



American Association of Healthcare  
Administrative Management  
MN Gopher Chapter

# Gopher Tracks

**Save the Date:**

*November 11-12, 2015*

## **MN AAHAM Gopher Chapter Fall Conference**

*Best Western Plus Kelly Inn/ St. Cloud, MN*

Best Western PLUS Kelly Inn – St. Cloud, MN

100 4th Ave S

Saint Cloud, MN 56301 United States

Phone: (320) 253-0606

Website: [http://book.bestwestern.com/bestwestern/US/MN/Saint-Cloud-hotels/BEST-WESTERN-PLUS-Kelly-Inn/Hotel-Overview.  
do?propertyCode=24113&group=&srcPage=SelectHotel&isMapOpen=false&selectedHotels=](http://book.bestwestern.com/bestwestern/US/MN/Saint-Cloud-hotels/BEST-WESTERN-PLUS-Kelly-Inn/Hotel-Overview.do?propertyCode=24113&group=&srcPage=SelectHotel&isMapOpen=false&selectedHotels=)



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[Carrie Coan/ MN AAHAM Member](#)

## Lake Superior Dragon Boat Festival Charitable Cause is Winner

AAHAM member, Carrie Coan, participated in the 14th Annual Lake Superior Dragon Boat Festival this August to raise money for the Twin Ports Rotary Club and to dominate the waves, of course! Unfortunately, only one of their goals were met; they did some charitable giving but the rag tag group of paddlers did not win this year... or even place in the top half of the teams. They sure had fun winging it though! This was the first time on a Dragon Boat for Carrie and several of her teammates, including her daughter as the boat drummer.

Each Dragon Boat was packed tightly with 20 paddlers, a steersperson and a drummer. The teams competed in heats to get into the championship round. This year's winning team tipped the scales with a time of 01:48, leaving the North Shore Rotary Team in their wake at 02:16!

Carrie says they are excited to fly higher in the ranks next year! When Carrie asked her daughter what she learned at the festival, she responded, "Canadians do not mess around with their paddling." She wasn't kidding, they even had a bag piper on board and they still beat most of the teams!

Left : The North Shore Rotary Dragon Boat Team

Below left: Two front rowers in boat- Boat leaders, North Shore Rotary President Matt Mecklin & wife Erin Mecklin

Bottom: Photo of three peeps- Alyssa Hastings Pharmacist at Lake View Clinic in Two Harbors, Carrie Coan Billing Administrator at Lake View Hospital & Makenna Coan (in her debut as our dragon boat drummer)





[Rick Rogers](#)

## From the Desk of the President

Greetings MN Chapter AAHAM Members,

I would like to start this note with my profound sense of awe and gratitude. As some of you may have heard, I lost my Father-in-Law on August 15, the Saturday following our Joint Summer Institute in Minneapolis. Because of his condition, I had to leave the meeting on the first night, following a wonderful group dinner with several friends and new acquaintances; this is when my "Awe" began.

Everyone at dinner wished me well and sent warm wishes for my Father-in-Law's health. As an exhibitor at the meeting, I had to get my exhibit taken down; my clothes and things packed and get on the road to Milwaukee ASAP. With multiple offers from the group to pack my booth and arrange to have it shipped to me, Jody Heard returned from dinner with me and packed up my booth while I took care of packing my other items in my hotel room. As a result, I was on the road by 10:30 p.m. The following days were filled with emails and texts from many of you with thoughts and prayers. This is where my "Gratitude" comes and some additional awe. It was at that moment that I realized how AAHAM, and the MN chapter particularly, go so far beyond being a simple professional association in my life. AAHAM is a kinship, a group of friends and yes, even a bit of a support structure in times of difficulty. For that, I thank each one of you, not for myself, but for every past, present and future member of our chapter.

As I mentioned, we had the Joint Summer Institute in August and it was a great success. Thank you to all who made it so. Pam Brindley (1st V.P.) and Rhonda Helgeson (2nd V.P.) did a particularly fine job of pulling together a slate of speakers and presenters that I dare say were as strong as we have ever experienced at a meeting. This year, the content was exactly what our members have been asking for with respect to high impact and low/no fluff. I heard from attendees, after the fact, how pleased they were with the topics and presenters. Thank you for your excellent work Pam and Rhonda.

