

American Association of Healthcare
Administrative Management
MN Gopher Chapter

Gopher Tracks



HIGHLIGHTS



President's Message



3 Fall Conference Re-Cap



St. Paul, MN

10 Conference Candids



15
Farewell from
Lois Wakefield



Gopher Tracks

By Tamora Ellis

President

PRESIDENT'S MESSAGE

2013 is coming to an end and so is my term as President. It has been an interesting 2 years with some speedbumps along the way. The economy has shown a significant decrease in attendance at our local meetings as employers have reduced budgets for education. As we all know, that is one of the first places spending is reduced even though education is very important for all of us to perform our jobs.

As a Chapter, our Executive Team is trying to find ways to make meetings affordable while maintaining the financial stability of the Chapter so we can be here for many years to come. Over the last few years we have tried several scenarios and continue to work on this while providing what you need.

It has been such a rewarding experience for me to be able to be a part of bringing you the high quality education that is needed to keep up to date with our everchanging industry. This year brings an end to 12 consecutive years volunteering in one of the Officer positions and I would not change a thing. It has been an experience both professionally and personally that I will never look back on and regret. I have formed professional relationships as well as friendships with many of you that are unmeasurable. I would not have had these opportunities if I had not become involved and just sat back watching from the sidelines. To those relationships and friendships, I say 'Thank You' for the support and encouragement you have given me.

With that being said, the end does not come easy. But it is time for me to step back and focus on other things personally and professionally. I may be stepping back but I will still be here as Chairperson of the Board for a few years and you have not seen the last of me. But there are some very important changes in my life that I do not want to slip by, such as the birth of my beautiful granddaughter Stella.

Have a safe and joyous holiday season and I look forward to seeing everyone soon.

Tamora Ellis

Mark Your Calendar for Future Dates

St. Cloud Meeting Proves Beneficial





Our fall meeting was a wonderful success. We welcomed some interesting, yet educational speakers that really made us think, and also introduced us to some new concepts. We had a wonderful awards banquet where we said goodbye to our outgoing board and welcomed the new board.

Our Spring meeting is on track to be another great payer panel. Tuesday, March 4th we will be having a small social hour where we hope to see you, and Wednesday March 5th we will have representatives from many payers, including, NGS, MN Medicaid, Blue Cross, Medica, HealthPartners, and more.

This summer we are excited to return to Rochester, MN at the Grand Kahler Hotel. We are booking speakers and working on a phenomenal joint meeting with HFMA that you will not want to miss.

If you ever have questions, ideas, or suggestions, please feel free to contact Erika Running, 1st Vice President. She would LOVE to hear from YOU!

August 6-8, 2014

MN AAHAM/ HFMA Joint Summer Conference
Grand Kahler Hotel
Rochester, MN



2013 Certification Update!!!!!!!!!

American Association of Healthcare Administrative Management Organization has introduced updates on National Certification please visit their website at http://www.aaham.org to learn more about the changes in Certification.

Overview of Certification Options

CRCE---Certified Revenue Cycle Executive CRCE-I Institutional (hospital, health systems) setting CRCE-P Professional (Clinic, physician) setting

CRCP---Certified Revenue Cycle Professional

CRCP-I Certified Revenue Cycle Professional Institutional CRCP-P Certified Revenue Cycle Professional

CRCS---Certified Revenue Cycle Specialist
CRCS-I Certified Revenue Cycle Specialist-Institutional
CRCS-P Certified Revenue Cycle Specialist-Professional
CCT-----Certified Compliance Technician

Our MN chapter is proud to announce that our chapter had 18 CCAT 14 CPAT 2 CCT technical examinee's passing their technical exams through the month of Oct. 2013. We have several technical examinees sitting for their exams in the month of November. Congratulations to everyone!!!!!!!!!!!!!

I would like to thank everyone for promoting AAHAM National Certification.

Check out our coaching sessions and their locations on our chapter's website at http://www.mnaaham.org

Note: December 1st 2013 Registration Deadline for Feb. CCAT/CPAT/CCT Technical exams.

