



National Association of  
Healthcare Access Management

# MIDWEST REGION NEWSLETTER

*Illinois, Indiana, Kentucky, Michigan, Ohio, Wisconsin*

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## Message From Your Delegate

Greetings to the Midwest Region,

The first day of Autumn is this month, September 23rd to be exact. The days are flying by. I'm looking forward to the changing colors of the leaves, cooler nights and days and enjoying one of my favorites seasons. Hope you are too. Thanksgiving will be here before you know it!

Fall is also the time when many of the Midwest Regions are having their Affiliate Conferences. Below you will find information about the many conferences being held in the Midwest. If your state isn't having one I encourage you to attend any surrounding state. You will receive continuing education credits toward your CHAA or CHAM for your NAHAM certification.

A conference always has great information helps you stay connected and to get re-energized and of course the networking!

If your unable to attend a conference, you have many resources through NAHAM. There is a wealth of information to assist you. Visit their website to find out more.

Best Wishes,  
Rozanne Hickok, CHAM

# Regional News

## Note from NAHAM Special Projects Committee, Wendy Roach

For the past 2 years, I have had the blessed opportunity to be the chair for the NAHAM Education Committee. After much consideration, I have transitioned over to the chair for the Special Projects Committee. Being a part of the NAHAM board of directors has been a wonderful enhancement to my career and I am happy to continue to be a part of it.

This is a very exciting time for NAHAM and I look forward to sharing NAHAM information in our next addition!

Wendy Roach, CHAM, RDMS  
[Wendy.Roach@Advocatehealth.com](mailto:Wendy.Roach@Advocatehealth.com)

## Illinois (aIPAM)

The association of Illinois Patient Access Management (aIPAM) affiliate will have their Fall conference on Thursday, October 11th at Pinstripes in Oakbrook, IL. All members are encouraged to sign up for a fun day of education and networking. Topics at the event will include building a work from home program, managing front end denials work flow, and identifying ways to respect patient gender identity—with more to come! Early registration is available at <https://www.aipam2.net/fall-conference-registration>.

Also visit our website <https://www.aipam2.net/> for volunteering and sponsorship opportunities. We look forward to hearing from you!

Amanda Hayes, [president@aipam.net](mailto:president@aipam.net)

## Indiana (IHAMA)

The next Indiana Healthcare Access Management Association meeting will be held on October 5, 2018 at IU Saxony Hospital in Fishers.

We have a great educational agenda lined up—please come out to meet some of our guest speakers:

- Elizabeth Reason, Past President of NAHAM
- Necole Coats, Community Health Network Compliance
- Justin Rogers, Community Health Network, Revenue Cycle Performance Specialist (Indy Improv Team)
- Julie Halbig, VP of Legislative Relations for Indiana Health and Hospital Association.

The time of the event will be 8:30am to 4pm. There will be a charge for this event to help pay expenses incurred. The cost is \$15 for members and \$50 for non-members. The membership committee did decide to keep this fall event at one day to have more people be able to attend with their network's approval. Membership dues are \$35 per year. Contact Suzan Dillery, IHAMA President, for information on how to submit membership dues. We look forward to seeing many of our Indiana friends at the fall meeting.

# Regional News Cont.

## Michigan (MRCA)

My name is Terri Lombardi and I am the current president of the Michigan Revenue Cycle Association. This past year we successfully merged the Michigan Patient Accounting Association (MPAA) and the Michigan Alliance of Access Healthcare Professionals (MAHAP) into one professional organization. This has been a huge success and membership continues to grow as our first year of membership winds down.

Check out our new website at [www.mrcaonline.org](http://www.mrcaonline.org) for upcoming information.

## Kentucky (KYAHAM)

Let's Grow in 2019! Have you ever had a question about Patient Access but weren't sure where to turn? Now is the time to partner with like-minded professionals in the Commonwealth. The Kentucky Association of Healthcare Access Managers is a professional organization dedicated to promoting excellence in the management of patient access services for hospital and other healthcare facilities. We're searching for people like you who are passionate about the field and want to learn, network, and grow through professional development.

It's FREE to Join the Discussion! Follow us on LinkedIn and Like us Facebook today!

