

## **2013 Annual AAHAM Meeting SAVE THE DATE/ memorize the date**

## **Best Western Plus Kelly Inn**

St. Cloud, MN



## 2013 Annual Meeting

Wednesday, November 6 through Friday, November 8, 2013 **Best Western PLUS Kelly Inn** St. Cloud, MN **Reservations - (320) 253-0606** 

> Mention the AAHAM Rate \$85/night + tax

If you have questions please contact **Richard Rogers: 888-302-8444** 

Fall Edition #3/ September 2013



Gopher Tracks By Tamora Ellis President

## PRESIDENT'S MESSAGE

Our Summer is coming to an end, what we had of one. I hope that each of you had a safe and enjoyable one at least. We had our Summer meeting in August at Spirit Mountain in Duluth where we partnered with MN HFMA to offer some excellent educational opportunities.

Elections are the hot topic for the MN AAHAM Gopher Chapter right now. We will have our President, a Vice President, Secretary, and 3 Board Members fulfilling their terms in 2013. This is a wonderful opportunity for members to become involved in the organization while learning more about our National and Local AAHAM. It also benefits the Chapter and other members with new ideas about educational opportunities we may be able to offer.

ANI is coming up in October in New Orleans and what a great experience it is. There are educational tracks for everyone and networking events that you do not want to miss. Visit www.aaham.org for more information about our National Meeting.

The next MN AAHAM meeting will be held in November at the Best Western Kelly Inn in St. Cloud. We will be announcing the results of our elections at our annual Awards Banquet.

Respectfully submitted by Tamora Ellis, CCAM President





# WE WANT YOU!

#### From The Desk Of The President MN Gopher Chapter

Dear Fellow Member,

Maybe you have been a attendee of the MN AAHAM meetings for several years or less that a year, t does not matter. What does matter is that each one you have great ideas to share.

One of the ways to share those ideas is to become more involved with the organization by volunteering as an Officer or Board Member. This year the open positions include: President, Secretary, and 3 Board Members. If you would like to find out more about these positions, please contact the person whose term is ending this year or feel free to contact me. You can find the contact information on our website at MN AAHAM.

Holding one of these positions is a great way to learn more about the AAHAM organization, both Local and National. If you are interested, please email Mary Donnay and she will be happy to get your name on the ballot. She will need a short Bio from you by the 23rd of September.

Sincerely,

Tamora Ellis, CCAM President Minnesota Gopher Chapter American Association of Healthcare Administrative Management (218) 312-1225 Tamora@AdvantageBilling.net

### Consider serving as an AAHAM Officer

## volunteers needed?

#### It's Election Time! And we want YOU!

Gopher Tracks

That's Right. The opportunity is now for you to continue to bring our Gopher Chapter members the education and networking opportunities they are looking for.

This year the open positions are President, 2nd VP, Secretary, and 3 Board Members. Our 2nd VP from last year, Rick Rogers moves into the 1st VP position and will be there to assist the new 2nd VP in planning the meetings.

If you would like more information about any of these positions, please contact the current member holding these positions. Their contact information is available on the Officers or Board pages of our website.

## Tamora Ellis/ President



I have had the opportunity to volunteer in several positions on the Board of the MN Gopher AAHAM chapter over my years. My decision to volunteer was for a few reasons. I thought that I had some ideas for speakers that would benefits our membership along with great topics for discussion. I also believed that by becoming involved I would learn more about the organization that I had decided was going to be a large part of my professional life. I would be able to meet many others that would become great resources over the next few years and form friendships that will last forever.

All were correct and are the reasons why everyone should take the opportunity if their employer/job allows to experience this.

Respectfully Submitted by Tamora Ellis CCAM President

## RICK ROGERS/ 2ND VICE PRESIDENT



While I currently serve as 2nd V.P., I have had the pleasure of serving as 1st V.P. and as a Board Member as well as serving on and chairing several committees. I feel strongly that my participation in MN AAHAM has strengthened my understanding of the difficulties that providers in MN face in this dynamic industry. I have also become acutely aware, through my work in programming and education, how valuable the role is in ensuring that our members have access to the latest information from experts in the arena. I very much enjoy the time I spend with my fellow board members and on behalf of the chapter as a whole. It is a very rewarding experience that I would encourage any member to be a part of.