Submitted: By Sandra R Pawelk CRCE-I/CRCE-P MN AAHAM Certification Chair 11/07/2013

2014 AAHAM Certification Calendar

December 2, 2013 Registration deadline for February 2014 exams

February 10-21, 2014 exam period

March 3, 2014 Registration deadline for May 2014 exams

May 12-23, 2014 exam period

June 2, 2014 Registration deadline for August 2014 exams

August 11-22, 2014 exam period

September 2, 2014 Registration deadline for November 2014 exams

WELCOME NEW MEMBERS



JENN ROOTES, CINDY PRESTON, JENNIFER FLEMING, JAKE HALVERSON, WENDY REAMER, CATHERINE WEEDMAN AND AMANDA WREEDE.





MN Gopher Chapter Corporate Sponsorship

The MN Gopher AAHAM Chapter Board of Directors is seeking Corporate Sponsors for the upcoming Program Year. Our Corporate Sponsors are a very important part of our chapter. Without your support, we would not be able to provide the quality programs our members have come to enjoy in the MN Chapter. We are asking for a commitment from your organization once for the entire year. Please consider choosing from the following four levels:

Platinum – Sponsor donates \$1,500

- Full Page advertisement in all issues of the Gopher Tracks
- Revolving Ad on the MN Gopher Website
- Six complimentary registrations to be used at any chapter meetings
- · Revolving PowerPoint of Vendors during breaks and lunch
- Your company's name posted and announced at each meeting
- Identification indicating you are a sponsor on your name tag
- Link to your website
- One National Membership paid by Gopher Chapter AAHAM (To be paid upon request in the Sponsorship Year at member renewal time)
- One Gopher Chapter Membership

Gold – Sponsor donates \$1,000

- ½ page advertisement in all issues of the Gopher Tracks
- Three complimentary registrations to be used at any chapter meeting
- Your company's name posted and announced at each meeting
- Revolving PowerPoint of Vendors during breaks and lunch
- Identification indicating you are a sponsor on your name tag
- Link to your website
- One National Membership paid by Gopher Chapter AAHAM (To be paid upon request in the Sponsorship Year at member renewal time)

Silver – Sponsor donates \$600

- ¼ page advertisement in all issues of the Gopher Tracks
- One complimentary registration to be used at any chapter meeting
- Your company's name posted and announced at each meeting
- Revolving PowerPoint of Vendors during breaks and lunch
- Identification indicating you are a sponsor on your name tag
- One Gopher Chapter Membership (To be paid upon request in the Sponsorship Year at member renewal time)

Bronze – Sponsor donates \$300

- Business Card advertisement in all issues of the Gopher Tracks
- Your company's name posted and announced at each meeting
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Corporate Sponsorship Form



Questions? Furrther Information?

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American Association of Healthcare Administrative Management MN Gopher Chapter



Quick Questions:

Jerry Ward/ Business Office Manager Lakewood Health System/ Staples MN



- Our cabin at Otter Tail, MN. Growing up it was a great area to fish, swim and golf. It was perfect.
- Integration of billing with the clinic and hospital together. I have both areas as a manager. One of the big wins was bringing in Rycan. That was a big win with staff and gave me credibility.
- The 4th of July. The kids come home and we are at the Lake. For Easter the kids and grandkids are here and we enjoy church and the Easter egg hunt.

Heather Hooper/ Business Office Manager CentraCare Health/ Monticello

- Either in the middle of the lake on a kayak (any lake) or out on a trail on a mountain bike
 - Creating a fun team environment within the business office
 - Driving with my sister to Kansas City, MO over Thanksgiving to see the lighting of the Plaza lights.



Terry Boxell/ Business Office Supervisor, CentraCare Clinic/ St. Cloud



- Outting, MN. It's an hour north of Brainerd and we have a mobile home in the woods with a pond and deer come along with all sorts of wild animals. Someday I will retire there.
- We just received a certificate of superior performance by MGMA for our billing, collections and patient satisfaction
- Ringing the bells for Santa Claus. In the morning someone keeps the kids occupied and we go outside and hide the bag of presents. Then we ring the bells. The bells were my great grandfather's bells that he had on his horses. I still believe.

Wendy Reamer/ Manager of Admissions, Registration and Scheduling/ Mille Lacs Health System

- Duluth, MN and Lake Superior. The water is mysterious.
- We have a new call center created for scheduling. That's a huge deal.
 The staff can be together and have a place of their own
 - Opening one gift on Christmas Eve



FAVORITE MINNESOTA DESTINATION? WIN AT WORK? CHERISHED HOLIDAY TRADITION?