**LinkedIn URL:** [www.linkedin.com/company/kyaham](http://www.linkedin.com/company/kyaham)

**Facebook URL:** [www.facebook.com/KYAHAM](http://www.facebook.com/KYAHAM)

If interested in contacting an affiliate group in the Midwest region or your state please contact me at [Rozanne.Hickok@Advocatehealth.com](mailto:Rozanne.Hickok@Advocatehealth.com). Your state doesn't have an affiliate group and you're interested in starting one please contact Maxine Wilson who is the NAHAM Ambassador and would love to connect at [Maxinewilson@comcast.net](mailto:Maxinewilson@comcast.net).

# Congratulations to NAHAM's Newest Certificants!

(As of July 2018)

## Newest CHAMs:

**Kat Belco**, Bronson Healthcare Group, Kalamazoo, Michigan  
**Dawn Getty**, Spectrum Health, Grand Rapids, Michigan

## Newest CHAAs:

**Rebecca Adams**, Shmg, Zeeland, Michigan  
**Latoya Bailey**, Uh Regional Hospitals Bedford & Richmond Medical Centers, South Euclid, Ohio  
**Melissa Blanco**, Spectrum Health, Grand Rapids, Michigan  
**Meagan Bond**, Spectrum Health United Hospital, Greenville, Michigan  
**Anna Boyer-Killion**, Carle Physician Group, Champaign, Illinois  
**Kelly Briggs**, Spectrum Health Hospital, Grand Rapids, Michigan  
**Andreea Burden**, Ohio State University, Columbus, Ohio  
**Angie Burkhead**, N/A, Kendallville, Indiana  
**Chantina Bush**, Cuyahoga Community College, Cleveland, Ohio  
**Phoebe Cairo**, University Hospital Case Medical Center, Cleveland, Ohio  
**Cassandra Caraffi**, University Hospitals Customer Service Center, Highland Hills, Ohio  
**Jennifer Carlson**, Spectrum Health Medical Group, Holland, Michigan  
**Victoria Carter**, Sturgis Hospital, Inc, Sturgis, Michigan  
**Florentino Charo**, Bronson Methodist Hospital, Kalamazoo, Michigan  
**Katie Chernow**, Uh Parma Medical Center, Parma, Ohio  
**Brock Clevenger**, Indiana University Health, Muncie, Indiana  
**Christopher Coleman**, Sparrow Ionia Hospital, Ionia, Michigan  
**Joyce Cox**, Southwest General Hospital, Middleburg Hts, Ohio  
**Jessica Cunningham**, Uh Ahuja Medical Center, Beachwood, Ohio  
**Ashley Dotson**, Uh Hospitals-Seidman, Orange Village, Ohio  
**Valarie Dryden**, University Hospitals Cleveland Medical Center, Cleveland, Ohio  
**Angel Ferman**, University Hospital Customer Service, Highland Hills, Ohio  
**April Graham**, Carle Physician Group, Champaign, Illinois  
**Phonecea Hall**, Metro Health Medical Center, Cleveland, Ohio  
**Tracy Hall**, Spectrum Health Medical Group, Hudsonville, Michigan  
**Janae Heard**, University Hospitals Cleveland Medical Center, Cleveland, Ohio  
**Dwight Hendricks**, University Hospitals Case Medical Center Of Clevel, Cleveland, Ohio  
**Brittany Hobbs**, Cincinnati Children's Hospital Medical Center, Liberty Township, Ohio  
**Anjolin Holloway**, University Hospitals Customer Service Center, Highland Hills, Ohio  
**Drew Ingram**, The Ohio State University Wexner Medical Center, Columbus, Ohio  
**Jeremiah Johnson**, Osuwmc The James, Columbus, Ohio  
**Dawn Jones**, Indiana University Health, Indianapolis, Indiana  
**Barbara Kelly**, University Hospitals, Highland Hills, Ohio  
**Tahirah Khabir**, U.S. Dept Of Veteran Affairs, Cleveland, Ohio  
**Rachel Kleis**, Spectrum Health, Grand Rapids, Michigan  
**Destiney Kyles**, N/A, Fort Wayne, Indiana  
**Donna Larson**, Spectrum Health, South Pavilion Urgent Care, Grand Rapids, Michigan  
**Kirby Lincoln**, Spectrum Health United Hospital, Greenville, Michigan  
**Emmalea Linder**, University Hospitals Elyria Medical Center, Elyria, Ohio



