

SOUTHEAST REGION NEWSLETTER

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, Puerto Rico South Carolina, Tennessee, US Virgin Islands, Virginia, West Virginia

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Message From Your Delegate

Hello SOUTHEAST!

For those of you that have not met me at the NAHAM Conference in Orlando, let me introduce myself. My name is Cheryl Bucz, and I am honored to accept the role as your new Southeast Regional Delegate! I currently work as a Patient Access Manager at Baxter Regional Medical Center in Beautiful Mountain Home Arkansas. I have been in Patient access for over 22 years.

I am so excited to get started in this new role and represent the entire Southeast Region of Healthcare Access! Together I really feel that we can make a difference. I am a firm believer that we need to investigate ways that we can streamline our front end processes, which in turn will decrease our turnover. (I recognized this as one of the top concerns of many at the conference).

Please make sure that you attend a conference or connect with your state affiliate at least once this year if you have not done so already. I know it is so very hard to get away from the office but I promise you that it will be worth it! I have received some information from our State Reps on upcoming meetings. PLEASE try to attend once... Together we can make a difference!

Please sign on to the NAHAM website often to look for important dates coming up. I look forward to hearing from you.

Regional News

South Carolina SCAHAM

SCAHAM Summer Workshop July 12, 2019 Colombia, South Carolina

Contact: Amy M. Kirkland, CHAA, SCAHAM President, amy.kirkland@prismahealth.org

Georgia GAMA

GAMA Two-Day Event
October 3-4, 2019
Great Wolf Lodge in LaGrange, GA
Contact: Yolanda Miller, CHAM, GAMA Vice President, ymiller@floyd.org

Tennessee TAHAM

TAHAM Fall Conference October 10-11, 2019 Gatlinburg, TN

Contact: Maxine Wilson, CHAM, NAHAM Ambassador, maxinewilson@comcast.net

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

Visit the **NAHAM website** to learn more about each of the committees, including specific committee-related activities, and committee member roles and responsibilities prior to applying. 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:

Shana Abney, Christus Health Of Lousisiana, Shreveport, LA
Shauna Allen, Augusta Health Patient Access, Fishersville, VA
Crystal Allie, Centra Health - Patient Access, Lyncburg, VA
Cecelia Anderson, Emory Healthcare Inc, Atlanta, GA
Janelle Anderson, Rhs, Newport News, VA
Jacqueline B. Brown, Emory Healthcare, Atlanta, GA
Becky Bankole, East Georgia Regional Medical Center, Statesboro, GA
Paqueisha Benford, Emory Saint Joseph'S Hospital, Atlanta, GA
Amy Blackmon, Baptist Health Care, Pensacola, FL
Ashlie Books, Nea Baptist Hospital, Jonesboro, AR
Shalonda Boone, Rhs, Newport News, VA
Shawna Boudreaux, Baptist Hospital Pensacola, Pensacola, FL
Vicky Boyd-Campbell, Emory Saint Joseph Hospital, Atlanta, GA
Katelyn Brown, Northside Hospital Forsyth, Cumming, GA
Tajjante Brown, Franciscan Missionaries Of Our Lady Of Health System,

Ericka Burcher, Riverside Peninsula Cancer Institute, Gloucester, VA Sarah Button, Sarasota Memorial Healthcare System, Sarasota, FL



Newest CHAAs: (Continued)

Lisa Campbell, Augusta Health, Fishersville, VA Megan Campbell, Augusta Health Patient Access, Fishersville, VA Maria Campos, Inova Health Systems Fairfax Hospital, Falls Church, VA

Tania Carson, Winship Cancer Institute Emory, Atlanta, GA Sharon Carter, Riverside Health Systems, Newport News, VA Brittany Cawley, Novant Health Prince William Medical Center, Manassas, VA

Mona Cazeau, Indian River Medical Center, Vero Beach, FL Ashten Church, Cookeville Regional Medial Center, Cookeville, TN Erin Collins, Novant Health, Winston-Salem, NC

Courtney Cousin, Assumption Community Hospital, Napoleonville, LA

Rolanda Cowins, Nea Baptist Hospital, Jonesboro, AR

Ashleigh Craddock, Christus Lake Area Hospital, Lake Charles, LA

Kimberly Craig, Baptist Health Care, Pensacola, FL Hayleigh Crosby, Baptist Health, Jacksonville, FL

