



National Association of  
Healthcare Access Management

# CENTRAL REGION NEWSLETTER

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

## IN THIS ISSUE

**MESSAGE FROM YOUR DELEGATE**

**REGIONAL NEWS**

**NEWLY CERTIFIED**

**SALARY & BENEFITS SURVEY**

**MEMBER BENEFITS**

**WELCOME NEW MEMBERS**

**PATIENT ACCESS TRAINING  
MANUAL**

**CERTIFICATION JUSTIFICATION  
TOOLKIT**

**CONFERENCE SAVE-THE-DATE**

**CAREER CENTER**

## Message From Your Delegate

Hello!! I hope everyone has had a wonderful summer. We are fast approaching our wonderful fall weather!! And of course, that means our slide into the holiday season. Crazy right? And what comes with all of that?? Flu Season!! We are all going to be very busy these next few months. It is important to take care of yourself and stay healthy.

So it dawns on me that I have never really shared much about myself with you. I have been in healthcare for over 20 years but have been here in my current role at Mercy in Springfield Missouri just over 14 years now. We moved here from just south of Chicago. And yes, I love it here. My husband and I have two wonderful children and now their spouses as well. No grandkids yet but if it is Gods will, we will have them someday. I love to camp, fish and in general just be outside enjoying nature. It is my way of unwinding from a very busy job. Oh, and I am a yogi. Yep, I practice Hot Yoga at least 2-3 times per week.

I love being part of patient access and helping our team do their best for our patients. I like to tell people, Patient Access is my superpower – What's yours??

Please have a blessed fall and know I am always here if you need me.

# Regional News

I have not heard from anyone regarding any new updates in their affiliates. I will share that we are having great success with our quarterly calls to touch base and network. If you have missed a call and would like to be added to the group, [please reach out to me](#). I hope to get a call on the calendar for sometime late October before we all become overwhelmed with the holidays.

## Congratulations to NAHAM's Newest Certificants!

(As of July 2018)

### Newest CHAAs:

**Sarah Arnold**, Children's Mercy Hospital, Kansas City, Missouri  
**Pamela Barry**, Northoaks Health Systems, Hammond, Louisiana  
**Kendra Blair**, Children's Mercy Hospital, Kansas City, Missouri  
**Cathy Claypool**, Mercy Hospital & Medical Center, Springfield, Missouri  
**Ashley Darby**, Children's Mercy Hospital and Clinics, Independence, Missouri  
**Lorie Heiple**, Children's Mercy Hospital and Clinics, Kansas City, Missouri  
**Lindsay Hollenkamp-White**, CentraCare/St. Cloud Hospital, Saint Cloud, Minnesota  
**Carly Lambert**, Hannibal Regional Hospital, Hannibal, Missouri  
**Erica Martin**, Hannibal Regional Hospital, Hannibal, Missouri  
**Kimberly McVicker**, Mercy St Francis Hospital, Mountain View, Missouri  
**Gloria Rodgers**, Conifer Health, Austell, Georgia  
**Tammy Shaw**, Mercy Hospital, Springfield, Missouri  
**Morgan Stover**, Hannibal Regional Hospital, Hannibal, Missouri  
**Tracie Tucker**, Children's Mercy Hospital, Overland Park, Kansas  
**Ryan Winters**, Mercy Hospital, Springfield, Missouri  
**Bessie Wong**, Children's Medical Center Dallas, Plano, Texas  
**Kim Wright**, Children's Mercy Hospital and Clinics, Kansas City, Missouri



### Newest CHAMs:

**Kimberly Carpenter**, Mercy Springfield, Springfield, Missouri  
**Sheena Heckel**, St. Francis Health Center, Topeka, Kansas



### January 2019 Testing Window Deadline

If you missed the deadline for the October testing window, don't worry! **Applications for the January testing window will be available on November 1, 2018, through November 30, 2018.** For more information on the NAHAM Certification program, please visit the NAHAM website.

# 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 NAHAM Member Benefits?

NAHAM is proud of our robust and ever-increasing catalog of member benefits.

Renew your membership 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 NAHAMNewsBrief

Not a member of NAHAM? You can make a difference in the future of our profession—**Invest in yourself and join NAHAM today!**

## Welcome New Members!

**Christine Arduser**, Mercy Hospital, Fort Scott, Kansas

**Cindy Fellers**, Doran Clinic For Women, Ames, Iowa

**Matt Wheeler**, Ssm Health, St Louis, Missouri

# 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.

## 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!

## Save the Date for the 45th Annual Conference



**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.

# 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!