**Brittany Livingston**, Sparrow Ionia Hospital, Ionia, Michigan  
**Amy Mabey**, Osuwmc The James, Columbus, Ohio  
**Alisha Manji**, University Hospitals, Highland Hills, Ohio  
**Michelle Mapps**, Bronson Healthcare Group, Kalamazoo, Michigan  
**Anna Martin-Page**, The Ohio State University Wexner Medical Center, Columbus, Alabama  
**Jennifer Meddles**, Osu Wexner Medical Center, Galena, Ohio  
**Hanah Messman**, N/A, Fort Wayne, Indiana  
**Sierra Mobley**, University Hospital Customer Service, Highland Hills, Ohio  
**Nicholas Molnar**, University Hospitals Seidman Cancer Center, University Hts, Ohio  
**Derrick Moten**, University Hospital Cleveland Medical Center, Highland Hills, Ohio  
**Sarah Nance**, The Ohio State Wexner Medical Center, Columbus, Ohio  
**Tracey Price**, University Hospitals Of Cleveland Csc, Shaker Hts, Ohio  
**Collin Rausch**, University Hospitals, Highland Hills, Ohio  
**Mary Rop**, Spectrum Health Medical Group, Zeeland, Michigan  
**Ann Marie Roudabush**, Uh Portage Medical Center, Ravenna, Ohio  
**Johanna Sandoval**, N/A, Fort Wayne, Indiana  
**Byron Sawyers**, University Hospitals, Cleveland, Ohio  
**Jillian Schneider**, Ohio State Wexner Medical Center, Columbus, Ohio  
**Giselle Serrato**, N/A, Fort Wayne, Indiana  
**Cynthia Shaw**, Southwest General Health Center, Middleburg Heights, Ohio  
**Sonya Smith**, University Hospitals CMC, Cleveland, Ohio  
**Amber Smith**, Spectrum Health Medical Group, Zeeland, Michigan  
**Kimberly Taylor**, Osuccc- The James, Columbus, Ohio  
**Latoya Thomas**, University Hospital, Highland Hills, Ohio  
**Heather Trout**, Spectrum Health, Ludington, Michigan  
**Latonya Uhrina**, University Healthcare Services, Beachwood, Ohio  
**Dazsane Williamson**, MetroHealth Hospital System, Cleveland, Ohio  
**Ryan Womack**, The Ohio State University Wexner Medical Center, Columbus, Ohio  
**Traci Young**, Spectrum Health Hospital Reed City Campus, Reed City, Michigan  
**Kimberly Zeigler**, Spectrum Health Medical Group, Zeeland, Michigan



# Salary and Benefits Survey

Is your facility competitive? Purchase the NAHAM Salary and Benefits Survey and find out! Your guide for competitive market pricing and validation of pay grades, featuring data collected in late 2017 from more than 1,000 patient access professionals from across the US.

- Compare salaries and benefits around the country
- Attract and maintain employees with competitive pay and benefits
- Access data specific to patient access professionals

Click [here](#) for more information.



## Are You Taking Advantage of Your Member Benefits?

NAHAM is proud of our robust and ever-increasing catalog of member benefits. Remember to take advantage of these exceptional membership benefits for 2018:

- **NAHAM AccessKeys® 3.0**
- NAHAM's members-only **toolkits**: Patient Experience Toolkit, Patient Identity Integrity Toolkit, CMS Survey 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

## NAHAM Patient Access Orientation Training Manual: The Perfect Tool for Training your New Staff

The NAHAM Introduction to Patient Access Services Manual reviews a variety of essential topics and serves as a resource during orientation and development for your front-end staff. Topics include Revenue Cycle Basics, Patient Access Services Overview, Finance and Insurance, Agencies and Government Regulations, Customer Service and more! [Click here](#) for a sample, and [click here](#) to purchase the complete manual.

NAHAM offers a discount for bulk purchases of 10 or more manuals; [contact us](#) for information.

