

May 15, 2020

Keystone Kronicles

Spring 2020



President’s Letter– Lisa Laudeman, CRCE

On behalf of the entire Keystone Board of Directors, we hope this newsletter finds our members safe and well. While the Novel Coronavirus (COVID-19) pandemic has certainly disrupted our lives and has induced a shared sense of anxiety and stress throughout our organization, we must not let it get in the way of our mission. Part of that mission is to “develop and encourage the implementation of programs for the purpose of furthering the education and increasing the knowledge of the membership in the healthcare industry.”

First, it is worth mentioning how fortunate we are to have an amazing group of revenue cycle professionals in our chapter and we continue that tradition from year to year.

It is that underlying mission that keeps your board intrinsically motivated to find better ways to best serve our membership. Our Education Committee, under the leadership of our Vice President, Mary Beth McMenamin and Chair, Nancy Esterly, are busy working on ways to continue providing quality education during these challenging times.

Keeping your billing office running during a pandemic is key to keeping hospitals and physician practices open during these uncertain times. CMS has been the leader in helping providers handle the medical billing and coding aspect of COVID-19 testing and treatment. CMS has also relaxed regulations related to Telehealth services so we can treat our at-risk populations without the potential exposure to COVID-19. Some payers have waived patient financial responsibility and the list goes on.

We as Providers are dealing with billing and coding issues, working remotely and supporting staff, emergency preparedness planning, changes to Medicare and other payer regulations along with keeping the day-to-day functions of our office running smoothly.

There is much yet to be learned with the COVID-19 crisis. Keeping apprised of the changes across our revenue cycle spectrum will assist us in navigating our way through the “New Normal” as revenue cycle professionals.

Stay safe. Stay calm. Stay well.



Inside this issue

- President’s Letter.....1
- Keystone Scholarship2
- Membership Update..... 3
- Keystone Kurrents..... 4-5
- Certification Corner.....6-7
- Board Changes 2020..... 8
- March Madness Look Back..9
- Board Members.....10
- Corporate Partners.....11

Upcoming Events

- Chapter Educational Meeting and Networking Event– July 22, 2020, Hollywood Casino at Penn National, Grantville, PA
- Deadline to register for November Certification Exams– August 17th

Keystone AAHAM Scholarship

presented by Kim Raftery, Chapter Secretary



Every Fiscal Year, Keystone AAHAM awards a deserving recipient with a \$500.00 scholarship for their outstanding work in a healthcare related field of study. The application questions can be completed on-line at www.keystoneaaham.com and all supporting documents can be email to kraftery@hrsi1.com by June 30·2020. Below please find important information regarding the application and the requirements:

The Keystone Patient Accounts Management Association Scholarship Program is offered to its members and their children for the purpose of helping them further their education in healthcare or healthcare related fields. The classification of awards are as follows:

Member scholarship award - must have been a member (paid) of Keystone for at least one year and be a current (paid) member as of June 30th of the application year.

Child of a member scholarship award - Must be a child of a current (paid) Keystone member who has been a member (paid) for at least one year as of June 30th of the application year.

Application requirements and procedure:

The applicant must have achieved a grade “C” or better and must have taken the course within the last school year.

A completed application, receipt for paid tuition, and grade report must be submitted to the Keystone Chapter Secretary at kraftery@hrsi1.com no later than June 30th to be accepted for consideration.

The Keystone Board Secretary will present applications for review to the complete Board of Directors. Those applications that meet the specified requirements and are approved by the KPAMA Board, will be presented at the December meeting.

Additional Information:

- 1) Preference will be given to applicants enrolled in studies leading to a certificate or degree in health care or an associated field.
- 2) Selection will also be based on a review of the application and supporting documents.
- 3) No preference should be accorded an applicant by reason of the applicant employment position, job title or length of employment.
- 4) In the event that there are too many applicants, the Keystone Board of Directors will award the scholarship(s) based on membership tenure, chapter contributions, course relevance, and other information provided.

Membership Update– Still Time to Renew!

2020 Membership Report

National Membership 147 members

109 Renewals
14 New memberships
5 New Student Members
14 Student Members
4 Lifetime members
1 Retired Nat'l Member

Local Membership 39 members

19 Renewals
19 New
0 Students
1 Retired

Total 2020 Membership 186
Last Year at this time 184

Total 2019 Membership 227

There is still time to renew your Keystone AAHAM Membership for 2020. Invest in your future by renewing your membership. 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 a subscription for the Keystone Journal including Keystone Kurrents 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.

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 2020, Please visit our web site at www.keystoneaaham.org or National's website at www.aaham.org.

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

We have some exciting virtual programs and great speakers lined up for the remainder of 2020, so be sure to send your membership in now!

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



Keystone Kurrents

Government Relations Update, CMS Press Release



As part of the ongoing White House Task Force efforts taken in response to coronavirus disease 2019 (COVID-19), following is a summary of recent Centers for Medicare & Medicaid Services (CMS) actions. To keep up with the important Task Force work being done in response to COVID-19, click here www.coronavirus.gov. For information specific to CMS, please visit the [CMS News-](#)

[Room](#) and [Current Emergencies Website](#). CMS updates these resources on an ongoing basis throughout the day; the information below is current as of May 15, 2020 at 12:00 p.m. ET.

