



NOVEMBER 2025

Keystone Kronicles



administrator@keystoneaaham.org



<https://www.linkedin.com/company/aaham-pennsylvania-keystone-chapter/>



keystoneaaham.org



President's Letter



Happy Holidays!

What an exciting time we had at this year's ANI in Baltimore, Maryland! Keystone proudly brought home three First Place Awards: Chapter Excellence, Improved National Membership, and Retained National Membership, in addition to celebrating our 55th anniversary. The attendance was better than ever, featuring great speakers and engaging educational sessions.

Our Pennsylvania Keystone Chapter was well represented by our board, members, and our wonderful corporate sponsors and friends!

Our National Executive Board is calling for nominations for all positions. Please see the following information from our National Executive Board-

We are pleased to announce that the nominating period for AAHAM Executive Committee positions for the 2026–2027 term is now officially open. This is your opportunity to help shape the future of our organization by nominating dedicated leaders who will guide AAHAM in achieving its mission and advancing our profession.

Positions Available:

- President
- First Vice President
- Second Vice President
- Secretary
- Treasurer

President's Letter

Eligibility Requirements:

All officers must:

- Be a National AAHAM member in good standing
- Hold a Certified Revenue Cycle Executive (CRCE) designation
- Current BOD members and committee chairs can self-nominate and hold national office and must hold a current CRCE designation

To access the nomination form use the following link- [Board of Directors Nomination Form - American Association of Healthcare Administration Managment](#)

Nomination Deadline: December 3rd, 2025

On December 11th, we will host our holiday meeting at the Grantville Holiday Inn in Hershey. This event will provide a fun and educational experience, including our annual auction and holiday festivities. Celebrating 55 Years, I look forward to seeing many of you there!

2025 has been a fantastic year for Keystone. As we approach the end of this year, I want to express my gratitude to my executive board, our extended board, and committees. A special thank you goes to our Education Committee, Corporate Sponsors, and all the members of the Pennsylvania Keystone AAHAM.

In February, we will hold our planning meeting for the new year, focusing on how to support our National Executive Board and committees. We will be looking for relevant education topics for our meetings, maintaining a financially strong chapter, and building our future in the revenue cycle industry.

I wish you a Wonderful Holiday Season and a Happy New Year!

Sincerely,

Mary Beth McMenamin

President, Pennsylvania Keystone Chapter

PLEASE JOIN US FOR A
**HOLIDAY
EDUCATION
MEETING & SILENT
AUCTION**



HOLIDAY INN GRANTVILLE

ALIGNING REVENUE CYCLE

THE 12 STEP PROGRAM FOR RCM & COMPLIANCE
EXCELLENCE

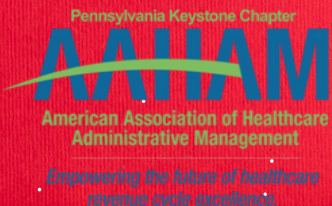
PERSONALITIES IN THE WORKFORCE: "HOW TO ENSURE
YOUR STRENGTHS DON'T BECOME YOUR WEAKNESS"

MORE THAN MEETS THE AI

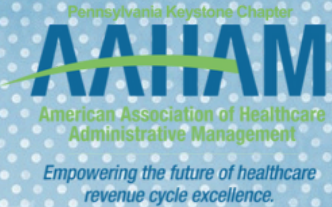
PROVIDER PANEL - "AI IN REVENUE CYCLE"

NETWORKING RECEPTION

4 PM - 6 PM



29th 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 11th Holiday Meeting taking place at the Holiday Inn Grantville. Thank you all for your past participation in the Auction—either through bidding or through donation. Please consider contributing a donation this year. All proceeds will go to our Student Scholarship Program.

Please mark this event on your calendar!

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

Kristy Pipher Richmond

Commercial Acceptance Company
2300 Gettysburg Road, 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 _____
 Item Name/Description _____

 Estimated Value _____
 _____ I will bring item to Auction on the day of the December 11th meeting.
 _____ I will make arrangements to deliver my donation to Kristy prior to the December 11th meeting.



Please be Part of this
MAJOR FUND RAISER
for your Chapter

*All items accepted!
Past items have included...*

- Beer/Alcohol Basket •
- Handbags • Sporting
- Event Tickets •
- Homemade Goodies •
- Coolers • Jewelry •
- Crafts • Sports
- Memorabilia •
- Electronics • Candles •
- Lottery Tickets •
- Artwork • Quilts • Spa
- Treatments • Holiday
- Decorations • Gift Cards

We will be displaying pictures of the auction items on StarChapter prior to the event. If you are bringing your item directly to the meeting, please email me a picture ASAP.