# Welcome New Members!

**Donna Abbott**, Carle Physician Group, Urbana, Illinois

**Saara Abdulhaqq**, Bronson Lakeview Hospital, Paw Paw, Michigan

**Chelsea Barker**, Bronson Healthcare Group, Kalamazoo, Michigan

**Jennifer Bette**, Ensemble Health Partners, Gallatin, Tennessee

**Daren Bush**, Knox Community Hospital, Mount Vernon, Ohio

**Kim Carter**, Cincinnati Children's Hospital Medical Center, Cincinnati, Ohio

**Alma Cerda**, Community Healthcare System, Munster, Indiana

**Don Dadds**, Osf Healthcare, Peoria, Illinois

**Katelynn Flavin**, Bronson Healthcare Group, Kalamazoo, Michigan

**Melissa Fleeman**, Memorial Health System, Marietta, Ohio

**Jeffery Hall**, Reid Health, Richmond, Indiana

**Tonya Horton**, Trihealth, Cincinnati, Ohio

**Sue July**, Swedishamerican Health System, Belvidere, Illinois

**Laura Kern**, University Of Toledo Medical Center, Toledo, Ohio

**Jeannie Kibby**, St. Joseph Mercy Health System, Ann Arbor, Michigan

**Bernice Kirchoff**, Aapc, Windham, Ohio

**Natalie Kirkman**, Reid Health, Richmond, Indiana

**Glenda Knarian**, Allegan General Hospital, Allegan, Michigan

**Aimee Langlois**, Spectrum Health Business Service Center, Grand Rapids, Michigan

**Leslie Lilienstein**, Bronson Methodist Hospital, Kalamazoo, Michigan

**Lynda Luth**, Northwestern Lake Forest Hospital, Grayslake, Illinois

**Susan Milligan**, Ensemble Health Partners, Mason, Ohio

**Tiffany Philbeck**, Reid Health, Richmond, Indiana

**Sue Plank**, Goshen Hospital, Goshen, Indiana

**Deja Usher**, Advocate Illinois Masonic Hospital, Chicago, Illinois

**Donna Vinyard**, Community Hospital, Munster, Indiana

**Nathan Voss**, Bronson Methodist Hospital, Kalamazoo, Michigan

**Shannon Weaver**, Bronson Lakeview Hospital, Paw Paw, Michigan

**Vicki Weston**, Froedert Health St Joseph's Hospital, West Bend, Wisconsin

**Anica Williams**, Advocate Illinois Masonic Hospital, Chicago, Illinois

# 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!

# Save the Date for the 45th Annual Conference



Mark Your Calendars! NAHAM is headed to Orlando, Florida for the **45th Annual Conference**. Join us April 23 – 26, 2019, to connect with your peers and industry experts to start Shaping the Future Patient Access. As you start planning your trip to the conference, be sure to utilize our justification toolkit. Many facilities are currently working on their budgets for 2019. If your facility is one of them, now is the time to add the 2019 Annual Conference to your budget!

**NAHAM opportunities for CE credit:** Did you know that all of NAHAM's conference recordings are offered as on-demand learning and can help you earn NAHAM-Approved Contact Hours? View the most popular topics from this year's conference with the NAHAM 44th Annual Conference Recording Bundle.

## Download the NAHAM Certification Justification Toolkit

Need talking points? NAHAM has developed a toolkit to assist you in spreading the word about NAHAM certifications to your colleagues. This kit includes a shareable flyer, a templated email, and a letter you and your staff can use to justify the time and expense of preparing and sitting for the exam. Download the **Certification Justification Toolkit** to help encourage your colleagues to get certified next year!

# 2019 Call for Learning Lab Proposals



NAHAM seeks inspiring presenters to share the latest trends, topics, and best practices with our conference attendees -- patient access management professionals. The theme for the 2019 conference is "Shaping the Future of Patient Access." Please feel free to incorporate this theme into your presentation. The NAHAM Conference Committee will be evaluating all submissions and selecting the final learning labs. They are particularly interested in proposals focused on these specific areas:

- Career Development & Leadership (Resume Building, Mentoring, Inspiring Employees, Training, Education)
- Change Management
- Facility-Based (Ambulatory, Hospitals & Health Systems, Physicians' Offices, Clinics, Long Term Care, etc.)
- Innovation (Process Improvement, New Service Lines, Interorganization Collaboration)
- Operations (Scheduling, Regulatory, Joint Commission, Competencies, Recruitment)
- Resource Implementation (Standards and KPIs, AccessKeys, NAHAM Resources/Toolkits, Other Tools)
- Technology (AI, Kiosks, Call Center, etc.)
- Miscellaneous/Other

NEW in 2019 - Lightning Learning blocks: These session blocks are in addition to our regular learning lab series, and were developed to provide quick, interactive learning opportunities for our attendees. We encourage presentations of all types, especially those that are more hands-on in nature. Each concurrent workshop session will be 45 minutes in length.

To submit your proposal, please first review all instructions and guidelines on the [NAHAM website](#). Proposals are due no later than October 22, 2018. Late submissions will not be considered.