One thing you may have noticed at this year's meeting was the lack of an announcement regarding this year's scholarship winner for the AAHAM ANI in October. As mentioned earlier this year, scholarships have been suspended pending a review of their policies. We fully expect that we will be able to get these back on track by next year's ANI so if this is something you are interested in, please be collecting your points toward the goal of attending next year's in Las Vegas.

Finally, the Board of Directors has performed a review of our Constitution and Bylaws. In an effort to bring them up to date, we will be asking you as members to vote on the proposed changes. Information on the proposed changes will be coming out in September and we will be looking to have your votes in before the end of the month. One of the most important changes being proposed is moving from a paper based voting system to an electronic survey based system. This will be more cost effective for the chapter and is a system many, if not most, chapters are using across the country to hold their elections and other member votes. Please keep an eye out for this information.

I wish you all the best as we proceed into the third quarter of 2015 and the interesting future in store for our industry over the next 15 months.

Warmest Regards,

Richard J. Rogers

President

Minnesota Gopher Chapter AAHAM

# Summer Institute Recap Preview of the Fall Meeting 2016 Payer Panel Preview



## Recap

## Summer Institute

Thanks to all who made the trip. In looking at the surveys you said the hotel, the food and the location were great. And so you know that we really read your surveys, here are some of your comments:

- The food was great. (And yes I do agree that a hot breakfast should be more than a toaster) We will make sure that when I promise a hot breakfast we deliver.
- Awesome conference, thanks for providing the speakers, billing and payment is so complex. I acknowledge everyone in healthcare.
- Excellent topics, speaker and meeting coordination. Breakfast and lunch were good.
- Liked it here, many things to do. Nice hotel and great food.
- Great job!
- The topics were not as loaded at first blush as they actually were when presented. Great workshop.
- Good timeframe (1 PM Wednesday, and done at 3:30 PM Thursday.)
- I would prefer the second day to be the short day. All the speakers were very informational.

## November 11-12, 2015

## Annual Fall Meeting

Join us at the Best Western Plus Kelly Inn in St. Cloud, MN. We will start Wednesday, Nov. 11th at 12:45 PM and end on Nov. 12th at 4:30 PM. Joe Schindler will present the latest MHA updates. David Dyke with Relay Health will present New Perspectives on Revenue Cycle Performance, From Panoramas to Gnats Eyelashes. Penny Osmon Bahr, Director of Avastone Health Solutions will talk about ICD-10: Six Weeks from Go-Live. We will definitely have a session on The Telephone Consumer Protection Act along with a discussion on the latest changes impacting credit reporting of medical debt. Still working very hard to secure David Fee on the latest in OPPS. More speakers yet to schedule so, stay tuned.

We will have a business meeting and social hour at the hotel from 5:30 PM to 7:30 PM Wednesday night and then attendees can go out on the town. WE will also provide a full hot breakfast on Thursday morning.

## Spring 2016

## Payer Panel Preview

Dawn Buck will be hosting the 2016 Payer Panel at Mille Lacs Health System in Onamia at the Holy Cross Conference Center. It's a beautiful facility and they will cater all our meals. Dawn is already making arrangements with hotels and fun spots in the area. Places to stay: Grand Casino – Mille Lacs which is north of Onamia; Eddy's – north of Onamia (between MLHS and the Grand Casino) and McQuoid's at Isle, MN. They have condos and rooms

This year, instead of doing a summer meeting we will add a day to our Payer Panel. The prospective dates are April 27 and 28th. We are trying to nail down Day Esgusquiza.

Spring 2016

## Payer Panel Preview

For the few of you that may be new to healthcare and do not know of her, she is a nationally recognized speaker on continuous quality improvement (CQI), benchmarking, redesigning, reimbursement systems and implementing an operational focus of compliance both in hospitals and practices. She has been on the AAHAM National Advisory Council, HFMA National Advisory Council and is a past President of the Idaho HFMA Chapter and also recently received the Lifetime Achievement Award. She has been highlighted in JCAHO's *Six Hospitals in Search of Excellence*, Zimmerman's *Receivable Report*, HFMA's *HFM and Patient Account*, AHIA *Prospective* and numerous healthcare newsletters along with a contributing author to 2006 Health Law and Compliance Update. She received the Idaho Hospital Association "Distinguished Service Award" for her legislative work and training on new indigent law.