Wendy Cummings, Valley Health, Woodstock, VA

Jerrie Davis, Cookeville Regional Medial Center, Cookeville, TN

Lawanda Davis, Baptist Health Care, Pensacola, FL

Nedra Davison, Emory Saint Joseph'S Hospital, Atlanta, GA

Jana Dillon, Preston Memorial Hospital, Kingwood, WV

Tina Dinunzio, Indian River Medical Center, Vero Beach, FL

Aleah Evans, Riverside Diagnostic Center, Newport News, VA

Corronda Farmer, Fairfax/Inova, Falls Church, VA

 $\label{eq:local_equation} \mbox{Alex Faulkner, Baptist Memorial Hospital - Union City, Union City,} \\ \mbox{TN}$

Ashley Ferguson, Carolinas Healthcare System/Atrium Health, Charlotte, NC

Mary Ferguson, Arkansas Children'S Hospital, Springdale, AR Shawna Fernandez, Sarasota Memorial Health Care System, Sarasota,

Amanda Finley, Cookeville Regional Medical Center, Cookeville, TN Faylynn Floriano, Riverside Health System, Newport News, VA Charles Ford, Riverside Doctors Hospital Williamsburg, Williamsburg,

Angelique Freeman, North Oaks Physician Group, Hammond, LA Toyce Gaskins, Riverside Health System, Newport News, VA Rachel Gibson, Srhs. Pascagoula, MS

Kelly Gingras, St Bernard'S Medical Center, Jonesboro, AR Zena Goddard, Indian River Medical Center, Vero Beach, FL Gina Goodson, St Bernard'S Medical Center, Jonesboro, AR Elizabeth Gotham, Cleveland Clinic Indian River Hospital, Vero Beach, FL

Hillary Greene, Baptist Healthcare, Pensacola, FL Rebecca Hamel-Kruse, Sarasota Memorial Health Care System, Sarasota, FL

Margaret Hamilton, Baptist Hospital Pensacola, Pensacola, FL Noah Haney, Nea Baptist Hospital, Jonesboro, AR Amanda Hansard, Northside Hospital Forsyth, Cuming, GA Hattie Harris, Emory Saint Joseph Hospital, Atlanta, GA Racheal Haskett, Christus Health Care, Shreveport, LA

Cynthia Hayslett, Rhs, Newport News, VA
Beverly Haywood, Bmhcc- Huntingdon, Huntingdon, TN
Brenda Hedaria, Baptist Hospital Pensacola, Pensacola, FL
Nicole Herring, University Of Virginia Health System, Charlottesville,

Dana Hill, Nea Baptist Hospital, Jonesboro, AR Wanda Hogan, Emory Healthcare, Atlanta, GA Kory Houser, Mercy Hospital, Berryville, AR Gerald James, Nea Baptist Hospital, Jonesboro, AR Douglas Jennings, Conway Medical Center, Conway, SC

VA

Heather Kelly, Singing River Health System, Pascagoula, MS

Dana Hill, Nea Baptist Hospital, Jonesboro, AR

Wanda Hogan, Emory Healthcare, Atlanta, GA

Kory Houser, Mercy Hospital, Berryville, AR

Gerald James, Nea Baptist Hospital, Jonesboro, AR

Douglas Jennings, Conway Medical Center, Conway, SC

Quarnesha Johnson, Singing River Health System, Pascagoula, MS Toyia Johnson, University Of Virginia Primary And Specialty Care At

Zions Crossroads, Gordonsville, VA

Jennifer Jones, Wellstar Paulding Hospital, Hiram, GA

Miranda Jones, Emory Saint Joseph Hospital, Atlanta, GA

Titania Jones, Baptist, Memphis, TN

Kinisha Jordan Blackshear, Wellstar Cobb Hospital, Austell, GA Donna Joseph, Cookeville Regional Medial Center, Cookeville, TN

Heather Kelly, Singing River Health System, Pascagoula, MS

Monica Kirkland, Baptist Medical Group, Pensacola, FL

Ladelsha Lacey, Franciscan Missionaries Of Of Our Lady Health

System, Baton Rouge, LA

Marquitta Lassiter, Rhs, Hampton, VA

Sherminta Lawrence, Uva Health System, Charlottesville, VA

Kendra Lewis, Augusta Health Patient Access, Fishersville, VA

Tara Lewis, Baptist Health Care, Pensacola, FL

Kris Long, Spartanburg Regional Healthcare System, Spartanburg, SC Denise Longshore, Sarasota Memorial Hospital Care System,