Brenda Moos/ Business Office Manager, Essentia Health Deer River



- No favorite destination. It's too cold in Minnesota
- Brought EPCI up in the clinic and claims are going out the door and the money is coming in.
- I love Thanksgiving because I don't do anything. My daughter and her husband come over and we put up the tree.

Janet Curtis/ Revenue Cycle Manager, Fairview Range Regional Health Services

- The north shore. I love hiking on all the beautiful trails
 - Six months post EPIC go-live our GDRO are at 46
 - Being with family



Amanda Wreede/ Patient Financial Services Manager, Rice Memorial Hospital



- Grand Marais. We love it because of hiking and biking trails. It's a dog friendly community.
- Probably our go live with DME software services. I am a super user and we went live November first 2012 and it was pretty exciting.
- We write what we are thankful for at Thanksgiving on the table cloth. We keep it forever. It was my husband's family tradition. It is fun to see what he wrote when he was six through the present day. We use permanent marker and wash it on a delicate cycle.

Penni Drews/ Director Patient Financial Services, CentraCare Health/ Monticello

- It's always good to be home. I work long hours and we have a unique location with a pond.
- There have been a lot of them. After several years of our facility not meeting AR goals we have now exceeded them!
- I love to get up Christmas morning and go to our daughter's house to open presents. Then it's back to our house for dinner.





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The Boys & Girls Club provides: A safe place to learn and grow, Ongoing relationships with caring adult professionals, Life-enhancing programs and character development experiences, Hope and opportunity.

What makes the Boys & Girls Club unique: All boys and girls ages 5-18 are welcome, Clubs have full-time professional leadership, Supplemented by part-time employees and volunteers, We require no proof of good character, and we help and guide young people who may be in danger of acquiring unacceptable habits or attitudes, We assure that all boys and girls can afford to belong. Dues are \$10 a year, and we offer payment plans or scholarships to youth who cannot afford it.

Donations can be made to the Boys & Girls Club in a variety of ways, including: In-kind donations of goods or services to direct service or administrative needs. The Boys & Girls Club's ongoing wish list includes: Board Games, Art Supplies, Sports Equipment, Age-appropriate books, School supplies. These items are always needed to replace used equipment and to maintain quality programs at the Boys & Girls Club units and KIDSTOP sites.

AWARDS CEREMONY



Outgoing President/ Tamora Ellis



Outgoing Board of Directors



Incoming Board of Directors



Incoming Board of Directors



Rookie Award/ Jackie Hinderks (Heather Elwood accepting)



Enthusiasm Award/ Pam Brindley



Member of the Year Award/ Dana Young



Member of the Year Award/ Sandra Pawelk



Journalism Award/ Tamora Ellis



President's Award/ Pam & John Brindley



Nat'l. Award for Most Increase in Nat'l. Members/ Jody Heard



Chapter Excellence Award, 2nd Place/ Dana Young

TEAM BUILDING WITH THEODORE ROOSEVELT

MEMBERS LEARN VALUE OF COOPERATION





AAHAM members literally learned the ropes with a team building exercise orchestrated by none other than President Theodore Roosevelt. Dan Otis robustly portrayed the popular president during the closing afternoon session. He challenged each group to cooperatively create a five pointed star while using a single strand of rope. Even though the results widely varied, each group learned the value of working as a team.









A Message from Lois

LOIS WAKEFIELD RETIRES



AAHAM Gopher Chapter has meant a lot to me over the last twenty years. It has been like a second family. Great friendships have been developed an it is because of that I will miss each and every one of you. (Now that you the board has approved a \$10 yearly Minnesota Membership for retirees - - - at least while they are not continuing to work in healthcare! - - - I may have to seriously think about continuing my membership!) National does a \$50 yearly membership for retirees and does not require them to collect CEUs to retain their certification! This is quite a deal and then if I ever decide (which I highly doubt!) to go back in to healthcare, I will have my membership and certification in tact!

The one thing that I think really helped me when I first was "dragged" into AAHAM, was the fact that someone 'buddied' up with me. Dean Johnson kind of took me under his wing and made sure that I was included in conversations and activities at meetings. He also set it up so that I had someone to sit with and was introduced to everyone. He was a wonderful friend. Then there was Linda Gosslin, who talked me into running for the Treasurer's position. That was back in the day when we didn't have QuickBooks and did all the reports in Excel. I believe that if each of the members would go that extra step to befriend a new attendee, it would make the experience that much more rich for the new-bee! Try it. It would be rewarding for you, too.