She is a great friend of the MN AAHAM Chapter and wants to try and make this speaking engagement work.

October 14-16

## 2015 ANI Conference

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 ANIinsider, 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 the Agenda (available in 2015) and Exhibitor

**Save the date**

## 2015 Annual National Institute

**October 14-16, 2015**

[www.aaham.org](http://www.aaham.org)

Walt Disney World Swan and Dolphin, Orlando, Florida



## Conference Candids

# MN AAHAM/ MN HFMA 2015 Joint Summer Institute



PFS Revenue Cycle Forum/ Speaker Doris Dickey; PFS Manager, Rochelle Community Hospital and National AAHAM CRCS/CCT Certification Chairperson with some AAHAM members in attendance.



The Hidden Dangers of Liability Billing/ Speaker Chad Powers, Vice President & General Counsel, Medical Reimbursements of America, Inc. with Becky Krenik, Manager, Allina Health System and Dawn Buck, Patient Account Manager Mille Lacs Health System.



Opening speaker Joe Schindler, Vice President of Finance Minnesota Hospital Association with Carrie Coans, Billing Administrator with Lake View Medical Memorial Hospital and Brinn Krabbenhoft, Patient Access Supervisor with CHI St. Joseph's Area Health.



National AAHAM Washington Update/ Speaker Paul Miller, Chairman and CEO Miller/ Wenhold Capitol Strategies, LLC with Board Members Rhonda Helgeson, Marie Murphy, Rick Rogers and Dawn Buck.



Brinn Krabbenhoft, Suzanne Lestina, Carrie Coans and Rose Hockett, Manager Patient Accounts, St. Luke's Hospital.



Improving Business Processes to Effectively Collect in a Consumer World/ Speaker Suzanne Lestina, Vice President of Revenue Cycle Innovation, Avadyne Health with Veronica Modricker, Vice President, Business Development, Medical Reimbursements of America and Speaker Doris Dickey.



Defending Against a ZPIC or other Potential Fraud Investigation by the OIG/ Speaker Sara Mendiola, Senior Associate and Director of Clinical Services, Fotheringill & Wade, LLC and Washington & West, LLC.



From the Vendor Fair: Dana Dubbin, Vice President, Advantage Billing Concepts, Inc.; Greg Young, Senior Account Executive, I.C. System, Inc.; John Erlandson, Sales Representative, Advantage Collection Professionals LLC; Tiffany Schleppegrell, VP of Client Relations, Advantage Billing Concepts, Inc.



From the Vendor Fair: Pat Lauermann, National Sales Director with Professional Service Bureau and Jake Carl, Regional Vice President with Avadyne Health.



501r/ Speaker Julie VanPelt, Vice President of Operations, Avadyne Health with Jane Scharpe, PAS/HIM Manager, Ridgeview Sibley Medical Center.

Congratulations

# CRCS and CCT Examinees **Who Passed May Certification**

Kristie Augustin, CRCS-P  
Mayo Clinic Health Systems  
101 14th Street NW  
Austin MN 55912

Theresa Knutson, CRCS-I  
Austin Medical Center  
1000 1st Dr NW  
Austin MN 55912

Brenda Stiller, CRCS-P  
Mayo  
1000 First Drive NW  
Austin MN 55912

Lisa Edelbrock, CRCS-I  
St Cloud Hospital  
1406 6th Ave North  
St Cloud MN 56303

Joyce Lauer, CRCS-I  
St Cloud Hospital  
1406 6th Ave N  
St. Cloud MN 56303

Lorraine Teigland, CRCS-P  
ST CLOUD HOSPITAL  
1406 6th Ave N  
St. Cloud MN 56303

Ruth Fladmark, CRCS-P  
St. Cloud Hospital  
1406 6th Ave N  
St. Cloud MN 56304

Jane Mathiasen, CRCS-P  
St Cloud Hospital  
7 Fairfield Lane  
St Cloud MN 56303

Lisa Vincek, CRCS-P  
MCHS-Lake City  
1202 5th Grant Blvd West  
Wabasha MN 55981

Milagros Hilde, CRCS-P  
St. Cloud Hospital  
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St. Cloud MN 56303

Tammy Meittunen, CRCS-P  
RRHS UMCM MESABA CLINICS  
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Maureen Wherland, CRCS-I  
Range Regional Health Services  
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Hibbing MN 55746

