

NAHAM AccessKeys® Awards Program FAQs



Q. How do I access the application?

A. A link to the application will be on the NAHAM website at www.naham.org/AccessKeysAward starting January 4, 2019. All applications will be submitted online.

Q. Is there an application fee?

A. There is no application fee.

Q. What is the deadline to submit an application?

A. Applications will be accepted from January 4, 2019 through March 1, 2019.

Q. Do I have to be a member of NAHAM to apply?

A. The individual submitting the application does not need to be a member of NAHAM. However, the NAHAM AccessKeys® are a members-only benefit, so one individual from your institution *does need to be an active NAHAM member*. You will be asked to provide that individual's name on the application.

Q. Who is eligible to apply for the AccessKeys® Awards?

A. Any individual hospital or health system. Currently, the AccessKeys® do not have an ambulatory or physician practice component.

Q. For what period of time will the award consider?

A. The award will consider your performance over a year; you should provide data from your most recent completed fiscal year.

Q. How is the award criteria chosen?

B. The criteria for the awards is chosen each year by a special subcommittee of the NAHAM Industry Standards Committee.

Q. How will the winners be chosen for the awards?

C. Winners are chosen by a subcommittee of NAHAM's Industry Standards Committee. The subcommittee is comprised of both NAHAM staff and industry leaders and experts in Patient Access. Those applicants who demonstrate top performance in the selected keys for that award year will be chosen as the winners; the subcommittee will take into account both data and your submitted narrative information. All applicants should meet, at minimum, the 'good' benchmark for each of the KPIs included in the award.

Q. How will the winners be recognized?

A. Winners will be recognized at NAHAM's Annual Conference in Orlando, FL. Awardees will receive a complimentary registration to the conference, a one-night hotel stay and recognition at the Awards Ceremony. NAHAM will also issue a press release recognizing awardees and recognize them in the *Access Management Journal* and on the NAHAM website.

Q. How will the winners be notified?

A. Winners of the AccessKeys® Awards will be notified by email in late March, 2019.

Q: What will be required if my organization wins the award?

A. AccessKeys® award winners will be asked to contribute to future AccessKeys® educational opportunities, to include webinars, conference presentations and/or *Access Management Journal* articles. We want to help NAHAM members by sharing what you did to be so successful!

Q. Who do I contact for questions or application assistance? Please contact NAHAM at info@naham.org or (202)367-1125 with any questions.