Anyway, I just want to say to all of you, please stay in touch. My email address is: loiswakefield@msn.com and my cell phone number is (651) 261-9068. I will truly miss all of you.

Thanks for the good times!



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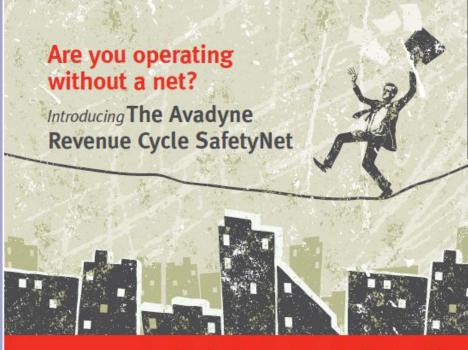
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Chapter Excellence Dana Young
Community Service Kari Marinowski

Corporate Sponsors Jody Heard

Education Rick Rogers & Erika Running

Legislative Judy Gordon
Membership Tom Osberg
Nominating Mary Donnay
Publications Pam Brindley
Website Tamora Ellis
Gopher Tracks Pam Brindley
Scholarship Judy Gordon

Welcoming Jody Heard/ Judy Gordon

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In addition, members can advertise positions for free in the Gopher Tracks.

Non-members will pay a \$25.00 fee to advertise in the Gopher Tracks.

There is also advertising available on our website for a fee.

Contact jbrindley54@gmail.com for more information if needed.

Additional information available on the web at:

www.mnaaham.com

Officers

Tamora Ellis, CCAM, Chapter President

Advantage Billing Concepts, Inc.

3920 13th Ave E, Suite 6

Hibbing, MN 55746 Phone: (218) 312-1225

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Email: debraa@mankato-clinic.com

Judy Gordon, CPAM, 2013-2014

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Email: Gordon.judy@mayo.edu

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Pam Brindley, CHFP/CPAT/CCAT/CCAE, 2013-2014

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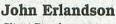
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Coluse-ou

Sandra Pawelk has a new grandaughter, Ellie Marie Pawlek who was born on 9/25/13.

AAHAM Gopher Chapter Scholarship Program

Eligibility

- ♦ Local Gopher Chapter member must be a member for 1 year before running for scholarship.
- ♦ If not a National member, the member will be responsible to pay national dues if wins.
- ♦ The President & Chair of the Board are ineligible.
- ♦ The winner of the scholarship award is ineligible for the next 3 years.
- ♦ The scholarship year runs from the day after the summer meeting the current year until after the summer meeting the following year.
- ♦ Points need to be turned in within 30 days of the qualifying event to be accepted. July points need to be turned in by the summer meeting.

Points

Name:

10 points	25 points	50 points	75 points	100 points
◆Assisting with seminars ◆Recruiting a local member ◆Articles not written by the member but published in the Gopher Tracks or the National Journal (max 2 per issue) ◆Conducting coaching sessions outside regular meetings	◆Setting up speaker for meeting ◆Serving on a Gopher Chapter task force or special committee ◆Representing AAHAM on a committee (ex. AUC) ◆Proctoring for technical certification(max 50 pts./day) ◆Representing AAHAM as a speaker for an organization ◆Presenting at a Gopher Chapter meeting ◆Attending MN Leg Day	Sitting for technical certification (1 sitting) Passing technical certification Articles you wrote that are published in the Gopher Tracks or National Journal (max 2 per issue) Attending Chapter meetings Attending ANI Attending Nat'l Leg Day Chairing a Gopher Chapter committee Serving on a National Committee Presenting at ANI Attending all Chapter meetings for year	◆Recruiting a National Member ◆Grading CPAM/CCAM ◆Proctoring for Proficertification	◆Sitting for CCAM, CPAM, or CHCS (Max 100 pts per certification) ◆Passing the CCAM, CPAM, or CHCS

gnature:		Date:	
DATE	QUALIFYING ACTIVITY	COMMITTEE CHAIRPERSON	POINTS

Email:

Phone: _

Send to: Judy Gordon

Integrity and Compliance Office

Phone: 507-377-6460/ Fax: 507-377-6464

E-mail: gordon.judy@mayo.edu

Mayo Clinic Health System/ Southeast Minnesota Region

404 W. Fountain Street Albert Lea, MN 55912



CONSTITUTION

American Association of Healthcare Administrative Management

Gopher Chapter

ARTICLE I - NAME

The name of this organization shall be the American Association of Healthcare Administrative Management (AAHAM), Gopher Chapter.