Jessica Hoshal, CRCS-I  
Fairview Range  
750 E. 34th St.  
Hibbing MN 55746

Steven Miller, CRCS-P  
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Saint Cloud MN 56303

Robin Johnson, CRCS-P  
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Angie Shaw, CRCS-P  
Austin Medical Center  
1000 1st Dr. NW  
Austin MN 55912

Brenda Yentsch, CRCS-I  
Austin Medical Center  
1000 1st Dr. NW  
Austin MN 55912

## **2015 Certification Calendar**

# **Benefits AAHAM Certification**

### **Examination Dates:**

September 1, 2015 - Registration deadline for November 2015 Exams

November 9-20, 2015 - Exam period

December 1, 2015 - Registration deadline for February 2016 Exams

### ***How does certification benefit an individual?***

Earning an AAHAM certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire.

#### Earning certification can help you by:

- Improving your earning potential
- Giving you a competitive advantage with current and prospective employers
- Granting you the recognition you deserve
- Providing access to the positions and promotions you seek and desire
- Building a network of peers in the influential group that shares your certification designation
- Continuing to expand your skills and expertise through continuing education

### ***How does certification benefit an employer?***

Earning an AAHAM certification demonstrates an individual's expertise. It shows they possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination. It shows commitment to their profession and ongoing career development. It also represents professionalism in the individual's pursuit of excellence to quality of service in their career and the healthcare industry.

#### By hiring AAHAM certified individuals and investing in AAHAM certification for your staff you can:

- Increase the competency of your staff
- Increase quality and productivity
- Build a strong team
- Promote ongoing education and training
- Reduce exposure to fraud and abuse
- Develop a career ladder for staff

## Administrative Uniformity Committee

# June Operations Meeting Minutes

#1 – Minutes from the June Operations meeting



### AUC OPERATIONS COMMITTEE MEETING MINUTES

2:00 p.m. – 4:00 p.m., Tuesday, June 9, 2015

TIES Event Center, Hamline Room  
1644 Larpenteur Avenue West, Falcon Heights, MN 55108

AGENDA ITEM	DISCUSSION
1. Meeting to order – Ann Hale, co-chair	
2. Anti-trust statement: <a href="http://www.health.state.mn.us/auc/pdfs/antitrust.pdf">http://www.health.state.mn.us/auc/pdfs/antitrust.pdf</a>	Ann Hale stated that members must comply with the AUC anti-trust statement during discussion; and to view details please visit AUC website.
3. Introductions – Please email your attendance to <a href="mailto:ann.hale@state.mn.us">ann.hale@state.mn.us</a> Attendance was taken.	On behalf of the AUC, Ann thanked Bob Aliperto for serving as the 2014 co-chair and presented him with a plaque in appreciation for his leadership, expertise, ideas and suggestions resulting a successful 2014 for the AUC.
4. Updates and reports a. Status of AUC testimony to NCVHS b. Brief TAG Updates c. Relevant national activity/updates d. Brief Minnesota legislative updates	a. Status of AUC testimony to the National Committee on Vital and Health Statistics (NCVHS) – Dave Haugen reported that NCVHS is conducting hearings June 16-17 as part of their biennial review process to evaluate and review the adopted standards and operating rules for administrative simplification. He presented the list of questions and data requests posed by NCVHS to the industry and the responses to CMS prepared and approved by the Claims DD TAG, Eligibility and EOB/Remit TAGs. Dave stated that the deadline to submit written comments to NCVHS is June 17. He noted that in addition to the topics named, the AUC experience with acknowledgments and non-HIPAA covered entities has been important and should be considered by NCVHS. The Executive Committee is requesting that Ops review and vote on the AUC response from June 9-15.  Ann – extended thanks to TAG co-chairs and parties who worked on preparing the responses for review by Ops and submission to NCVHS so

