Message From Your Delegate

Notice how the trees do not cling to their leaves. Fall is about releasing the old to make way for the new. As we move into cooler months and beautiful autumn colors it is a good time to think about this phrase. In healthcare, our lives and our work are changing every day. For some of us that is hard. For others, well we accept change as inevitable. As Patient Access Professionals it is important that we are always thinking and looking for ways to improve what we do from giving that patient the friendly smile they so desperately need to ensure that we have performed all of our work in such a way as to ensure returned revenue for our service. NAHAM is a great organization to help you and your organization find those new ways. Take a look at the NAHAM website, it is full of information, statistics, ideas and it is all there for your benefit. Don’t let this great resource slip by. NAHAM is more than just an annual conference, it is information and tools for you to use all year. Our central region continues to grow and thrive. We recently held our quarterly networking call and decided that it just wasn’t enough. We are going to begin meeting MONTHLY to share ideas and problem solve. All of you should have received a meeting invite for our monthly calls, but if you did not please reach out to me. In addition, we are going to begin planning a Central Region Conference. I realized that most of us have little to no budget monies for this so I will be focused on keeping the cost as low as possible. If you have any vendors that you think might be interested in sponsoring our event, please let me know their contact information. I am looking at Kansas City as the most central location to all. And, if you have an idea of a dynamic speaker you would like to suggest, please reach out to share that information as well. I am sure this conference will be a small part of our monthly calls as we put the wheels in motion. So put your thinking caps on and toss those ideas out for discussion!! As we begin our fall months and quickly roll into the holidays, please know that I am here for you should you need anything. Enjoy the cooler temps, the hot cider, the campfires, and of course pumpkin everything. Happy Fall Ya’ll!

Cindy Hagenow, CHAM
Director, Patient Access
NAHAM Central Region Delegate
NAHAM’s Partnership with Affiliate Organizations

NAHAM is proud to support our state and regional affiliate organizations. We understand the value of being able to receive education and networking locally and appreciate the work of affiliate organizations to provide those opportunities to Patient Access professionals. While affiliate organizations don’t have any formal relationship with NAHAM (we don’t provide financial assistance or have any authority over activities in the affiliate organizations), we’re proud to provide support and assistance to our affiliates. The support we provide includes:

- The **NAHAM Affiliate Toolkit** and supporting resources including sample bylaws, articles of incorporation and conference planning resources
- Access to a **NAHAM regional delegate** to serve as liaison to the State Association. The regional delegate will serve as a point of contact to keep state leadership informed of NAHAM activities, to provide support and guidance and to solicit input and feedback from affiliate leaders
- NAHAM review of affiliate organization bylaws to provide recommendations when needed; (please note that NAHAM does not have the authority to approve or insist on bylaws changes)
- Promotion of affiliate events on the **NAHAM website calendar**
- Participation in the NAHAM Affiliate Advisory Council, with quarterly conference calls to provide updates on NAHAM activities and to allow affiliate leaders to communicate with each other.
- Access to a **State Leaders’ discussion forum** on the NAHAM website
- Ability to apply for **NAHAM contact hours** for affiliate organization meetings for no cost
- A **speaker database**.
- The NAHAM Ambassador, **Maxine Wilson**, to assist with all aspects of running an affiliate, from getting started to planning conferences to recruiting members.

NAHAM is committed to providing education, networking and career resources for Patient Access professionals, and we’re happy to support affiliate organizations as part of this effort.
Congratulations to NAHAM's Newest Certificants!

Newest CHAAs:
(As of July 2019)

Nicole Aguallo, Regional West Medical Center, Scottsbluff, NE
Michelle Brown, Children’s Mercy Hospital, Kansas City, MO
Marebelle Cano, Regional West Medical Center, Scottsbluff, NE
Arpita Dey, RWJ Patient Access, Somerset, NJ
Anthony Ellis, Regional West Medical Center, Scottsbluff, NE
Marcia Enlow, Regional West Medical Center, Scottsbluff, NE
Maria Hernandez, Texas Health Resource, Burleson, TX
Tammy Plasencio, Regional West Medical Center, Scottsbluff, NE
Kathryn Porter, Children’s Mercy Hospital and Clinics, Kansas City, MO
Karina Rivera, Cedars Sinai Medical Center, Los Angeles, CA
Renavia Roberts, Lafayette, LA
Maria Romero, Robert Wood Johnson Barnabas Hospital, Someset, NJ
Gregg Rosenboom, Children’s Mercy Hospital and Clinics, Kansas City, MO
Laura Ruda, Northwestern Medicine, Glenview, IL
Patricia Sanchez, Northwestern Medicine, Grayslake, IL
Casandra Vincent, Children’s Mercy Hospital and Clinics, Kansas City, MO

Newest CHAMs:

Robyn Berg, Olmsted Medical Center, Rochester, MN
Vanessa Duggan, Integris Baptist Medical Center, Oklahoma, OK
Sandra Oliver, Integris Health, Miami, OK

Become A Proctor!