ARTICLE II - MISSION

Our mission is to be the premier professional organization in healthcare administrative services. Through a national organization and local chapters, we provide quality member services and leadership in the areas of education, communication, representation, professional stan-dards and certification.

ARTICLE III – PURPOSE AND OBJECTIVES

The purpose of the American Association of Healthcare Administrative Management, Gopher Chapter shall be to:

Promote and encourage recognition of Patient Account Management as an integral part of healthcare financial management. Encourage the implementation of effective and efficient business and receivables management, policies, and procedures in the healthcare industry.

Stimulate and encourage an exchange of information among the membership.

Develop and encourage the implementation of programs for the purpose of furthering the education and increasing the knowledge of the membership of the healthcare industry.

Develop and implement such programs as may add to the knowledge and encourage the development of persons new to the healthcare industry.

Establish standards of performance for persons who participate in, or are involved with, the management of healthcare patient accounts.

Cooperate with other healthcare organizations, institutions, and other related agencies.

ARTICLE IV – MEMBERSHIP

A member shall be an individual associated with healthcare administrative services.

Membership shall be on an individual basis and not on an institutional basis.

One member from each institution must be a national AAHAM member. Other members from that institution may be Gopher Chapter (local) members only.

In the event the National AAHAM member leaves the institution, local only members may continue their membership for the remainder of the membership year.

ARTICLE V - MANAGEMENT

The Executive Committee shall direct the affairs of the American Association of Healthcare Administrative Management, Gopher Chapter.

The Executive Committee shall consist of the Officers and Board of Directors of the American Association of Healthcare Administrative Man-agement, Gopher Chapter. The powers and duties of the Executive Committee are defined in the Bylaws.

ARTICLE VI – PERSONAL LIABILITY OF OFFICERS AND DIRECTORS

An Officer or Director of the AAHAM, Gopher Chapter shall not be personally liable to the Association or its shareholders for monetary dam-ages as such including, without limitation, any judgment, amount paid in settlement, penalty, punitive damages or expense of any nature (including, without limitation, attorney's fees and disbursements) for any action taken, or any failure to take the action, unless the Officer or Director has breached or failed to perform the duties of his or her office under this Constitution, the Bylaws of the Association, or applicable provisions of the law and the breach or failure to perform constitutes self-dealing, willful misconduct or recklessness.

ARTICLE VII - MEETINGS

Annual or special meetings of the American Association of Healthcare Administrative Management, Gopher Chapter shall be held as pro-vided for in the Bylaws.

ARTICLE VIII - BYLAWS

The Bylaws of the American Association of Healthcare Administrative Management, Gopher Chapter may be amended, repealed, or added to in the following manner:

Any of the membership of the American Association of Healthcare Administrative Management, Gopher Chapter may propose a change to the Constitution.

The Board of Directors shall, by a majority vote, determine if the proposed change shall be submitted to the membership for a

Notification shall be in writing and shall inform the members of the Article or Articles to be changed.

The Article or Articles to be changed shall be submitted to the membership in their existing form and in the form of the proposed change.

Voting on any change shall be by mail ballot submitted to the membership. A two third (2/3) vote of the members voting shall be required to adopt the said change.

Approved by the Board of Directors 5/7/97. Approved and adopted by a majority vote of the membership 11/5/97.