Thank you!



Corporate Sponsors

We hope to see all of our Corporate Partners on December 11th to celebrate the holidays with you!

Corporate Partner Spotlight!

This Fall, we are looking at two of our corporate partners. Their continuing commitment to Keystone provides us with the opportunity to learn, network, and find out about their products and services that can help us become more successful.

Penn Credit: Platinum Plus Level Corporate Partner

Dale Brumbach, VP Client Relations

Office: 800-720-7293

Dale.Brumbach@penncredit.com

[Dale has served as a Keystone AAHAM Board Member, and as a Committee Chair at Keystone and at the National AAHAM level]

Who is Penn Credit?

Penn Credit is a leading provider of Revenue Cycle Management outsourcing services to healthcare providers throughout the United States. With nearly 40 years of experience, we help organizations strengthen their financial performance through insurance follow-up, self-pay outreach, denials management, and delinquent collection services. Our team delivers compliant, compassionate, and results-driven recovery solutions that protect both patient relationships and client reputations. Penn Credit partners with healthcare organizations to improve cash flow, strengthen recovery performance, and streamline every stage of the revenue cycle.

Why we sponsor Keystone AAHAM:

Penn Credit proudly sponsors Keystone AAHAM as the chapter that represents the region where our company was founded and continues to serve many valued clients. The healthcare providers in this area helped shape our success and laid the groundwork for the nationwide partnerships we maintain today. AAHAM plays a vital role in advancing education, compliance, and collaboration across the healthcare revenue cycle, aligning closely with our values. This sponsorship allows us to support the professionals who drive excellence in our field and to give back to the community that continues to influence our growth.



Corporate Sponsors



Why we do what we do:

We do what we do because we believe healthcare organizations deserve trusted partners who help them recover the revenue they have earned with integrity and care. Every interaction reflects our commitment to balancing performance with compassion, ensuring each patient experience is handled respectfully. By managing the complex parts of the revenue cycle, we allow providers to focus on delivering quality care to their communities.

What sets Penn Credit apart:

Penn Credit stands apart through our experience, compliance expertise, and personalized service. We combine advanced technology and analytics with the responsiveness and partnership approach clients expect from a trusted revenue cycle partner. Our tailored recovery strategies, transparent communication, and results-driven mindset continue to set Penn Credit apart in the industry.

Looking Ahead:

The future of Penn Credit is focused on innovation, growth, and strengthening our partnerships within the healthcare industry. We are investing in technology, data insights, and automation to maximize efficiency while enhancing the patient experience. Our proactive and adaptable approach ensures continued success in ethical, effective revenue cycle management nationwide.

Corporate Sponsors

Nationwide Credit Corporation (NCC): Platinum Plus Level Corporate Partner

Jamal Kalokoh, Director of Sales

Office: 703-813-1426

Jamal.kalokoh@nccva.com

Arlynn Flecker, Vice President of Client Service

Office: 571-499-4399

Arlynn.Flecker@nccva.com

Who is Nationwide Credit Corporation?

Nationwide Credit Corporation (NCC) is a full-service accounts receivable management agency headquartered in Alexandria, Virginia. Founded in 1967, NCC provides professional debt recovery and customer service solutions to healthcare organizations, government entities, and utilities. NCC is one of the pioneers of a true compassionate collection approach. We learned long ago that an agency is not more successful by being confrontational with patients. Cooperation vs confrontation is fundamental to who we are as an organization. We are also known for a proactive approach to client service, resulting in client relationships that have lasted decades. And finally, we are a highly technologically advanced. In summary, NCC combines technology with humanity, and that defines who we are as an organization.

Why we sponsor Keystone AAHAM:

We sponsor Keystone AAHAM because we value the strong community of healthcare and revenue cycle professionals that Keystone represents and attracts at its conferences. We believe Keystone AAHAM is essential to helping healthcare providers continue supporting their communities now and in the future. Supporting this organization also allows NCC to build meaningful relationships, exchange ideas, and contribute to the continued success of providers and attendees who are dedicated to advancing patient care, financial excellence, education, and innovation within the healthcare industry.