# Meeting Minutes

## #1 – Minutes from the June Operations meeting

	<p>quickly. She further stated MN has a lot to say about where we are and what we've done and it is important to provide feedback to NCVHS.</p> <p>b. Brief TAG updates – Dave reminded members that the TAG updates are published in the monthly AUC Update (newsletter) and that meeting minutes and meeting information are posted on each individual AUC TAG's webpage.</p> <p>Ann explained that the voting period for the E-vote request sent to the AUC Ops on May 21 to approve three best practices and C&amp;TC Developmental and Social Emotional/Mental health Screenings SBAR response occurred over the Memorial Day holiday. She received an email from an Ops member expressing concern about the voting deadline and felt it should have been longer to account for members away for the holiday. As a result, an email was sent June 4 extending the deadline through Thursday, June 11.</p> <p>Pete Anderson, EOB/Remit TAG co-chair, reported that CAQH CORE released the new code combinations and will start looking at new scenarios beginning in July. He further stated that presumably four months from now the business scenario that the TAG submitted, if accepted will come out in CORE's next update.</p> <p>c. Dave Haugen reported that HHS announced they are moving forward on HPID certification rule and issued a request for information (RFI) on HPID enumeration structure. Their 60-day public comment period is opened until July 28, 2015. It was agreed that AUC should submit comments. Dave Andersen will convene the HPID TAG to draft comments on behalf of the AUC for Ops review and approval.</p> <p>Dave Haugen reported that a recent WEDI newsletter discussed several workgroups; some of the issues and topics overlay with the AUC's. He stated MDH will continue to monitor WEDI bundled payments, payment models, and ICD-10 workgroups and asked that AUC members also be mindful of the workgroups' activities and to provide feedback to the AUC on relevant issues or topics that may impact the AUC.</p> <p>d. Lisa Wichterman reported that the Department of Labor and Industry (DLI) had developed a statutory proposal to address issues in workers compensation e-billing identified at a joint MDH-DLI</p>
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The latest issue of AUC is available on the MN AAHAM website

**www.mnaaham.com**

<http://www.mnaaham.com/wp-content/uploads/2015/03/AUC-Update-2-27-15.pdf>

# Meeting Minutes

## #1 – Minutes from the June Operations meeting

	<p>Workers Compensation Symposium conducted November 5, 2014. The DLI legislation requires attachments with outpatient bills using the 275 transaction no later than July 1, 2016; no later than January 1, 2016, payers must list the name(s) of their Clearinghouse(s), claim number, and name of a contact person on their website(s); and effective September 1, payers must provide the patient's name and patient control number on or with all payments made to a provider. The proposal includes enforcement authority. In responding to questions, Lisa noted that DLI is proposing version 5010 of the 275 transaction, DLI did not specify a format for sending medical records, and she is not sure whether rules will be developed. She stated the proposed e-billing legislation will be discussed further at an upcoming workers compensation meeting among the payers, DLI and their Commissioner.</p> <p>Lisa requested that any further questions regarding the proposed legislation be sent to her.</p>
5. Discuss payer implementation of AUC Best Practices for Exchanging Grace Period Notification	<p>Status check on implementation of the AUC HIX Grace Period Notification best practices:</p> <p>BCBS has implemented the 270/835 best practices; HealthPartners implemented the 270/271 best practice in March; Medica is looking at implementation.</p>
6. Review AUC schedule and objectives for the remainder of the year a. Schedule next round of companion guide annual maintenance b. Response to CMS request for comments re HPID c. SIM Data Analytics update/planning d. Acknowledgment TAG re-forming	<ul style="list-style-type: none"> <li>a. Dave Haugen reported the claims companion guides (837) were published in the Minnesota State Register June 1.</li> <li>b. Dave Anderson will convene the HPID TAG to prepare draft comments to CMS for AUC review, approval, and submission. HPID members will receive meeting notification soon.</li> <li>c. The Executive Committee met with staff of the Minnesota Departments of Health and of Human Services to discuss a possible role of the AUC to help standardize data analytics to be made available to Accountable Care Organizations (ACOs) as part of the State Innovation Model (SIM) grant now underway. The Executive Committee will follow-up by requesting that the SIM staff complete and submit an AUC SBAR to determine if their request is in scope for the AUC.</li> </ul>

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## #1 – Minutes from the June Operations meeting

