



National Association of  
Healthcare Access Management

# NORTHEAST REGION NEWSLETTER

*Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts,  
New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont*

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## Message From Your Delegate

As 2018 comes to a close, welcome to 2019! May you all have a happy and healthy year. I am looking forward to sharing all the wonderful events that are happening in 2019. NAHAM has a fun filled 45th Annual Conference planned in Orlando, Florida. Join us and meet your peers – learn about what’s new and exciting in the Healthcare Access field. We are Patient Access – we are the first impression patients have that often begins with the Patient Access department. As we approach Patient Access Week, we acknowledge the hard work and dedication of the Patient Access staff for their excellent customer service, enhancing the patient experience, and for setting the standard of care that Patient Access professionals aspire to achieve. Join us in recognizing healthcare access professionals for their continued accomplishments of service in healthcare access by celebrating:

Patient Access Week (March 31 - April 6, 2019)

Send me your pictures and share your experience with everyone! Wishing everyone a happy and healthy holiday. Looking forward to seeing everyone at the 45th Annual Conference.

Best Regards,

Judi Steckler, CHAM, Manager, Patient Access

# Congratulations to NAHAM's Newest Certificants!

(As of October 2018)

## Newest CHAMs:

None



## Newest CHAAs:

Arwin Agbay, Albany Medical Center, Albany, NY  
 Amber Anderson, Baptist Desoto Hospital, Southaven, MS  
 Carolyn Ayers, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Jennifer Balzano, Middlesex Hospital, Middletown, CT  
 Erika Beal, WellSpan Ephrata Community Hospital, Ephrata, PA  
 Kareen Bedford, Claxton Hepburn Medical Center, Ogdensburg, NY  
 James Brandon, Children's Hospital of Philadelphia, New Brunswick, NJ  
 Dena Bresnahan, WellSpan, York, PA  
 Michele Bronner, Claxton Hepburn Medical Center, Hammond, NY  
 Theresa Bush, Bassett Medical Center, Cooperstown, NY  
 Christina Bush, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Sarah Cavenee, University of Vermont Health Network-CVPH, Plattsburgh, NY  
 Victoria Churchill, EMMC, Ornon, ME  
 Kati Connolly, WellSpan Gettysburg Hospital, Gettysburg, PA  
 Pam Dartt, UVMMC, Burlington, VT  
 Jamie Davis, Eastern Maine Medical Center, Bangor ME  
 Evelyn DiPietro, Beebe Health Care, Lewes, DE  
 LaChelle Dilcox, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Stephen Edel, Olean General Hospital, Olean, NY  
 Irene Fiacco, Our Lady of Lourdes Memorial Hospital, Inc., Binghamton, NY  
 Janet Flaherty, Our Lady of Lourdes Memorial Hospital, Inc., Binghamton, NY  
 Bernadette France, NA, Freeport, NY  
 Martha Garlock, Geisinger Medical Center, Danville, PA  
 Edward Garrity, Geisinger, Moosic, PA  
 Robin Gilfilian, NYS-SUNY Upstate Medical University, Syracuse, NY

Isaiah Goughnour, Kaiser Permanente Northwest, Portland, OR  
 Amber Harper, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Emily Hazus, Geisinger Health System, Moosic, PA  
 Elissa Herbert, AAMC, Annapolis, MD  
 Kimberly Hollis, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Eva Irish, UVMMC, Burlington, VT  
 Chancel Jean, WellSpan Access Call Center, Ephrata, PA  
 MaryEllen Judware, Claxon Hepburn Medical Center, Ogdensburg, NY  
 Stevie Kauffman, WellSpan - York Hospital, York, PA  
 Tanya Kicsak, Our Lady of Lourdes Memorial Hospital, Inc., Johnson City, NY  
 Jennifer Koontz, WellSpan - York Hospital, York, PA  
 Frances Kowalchik, Geisinger, Danville, PA  
 Eileen Lampman, Geisinger Health System, Moosic, PA  
 Pamela Lanfear, Claxon Hepburn Medical Center, Canton, NY  
 Cathy Larue, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Tricia Lawson, Eastern Maine Medical Center, Bangor, ME  
 Elmarie Lenhart, Geisinger, Danville, PA  
 Carolyn Libby, Eastern Maine Medical Center, Bangor, ME  
 Kathleen Lillis, Wellspan Ephrata Community Hospital, Ephrata, PA  
 Audrey Liscum, CHMC, Ogdensburg, NY  
 Justina Luis, NYS-SUNY Upstate Medical University, Syracuse, NY  
 Kayla MacDonald, Copley Hospital, Morrisville, VT  
 Coleen Maciel, University Hospitals Case Medical Center of Clevel, Cleveland, OH

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(As of October 2018)

## Newest CHAAs (continued):

Carmen Mateos, RWJBarnabas Health, New Brunswick, NJ  
 Alexandra McElrone, Nemours / Alfred I DuPont Hospital for Children, Wilmington, DE  
 Diane Menard, Bassett Healthcare Network, Cooperstown, NY  
 Patrick Miller, CVPH, Plattsburgh, NY  
 AnnMarie Mock, Beebe Healthcare, Lewes, DE  
 Casey Moore, Eastern Maine Medical Center, Orono, ME  
 Lindsay Myers, UVM Medical Center, Burlington, VT  
 Lauren Navarro, Jersey Shore University Medical Center, Neptune, NJ  
 Beth Nelson, Eastern Maine Medical Center, Bangor, ME  
 Megan Parmeter, Waddington Health Center, Waddington, NY  
 Stephanie Peralta, Cooper University Hospital, Camden, NJ  
 Chelsea Pinckney, Lawrence & Memorial Hospital, New London, CT  
 Whitney Prashaw, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Elizabeth Robenstein, UVM Medical Center, Colchester, VT  
 Jacqueline Salek, The University Of Vermont Medical Center, Burlington, VT