## LOIS WAKEFIELD/ TREASURER



Being on the board for AAHAM-MN has given me an opportunity to network with some wonderful resources and learn more about the organization. I have picked up how an association is organized and what happens at board meetings, how to address the board with ideas and proposals. It has been a great learning experience. Our AAHAM-MN group is one of the friendliest and most helpful group of people I have ever had the luck to be involved with. They are willing to assist with whatever they can and give input and answer questions within their areas of expertise. It is a great group.

As to being the Treasurer for AAHAM-MN, this has allowed me to get more financial experience with an organization that uses accrual accounting. It has also given me the ability to learn a bit about QuickBooks and work with our accountant in setting up the accounts for a business. Besides - I like dealing with money! It has been fun to be able to grow within AAHAM-MN over the past 10 years.

### PAM BRINDLEY/ BOARD MEMBER



I have been part of the Chapter for almost 10 years and continue to find new friends, new learning experience and just have fun. As a vendor I need the education that AAHAM offers and to be part of the grass roots planning helps me bring valuable resources to my clients that I otherwise might miss. I am a Board Member, Newsletter Chair and Revenue Cycle Education Liaison between AAHAM and the MN Chapter of HFMA. I always find snipits of time to serve and am amazed at the level of caring you find on our Board.

### Heather Elwood/ board member



Heather Elwood, Revenue Cycle Operations Analyst at Rice Memorial Hospital, Willmar, MN. I have worked in the healthcare industry for 7 years with a previous background in consumer and real estate banking. My responsibilities at Rice are focused on revenue initiative projects including maximizing MN Care Tax exemptions, staff education, reimbursement reporting, compliance and automating work flows through our various software systems. I've earned my CPAT and CCT certification through AAHAM and have an AAS degree in Accounting. As an AAHAM board member, my focus has been on stressing the importance of education and ongoing training as we prepare for continuous changes affecting the health care industry.



### get to know your fellow members better as they respond to random questions



Dawn Patient Account Manager
Buck <u>Mille Lacs Health System/ Onamia</u>

Fav Fair Food: Alligator-On-A-Stick. I like to try different foods. Splurge!

Hot Air Balloon Ride

WIN@WORK: When I see the office working together-I love that independent team work.



Marybeth Revenue Cycle IT Business Analyst
MOEllering Fairview Range/ Hibbing

Fav Fair Food: Mini Doughnuts.

**Splurge!** Trip to Italy or Greece

> WIN@WORK: Living through EPIC conversion.



Jackie Director of Revenue Cycle
Rice Memorial Hospital/Willmar

Lose Track of: Sunglasses. I just lost a pair.

**Splurge!** Trip to Parma, Italy sitting by the water eating a wonderful slab of parmesean cheese with a cold glass of wine and just sit there and do nothing-then go shopping!

WIN@WORK! Staying Positive through constant change.



Heather Revenue Cycle Operations Analyst Elwood Rice Memorial Hospital/Willmar

Splurge!

A trip to Bali and stay in a bungalow over the water.

## BIGGEST WIN:

Uncovering buried cash.



Mary Patient Accounts Manager Laverdiere <u>St. Luke's Hospital/ Duluth</u>

Fav Fair Food: Corn Dogs!

**Splurge!** Tríp to Dísneyland wíth the grand kíds

**Lose track of:** My readers and sometimes Jane Griesy walks off with them. It's a fun story**,** 



Jane Billing Administrator Griesy Lake View Hospital/ Two Harbors Fav Fair Food: At the bee place at the Minnesota State Fair, they

have honey flavored ice cream. Lose Track of: My readers. (Shades of Mary Laverdiere)

### WIN@WORK:

It's an ongoing win to maintain and drop A/R. In the last few weeks we've been able to drop our gross A/R to the upper 30's.



Deb Patient Account Manager Addis <u>Mille Lacs Health System/ Onamia</u>

Fav Fair Food: Cheese Curds and corn with King's Nut Roll- It's sinful.

**Splurge!** Tríp to Europe with husband.

Lose track of: My glasses.



Judy Compliance Coordinator Gordon Mayo Clinic Health System/ Austin and Albert Lea

Fav Fair Food: Foot Long Hot Dog

## <u>Splurge!</u>

A trip. **Lose track of:** Coffee mug at home in the morning. Sometimes I find it in the microwave.



