Herr, CRCS-I	Carlos Mercado, CRCS-P
Lugene Beard, CRCS-I	Theresa Hisey, CRCS-P	Gwendolyn Moore, CRCS-I
MaryAnn Beaverson, CRCS-P	Cindy, Hunter, CRCS-I	Emily Mullineaux, CRCS-P
Bessie Bedford, CRCS-P	Pamela Jansen, CRCS-P	Suzanne Remhof, CRCS-I
Dale Brumbach, CRCS-I	Stefanie Johnson, CRCS-P	Audrey Steinert, CRCS-I
Karen Daugherty, CRCS-P	Monica Lewis, CRCS-I	Shannon Weaver, CRCS-P
Shaila Fabiani, CRCS-P	Alyssa Longo, CRCS-P	Patricia Worle, CRCS-P
Tara Hatfield, CRCS-I		

## Certification Corner (continued)

### Certification Calendar

<b>March</b> 18-29, 2019 - March 2018 Exam Period
<b>April</b> 17, 2019- Registration Deadline for July 2019 Certification Exams
<b>July</b> 8-19, 2019- July 2018 Exam Period
<b>August</b> 15, 2019- Registration Deadline for November 2019 Certification Exams
<b>November</b> 4-15, 2019- November 2019 Exam Period
<b>December</b> 19, 2019- Registration Deadline for March 2020 Certification Exams

### **PA Keystone AAHAM Certified Members – as of December 31, 2018**

We have **159** certifications\* attributed to our Chapter. There are 23 CRCEs, 26 CRCPs, 2 CRIPs, 108 CRCSs

(this includes members and non-members attributed to PA Keystone AAHAM – note: you do not need to be a member to sit for the CRCS exam), and there are currently no CCTs in our chapter.

\*Some members hold multiple certifications.

### **National AAHAM Certification Webinars**

Each year (Late Spring and Summer), National AAHAM holds a series of Certification Webinars. Examinees who have participated in the Certification Webinars have a greater pass rate on the exam than those who have not participated. National AAHAM has announced that the certification webinars will be offered for FREE again this year. Stay tuned for dates and details in the upcoming weeks.

### **Reporting, and Checking Your CEUs Online**

National Members of AAHAM can earn and report CEUs to keep their certification active.

Local-only members do not have the option to earn and report CEUs to keep their certification active.

Local-only and Non-member CRCSs, are required to sit for their exam before the expiration date of their certification period to renew their certification.

**To Submit CEUs online**, go to the Certification Section of the AAHAM website, or click: <http://www.aaham.org/Certification/RecertForm.aspx>.

*Exception - for PA Keystone AAHAM Educational Meetings: I report those CEUs on your behalf, based on your attendance and participation at our Chapter Meeting educational sessions.*

**To Check Your CEUs Online**, go to the Certification Section of the AAHAM website, or click: <http://www.jcams.com/trackCEU/AAHAM/checkCEUcombined/checkCEU.php>

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

Warm Regards,  
Carolyn Brown, BBA, CRCE-I  
Keystone AAHAM Certification  
Chairperson  
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717-926-3570 (Cell)  
Email: [cbrown31@wellspan.org](mailto:cbrown31@wellspan.org)



## Annual Holiday Meeting and Silent Auction



On December 13, 2018 the Keystone Chapter of the American Association of Healthcare Administrative Management celebrated their 50<sup>th</sup> Anniversary at the Annual Holiday Meeting and Silent Auction.

Our guests for the day included National AAHAM President John Carrier, National AAHAM First Vice President Lori Sickelbaugh, and National Secretary Richard Rogers.

The day was full of terrific speakers, awards, recognitions, tributes, silent auctions and just great networking among all of our colleagues.



Our Keynote speaker was Timothy Moore, who is also the Chapter Development Chair at National AAHAM. Tim relived his experiences from his Marine days, shared the principles that it has taught him and how he still lives by them today.

Paul Miller presented regarding the Trump era in Washington DC. If you were there that day you will always remember Paul's sneakers.



We were fortunate to have with us Barbara Tapscott. Barbara is the VP of Revenue Cycle Management at Geisinger. Barbara discussed her Point of Service Collections Journey at Geisinger.

Before lunch, John Carrier spoke about the 50<sup>th</sup> Anniversary of AAHAM, where we have come from as a chapter, and what the future holds.



One of the highlights of the day is the Annual Silent Auction.

Thank you to everyone who helped to make the 23<sup>rd</sup> Annual Silent Auction a huge success. With the very generous support of our Corporate Partners and members, we broke the record again this year and raised \$2,685.00! We could not do it without you. Thank you again to everyone who participated.

Toney Fedullo had plenty of games to keep us entertained during the day. He tried to stump us with logos from the past and present!



We celebrated No Shave November with tightly contested race between Keith Beck, Toney Fedullo, Dale Brumbach and Rodney Grove.

And the winner is . . . Keith Beck.

All Donations benefited "Fight Colorectal Cancer." Thank you to all who donated.



We celebrated the Keystone AAHAM certified members and their accomplishments.



As part of the celebration we were very fortunate to have six of the past presidents to attend along with Lisa Laudeman, our current President.



## 2018 President's Award, Board Award, and Lifetime Achievement Award Recipients



*every moment counts...*

*Congratulations  
Christine Stottlemeyer,  
Kristy Piper Richmond, and  
Kimberley Kaftery*



Thank you to all of our members and guests who were able to join us for the  
50<sup>th</sup> Anniversary Celebration!





<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 McMenamain, 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 (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 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>Membership Committee</b>	<b>Nick Murray, CRCS-I</b>



**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 2018 Keystone  
AAHAM  
Corporate Partners**



**Platinum Plus**

HRSI  
National Recovery Agency  
Modern Recovery Solutions



**Platinum**

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

**Gold**

Credit Bureau of Lancaster, Inc.  
Bolder Healthcare Solutions  
CBCS  
PNC Healthcare

**Silver**

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