	<p>d. Ann Hale announced that the Acknowledgment TAG is re-forming. She stated that Minnesota is in the forefront of requiring this transaction and that the TAG had completed important work. She solicited participation and commitment to serving on the Acknowledgment TAG. Contact Ann or Dave H. if interested.</p>
7. Outreach, planning for ICD-10	<p>There is great concern throughout the industry regarding provider readiness for the October 1, 2015 transition to ICD-10. The AUC is sharing its website with the MN ICD-10 Collaborative. The Collaborative is working with a number of partners to provide outreach and education to small and rural providers.</p>
8. Other Business	<p>Two- and four-digit PMAP codes. Joe Schindler reported that the Health Plans are still meeting with DHS regarding this issue. Andrea Agerlie reported that DHS is working with Trisha Schimers (Allina) on a pilot. They just began exchanging data recently to determine what might be needed. Andrea will prepare an update as needed for September AUC Operations meeting.</p>



[Priscilla Holland / NACHA Senior Director of Healthcare Payments](#)

# How to Identify Who Sent Your Healthcare EFT Payment

Healthcare providers interested in cost savings and other benefits are converting to electronic payments at a steady clip. In 2014, the ACH Network moved more than 149 million healthcare Electronic Funds Transfers (EFTs), transferring about \$876.6 billion in claim payments from health plans to providers. During the same period, it is estimated that the healthcare industry saved approximately \$295 million by using the healthcare EFT standard and Electronic Remittance Advice (ERA).

But what if a provider has received an EFT payment with no corresponding ERA and doesn't recognize the sending organization? How is the sender determined? Unfortunately when a provider does not receive the associated ERA and cannot recognize the originator of the transaction, the provider must follow-up with the bank and the health plan—often with numerous phone calls.

## Populating the Company Name Field of the CCD+Addenda

For the healthcare EFT standard CCD+Addenda, the NACHA Operating Rules require that "the Company Name field must contain the name of the Health Plan originating the CCD, or, where an organization is self-insured, the name of the organization's third-party administrator that is recognized by the Healthcare Provider and to which the Health Care Provider submits its claim."

Using the name of the clearinghouse or vendor instead of the health plan or third-party administrator does not comply with the requirements of the NACHA Operating Rules. If the originator of the healthcare EFT standard transactions is not populating the company name field in accordance with the NACHA Operating Rules, the provider's financial institution can file a Report of Possible Rules Violation through NACHA's National System of Fines.

The goal of the National System of Fines is to ensure compliance with the NACHA Operating Rules and to have all parties correct possible formatting errors. If corrections are not made and the originator is found to be in violation of the NACHA Operating Rules, fines can be levied against the Originating Depository Financial

Institution (ODFI), which may then pass those charges along to the originator. Fines range from \$1,000 to \$500,000, depending on the classification and severity of the violation.

## Determining the Payment Originator

In those instances when the company name field is not populated correctly and the name of the originator of the CCD+Addenda is unknown, some financial institutions recommend that providers contact NACHA directly for assistance. However, as the rulemaking body for the ACH Network, NACHA is not a payments processor and does not possess detailed information on individual payments. NACHA staff does not have access to any information that can identify the originator of the healthcare EFT transaction and will recommend that the providers contact their financial institution for assistance.

Here are some helpful tips for healthcare providers that need to work with their financial institution to identify the EFT originator:

- Contact your financial institution and give them the account number, the deposit date, and the amount of the transaction.
- Advise the bank that you need assistance in identifying the originator of the transaction.
- Ask the bank to contact the ODFI of the transaction.
- The bank will need to give the ODFI the ACH trace number of the transaction (which is different from the TRN Reassociation Trace Number) to receive the name of the originator and a contact phone number.

The 2013 CAQH U.S. Efficiency Index estimates that the healthcare industry can save \$1.98 per claims payment using the healthcare EFT standard and ERA, thanks to the automated reconciliation of the payment with the ERA and the auto-posting of both the EFT and ERA.

It is important to both health plans and providers that the originator of the healthcare EFT is easily and correctly identified in the healthcare EFT standard format and that associated ERA or explanations of benefits are sent in a timely manner to eliminate the need for manual intervention and time-consuming follow-up.



## [Doris Dickey Joint Institute Presentation](#)

# PFS Revenue Cycle Open Forum Proves to be Unique Session

During the AAHAM/ HFMA Joint Summer Institute Doris Dickey's PFS Revenue Cycle Open Forum provided an opportunity to casually interact in a group setting with fellow peers. Participants engaged in an active discussion that went the full 90 minutes and could have gone on longer. Providers and vendors took the opportunity to discuss issues and share ideas.