Sarasota, FL

Chessie Lyle, Augusta Health, Fishersville, VA

Claudia Madruga, Shared Services Center, Sarasota, FL

Kamela Malcolm, Augusta Health, Fishersville, VA

Evette Marshall, Rhs, Newport News, VA

Saraih Martinez, Singing River Health System, Pascagoula, MS $\,$

Tarah Mattison, Spartanburg Medical Center, Spartanburg, SC

Brooke Mcallister, Augusta Health Patient Access, Fisherville, VA

Christyn Mcintosh, Sarasota Memorial Health Care System, Sarasota,

Tabitha Mello, Indian River Medical Center, Vero Beach, FL

Janet Miller, Baptist Healthcare, Gulf Breeze, FL

Maria Miranda, Baptist Hospital Pensacola, Pensacola, FL

Shelby Moon, Centra Health, Lynchburg, VA

 $Luz\ Morales,\ Baptist\ Memorial\ Hospital\ -\ Union\ City,\ Union\ City,\ TN$

Michelle Morris, Rhs, Newport News, VA

Pamela Myrick, Baptist Hospital, Pensacola, FL

Jenna Newsom, Inova Health System, Alexandria, VA

April Nodine, Spartanburg Medical Center, Spartanburg, SC

Danielle Peterson, Our Lady Of The Lake Rmc, Baton Rouge, LA

Karen Petty, Bmhcc- Huntingdon, Huntingdon, TN

Miriam Pickett, Rhs, Newport News, VA

Candice Polite, B.T. Elite Consulting Group Llc, Atlanta, GA

Kristen Poll, Sarasota Memorial Hospital, Sarasota, FL

Ashley Prescott, Baptist Health, Jacksonville, FL

Elizabeth Price, Augusta Health, Fishersville, VA

Ashley Pride, Cookevile Regional Medical Center, Cookeville, TN

Delacey Provo, Ochsner Medical Center, Plaquemine, LA

 $Carrington\ Quarles,\ Riverside\ Health\ System,\ Newport\ News,\ VA$

Tara Queen, Ochsner Health System, Baton Rouge, LA

Lisa Quinn, Olol Rmc, Walker, LA

Natasha Reliford, Phoebe Putney Memorial Hospital, Albany, GA

Brandon Rodriguez, Rhs, 23606, VA

Stephanie Rodriguez, Patient Access Services, Vero Bch, ${\rm FL}$

Katie Roux, Sarasota Memorial Hospital, Sarasota, FL

Newest CHAAs: (Continued)

Clay Rucker, Nea Baptist Hospital, Jonesboro, AR
Semhar Said, Inova Fairfax Hospital, Lorton, VA
Leah Schimpf, Novant Health, Haymarket, VA
Maya Scott, Baptisit Memorial Hospital, Memphis, TN
Ashley Seaborn, Novant Health Prince William Medical Center,
Manassas, VA
Kaitlyn Seely, Baptist Medical Center, Jacksonville, FL
Valerie Shaw, Nemours, Jacksonville, FL
Robin Shields, Gibbs Cancer Center, Spartanburg, SC
Chelsea Shoulders, Cookeville Regional Medial Center, Cookeville, TN
Megan Smith, University Hospital, Augusta, GA
Jennifer Spears, Baptist Health Care, Pensacola, Fl, FL
Stacy Steggerda, Augusta Health Patient Access, Fishersville, VA
Kimmie Stewart, Emory Healthcare, Atlanta, GA
Adrienne Stimson, University Of Virginia Health System, Charlottesville, VA

Lisa Stout, Bmhcc- Huntingdon, Huntingdon, TN Sharon Swaby, Health First, Rockledge, FL Sheridan Taylor, Baptist Womens Hospital, Memphis, TN Donna Tomlin, Baptist Health, Jacksonville, FL Kristy Trbakovic, Baptist Md Anderson Cancer Center, Jacksonville, FL Natalie Vachon, Hollis Cobb Associates, Duluth, GA Marilyn Vazquez, Indian River Medical Center, Vero Beach, FL Lauren Vickers, St. Bernard'S Medical Center, Jonesboro, AR Danica Weaver, Cookeville Regional Medial Center, Cookeville, TN Havley West, Centra Health, Lynchburg, VA Anna Willhite, Baptist Hospital Pensacola, Pensacola, FL Audrey Williams, Baptist Health Care, Pensacola, FL Valerie Williams, University Hospital, Augusta, GA Philnique Williams-Muse, University Health Care, Augusta, GA Amber Wing, Arkansas Children'S Hospital, Springdale, AR Brittany Ziegenbein, Baptist Health Care, Gulf Breeze, FL

Newest CHAMs:

Kathleen Dean, Riverside Regional Medical Center, Newport News, VA

Angela Dickens, Riverside Health System, Newport News, VA Susan Lafayette, Baptist Health Medical Center - North Little Rock, North Little Rock, AR

