



National Association of
Healthcare Access Management

CENTRAL REGION NEWSLETTER

Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota

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Message From Your Delegate

Hello and welcome to summer. It was so exciting to see such a large representation from the Central Region at our 45th NAHAM conference in Orlando. I am sure you will agree it was a great conference this year and the weather in Orlando cooperated perfectly! What can I say about the venue? Magnificent! If you have never been able to attend a NAHAM conference, I really encourage you to go. Regardless of the location, the education and networking you gain make the effort and expense completely worth it.

I know not everyone can make the national conference, but what about regional conferences? I know that some of the states in the Central Region have State Affiliates. Are you hosting regional conferences this year? If so let me know and I will try to attend. Need some topics or speakers for your conferences? Let me know and I will see if I can help.

You know, we can still network with one another with no added expense! Yes, that's correct. Check your email as I have sent out a meeting invite to all for a June Networking call. This is a great way for all of us to come together to discuss issues, share ideas, problem solve, and in general just help each other out. If you don't make our networking call in June (6-5-19) perhaps you can make the one in September (9-11-19).

Everyone have a safe and happy summer, talk to you soon!

Cindy Hagenow, CHAM

NAHAM's Partnership with Affiliate Organizations

NAHAM is proud to support our state and regional affiliate organizations. We understand the value of being able to receive education and networking locally and appreciate the work of affiliate organizations to provide those opportunities to Patient Access professionals. While affiliate organizations don't have any formal relationship with NAHAM (we don't provide financial assistance or have any authority over activities in the affiliate organizations), we're proud to provide support and assistance to our affiliates. The support we provide includes:

- The **NAHAM Affiliate Toolkit** and supporting resources including sample bylaws, articles of incorporation and conference planning resources
- Access to a **NAHAM regional delegate** to serve as liaison to the State Association. The regional delegate will serve as a point of contact to keep state leadership informed of NAHAM activities, to provide support and guidance and to solicit input and feedback from affiliate leaders
- NAHAM review of affiliate organization bylaws to provide recommendations when needed; (please note that NAHAM does not have the authority to approve or insist on bylaws changes)
- Promotion of affiliate events on the **NAHAM website calendar**
- Participation in the NAHAM Affiliate Advisory Council, with quarterly conference calls to provide updates on NAHAM activities and to allow affiliate leaders to communicate with each other.
- Access to a **State Leaders' discussion forum** on the NAHAM website
- Ability to apply for **NAHAM continuing education credits** for affiliate organization meetings for no cost
- *Coming soon*, a speaker database
- The NAHAM Ambassador, **Maxine Wilson**, to assist with all aspects of running an affiliate, from getting started to planning conferences to recruiting members.

NAHAM is committed to providing education, networking and career resources for Patient Access professionals, and we're happy to support affiliate organizations as part of this effort.

Get Involved! Join a NAHAM Committee

The **NAHAM 2019 Call for Volunteers** is open through July 15, 2019! NAHAM is recruiting new committee volunteers who are enthusiastic to get involved, eager to make a difference and committed to enhancing the patient access services profession. We are looking to recruit new volunteers for each of the following committees:

Certification Commission
Conference Committee
Education Committee
Industry Standards Committee
Membership Committee
Policy Development/Government Relations Committee
Publications/Communications Committee
Strategic Projects Committee

You must be a current member to NAHAM to apply and you must maintain your membership status during your term if you are appointed to a committee. The Call for Volunteers will close Monday, July 15, but don't wait, **apply today!**

Congratulations to NAHAM's Newest Certificants!

(As of April 2019)

Newest CHAAs:

Krystine Plessner, Methodist Fremont Health, Fremont, NE
 Joanne Quaegber, Froedtert & The Medical College Of Wisconsin, Milwaukee, WI
 Katie Gardner, Orthonebraska, Omaha, NE
 Mitzi Matthews, Willis Knight Health System-North, Shreveport, LA
 Carla Burke, Hannibal Regional Hospital, Hannibal, MO
 Johnetta Harris, Willis Knight Pierremont, Shreveport, LA

Newest CHAMs:

Melissa Scoggins, BJC Healthcare, Saint Louis, MO





Become a Proctor!

Help others in your facility and your area become CHAA and CHAM certified by becoming a NAHAM proctor. All proctors must work in the healthcare industry, be in a management role and cannot directly supervise any of their candidates. Becoming a proctor is easy and the entire process takes less than an hour! All proctors are required to complete the NAHAM Proctor Webinar and the Proctor Attestation form. You can find all the proctor information on the **NAHAM website**.

CHAM Recertification Application Now Open!

If you became CHAM certified in 2017, your certification will expire in 2019. It's easy to record your contact hours through Certification Central. CHAM certificate holders are required to earn a total of 60 contact hours, 10 of which must be **NAHAM-approved contact hours**. Add your contact hours directly to your recertification application through your **Certification Central** dashboard. The renewal fee for Active Members is \$50, non-members is \$150.

Not sure if you are due to recertify? Click here to access the "**Due to Recertify in 2019**" list on our website.



Recertification Period:
June1-30

Welcome New Members!