Doris Dickey, besides being a member of the Illinois AAHAM Chapter, also currently sits on the National AAHAM Board of Directors as the CRCS/CCT Certification Chairperson. She is the PFS Manager at Rochelle Community Hospital, a Critical Access Hospital in Rochelle, Illinois.

The general feedback on the meeting survey indicated that members wanted more of this type of session. Doris has been doing these types of sessions for four or five years at HFMA and AAHAM meetings. She said this all started when a speaker cancelled at the last minute. So, she said, "I just started talking and it took on a life of its own."

John Currier, the current National AAHAM President called her and asked if she could do this at a National AAHAM ANI. He noted that it was a great way to get providers to talk about their challenges and what's ailing them in their operations.

Doris says people love it, "Because we talk about the nuts and bolts. You can try and network at breaks or lunch or at hospitality but, at best, you are only talking to five or six people. In this venue you can talk to 50 or more."

This type of interactive session can last from 30 to 90 minutes. When this type of format was first used started at HFMA meetings, there were generally three moderators from small, medium and large facilities. "Always include your vendors as they are in this with us. The vendors like this forum because they learn the nuts and bolts of what is going on with your receivables," commented Doris.

An important component for this type of venue is that the moderators have to do their homework before the meeting. Moderators need to start researching what's the latest challenge/opportunity in healthcare at the moment. Doris advises to check all the usual websites and then compile a list of ideas. This list should have at least a half dozen ideas and topics so that plenty of talking points will be available for discussion during the session.

AAHAM and HFMA members along with vendors at the Joint Summer Institute were both informed and energized after Doris' unique session approach.

# **MN AAHAM Officers/ Board of Directors and Committee Chairs**



## **President: Richard Rogers, CRCE-I/ 2016**

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## **1st Vice President: Pam Brindley, CHFP/ CRCS-I/ CRCS-P/ CCAE/ 2016**

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## **Treasurer: Marie Murphy, CHFP/ 2016**

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## **2nd Vice President: Rhonda Helgeson/ 2016**

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## **Board Chair: Tamora Ellis, CRCE-P/ 2016**

SIEGE Enterprises  
900 42nd Street S  
PO Box 6055  
Fargo, ND 58103  
Phone: 701-282-1453  
Mobile: 218-966-5779  
Email: [tamora.ellis@noridian.com](mailto:tamora.ellis@noridian.com)

## **Sandra Pawelk, CRCE-P/CRCE-I/ 2016**

Elim Care, Inc.  
1520 Wyman Ave.  
Maple Plain, MN 55359  
612-272-8451  
Email: [jspawelk@tds.net](mailto:jspawelk@tds.net)

## **Other Contacts**

### **Membership/ Mailing List**

Tom Osberg  
Colltech, Inc.  
15600 35TH Ave N, #201  
Plymouth, MN 55447  
Phone: (800)487-3888  
F: (763)553-1655  
Email: [tosberg@colltechinc.com](mailto:tosberg@colltechinc.com)

### **Committee Chairs**

<u>By-laws</u>	<u>Richard Rogers</u>
<u>Certification</u>	<u>Sandra Pawelk</u>
<u>Chapter Excellence</u>	<u>Sandra Pawelk</u>
<u>Community Service</u>	<u>Jamie Weappa</u>
<u>Corporate Sponsors</u>	<u>Jody Heard</u>
<u>Education</u>	<u>Pam Brindley and Rhonda Helgeson</u>
<u>Legislative</u>	<u>Janet Curtis</u>
<u>Membership</u>	<u>Tom Osberg and Heather Elwood</u>
<u>Publications</u>	<u>Pam and John Brindley</u>
<u>Scholarship</u>	<u>Janet Curtis (ANI), Janet Curtis (LEG)</u>
<u>Website</u>	<u>Richard Rogers and Erika Running</u>
<u>Welcoming</u>	<u>Heather Elwood and Jody Heard</u>

## **Kim Wood, CPC/ 2016**

Twin Cities Orthopedics  
4200 Dahlberg Dr. Ste 300  
Golden Valley, MN 55422  
Phone: 952-345-7755  
Email: [kimberleywood@TCOmn.com](mailto:kimberleywood@TCOmn.com)

