

Keystone Kronicles

Spring 2021

May 12, 2021



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.....rewind to 2020, I'm fairly certain my spring 2020 letter began with that same hope....who would have thought we would be struggling with COVID in 2021.

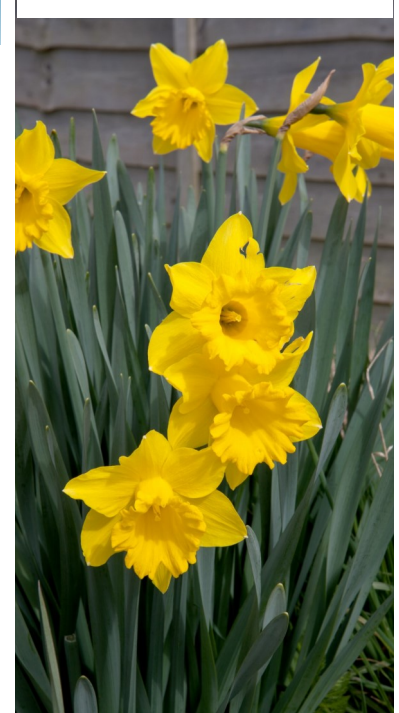
2020, our 50th Anniversary year, turned out to be another "virtual" success for Keystone. Our webinar series continued to provide value added education programs throughout the year. Our amazing education committee, supported by our VP, Mary Beth McMenamin and chaired by Nancy Esterly continue to move our education opportunities forward during these challenging times. This year Keystone won national awards with first place in our division for Chapter Excellence and our Newsletter, Keystone Kurrents. AAHAM also honored Keystone's 50th by presenting us a beautiful crystal to mark our milestone.

COVID-19 continues to effect how we conduct meetings and our education components, not to mention certification and membership. For 2021, our annual Legislative Day event was postponed from April to June and will be held in a virtual format. Legislative Day will be held June 22-24, 2021. If you are interested in the free scholarships that are available through Keystone, please contact me at laudemanjones@ppimhs.org or 717-782-4783. Top priorities for Legislative Day 2021 are Prior Authorization and Patient Financial Advocates. Additional information for Legislative Day can be found at www.AAHAM.org. Rates are \$69 for AAHAM National members and \$49 for each additional attendee from the same organization. Non-member rate is \$119.

Many of our hospitals are now seeing recoupment for the CMS Accelerated and Advance Payments for those providers that received funding in 2020. Recoupment will occur automatically in the form of reduced Medicare payments over a 17 month period. Providers may also request a delay, reduction, or deferment or pay the full amount directly to CMS. Reach out to your MAC should you require additional information or need assistance.

According to Healthcare Innovation, a nationwide survey of healthcare executives finds that nearly all U.S. Hospitals will be making use of artificial intelligence (AI) to support the revenue cycle over the next 3 years. The most common AI applications in hospitals today are eligibility and benefits and patient payment estimation tool. As we move forward in 2021 considering how we will adapt and recover in the coming months, AI in revenue cycle has become a hot topic. Just as Zoom has transformed our education programs, AI has the potential to transform the way we think of revenue cycle management. Can AI modernize and improve revenue cycle management? Perhaps.

We are all looking to capture more revenue, reduce claims denials, automate manual tasks and let's not forgot the importance of improving the patient experience. There are many challenging issues throughout the revenue cycle with constant shifts in regulatory requirements, reimbursement, and administrative costs. AI considerations may be necessary to support a healthy revenue cycle for the future. AI also plays a vital role in the future of AAHAM and Keystone. We will continue to provide virtual options to our members and continue to look for ways to improve education programs, certification, and membership options providing a Keystone AAHAM experience tailored to our members.