Tricia Ludlam, Indian River Medical Center, Vero Beach, FL
Terrance Malone, Tift Regional Medical Center, Tifton, GA
Michelle Manese, Riverside Health System, Newport News, VA
Lauren Neal, Baptist Health System, Little Rock, AR
Elissa Ramcharitar, UVA Health System, Charlottesville, VA
Debra Sample, Indian River Medical Center, Vero Beach, FL
Howard Snoddy, University of Virginia Health System,
Charlottesville, VA

Stephanie L Thomas, Wellstar Paulding Hospital, Hiram, GA Sandra Vargas, Cedars Sinai Medical Center, Los Angeles, CA Helen Rachel Vickery, Helen Keller Hospital, Sheffield, AL Rachel Whiteford, Riverside Health System, Newport News, VA Rebecca Worcester, Wellstar Health System, Marietta, GA

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.



Welcome New Members!

Carol Baca, Inova Health Care System, Alexandria, VA

Melissa Belton, Department Of Veterans Affairs, Birmingham, AL

Richard Bertagnolli, Usa Medical Center & Children'S & Women's Hospital, Mobile, AL

Anna Blackburn, University Of Virginia Health System, Charlottesville, VA

Jessica Boswell, Arkansas Children'S Hospital, Little Rock, AR

Christe Brewton, Lcmc Health, New Orleans, LA

Angela Briggs, COTO, Hot Springs, AR

Lisa Brown, Touro Infirmary, New Orleans, LA

Brian Cardona, Fairfax Hospital/Inova Health Systems, Falls Church, VA

Rebecca Chance, Baptist Health Care, Pensacola, FL

Rahkia Cross, Us Healthworks-A Concentra Company, Alpharetta, GA

Jamila Deramus, Herzing University (Online Campus), Birmingham, AL

Catherine Desantis, Adventhealth, Maitland, FL

Crystal Doran, Chesapeake General Hospital, Chesapeake, VA

Hollly Downs-Mcgraw, Our Lady Of The Lake Livingston, Walker, LA

L Edger, Medco Services, Huntsville, AL

Christine Erisman, CMC, Fresno, CA

Candace Fall, Lafayette General Health, Lafayette, LA

Luangela Gibson-Wright, Tift Regional Medical Center, Tifton, GA

Alicia Gunn, East Alabama Medical Center, Opelika, AL

Ana Hall, Adventhealth, Maitland, FL

Kristin Harrison, East Alabama Medical Center, Opelika, AL

Alessandra Jones, Bryan W Whitfield Memorial Hospital, Demopolis, AL

Tammy Jones, Children's Healthcare Of Atlanta, Atlanta, GA

Sally Landrum, Summit Digestive & Liver Specialist, Chicago, IL

Chelsey Macko, Johns Hopkins All Children'S Hospital, St. Petersburg, FL

Pam Markland, Appalachian Regional Healthcare System, Boone, NC

Carol Meyers, Sentara Healthcare, Gloucester Point, VA

Brianna Miller, Adventhealth, Altamonte Springs, FL

Tiesha Miller, Wellstar Atlanta Medical Center, Atlanta, GA

Elsa Mitchell, Wellstar Atlanta Medical Center, East Point, GA

Angela Mizell, Spartanburg Medical Center, Greer, SC

Derek Moore, Usa Health System, Mobile, AL

Whitney Moore, Nthrive Inc/Wake Forest Baptist Health, High Point, NC

Farida Murray, Baycare Health System, Riverview, FL

Ashley Overstreet-Smith, Emory Healthcare, Atlanta, Ga, GA

Jennifer Ray, East Alabama Medical Center, Opelika, AL

Jennifer Rinehart, Glaxosmithkline, North Little Rock, AR

Bobby Rodriguez, Orlando Health Inc., Orlando, FL

Latoya Rogers, Emory Healthcare, Atlanta, GA

Welcome New Members! (continued)

Janet Schmitt, Augusta University Health, Martinez, GA
Patty Smith, Princeton Baptist Medical Center, Birmingham, AL
Jami Smotherman, White River Health Systems, Batesville, AR
Kim Snell, White River Medical Center, Batesville, AR
Tracy Thompson, Navicent Health Medical Center, Macon, GA
Debra Vegas, Optum360, Castro Valley, CA
Gabriela Velazquez Rosado, Adventhealth, Apopka, FL
Lameka Williams, St James Parish Hospital, Lutcher, LA
Scott Wood, Unc Health Care System, Raleigh, NC

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



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!

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: Check Out 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 out 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!