## **Sharese Haddy/ 2016**

Mayo Clinic Health System - Owatonna  
113 16th St NE  
Owatonna, MN 55060  
Phone: 507-446-7368  
Email: [haddy.sharese@mayo.edu](mailto:haddy.sharese@mayo.edu)

## **Jamie Weappa/ 2016**

Eye Surgeons and Physicians  
Business Office  
109 Doctors Park  
St. Cloud, MN 56303  
Phone: 320-253-0458  
jweappa@eyesurgeonsandphysicians.com

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The Officers and Board of Directors would like to express our gratitude to our Corporate Sponsors for their continued support of our mission. It is through your support that we are able to deliver on our mission of providing top quality educational resources to our members. In addition, your sponsorship helps our chapter engage lawmakers in the important work of legislation which impacts our industry on the state as well as national level.

To our Provider Members, when looking for partners to provide services and products to your institutions, please include our sponsors in your consideration. They have made a commitment to our chapter to support both the chapter and you, the members.

### Advertising Rates

<u>Business Card size</u>	\$25.00
<u>1/4 page ad</u>	\$50.00
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<u>Full page ad</u>	\$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](mailto:jbrindley54@gmail.com) for more information if needed.



**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	Please Check the Appropriate Codes in Each Category Below
Aksarben #01	Nebraska	\$0.00	
Florida Sunshine #03	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	\$25.00	
Mountain West #14	Utah	\$30.00	
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	\$20.00	
Pine Tree #22	Maine	\$25.00	
Rushmore #23	North & South Dakota	\$0.00	
Western Region #26	Arizona and California	\$0.00	
Virginia #27	Virginia	\$30.00	
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Twin States #56	Vermont & New Hampshire	\$25.00	

#### 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:

- CFO  
 Vice President  
 Partner, Principal, Owner  
 Executive Director  
 Consultant  
 Director  
 Manager  
 Supervisor/Coordinator  
 PFS Representative  
 Patient Access Representative  
 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)

## MN Gopher AAHAM 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**

<b>10 points</b>	<b>25 points</b>	<b>50 points</b>	<b>75 points</b>	<b>100 points</b>
<ul style="list-style-type: none"> <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 style="list-style-type: none"> <li>♦ Setting up speaker for meeting</li> <li>♦ Serving on a Gopher Chapter task force or special committee</li> <li>♦ Representing AAHAM on a committee (ex. AUC)</li> <li>♦ Proctoring for technical certification(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 style="list-style-type: none"> <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 <u>all</u> Chapter meetings for year</li> </ul>	<ul style="list-style-type: none"> <li>♦ Recruiting a National Member</li> <li>♦ Grading CPAM/CCAM</li> <li>♦ Proctoring for prof certification</li> </ul>	<ul style="list-style-type: none"> <li>♦ Sitting for CCAM, CPAM, or CHCS (<b>Max 100 pts per certification</b>)</li> <li>♦ Passing the CCAM, CPAM, or CHCS</li> </ul>

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

Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

DATE	QUALIFYING ACTIVITY	COMMITTEE CHAIRPERSON	POINTS

Send to: Janet Curtis  
 Fairview Range Regional Health Services  
 Revenue Cycle Manager  
 Hibbing, MN  
 218-362-6240  
[jcurtis1@range.fairview.org](mailto:jcurtis1@range.fairview.org)

## **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 standards 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 Management, 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 damages 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 provided 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](http://www.aaham.org)



### 2015 APPLICATION FOR NATIONAL MEMBERSHIP

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

EMPLOYER/ORGANIZATION NAME: \_\_\_\_\_

PRIMARY ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ LOCAL CHAPTER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ WEBSITE: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_

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Membership Type:  National Member  Student Member

**NATIONAL MEMBERSHIP** - The fee to become a National member is \$190. If you join anytime between July 1st and August 31st, the dues are \$150 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$230 for the rest of the current year and all of the following year.

**STUDENT MEMBERSHIP** - The student membership fee is \$50. If you join between July 1st and August 31st, the pro-rated dues are \$35, and if you join between September 1st and December 31st, dues are \$65 (for 15 months of membership). **To qualify for student membership you must currently be taking 6 credit hours per semester and submit proof with this application.** Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.

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Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense.

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

**For Check Payment:**

*Please make checks payable to AAHAM and send application with your payment to:*

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### YOUR PAYMENT TOTAL:

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