



National Association of
Healthcare Access Management

MIDWEST REGION NEWSLETTER

Illinois, Indiana, Kentucky, Michigan, Ohio, Wisconsin

IN THIS ISSUE

MESSAGE FROM YOUR DELEGATE

REGIONAL NEWS

NEWLY CERTIFIED

SALARY & BENEFITS SURVEY

MEMBER BENEFITS

PATIENT ACCESS MANUAL

NEW MEMBERS

CAREER CENTER

CONFERENCE UPDATES

**CERTIFICATION JUSTIFICATION
TOOLKIT**

CALL FOR PROPOSALS

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

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

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 Coots, 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 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

Facebook URL: 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. 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.

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
Kymberly 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.