Inside this issue

President's Letter.....	1
Membership Update	2
Legislative Update	3
Certification Corner	4
Keystone Scholarship.....	5
AMOR Healing Kitchen.....	6
Keystone Webstore	7
Board Members.....	8
Corporate Partners.....	9

Upcoming Events

Virtual Legislative Day

June 22-24, 2021

Certification Exams

June 14-18, 2021

July 19-23, 2021

August 16-20, 2021

Keystone Annual Golf Outing

August 19th, 2021, Manada Golf Club, Grantville, PA

Membership Update

National Membership -

161 members
 115 Renewals
 24 New memberships
 1 New Student Member
 14 Student Members
 4 Lifetime Memberships
 3 Retired National

Local Membership -

17 members
 15 Renewals
 0 Retired
 0 Student Members
 2 New Memberships

Total 2021 Membership-- 178

YTD Gain (Loss)	
Local	(23)
National	1
Total	(22)

Welcome to our New Members!

Local Members

Tammy Peters
 Kira West

Quality Asset Recovery
 National Recovery agency

National Members

Laura Bolich
 Lisa Boyd
 Nadiyah Bryant
 Tammy Cope
 Sharin Crivellaro
 Kyra Fripps
 Maddison Grobost
 Alicia Kocher
 Apsara Madapoosi
 Ashley Medina
 Karen Miller
 Amanda Moffitt
 Frank Morelli
 Robin Moyer
 Jillian Paul

WellSpan Health
 Pennsylvania Psychiatric Institute
 Penn Medicine
 WellSpan Health
 Lehigh Valley Health Network
 Penn State Abington
 Penn Credit
 Lehigh Valley Health Network
 Wellspan Health
 Wellspan Health
 Lehigh Valley Health Network
 OSS
 Veteran Claims Paid, LLC
 Pennsylvania Psychiatric Institute
 WellSpan Health

Invest in your future by renewing your local or national membership. What other organization can you join for just \$25 and receive all of the benefits offered by Keystone? Here are a few of the benefits:

- Discounted registration fees for all Keystone Chapter education meetings and free webinars.
- 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 Kurrents 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. **All National memberships for AAHAM retirees are free.** 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.

2021 AAHAM Virtual Legislative Day

June 22-24

<https://www.aaham.org/LegislativeDay.aspx>



The effect of COVID-19 continues to hit the healthcare sector hard. AAHAM members continue to be on the frontline fighting for their patients. Throughout 2020 and still today, Congress is still trying to understand the impacts of this virus across the healthcare system. We cannot expect them to know every issue or understand every issue that comes across their desk. This is why AAHAM's virtual Legislative Day may be the most important meeting you attend this year on behalf of your hospital.

Today we are dealing with a government that is doing business virtually. It's hard enough during "normal" times to get your message across to your elected leaders. Now factor in the disconnect of legislating virtually and you will understand just how important the AAHAM virtual Legislative Day is this year. This is an opportunity for us to connect with members of Congress and their staff and share with them the direct impacts COVID-19 has had on your hospital. It's an opportunity for you to share with them exactly how the 2020 COVID relief healthcare provisions, while well intentioned, are going to have negative impacts on hospitals. It's your opportunity to let your elected leaders know what your hospital needs.

With even more competition for the time of our leaders because of the virtual world we live in, the more important it is for AAHAM to stand out. It is critical that our voice is heard. With so many special interests seeking relief, it is our opportunity to make sure our voice is heard and our hospitals have a seat at the table when it comes to deciding how to spend the future COVID relief packages. AAHAM is Needed Today More Than Ever. AAHAM's top priorities this year include Prior Authorization and Patient Financial Advocates.

Prior Authorization: The current prior authorization process is nonstandardized, inefficient and has added billions of dollars in unnecessary costs to the healthcare system. AAHAM has been an industry leader in advocating for the reform of prior authorization standards. This year, help us educate members of Congress on the operational challenges and administrative burden placed on hospitals and providers due to the current prior authorization requirements in place with each of the various health plans. AAHAM has developed a position on prior authorizations that includes six key components we estimate would save the healthcare industry billions of dollars in inefficient waste and also would vastly improve access to timely care for our patients within our communities that we serve. AAHAM is working on drafting legislation we will offer to members of Congress to utilize as a model for prior authorizations.

