



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

Greetings!

As summer is coming to an end, fall is almost upon us. We are looking forward to our fun-filled 14th Annual Northeast Region Educational Conference, October 15th – October 16th, 2018 at The Stamford Sheraton Hotel, Stamford Connecticut. We have wonderful vendors and presenters that make our fall conference special. This is a great opportunity to meet fellow colleagues and make new friends. John A. Thompson will be the Keynote Speaker. There will be discussions on the Patient Registrar, Managing Medicare, Patient Access and Internal Marketing, Continuous Improvement and Collaboration with the Revenue Cycle, Applying Science to the Art of Patient Access, Bots-Humans Collaborate to Transform Patient Engagement & Experience, Consumerism, Legislation, Pricing: The New Patient Financial Experience, and, Implementation of a New System. Plus, we will have a Cocktail Reception and Vendor Fair, breakfast and lunch with the Vendors, and raffle prize drawings. See the **NE NAHAM website** for more information and application to join the conference.

Message From Your Delegate, Continued

Congratulations to Delaware and Maryland!! They began a new chapter of NAHAM. With a board of Angela Newberry as President, Arlene Wright, Vice President, and Jessica Rapolla as Secretary-Treasurer, they are off to a perfect beginning! They met Thursday, August 30th at the Lewes Library. A big shout out to Maxine Wilson & Terry Kile who kicked off this new chapter with their presentations. Congratulations to a great conference- educational and fun, a perfect combination!!

I would love to hear from you- let me know your thoughts and ideas and let's make things happen!

Don't miss the Conferences! Without you, it won't be the same! Looking forward to seeing you at the 14th Annual Northeast Region Educational Conference!

Best Regards,
Judi Steckler, CHAM, Manager, Patient Access

Congratulations to NAHAM's Newest Certificants!

(As of July 2018)

Newest CHAMs:

Lisa Bombardiere, Optum 360 Northwell Health, Bay Shore, New York
Tracey Haynes, Anne Arundel Medical Center, Annapolis, Maryland
Andrea Jeffers, Cooper University Hospital, Camden, New Jersey
Michelle Laughman, Geisinger Holy Spirit, Camp Hill, Pennsylvania

Newest CHAAs:

Laurie Anderson, Beebe Healthcare, Lewes, Delaware
Taylor Bailey, Wellspan Health, York, Pennsylvania
Awa Baro, New Born Care Specialist, Takoma, Maryland
Maria Barone, Yale New Haven Health, New Haven, Connecticut
Diana Barscheski, Geisinger Health System, Danville, Pennsylvania
Kristina Bergeron, The University Of Vermont Medical Center, Burlington, Vermont
Michelle Beyer, Wellspan - York Hospital, York, Pennsylvania
Taylor Bragdon, Eastern Maine Medical Center, Bangor, Maine
Cynthia Buckelew, Rwjbarnabas Health, Somerset, New Jersey
Dalila Burbano, Robert Wood Johnson University Hospital Somerset, Somerville, New Jersey
Sandra Burd, Wellspan Ephrata Community Hospital, Ephrata, Pennsylvania



Ashley Burleson, Uvm Medical Center, Burlington, Vermont
Jenna Butler, Nemours/Alfred I Dupont Hospital For Children, Wilmington, Delaware
Elizabeth Charbonneau, UVM Medical Center, Burlington, Vermont
Mary Christian, Wellspan Health- Women'S Imaging Center, York, Pennsylvania
Melinda Collins, Beebe Healthcare, Lewes, Delaware
Francesca Colon, Nemours / Alfred I Dupont Hospital For Children, Wilmington, Delaware
Jennifer Croft, Northeastern Vermont Regional Hospital, St. Johnsbury, Vermont
Laurel Davenport, Geisinger, Danville, Pennsylvania
Rocio De Agustini, Robert Wood Johnson University Hospital Somerset, Somerville, New Jersey

Newest CHAAs:

Kathy Dolman, Geisinger Health System, Moosic, Pennsylvania
Amy Dunshee, Eastern Maine Medical Center, Bangor, Maine
Lateresa Durden, Wellspan - York Hospital, York, Pennsylvania
Martha Falton, Geisinger, Danville, Pennsylvania
Katie Farkas, Bassett Medical Center, Cooperstown, New York
Renee Fegal, Geisinger Health Systems, Moosic, Pennsylvania
Heather Fehrman, Suny Upstate University Hospital, Syracuse, New York
Amanda Lisa Firth, Geisinger Holy Spirit, Camp Hill, Pennsylvania
Leigh-Ann Francis, University Of Vermont Medical Center, Burlington, Vermont
Wilmarie Garcia, Lawrence & Memori Hospital, 06320, Connecticut
Karen Gould, Lourdes Hospital, Binghamton, New York
Shawn Grzybowski, Nemours / Alfred I Dupont Hospital For Children, Wilmington, Delaware
Jennifer Guzman, Norwalk Hospital, Norwalk, Connecticut
Leann Hertzler, 1957, York, Pennsylvania
Kathleen Himko, Ascension Health, Binghamton, New York
Allison Jackson, Wellspan Health, York, Alabama
Lisa Keyes, Our Lady Of Lourdes Memorial Hospital, Inc., Binghamton, New York
Beth Knepper, Wellspan Access Call Center, Ephrata, Pennsylvania
Melody Kuehner, Ascension Health, Binghamton, New York
Carolina Lazo Zamora, Robert Wood Johnson University Hospital Somerset, Somerville, New Jersey
Katelyn Leese, Gettysburg Hospital - Wellspan Health, Gettysburg, Pennsylvania
Nichole Little, Geisinger, Scranton, Pennsylvania
Wanda Lyle, Wellspan - York Hospital, York, Pennsylvania
Carolyn Malcolm, Geisinger Health Systems, Danville, Pennsylvania
Lynda Malochleb, Lourdes Hospital, Binghamton, New York
Nicole Mantell, Upstate Medical University, Syracuse, New York
Vicki Marks, Our Lady Of Lourdes Memorial Hospital, Inc., Binghamton, New York
Jenna Martin, Wellspan Ephrata Community Hospital, Ephrata, Pennsylvania
Cara McCarty, Emmc, Bangor, Maine
Sheri McWilliams, Wellspan Health, York, Pennsylvania
John Merryman, Northeastern Vermont Regional Hospital, St Johnsbury, Vermont
Brittany Mount, Uvm Medical Center, Burlington, Vermont
Kristyn Olander, Geisinger Health System, Moosic, Pennsylvania
Valery Ordonez, Rwj Barnabas Health, New Brunswick, New Jersey
Ilza Ortiz, Connecticut Children's Medical Center, Hartford, Connecticut
Roger Praca, Western Connecticut Health Network, Southeast, New York
Sean Preston, Centrastate Medical Center, Freehold, New Jersey
Virginia Rash, Geisinger Holy Spirit, Camp Hill, Pennsylvania
Elana Reed, Eastern Maine Health Care Systems, Bangor, Maine
Marites Renegado, None At Present, None, Maryland
Alejandra Richardson, Robert Wood Johnson University Hospital Somerset, Somerville, New Jersey
Betty Robinson, Lourdes Hospital, Binghamton, New York

Tasae Ruffin, Connecticut Childrens Medical Center, Hartford, Connecticut
Jasmine Sabio, Nemours / Alfred I Dupont Hospital For Children, Wilmington, Delaware
Elise Sacco, Centrastate Medical Center, Freehold, New Jersey
Stephanie Safranek, Ascension Health, Binghamton, New York
Maureen Schlenk, Centrastate Medical Center, Freehold, New Jersey
Nicole Scott, Wellspan Health- Women'S Imaging Center, York, Pennsylvania
Curtis Scrivens, Suny Upstate University Hospital, Syracuse, New York
Teresa Sgroi, Centrastate Medical Center, Freehold, New Jersey
Paula Shanahan, Lourdes Hospital, Binghamton, New York
Brianne Smith, Ensemble Health Partners, Westwood, New Jersey
Joanne Stambaugh, Eastern Maine Medical Center, Bangor, Maine
Angelyn Starr, Lourdes Hospital, Binghamton, New York
Kristie Steininger, Geisinger, Danville, Pennsylvania
Allyson StPierre, Eastern Maine Medical Center, Bangor, Maine
Abigail Suzio, Middlesex Hospital, Middletown, Connecticut
Toni-Ann Thompson, Robert Wood Johnson Barnabas Hospital, Somerset, New Jersey
Jessica A Torres, Cooper University Hospital, Camden, New Jersey
Thu Tran, RWJ Patient Access, Somerville, New Jersey
Taylor Trombley, Uvm Medical Center, Cambridge, Vermont
Nicole Turner, Um Capital Region Health, Laurel, Maryland
Kraig Van Duzer, Wellspan - York Hospital, York, Pennsylvania
Linda Velasquez, Doctors Community Hospital, Lanham, Maryland
Leye Watson, Albany Medical Center Hospital, Albany, New York
Tricia Wivell, Gettysburg Hospital - Wellspan Health, Gettysburg, Pennsylvania
Amy Wright, Lourdes Hospital, Binghamton, New York
Kimberly York, St. Mary Medical Center, Langhorne, Pennsylvania
Lisa Zurek, Geisinger Health Systems, Moosic, Pennsylvania



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 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 NAHAM NewsBrief

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!

Ina Akins, Cooper University Health Care, Camden, New Jersey

Monica Arquettekoekemoer, Hackensack Meridian Corporate Offices, Wall, New Jersey

Amy Biddinger, Anne Arundel Medical Center, Annapolis, Maryland

Jennifer Brady, Penn Medicine, Philadelphia, Pennsylvania

Heather Campbell, The Chambersburg Hospital, Chambersburg, Pennsylvania

Susan Croce, Suffolk County Water Authority, Coram, New York

Shirley Krause, Uhs, Johnson City, New York

Welcome New Members!

Maria Lagos, Northwell Health System, Melville, New York
Lynda Malochleb, Ascension Health, Binghamton, New York
Micheline Nollez, Eastern Connecticut Healthcare Network, Manchester, Connecticut
Daniel Noon, American Academic Health System, Philadelphia, Pennsylvania
Sean Preston, Centrastate Medical Center, Freehold, New Jersey
Maria Ruiz, Cooper University Health Care, Camden, Alabama
Roderick Salazar, The Mount Sinai Hospital, New York, New York
Danielle Seip, Easton Hospital, Easton, Pennsylvania
Randall Smailer, Cooper University Health Care, Camden, New Jersey
Annette Torres, Northwest Essex Community Healthcare Network, Montclair, New Jersey
Candice Verrett, Medstar Georgetown University Hospital, Washington, District Of Columbia
Arlene Wright, Bayhealth Medical Center Inc, Dover, Delaware
Thomas Xiao, American Academic Health System, Philadelphia, Pennsylvania
Dawn Zieger, Geisinger Health System, Danville, Pennsylvania

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



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.



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.

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!