Diane Pemrick

Business Office Leader District One Hospital/Faribault

Fav Fair Food: Burrito

#### Splurge!

Take a week off from work and do nothing.

Lose track of: My spouse - he travels so much.



Director Schmeling Mayo Clinic Health System/ Albert Lea and Austin

#### Fav Fair Food: Corn Dog.

### Lose Track of:

In the last week lost my cell phone twice.

WIN@WORK: Working together as a region.



Manager **Cooling** Mayo Clinic Health System/ Albert Lea and Austin

Fav Fair Food: Cotton Candy.

Splurge!

Take a week off and go somewhere warm.

#### WIN!

I relocated and didn't get my car towed yesterday. (There is a story here.



Dan Vice President, Revenue Services Irustem Essentia Health/ Duluth

Fav Fair Food: Corn Dog.

## Splurge!

A fly-ín Muskee tríp.

Dave

Lose track of: My weight.



Keeler Pipestone County Medical Center/ Pipestone Fav Fair Food: Chislec- well known around the Sioux Falls area. It's beef or lamb seasoned and deep fried.

### Splurge!

Son and daughter and soon to be grandchild in Je Ju, South Korea. (It's the Hawaíí of South Korea.)

> Lose track of: My wife when we go shopping.



## **MN AAHAM Board Meeting**

Board members at summer meeting: Roberta Collins, Chairperson; Tamora Ellis, President; Mike Harder, Board Member; Lois Wakefield, Treasurer; Marie Murphy, Board Member; Pam Brindley, Board Member; Heather Elwood, Board Member, Dana Young, Board Member; Kari Miranowski, Community Service; Rick Rogers, 2nd VP and Erika Running, 1st



VP.







## Summer Social Wednesday Night

















11



IŞA

2

## Luncheon/ Thursday























Gopher Tracks CORPORATE SPONSORS

## **PLATINUM SPONSORS**



Advantage Billing Concepts

Roberta Collins 888-680-7540



### **ARS/Magnet Solutions**

Richard Rogers 888-302-8444



**Rycan Technologies** 

Jody Heard 507-532-3324

## **GOLD SPONSORS**

Avadyne Health Pamela Brindley • 515-669-9396

## SILVER SPONSORS

American Accounts & Advisors • Bryan McGroarty • 651-405-9760 Apex Print Technologies • Nels Peterson • 651-259-4639 Array Services Group • Donna Strickland • 651-226-1332 Collection Resources • Mary Donnay • 320-260-8204 Relay Health • Deanna Gray • 770-237-7711 SCICOM Data Services • Mary Jo Anderson • 952-932-3923 Secure Bill Pay • Dawn Lunde • 866-610-9601

## **BRONZE SPONSORS**

Advantage Collection <u>Professionals</u> John Erlandson 763-552-5568 The Affiliated Group Mike Korte 507-280-7072 <u>Colltech, Inc.</u> Tom Osberg 800-487-3888 Data Systems Group

800-568-7553

Experian Healthare Shawn Yates

Shawn Yates 763-416-1041 I.C. Systems Greg Young 612-275-0351 State Collection Service Brad Taylor 608-692-5064



Accept patient

payments online

Automate recurring and

scheduled payments

 Capture 'guarantee of payment' at point-of-

service; process payment

after claim is adjudicated

Accept all credit / debit

cards & eCheck (direct from bank account)

#### Get paid faster & easier!

You actually CAN have your cake and eat it too with Secure Bill Pay. Our cost-effective payment solution streamlines the entire payment process by combining all payment methods into one secure system-cash, check and credit/debit cards.

#### Secure Bill Pay®

www.securebillpay.net · 866.610.9601

## COLLECT PAYMENTS FAST.

## WITH E-STATEMENTS & E-PAYMENTS.



## Are you operating without a net?

Introducing The Avadyne Revenue Cycle SafetyNet When your staff works on the Avadyne platform, our services team is ready to back them up "on-demand." It's like having trained FTE's without the overhead.

Because sometimes everyone needs a net.



Pam Brindley, CHFP, CPAT, CCAT, CCAE Account Executive 515.669.9396 PBrindley@avadynehealth.com avadynehealth.com

Ground-breaking Technology... Unparalleled Services... Unified. That's a net you can count on.