Help others in your facility and your area become CHAA and CHAM certified 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.
Welcome New Members!

(As of September 2019)

Jordan Doetker, Community Hospital, McCook, Nebraska
Stacie French, Regional Health, Rapid City, SD
Darci Gonzales, Rapid City Regional Health, Rapid City, SD
Tasha Henderson, SSM Health - St. Louis, St. Louis, MO
Judy Hillman, Altru Health System, Grand Forks, North Dakota
Brandi McGinnis, Mercy Health Systems, Springfield, MO
Danielle Robinson, SSM Health – St. Louis, St. Louis, MO
Robynn Russell, Sanford Health, Sioux Falls, SD

Welcome New Members!

We are proud to release **NAHAM Connections**, your online resource for Patient Access news and insights! The new, user-friendly online platform features original content from NAHAM that helps you stay up to date on the latest Patient Access trends and opinions from Patient Access professionals. Access NAHAM Connections from your computer, tablet or smart phone!

NAHAM Connections will be updated monthly with select current and past Access Management Journal articles as well as other NAHAM and industry articles.

NAHAM Connections content will focus on topics of importance to you:
- Career Development & Leadership
- Revenue Cycle Operations
- Healthcare Regulations
- Patient Experience & Engagement
Participate in NAHAM's Membership Referral Program

NAHAM's Referral Program encourages our members to get the word out on what NAHAM can do for patient access professionals. By spreading the word about NAHAM, you not only expand the NAHAM community by communicating valuable information and resources to those who may be unaware of these valuable benefits, but you also make yourself eligible for a reward! Click here to learn how to participate. Each time you recruit a new NAHAM member, you will receive an Amazon gift card from NAHAM. It's that simple!

- For each Active Member you refer: $15 gift card
- For each Associate Member you refer: $5 gift card

Now, in addition to receiving a gift card, every new member that you refer will enter you into a year-end drawing for a prize worth $500! The more members you refer, the more chances you’ll have. Get one entry per referral for referring 1 to 9 new members and get 2 entries per referral for referring 10 or more new members. The top 10 referrers will be announced in an email to the NAHAM membership in early 2020.

The year-end winner can choose from:

- $500 Visa gift card
- Xbox One X gaming system
- Bose headphones and Bluetooth speaker
- Cleveland travel package
  - Three hotel nights, restaurant voucher, and free conference registration for NAHAM's 46th Annual Conference in Cleveland OH

Member Benefit Alert: Membership Savings Marketplace

NAHAM Members Save on Brands You Know & Love

Members receive special perks and discounts through your own members savings site, partnered with Beneplace.

Start Saving Now!

NAHAM has added a brand NEW benefit for our members! We are pleased to announce that we have partnered with Beneplace to provide NAHAM members with special perks and discounts through our own members’ savings site. Starting now, you can start saving money on hundreds of brands you already know and love. Check out the NAHAM website to find how to get started! Not a member? Join NAHAM today!
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.

NAHAM Has You Covered: Check Out These Certification Tools

Need help preparing for your CHAA or CHAM exam? NAHAM offers a lot of great resources to help get you exam ready. Check out all of our certification preparation materials here on the NAHAM website! Here are a few:

- CHAA Online Preparation Course
- CHAM Study Guide
- NEW! CHAA Certification Preparation Bundles
- NEW! CHAM Certification Preparation Bundles
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!
Join Vyne Medical for a complimentary webinar on Thursday, October 10, from 1pm – 2pm ET. Floyd Health will share its innovative strategy to ensure the quality of patient encounters in registration. Floyd has implemented face-to-face recording from Vyne Medical and a QA process to score the quality of these face-to-face interactions. Representatives are scored in 7 key areas, and monthly quality scores aggregate into annual reviews. Over a period of 18 months, Floyd’s Patient Access team has improved its quality metric from 70 percent scoring a C or below to 90 percent scoring an A in the last two months. The team has achieved this while exceeding goals for collections. Don’t miss this opportunity to learn about Floyd Health’s quality review program and outcomes in patient experience, staff support, compliance and more.

Learning Objectives

1. Evaluate a comprehensive quality review program for Patient Access and its impact on patient experience, point of service collections and denial management.
2. Consider the use of face-to-face recording to hardwire best practices in patient financial communication.
3. Discuss criteria used to score the quality of patient interactions in pre-service and at the point of service.

Presenters

Yolanda Miller, Director of Patient Access Services, Floyd Health
Scott Overholt, Chief Development Officer, Vyne Medical

Earn NAHAM Contact Hours

This webinar provides one (1) NAHAM-approved contact hour and is offered at no cost to both members and non-members.