Changes approved and adopted by a majority vote of the membership 11/6/02 and 7/21/03

Reviewed and Approved by Board of Directors 7/21/10 and 11/2012

National AAHAM Membership Application

For those interested in becoming a National AAHAM Member, this application can be found at www.aaham.org



APPLI	ICATION FOR NA	ATIONAL	MEMBERSHIP
NAME:		_ TITLE:	
EMPLOYER/ORGANIZATIO	N NAME:		
PRIMARY ADDRESS:			
CITY:		STATE:	ZIP:
PHONE:	FAX:		LOCAL CHAPTER:
E-MAIL ADDRESS:		WEBSIT	E:
HOME ADDRESS:			
CITY:	STATE:	ZIP:	HOME PHONE:
How did you hear about A	AHAM? Colleague	Publication [□ Website □ LinkedIn
If referred by AAHAM m	ember, please give name	:	
Membership Type: □ Nat	ional Member Studen	t Member	
and if you join between September 1:	st and December 31st, dues are \$6 hours per semester. Student mer	65 (for 15 months on the service all the	ruly 1st and August 31st, the pro-rated dues are \$35, of membership). To qualify for student membership e benefits of membership with the exception of dent at any national board meetings.
	PAYMEN	T OPTION	S
For Credit Card Payment	: Amex Disa DMa	sterCard	For Check Payment:
Card Number:	Exp:		Please make checks payable to AAHAM and
Name as it appears on card:	2011		send application with your payment to:
Signature:			AAHAM Membership
Billing Address, if different from	above:		11240 Waples Mill Road, #200 Fairfax, VA 22030
			Fax: 703-359-7562
N			AAHAM Tax ID: 23-1899873
Please allow two weeks for proc at the national office. Dues are			
contribution, but may be as a b	•		YOUR PAYMENT TOTAL:
Please note: Membership is on a is non-transferable.	an individual, not institution	al, basis and	NATIONAL DUES:
			LOCAL DUES:

TOTAL ENCLOSED:



Local Chapters: AAHAM has 32 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your National membership

Name of Chapter	Geographic Location	Chapter Dues	
Aksarben #01	Nebraska	\$0.00	
Greater Florida Buccaneer #03	North, West, and Central Florida	\$40.00	
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	
Hawkeye #07	Iowa	\$0.00	
Hawthorn #08	Missouri	\$45.00	
Illinois #09	Illinois	\$25.00	
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	
Maryland #13	Maryland	\$20.00	
Mountain West #14	Utah	\$25.00	
New Jersey #16	New Jersey	\$35.00	
Western Reserve #18	Ohio	\$0.00	
Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$40.00	
Pine Tree #22	Maine	\$25.00	
Rushmore #23	North & South Dakota	\$0.00	
South Florida #25	Palm Beach, Broward, Miami-Dade, and Monroe Counties	\$20.00	
Western Region #26	Arizona and California	\$0.00	
Virginia #27	Virginia	\$30.00	
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$40.00	
Tennessee #32	Tennessee	\$30.00	
Georgia #33	Georgia	\$30.00	
Connecticut #34	Connecticut	\$35.00	
Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00	
Texas Bluebonnet #40	Texas	\$50.00	
Indiana #42	Indiana	\$25.00	
Wisconsin #44	Wisconsin	\$25.00	
Chennai #49	Chennai, India	\$0.00	
Mumbai #52	Mumbai, India	\$25.00	
Music City #53	Tennessee	\$25.00	

Please Check the Appropriate Codes in Each Category Below

Years in Healthcare:

□ 0-5 □ 6-10 □ 11-20 □ 21-25 □ 25+

Certification:

- □ CHAM (NAHAM) □ CHFP (HFMA)
- □ FHFMA (HFMA) □ CHCS (ACA)
- □ Other (please list)

Employer Type:

- □ Vendor/Corporate Partner □ Billing
- □ Collection Agency □ Consulting
- □ Outsourcing □ Software/IT
- □ Provider □ Law Firm
- □ Other (please list)

Position:

- □ President, Administrator, Executive
- □ Director, CEO
- ☐ Partner, Principal, Owner
- ☐ CFO/Controller, COO, CIO
- □ Vice President
- ☐ Assistant VP/Assistant Administrator
- ☐ Director, Manager, Supervisor
- □ Technician
- □ Clinical □ Academic □ Other (please list)

Responsibility:

- □ Accounting
- ☐ Administration/Operations
- □ Admitting/Access □ Audit □ Benefits
- □ Budget □ Compliance
- □ Business Development, Sales, Marketing
- ☐ Information Services/Technology
- □ Managed Care
- □ Medical Records □ Medicare/Medicaid
- □ PFS, Patient Billing & Collections
- □ Reimbursement
- ☐ Third Party Administration
- □ Other (please list)