### **MN Gopher Chapter Committee Chairs**

Gopher Tracks

By Laws	Rick Rogers
Certification	Sandy Pawelk
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

### **Advertising Rates**

Business Card size	<u>\$25.00</u>
<u>1/4 page ad</u>	<u>\$50.00</u>
1/2 page ad	<u>\$70.00</u>
Full page ad	\$100.00

Advertisers will receive 25% discount with 1 year commitment when paid in advance. All ads must be camera ready.

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 Fax: (888) 680-4314 Email: tamora@advantagebilling.net

Erika Running, Chapter 1st Vice President Gustafson & Associates, Inc. 3829 Rockview Court Duluth, MN 55804 Phone: (218)464-4383 Fax: (866)557-9092 Email: e\_running@gustassoc.com

Richard Rogers, Chapter 2nd Vice President Magnet Solutions 1822 N 60th ST Milwaukee, WI 53208 Fax: (414)774-6185 Cell: (414)690-6099 Email: rjrogers@execpc.com

Carla Simonson, Chapter Secretary ST Joseph's Area Health Services 600 Pleasant Ave Park Rapids, MN 56470 Phone: (218)237-5346 Fax: (218)237-5585 Email: carlasimonson@catholichealth.net

Lois Wakefield, CPAM/CCAM, Chapter Treasurer Ingenix 569 Sterling Street S Maplewood, MN 55119 Phone: (651)261-9068 Email: Iwakefield@msn.com

Roberta Collins, CPC, CCAT, Chairperson Advantage Billing Concepts, INC 3920 13th Ave E, Suite 6 Hibbing, MN 55746 Phone: (218) 312-1210 Fax: (888) 680-4314 Email: roberta@advantagebilling.net

### **Board Members**

Deb Addis, CCAM/CPAM, CHCS, 2012-2013 Mankato Clinic 1230 E Main St Mankato, MN 56002 Phone: (507)389-8510 Email: debraa@mankato-clinic.com

Judy Gordon, CPAM, 2013-2014 Albert Lea Medical Center 404 W Fountain St Albert Lea, MN 56007 Ph: (507)377-6460 Email: Gordon.judy@mayo.edu

Marie Murphy, CHFP, 2013-2014 Manager Health Care Revenue Cycle Consulting Eide Bailly LLP 4310 17th Ave. S. P.O. Box 2545 Fargo, ND 58108-2545 T 701.476.8321 M 218.205.0252 F 701.239.8600 WAN 722.0000 MCMurphy@eidebailly.com

Sandy Pawelk, CCAM/CPAM, 2013-2014 Anthem College 5100 Gamble Dr St. Louis Park, MN 55416 Ph: (763)528-3286 Email: jspawelk@tds.net

Heather Elwood, CPAT, 2012-2013 Rice Memorial Hospital 301 Becker Ave SW Willmar, MN 56201 Ph: (320)231-4291 Email: helw@rice.willmar.mn.us

Pam Brindley, CHFP/CPAT/CCAT/CCAE, 2013-2014 Avadyne Health 85250 Apple Hill Road Bayfield, WI 54814 Ph: (515)669-9396 Email: pbrindley@avadynehealth.com

Dana Young, CCT, 2013-2014 Advantage Billing Concepts, INC 3920 13th Ave E, Suite 6 Hibbing, MN 55746 Email: dyoung@advantagebilling.net



October 16, 2013 - Board Meeting Sheraton New Orleans, New Orleans, Louisiana

October 16-18, 2013 - 2013 ANI, Sheraton New Orleans, New Orleans, Louisiana

October 28-November 2, 2013 - Fall CPAM/CCAM exams

November 11-22, 2013 - CPAT/CCAT/CCT exam period

December 2, 2013 - Registration deadline for February 2014 CPAT/CCAT/CCT exams





## You've got a **Community** hospital to run.

## Carrying too much self-pay debt for too long?

Magnet Solutions works with each client to develop specific solutions to resolve your self-pay account challenges. Our programs, which are tailored to your specific needs, create an efficient, patient-friendly system that delivers measurable results.