Why we do what we do:

We provide an important service for both healthcare organizations and patients and take pride in the value we bring to both. We do what we do because we believe in helping healthcare organizations remain financially strong so they can continue providing quality care to their communities. Every dollar recovered represents support for the hospitals, clinics, and professionals who make a difference in people's lives every day – and we're proud to play a small part in that mission. Every time we help a patient resolve their financial challenges, we improve the quality of life for that patient and their community.



Corporate Sponsors



What sets us apart:

Many agencies today focus so heavily on recovery that they overlook the importance of patient relationships. While recovery is essential, NCC places equal emphasis on the patient experience – ensuring every patient interaction is handled with empathy, professionalism, and respect, so that resolving their financial obligations feels fair and positive. Giving back and supporting the communities around us is an important part of who we are. That’s why we proudly support organizations such as Firefighters and Friends to the Rescue, EduTutor VA, Food for Others, So Others May Eat, and Second Story New Hope Housing.

Looking Ahead:

The future of NCC is focused on growth, innovation, partnership, and giving back. We’re continuing to invest in advanced technology and analytics to help healthcare organizations recover revenue more efficiently – while maintaining our commitment to compassion, compliance, and exceptional patient experience. Our goal is to remain a trusted partner to providers nationwide, supporting their financial health so they can continue delivering outstanding care to their communities.



Corporate Sponsors



Our 2025 Corporate Partners Are:

Platinum Plus

Nationwide Credit Corporation
PATHS, LLC
Penn Credit Corporation

Platinum

Coding & Billing Solutions
Hollis Cobb
Commercial Acceptance Company
Annuity Health, LLC
Modern Recovery Solutions
Med-Metrix
Kohler HealthCare Consulting
National Recovery Agency

Gold

Nemadji
KeyBridge Medical Revenue Care
SunStone Consulting
Financial Recoveries

Silver

KeyMed Partners, Inc
Bureau of Account Management
Medical Account Management Inc
Elevate PFS Holding

The Corporate Partner Committee, the Board of Directors, and the Executive Officers are incredibly thankful to all our members but especially our vendor partners and sponsors for the invaluable support they provide for the Keystone AAHAM Chapter.

Feel free to reach out to contact Cherice Swick (cswick@pennstatehealth.psu.edu) or Kate Clark (cclark@mosaichcs.com) with any questions.

Membership

Happy Thanksgiving to all.

As we are getting closer to the end of the year it is soon time to renew your membership. We have some great things happening in AAHAM.

Our membership has been down slightly from last year, but we have a little over a month to come close or exceed last year.

We are down by 23 total members compared to last year so if you know anyone that is not a member, please encourage them to become either a local member or national member of this great organization.

Dues will expire at the end of this year. Please consider renewing early. Local dues are still only 25.00 and National dues are 243.00. If you have retired local dues are free but national dues are 50.00.

If you have any questions about Local or National membership, please contact me Dale.brumbach@penncredit.com or call 717-329-8695.

Hope everyone has a great Thanksgiving

Dale Brumbach Membership Chairman

Membership totals as October 2025

National Membership
145 Members
127 Renewals
11 New
2 Student Members
5 Lifetime Memberships

Local Membership
24 Members
16 Renewals
4 New
1 Retired
3 Lifetime

Delinquent National Membership
39 Members
12 Retired
4 Left Healthcare
23 unknown

Total 2025 Membership
161 Members

YTD Gain (Loss) 2025 vs 2024
Local
(1)
National
(22)
Total
(23)

2024
National Membership
167 Members
Local Membership
25 Members
Total 2024
192 Members

Total 2023 Membership 209
Total 2022 Membership 252
Total 2021 Membership 215
Total 2020 Membership 206
Total 2019 Membership 227
Total 2018 Membership 196
Total 2017 Membership 171



Keystone Scholarship



Keystone AAHAM Scholarship Opportunity

Keystone AAHAM is proud to offer scholarships to support the educational goals of members and their children pursuing studies in healthcare or related fields.

Two scholarship categories are available:

Keystone Member Scholarship – Open to members with at least one year of active membership.

Child of a Member Scholarship – Open to children of active members with at least one year of membership.

Key Requirements:

- Minimum GPA of 3.0
- Course must have been taken within the last academic year
- Required materials include: a completed application form, proof of tuition payment,
- a transcript, a letter of recommendation, and a personal essay.
- All materials must be uploaded as part of the online application form.

Apply now: [Keystone AAHAM Scholarship Application Form](#).



KEYSTONE

AAHAM

OUR ONLINE STORE IS NOW

LIVE