Danielle Saunders, Eastern Maine Medical Center, Bangor, ME  
 Rebecca Saville, UVM Health Network - CVPH Medical Center, Plattsburgh, NY  
 Nathan Schadow, UVM Health Network - CVPH Medical Center, Plattsburgh, NY  
 Sherri Sheaffer, Geisinger Medical Center, Moosic, PA  
 Donna Shenk, Willamette Valley Medical Center, McMinnville, OR  
 Renee Shina, Eastern Maine Medical Center-Patient Care Administ, Orono, ME  
 Michelle Shott, Robert wood Johnson University Hospital Somerset, Somerville, NJ  
 Rebekah Small, Wellspan Health Gettysburg Hospital, Gettysburg, PA  
 Lori Smith, Claxton Hepburn Medical Center, Ogdensburg, NY  
 Darlene Speck, Wellspan - York Hospital, York, PA  
 Emily Stevens, The University of Vermont Medical Center, Burlington, VT  
 Abigail Turner, Wellspan Access Call Center, York, PA  
 Monieak Venson, Connecticut Children's Medical Center, Hartford, CT  
 Jennifer Warholic, Ascension Health, Binghamton, NY  
 Stephan Zelaya, Nemours / Alfred I DuPont Hospital for Children, Wilmington, DE  
 Pamela Zukowski, Our Lady Of Lourdes Medical Center, Johnson City, NY

## Become a Proctor!

Help others in your facility and your area become CHAA and CHAMcertified 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](#).



# Save the Date for #AccessWeek19

Join us in recognizing healthcare access professionals for their continued accomplishments of service in the healthcare access continuum by celebrating **Patient Access Week**, March 31-April 6, 2019. By supporting and promoting Patient Access Week, you are showing your team that you appreciate their hard work and demonstrating the importance of Patient Access to your entire facility! How will you and your facility choose to celebrate #AccessWeek19? Start planning today!

## Renew Today to Keep Your Member Benefits!

NAHAM is proud of our robust and ever-increasing catalog of member benefits. Remember to renew today to continue uninterrupted use of these exceptional membership benefits for 2019:

- **NAHAM AccessKeys®3.0**
- NAHAM's **members-only toolkits**: Patient Experience Toolkit, Patient Identity Integrity Toolkit, CMSSurvey and Joint Commission Survey Toolkits, Disaster Preparedness Toolkit, registration/FTE Calculator
- Free access to **NAHAM's regular webinars** on leadership and hot topics
- Regular **NAHAM publications**: the *Access Management Journal*, *Connections*, and the NAHAM NewsBrief
- Discounted registration to the **NAHAM Annual Conference**: an annual event offering a broad range of topics of particular interest to access managers presented by experts and leaders in the healthcare industry.

Click [here to renew](#) your NAHAM membership for 2019!

## Welcome New Members!

Amber Anderson, The University of Vermont Medical Center, Burlington, VT

Kira Bunker, Bayhealth Medical Center, Dover, DE

Emily Carpenter, Memorial Sloan Kettering Cancer Center, New York, NY

Lorraine Castaldo, St Barnabas Medical Center, Livingston, NJ

Kelli Dobosz, Brattleboro Memorial Hospital, Brattleboro, VT

Christina Ford, MedStar Franklin Square, Baltimore, MD

Jennifer Grant, The University of Vermont Medical Center, Burlington, VT

Barbara Laplante, Centene Corporation, Linthicum, MD

Leticia McInnis, Fort Washington Medical Center, Fort Washington, MD

Stephanie Sheu, Prominence Advisors, Lincolnshire, IL

Jessica Tindall, Penn Medicine, Philadelphia, PA

Tina Vera, OSS Health, York, PA

# Start Preparing for Your CHAA or CHAM Recertification Now!

If you became CHAA or CHAM certified in 2017, your certification will expire in 2019. It's easy to record your contact hours through [Certification Central](#). Add your contact hours directly to your recertification application through the Certification Central dashboard now, to get prepared for your renewal. Not sure what you can report or how many contact hours your professional development activities are worth? Please refer to the NAHAM [Contact Hour Guide](#) for guidance. Not sure if you are due to recertify? Click here to access the "[Due to Recertify in 2019](#)" list on our website

# Join NAHAM in Orlando, Florida for the 45<sup>th</sup> Annual Conference!



Registration for the [NAHAM Annual Conference](#) is now open!

[Register](#) before March 4, 2019 for additional savings, and download our [conference expense worksheet](#) to help determine budgetary needs and costs. The NAHAM Annual Conference will provide you with the tools, resources, and connections to advance your career and shape the future of patient access. Check out the [NAHAM website](#) for more information, and don't forget to [book your hotel](#) by March 29 to secure the \$198 room rate at Orlando's Rosen Shingle Creek.

# Check out NAHAM's Public Policy Blog!

The NAHAM **Public Policy Blog** is your link to current legislative and regulatory news that affects your role in patient access services. Driven by our mission to provide quality education and interaction for professionals in patient access services, the NAHAM Public Policy Blog provides direct communication to keep you informed on the latest updates affecting healthcare access management. Check out our latest post, "Congress Facing Pressure to Pass Telehealth Bill for Senior Care" and many more!

# 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.

# Visit the 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!