*"Let us Represent the Caring Face of Your Community Hospital"* 

P.O. Box 1826 Scottsbluff, NE 69363

MAGNET







## **Revenue Cycle Solutions**

- Patient Charge Estimates
- Eligibility Verification
- Claim Scrubbing
- Claim Submission
- ERA Retrieval Services

- Remittance Management
- Denial Management
- Audit Management
- Contract Management
- Reporting & Data Mining

Contact us today and learn how we can benefit your facility.



15600 - 35th Ave. N., #201 Plymouth, MN 55447 Tel: (763) 553-1992 Fax: (763) 553-1655 Toll: (800) 487-3888 www.colltechinc.com



3140 Harbor Lane N., #204 Plymouth, MN 55447 Tel: (763) 551-8400 Fax: (763) 551-8822 Toll: (888) 633-5660 www.bosusa.net

## The Affiliated Group

Services include:

**Early Out Strategies Third Party Collection Services** Secondary Collection Services **Debt Servicing** 

For more information, please contact: ke Korte Sales Manager 800-391-6460 507-280-7072 direct

> The Affiliated Group A full service receivables management company Serving AAHAM members for over 80 years



Tom Osberg, VP-Sales

tosberg@colltechinc.com

Cell: (612) 382-9801

www.advantagecollections.com



Receivables Management Solutions 1938 - 2013

## **Collections with Compassion.**



Greg Young, Sr. Account Executive gyoung@icsystem.com 612-275-0351 www.icsystem.com



Account Executive Ph: (800) 477-7474 Cell: (608) 692-5064 Email: BradT@StCol.com



## Brad Taylor



## 

Maximizing Your Return on Accounts Receivable

#### **Debt Recovery Features**

for your bott

- Greater return on dollars placed (net back)
- A no risk commission structure that is competitive and flexible
- Monthly remittance
- Interactive web access to your business available 24/7
- No sign up fees or monthly fees
- Commitment to customer service
- Detailed and customized reporting
- Able to accept listings electronically
- Training seminars with industry experts

Mary Donnay

Account Executive P.O. Box 2270, St. Cloud, MN 56301





## We Bring:

- ☑ Full Service Billing Solutions
- ☑ Temporary Coding Services
  - Remote
  - Onsite
- Physician Chart Audits With E&M Services Focus

# EXCELLENCE OF EXECUTION



### and...

Coding Training and Development

- Physician
- Billing Staff

Professionally Certified Staff

- Certified Clinic Account Manager
- Certified Compliance Technician
- Certified Health Chart Auditor
- Certified Professional Coders
- Certified Clinic Account Technician

Advantage Billing Concepts, Inc 3920 13th Ave E, Suite 6, Hibbing, MN 55746 888-680-7540



The 2013 ANI will be held on October 16-18, at the Sheraton New Orleans in New Orleans, Louisiana.

"Achieving Excellence in Your Revenue Cycle...and All That Jazz"

The ANI is attended by nearly 500 National members and over 75 exhibitors. Each year, the members of AAHAM come together to exchange ideas, renew old friends, make new ones, and further their knowledge and education in the field of Patient Account Management.

Get Exposure! Exhibit booths are available for unopposed time in the exhibit hall. Sponsorships are another way to show your support and enhance your sales, and double your company's visibility. Advertising space is available in the ANI insider, the official conference program.

AAHAM's ANI always attracts a large number of qualified speakers, who present on a variety of topics. Be sure to check out this year's Agenda and Exhibitor listing (coming soon) for the ANI. Get a sneak preview of what sessions and educational opportunities will be taking place at this year national meeting.

If you would like to be considered as a speaker for AAHAM's ANI, please visit the Be a Speaker section for an application. Speaking positions, both paid and unpaid are usually filled by the end of April, but we do take information year round and will be sure to mail out Speaker RFPs to all interested parties.



Office - 800.568.7553 Fax - 916.443.8254

## Experian<sup>®</sup> Healthcare

Empowering healthcare providers to accelerate patient collections and optimize payer reimbursement www.experian.com/healthcare 1 866 930 1230



Pam Brindley became a proud grandparent along with adapting to a new hip.