Patient Financial Advocates: Since the pandemic began, we have seen Patient Financial Advocates become enemy number one in Washington. Numerous bills that would severely limit collection of a patient's portion of their healthcare costs have recently been introduced at the federal and state levels. Senator Chris Van Hollen (D-MD) has introduced S.255, The Disability Employment Incentive Act, which amongst other things, inhibits many medical debt collection activities for 18 months after the bill is passed. Last summer, AAHAM created the Patient Financial Advocate Task Force to promote all the good that our hospitals, healthcare providers and business partners are doing for patient's in understanding their healthcare patient due balances. Join us at our virtual legislative day event as an opportunity to stand together with a unified voice to let members of Congress know that we do care and want to assist our patients in understanding their medical patient due balances. Join us in advocating for our healthcare providers and business partners to continue to utilize the standards within the Patient Financial Advocate Pledge to help patients in navigating the complexities of their insurance benefits, healthcare terminology, and available assistance. Advocate with members of Congress on the important role Patient Financial Advocates play in our healthcare system and how patients need access to them more than ever today. Join us in educating Congress on how legislation like S. 255 will hurt patients, hospitals and healthcare providers.

Certification Corner– Spring 2021



Certification Calendar

May 17-21, 2021

May 2021 exams

June 14-18, 2021

June 2021 exams

July 19-23, 2021

July 2021 exams

August 16-20, 2021

August 2021 exams

September 20-24, 2021

September 2021 exams

October 18-22, 2021

October 2021 exams

November 15-19, 2021

November 2021 exams

December 13-17, 2021

December 2021 exams

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

Congratulations to Keystone AAHAM Members who recently earned their certifications and recertifications! We wish you much future success to reaching your goals!!!

<u>March 2021</u>	Mar 2021 (continued)	Mar 2021 (continued)
Sylvia Dishong, CRCS Brittany Ellis, CRCS	Heather Herr, CRCS Cheryl Kelly, CRCS	Nichole Yates, CRCS

Certification Exams – Now offered on a monthly basis

AAHAM will now offer all certification exams on a monthly basis, enabling test takers to have more flexible scheduling options to become certified when the time is right for them. All certification exams will now be offered on the third week of each month. The new certification exam calendar and registration links are available at <https://www.aaham.org/Certification.aspx>. All exam registrations will need to be submitted at least 30 days prior to the scheduled exam date, and there are no changes to the registration fees. The 30-day registration deadline now applies to both new exams and section retakes, offering a faster track to becoming certified for those who are ready to take an exam for the first time. The certification exams will continue to be delivered either remotely online through ProctorU, or with a local in-person proctor. AAHAM will work with examinees to assist them in making the necessary proctoring arrangements for the exams.

They're Here... Digital Study Guides

Starting April 1, AAHAM began offering digital versions of all AAHAM Certification Study Guides. The digital study guides will have the same content of the traditional hard-copy books, with additional flexibility that the digital format offers. The new option is interactive. You can study on the device you prefer - tablet, phone, or web browser.

Features at-a-glance:

- Flexibility to access and explore content on any device, from anywhere – even when offline
- Content is delivered via the free Mimeo Digital app (available in all app stores, or web browser)
- Interactive, user-friendly format enables features like taking notes, adding bookmarks and more; all synced across your devices and stored in the cloud
- The integrity of content is upheld in the digital format, with advanced security features that prevent sharing or printing of the materials

If you prefer the traditional hard-copy books, there is no need to worry, they will also be available to purchase.

CEUs for Recertification – Do you know where you stand?