Deadline Approaching: Notification Requirements of Confirmed and Suspected COVID-19 Cases Among Nursing Home Residents and Staff

On April 19, CMS announced the agency will be requiring facilities to report COVID-19 information to the CDC and to families. Within three weeks of that announcement, on April 30, CMS issued an [Interim Final Rule with Comment Period](#) with new regulatory requirements. With the new regulatory requirements, nursing homes are required to report the first week of data to the CDC beginning May 8 but no later than May 17. For the first time, all 15,000 nursing homes will be reporting this data directly to the CDC through its reporting tool.

In order to report, facilities must enroll in the CDC's National Healthcare Safety Network (NHSN). Information on how to enroll is available [here](#). As nursing homes report this data to the CDC, CMS will be taking swift action and publicly posting this information so all Americans have access to accurate and timely information on COVID-19 in nursing homes. More information on the CDC's NHSN COVID-19 module can be found [here](#).

CMS Releases Nursing Home Toolkit with Best Practices and Additional Resources

CMS released a new toolkit developed to aid nursing homes, Governors, states, departments of health, and other agencies who provide oversight and assistance to these facilities. These additional resources will help in the fight against the COVID-19 pandemic within nursing homes. The toolkit builds on previous actions taken by CMS, which provide a wide range of tools and guidance to states, healthcare providers and others during the public health emergency. The toolkit is comprised of best practices from a variety of front line health care providers, Governors' COVID-19 task forces, associations and other organizations, and experts, and is intended to serve as a catalogue of resources dedicated to addressing the specific challenges facing nursing homes as they combat COVID-19.

[Press Release](#)

[Toolkit](#)

Keystone Kurrents

Government Relations Update, CMS Press Release



Trump Administration Announces Call for Nominations for Nursing Home Commission

CMS announced a call for nominations for the new contractor-led Coronavirus Commission on Safety and Quality in Nursing Homes. The commission's

work will build on the Trump Administration's long history of decisive actions to protect nursing home residents. The commission will conduct a comprehensive assessment of the overall response to the COVID-19 pandemic in nursing homes and will inform immediate and future actions to safeguard the health and quality of life for an especially vulnerable population of Americans.

[Press Release](#)

[Nursing Home Commission Nominations](#)

CMS Outlines Medicaid Managed Care Options in Responding to COVID-19

CMS released a new Center for Medicaid and CHIP Services Informational Bulletin (CIB) that provides states guidance on how to temporarily modify their Medicaid managed care contracts to address the impact of the COVID-19 public health emergency. The guidance provides several options that states can consider to adjust provider payment methodologies and capitation rates within Medicaid managed care contracts while preserving systems of care and access to services for Medicaid beneficiaries.

[Informational Bulletin](#)

CMS Gives States Additional Flexibility to Address Coronavirus Pandemic

CMS has approved over 190 requests for state relief in response to the COVID-19 pandemic, including recent approvals for California, Georgia, Indiana, Minnesota, Missouri, New Mexico, Ohio, and Rhode Island. These approvals help to ensure that states have the tools they need to combat COVID-19. This is done through a wide variety of waivers, amendments, and Medicaid state plan flexibilities, including support for programs that care for the elderly and people with disabilities. CMS also developed a [toolkit](#) to expedite the application and review of each request and has approved these requests in record time. These approved flexibilities support President Trump's commitment to a COVID-19 response that is locally executed, state managed, and federally supported.

[Section 1135 Waivers](#) ; [Section 1115\(a\) Waivers](#) ; [1915\(c\) Waiver Appendix K Amendments](#); [Medicaid State Plan Amendments](#); [CHIP State Plan Amendments](#)

Certification Corner

Certification Calendar

| |
|---|
| July 20-31, 2020- July 2020 Exam Period |
| August 17, 2020- Registration Deadline for November 2020 Certification Exams |
| November 2-13, 2020- November 2020 Exam Period |
| December 15, 2020- Registration Deadline for March 2021 Certification Exams |

COVID-19 Impact on Certifications

In light of the ongoing COVID-19 health situation, AAHAM is offering a one-year CEU extension to all members that are up for recertification in 2020 and need additional time in order to meet the CEU reporting requirements. Part of our AAHAM mission is Certification and your AAHAM Executive Committee values and appreciates the effort and time commitment it takes to obtain and maintain CEU's. Although there are many ways to earn CEU's, with the cancellation of events in your Chapter and at the National level, we understand the impact this may have on you. We hope this CEU extension will enable you to continue your professional development with AAHAM and maintain the certification designation that you have worked so hard to achieve.

You can self-report your CEUs online as you earn them at <https://www.aaham.org/Certification/RecertForm.aspx> and track your status online at <http://www.jcams.com/trackCEU/AAHAM/checkCEUcombined/checkCEU.php>

Please contact certification@aaaham.org or cbrown@oip.com with any questions you may have.