## Rice Memorial Hospital Revenue Department changes their attitude...

### **Gopher Tracks**

Submitted by – Heather Elwood, CPAT, CCT Revenue Cycle Operations Analyst Rice Memorial Hospital, Willmar, MN http://www.ricehospital.com/



When our revenue cycle department decided to implement a different attitude in tackling the various changes and challenges for 2013, we had no idea how appropriate and important our approach would be! In today's ever changing and ever demanding world of healthcare, how can a revenue cycle thrive and progress instead of simply spinning in a never-ending circle of projects? This dilemma faced our facility early in 2013 as we found ourselves with a long list of necessary and demanding projects: ICD-10, denials, audits, appeals, under payments, EAPGs, APR-DRSs, MAC transition, financial assistance programs, clinical documentation improvement, productivity. . . .

## One Bite at a Time!

Rice Memorial Hospital Director of Revenue Cycle, Jackie Hinderks, challenged our team to focus on this one question – How might we? Why, you may ask? Here's an explanation from Warren Berger who writes for the Harvard Business Review's blog. (Berger, 2012)

"The 'how' part assumes there are solutions out there – it provides creative confidence. 'Might' says we can put ideas out there that might work or might not – either way, it's OK. And the 'we' part says we're going to do it together and build on each other's ideas."



So how might we tackle all the projects we have on our plates? How might we handle the requests from our leaders? How might we accomplish the daily tasks along with all the big initiatives? How might we eat this elephant? One bite at a time! (Hogan, 2004)

To visualize our successes, we displayed two large elephants in the business office. The first represents all that we have to accomplish this year. The puzzle pieces are to be used to cover-up the elephant to show our accomplishments (i.e. "eating the elephant"). The peanuts near the elephant are for staff to use to share their gratitude with others who helped achieve the goal accomplished.

By focusing on the positive and embracing the great opportunities ahead of us, our slow but steady progress is starting to be evidenced by our "elephant". Here are some "bites" that we've taken and also a few items that we're currently "chewing."

Bite – Successfully sending medical records for audit requests electronically by means of esMD and payer portals. This has been a major win from an efficiency, tracking, cost and security standpoint.

Bite – Introduced a patient-friendly loan program to help patients qualify for an interest free bank loan to repay their out-of-pocket hospital expenses. Bite – Continued expansion of point-of-service collections and bill estimation initiative.

Still chewing - Signing on as a pilot provider with BCBS of MN as they transition to APR-DRG and EAPG payment methodology. We are working diligently with BCBS to ensure proper payment while maintaining excellent care for our patients.

Still chewing – Coding productivity reports that will allow our coding staff to work from home. Our first coder went home in August and we are very close to having the level of productivity reports that are needed for all of the coding staff to work remotely.

While we are making great strides with our current initiatives, we aren't full yet. We continue to focus on identifying more opportunities for improvement, big and small, while also preparing to digest whatever new challenges healthcare reform may bring!

#### Works Cited:

Berger, W. (2012, September 17). Harvard Business Review Blogs. Retrieved from http://blogs.hbr.org/ cs/2012/09/the\_secret\_phrase\_top\_innovato.html Hogan, B. (2004). How Do You Eat An Elephant? . Coral Springs, FL: Llumina Press.





American Association of Healthcare Administrative Management

## Gopher Chapter

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.

Gopher Tracks

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 vote.

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



#### APPLICATION FOR NATIONAL MEMBERSHIP

NAME:		TITLE:	
CITY:		STATE:	ZIP:
PHONE:	FAX:		LOCAL CHAPTER:
E-MAIL ADDRESS:		WEBSITE:	
HOME ADDRESS:			
CITY:	STATE:	ZIP:	HOME PHONE:
How did you hear about	AAHAM?  Colleague	Publication D W	/ebsite □LinkedIn
If referred by AAHAM	member, please give name:	8-1-1	
Membership Type:  □ Na	ational Member 🛛 Student	Member	
dues are \$140 for the rest of the cur year and all of the following year. <b>STUDENT MEMBERSHIP</b> - The and if you join between September you must currently be taking 6 cred	rrent year. If you join between Septer e student membership fee is \$50. If yo 1st and December 31st, dues are \$65	nber 1st and Decemb ou join between July 5 (for 15 months of m bers receive all the be	nytime between July 1st and August 31st, the er 31st, the fee is \$210 for the rest of the current 1st and August 31st, the pro-rated dues are \$35, embership). To qualify for student membership nefits of membership with the exception of at any national board meetings.
	PAYMENT	OPTIONS	國的主要的影響
For Credit Card Paymer	nt: 🗆 Amex 🗆 Visa 🗆 Mast	erCard F	for Check Payment:
Card Number:	Exp:	P	lease make checks payable to AAHAM and
			end application with your payment to:
			AHAM Membership
	m above:	1   F	1240 Waples Mill Road, #200 Fairfax, VA 22030 Fax: 703-359-7562 AAHAM Tax ID: 23-1899873
	ocessing after your application re not tax deductible as a charita business expense.		YOUR PAYMENT TOTAL:

Please note: Membership is on an individual, not institutional, basis and is non-transferable.

NATIONAL DUES:

LOCAL DUES:

TOTAL ENCLOSED:



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

**Gopher Tracks** 

Name of Chapter	Geographic Location	Chapter Dues	Please Check the Appropriate Co Each Category Below
Aksarben #01	Nebraska	\$0.00	Lach Category Below
Greater Florida Buccaneer #03	North, West, and Central Florida	\$40.00	Years in Healthcare:
Carolina #04	North & South Carolina	\$30.00	
Evergreen #05	Washington State, West of the Mountains	\$30.00	
Gopher #06	Minnesota	\$40.00	Certification:
Hawkeye #07	Iowa	\$0.00	CHAM (NAHAM) - CHFP (HFM/
Hawthorn #08	Missouri	\$45.00	□ FHFMA (HFMA) □ CHCS (ACA)
Illinois #09	Illinois	\$25.00	□ Other (please list)
Inland Empire #10	Washington State, East of the Mountains	\$25.00	
Keystone #11	Central Pennsylvania	\$25.00	<ul> <li>Employer Type:</li> <li>□ Vendor/Corporate Partner □ Billing</li> </ul>
Maryland #13	Maryland	\$20.00	$\Box$ Collection Agency $\Box$ Consulting
Mountain West #14	Utah	\$25.00	□ Outsourcing □ Software/IT
New Jersey #16	New Jersey	\$35.00	□ Provider □ Law Firm
Western Reserve #18	Ohio	\$0.00	□ Other (please list)
Northeast PA #19	North East Pennsylvania	\$30.00	
Rocky Mountain #21	Colorado	\$40.00	Position:
Pine Tree #22	Maine	\$25.00	□ President, Administrator, Executive
Rushmore #23	North & South Dakota	\$0.00	<ul> <li>Director, CEO</li> <li>Partner, Principal, Owner</li> </ul>
South Florida #25	Palm Beach, Broward, Miami-Dade, and Monroe Counties	\$20.00	□ CFO/Controller, COO, CIO □ Vice President
Western Region #26	Arizona and California	\$0.00	□ Assistant VP/Assistant Administrate
Virginia #27	Virginia	\$30.00	Director, Manager, Supervisor
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00	
Mid-York #31	New York	\$40.00	□ Clinical □ Academic □ Other (plea
Tennessee #32	Tennessee	\$30.00	
Georgia #33	Georgia	\$30.00	Responsibility:
Connecticut #34	Connecticut	\$35.00	Accounting
Three Rivers #37	Pittsburgh, Pennsylvania	\$30.00	<ul> <li>□ Administration/Operations</li> <li>□ Admitting/Access □ Audit □ Bene:</li> </ul>
Texas Bluebonnet #40	Texas	\$50.00	$\square$ Budget $\square$ Compliance
Indiana #42	Indiana	\$25.00	□ Business Development, Sales, Mark
Wisconsin #44	Wisconsin	\$25.00	□ Information Services/Technology
Chennai #49	Chennai, India	\$0.00	Managed Care
Mumbai #52	Mumbai, India	\$25.00	Medical Records      Medicare/Medi
Music City #53	Tennessee	\$25.00	PFS, Patient Billing & Collections     Reimbursement

- Reimbursement
- D Third Party Administration
- □ Other (please list)

#### 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

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

Name: \_

Phone: \_\_\_\_\_ Email: \_\_\_\_

**Gopher Track** 

Address:

#### Signature:

DATE	QUALIFYING ACTIVITY	COMMITTEE CHAIRPERSON	POINTS

Date:

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