Jennifer Aguilar, Lake Regional Health System, Osage Beach, MO

Jennifer Gambriel, Citizens Memorial Hospital, Bolivar, MO

Alysse Koch, Cerner, Shawnee, KS

Sandra Lynch, Bjc Healthcare System, Ofallon, MO

Jennifer Moebius, Gillette Children'S Specialty Healthcare, Saint Paul, MN

Alejandra Munoz Aguilar, The University Of Kansas Health System, Kansas City, KS

Lynda Parker, Integris Deaconess, Oklahoma City, OK

Dustin Peyton, Ssm Health, St. Louis, MO

Welcome New Members! (continued)

Lisa Robinson, The Ohio State University Wexner Medical Center, Upper Arlington, OH

Dzana Turan, Ssm Health - St. Louis, St. Louis, MO

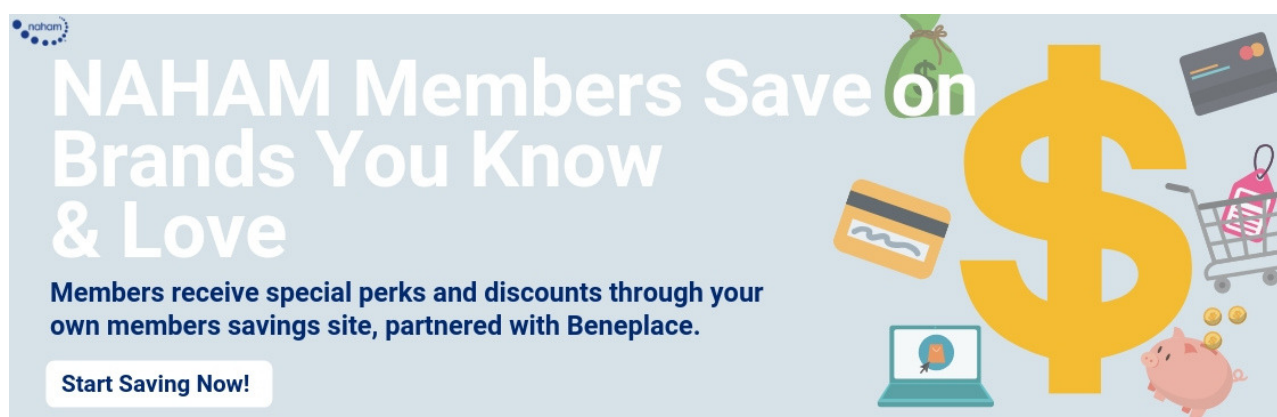
Emily Vlietstra, Regional Health, Rapid City, SD

Terri Wagoner, Ellsworth County Medical Center, Ellsworth, KS

Participate in NAHAM's Membership Referral Program

NAHAM's Referral Program encourages our members to get the word out on what NAHAM can do for patient access professionals. By spreading the word about NAHAM, you not only expand the NAHAM community by communicating valuable information and resources to those who may be unaware of these valuable benefits, but you also make yourself eligible for a reward! **Click [here](#)** to learn how to participate.

New Member Benefit Alert: Membership Savings Marketplace

A promotional banner for NAHAM's Membership Savings Marketplace. The banner features a light blue background with a large yellow dollar sign in the center. To the left of the dollar sign, the text "NAHAM Members Save on Brands You Know & Love" is written in white. Below this text, it says "Members receive special perks and discounts through your own members savings site, partnered with Beneplace." and a button that says "Start Saving Now!". To the right of the dollar sign, there are several icons: a green money bag, a credit card, a shopping cart with a pink tag, a laptop with a dollar sign on the screen, and a pink piggy bank with gold coins.

NAHAM Members Save on Brands You Know & Love

Members receive special perks and discounts through your own members savings site, partnered with Beneplace.

Start Saving Now!

NAHAM has added a brand NEW benefit for our members! We are pleased to announce that we have partnered with Beneplace to provide NAHAM members with special perks and discounts through our own members' savings site. Starting now, you can start saving money on hundreds of brands you already know and love. Check out the **NAHAM website** to find how to get started! Not a member? **Join NAHAM today!**

Get advice and share resources with fellow NAHAM members - check out the NAHAM Access Forum!



The **NAHAM Access Forum** is an easy, interactive way to ask questions, share resources and connect with your fellow NAHAM members. Visit this members-only benefit on the NAHAM website to see what's already been discussed and pose your pressing questions. Be sure to click on "Forum Actions" in the upper right corner of the page – you can sign up for instant notification to receive an email when new items are posted, or a digest to get a weekly recap of posts.

NAHAM Has You Covered: Take Advantage of These Certification Tools

Need help preparing for your CHAA or CHAM exam? NAHAM offers a lot of great resources to help get you exam ready. Check all of our certification preparation materials **here** on the NAHAM website! Here are a few:

- **CHAA Online Preparation Course**
- **CHAM Study Guide**
- **NEW! CHAA Certification Preparation Bundles**
- **NEW! CHAM Certification Preparation Bundles**

Take Advantage of NAHAM Career Center



The NAHAM Career Center offers members a number of advanced features - the most important being the job board which is designed for those seeking positions in patient access services. We offer a job alert system that notifies job seekers by email of new opportunities matching their search criteria. This means job seekers will never miss new opportunities!

By providing both active and passive job seekers the ability to anonymously post their resumes, our service allows job seekers to stay connected to the employment market while maintaining full control of their confidential information.

The online career center also offers many features to employers seeking to fill open positions. Employers also have the ability to create a free company profile, explaining their organization and the work environment in detail.

Click [**here**](#) to visit the NAHAM Career Center today!