Congratulations to Keystone AAHAM Members who recently earned their certifications and recertifications! We are especially proud of our three new CRCPs who Certified-Up from their previous CRCS status. We are very proud of each of you for making this investment in yourself and wish you much future success!!!



| March 2020 | Mar 2020 (continued) | Mar 2020 (continued) |
|------------------------|-----------------------------|-------------------------|
| Apsara Madapoosi, CRCP | Nichole Carter-Mosley, CRCS | Vickie Schweitzer, CRCS |
| Jennifer Markley, CRCP | Jennifer Krichten, CRCS | Jeanne Simone, CRCS |
| Allyson Moyer, CRCP | Wendy Linton, CRCS | Angela Snyder, CRCS |
| Jody Joy, CRIP | Sonia Martinez, CRCS | Megan Updegraff, CRCS |
| Suneela Arora, CRCS | Lucille Messinger, CRCS | Michelle Watson, CRCS |

Certification Corner (continued)

New in 2020

Beginning with the March 2020 certification testing period, the AAHAM CRCE, CRCP, and CRCS certifications will no longer have separate exam versions for Institutional (I) and Professional (P).

The combined format leads to a more comprehensive certification, and will broaden the knowledge of our members. Examinees will be tested on both Institutional and Professional material. The 2020 study manuals have been updated to reflect the new exam format, and also include clear study instructions for examinees.

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 (including PA Keystone-sponsored webinars): 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
Pennsylvania Keystone AAHAM Certification Chairperson
717-901-4238 (Direct Line)
717-926-3570 (Cell)
Email: cbrown@oip.com

William Major, CRCE-I Retires!!- A Letter from the Keystone Board of Directors

Bill,

As your time on the Keystone Board of directors ends, we want to express our sincere gratitude for your service. Board service is the toughest volunteer role, and you took on your Board duties with dedication, grace and seriousness. We are grateful for your many years of active stewardship with our organization. It is your behind-the-scenes work that we are thankful for and especially the years of you guiding our Silent Auction, your role in the Certification Committee, Vice President, President and as our outgoing Board Chair.



We will certainly miss working with you as a board member, but look forward to staying in touch for years to come.

Lisa, Carolyn, Mary Beth, Kim, Laurie, Irene, Dale, Mary, Nancy, Kristy, Toney, Lauren, Stan, Amanda, Anne, Sharon, Susan, Marlena, Cherice, Pete, Rodney, Angela and the entire Keystone Membership.

Keystone Board Changes for 2020

The new year brings some new faces to the Keystone Board of Directors and some familiar faces have moved on to new opportunities. Our new board members all have a passion for AAHAM and helping to write the future of Keystone

Introducing Lauren Beard – Keystone’s Student Membership Chair.

Lauren is Senior Manager of Client Solutions at Triage Consulting Group. Lauren is passionate about sharing Triage’s commitment to closing revenue cycle gaps hospital systems inevitably face, while recovering cash on zero balance volume. In her 9 years at Triage, Lauren has managed comprehensive payment reviews for over 100 hospitals, which shaped her experience in contract modeling and payer reimbursement analytics. Lauren also oversees social responsibility initiatives and leads internal trainings on Customer Relationship Management and Negotiations in Triage’s Atlanta office. Outside of work, Lauren loves playing tennis, skiing, playing and seeing live music, at home floristry, any time spent outside, and volunteering for her church in Atlanta.



Please join us in welcoming Lauren to your Keystone Board of Directors

We also want to say “Thank You” to the outgoing Student Membership Chair, Nick Murray. Nick and his fiancée are starting a new chapter together in Scotland. We wish them success in this next endeavor and Nick always has a home with Keystone.



Look Back to March Madness 2019!

We missed seeing everyone for what would have been an exciting March Madness Education Meeting this year.

Here's a look back at last year's March Madness Meeting!





Keystone AAHAM Board Members 2020-2021

| | |
|--|--|
| Chairperson/Certification Chair | Carolyn Brown, BBA, CRCE |
| President | Lisa Laudeman, CRCE |
| Vice President | Mary Beth McMenammin, CRCE |
| Treasurer | Laurie Steffy, CRCS |
| Secretary | Kimberley Raftery |
| Elected Board Member | Irene Parks (Corporate Partner Chair) |
| Elected Board Member | Dale Brumbach , CRCP (Membership Chair) |
| Government Relations Chair | Stan Slipakoff, Esq. |
| Ways and Means Chair | Kristy Richmond |
| Communications Chair | Mary Wallace, CRCP |
| Education Chair | Nancy Esterly, CRIP |
| Chapter Excellence Chair | Amanda Kimball, CRCS |
| Social Chair | Toney Fedullo, CRCS |
| Education Committee | Anne DelPizzo: Sharon Taube; Marlena Kratzer, CRCE; Susan Reese, CRCE |
| Ways and Means Committee | Angela Leffew, MBA, CRCP |
| Corporate Partner Committee | Cherice Swick, CRCP |
| Student Membership Chair | Lauren Beard |
| Finance Committee | Rodney Grove, CRCP |



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 2020 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