During the COVID pandemic, there were extensions for earning & submitting CEUs for recertification. During the past year, many educational opportunities have been available online. Although that has helped to keep the opportunities available for earning CEUs, we find ourselves having to attend many webinars. The webinars do not typically provide the number of CEUs that an in-person AAHAM Educational Meeting would offer.

Be Vigilant! Check your current CEUs <https://statmarketing.com/AAHAM/checkCEU.php>

Keep earning and reporting CEUs so you can keep your hard-earned certification status active.

Opportunity for greater CEUS – AAHAM Virtual Legislative Day (June 22 – 24, 2021)

(NOTE: for the Keystone / Phila / NJ / Western PA – sponsored Webinars, I am submitting CEUs for you. If you notice a lower number of reported CEUs than what you expect, please contact me to follow-up).

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



KEYSTONE AAHAM SCHOLARSHIP

Deadline to Apply June 30th



SUBMITTED 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 [here](#) and all supporting documents can be emailed to kraftery@hrs1.com by June 30, 2021. Below please find important information regarding the application and the requirements:

The Keystone AAHAM 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@hrs1.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 Keystone AAHAM 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 healthcare 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.

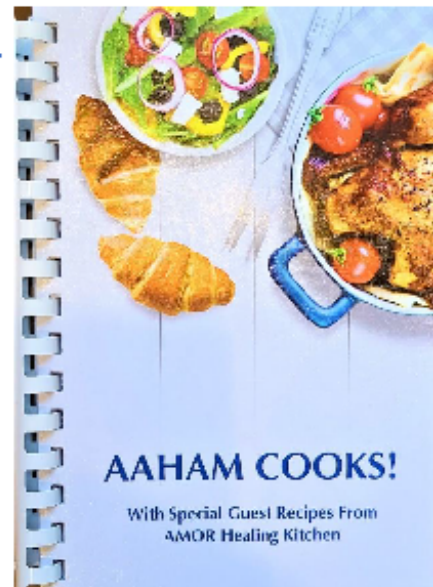
AMOR Healing Kitchen Fundraiser

AAHAM AMOR Cookbook

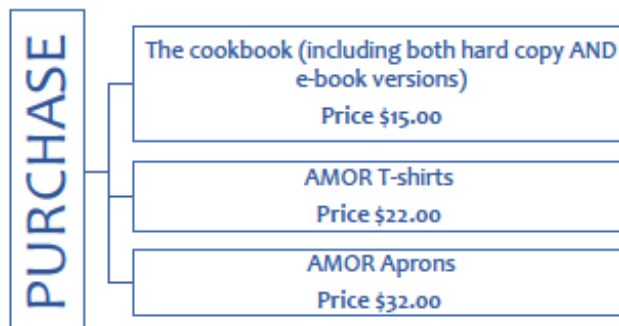
The Chapters are pleased to announce the “AAHAM Cooks” Cookbook is ready for SALE!

The members of the Carolina, Georgia, Keystone, Maryland, Philadelphia, Three Rivers and Virginia Chapters of AAHAM along with the Amor Healing created a cookbook to support the Amor Healing Kitchen.

The AMOR Healing Kitchen makes and delivers nutritious, healthy food (using in season organic (when possible) ingredients sourced from local and surrounding area farms) made with love by youth volunteers. On a weekly basis, AMOR's Teen Chefs and Kitchen Mentors prepare delicious, nutritious meals for people undergoing or recovering from medical treatments such as Cancer, Diabetes, and HIV. These meals are delivered to those in need by AMOR's Delivery Angels every Friday.



AAHAM/Amor Cookbooks and Amor Merchandise



Items can be purchased at <https://www.amorhealingkitchen.org/aaHAM-fundraiser.html>

The Cookbook and AMOR products would make a wonderful Mother's Day or Father's Day Gift!

Please show your support for this worthy cause.



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 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 the website URL: '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

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; Susan Reese, CRCE
Ways and Means Committee	Angela Leffew, MBA, CRCP
Corporate Partner Committee	Cherice Swick, CRCP
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 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