Message From Your Delegate

Hello Midwest,

Greetings and welcome to the end of Summer beginning of Fall newsletter. Yes, it’s that time already. Summer is ending and the cool weather is quickly approaching. The best part about the Midwest is the different seasons we experience. The leaves are starting to change colors. Apples are falling from the trees. Sweater weather and holidays are quickly approaching.

The Midwest is busy this time of year. Several States Conferences are occurring this fall. We have other State Affiliates that are preparing and planning for Spring Regional Conferences. We have new leadership planning upcoming events for Kentucky and Ohio. Welcome! Happy conference planning and success to all!

I would like to send out congratulations to our new Midwest certified CHAA and CHAM recipients! It’s also that time of year to start planning on attending the NAHAM Spring conference being held in Cleveland, Ohio. Hope you can attend, I look forward to seeing everyone.

Best Wishes to all,

Rozanne Hickok
Regional News

Illinois aIPAM

The aIPAM board is currently making plans for the chapter's conference to be held in Spring of 2020. The location will be the Botanical Gardens. Their switching it up a bit this year from Fall to Spring. If you are interested to volunteer assistance in the conference planning activities please reach out through the website or contact board members Amanda Hayes president@aipam.net or Kim Osinaike Vp@aipam.net Please refer any colleagues as well!

If you are interested in sponsorship which includes exhibiting at the conference, please contact aIPAM through the website www.aipam2.net.

Indiana IHAMA

IHAMA, has a fall conference in the works. It will take place November 1st, at the Indiana Health/Hospital Association in downtown Indianapolis. Speakers are being lined up, vendors are being contacted and an invite for attendees is going out. Suzan Dillery, IHAMA President (Indiana Affiliate) at sdillery@ecomunity.com for more information.

Kentucky KYAHAM

Welcome and congratulations to the new leadership for KYAHAM. The Board is looking forward to more meetings and a very successful KYAHAM.

President: Shawnna Combes – from Jennie Stuart Health (Patient Access and Director) scombess@jsmc.org
Vice President: Diane J. Ward - Lexington, Kentucky (Assistant Director)
Secretary/Treasurer: Vonnie Adams - Murray Calloway (Patient Access Director)

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!
www.linkedin.com/company/kyaham
www.facebook.com/KYAHAM
Regional News (continued)

Michigan

The Michigan Revenue Cycle Association invites you to participate in our Fall Conference titled; “Learn, LEAN, Lead”. This year’s conference will be held at the Big Rapids Holiday Inn Conference Center in Big Rapids, Michigan on September 19th and 20th. Our attendees will have an opportunity to earn their Six Sigma LEAN White Belt and have an opportunity to hear from a Black Belt Speaker! We have several educational speakers to enable participants to stay informed on upcoming Revenue Cycle issues, hear from and interact with payers, and network with other Revenue Cycle leaders and members. Join us by contacting Renee Sheneman, Membership, at renee.sheneman@mclaren.org for a brochure and enrollment details. For any other questions or ideas please reach out to President Laurie.Schafer@sparrow.org

Ohio

Pam Carlisle, Director, Revenue Cycle and Finance Management from Genesis Health Care System is working with NAHAM Ambassador Maxine Wilson to get the Ohio affiliate up and running. The first organizational Meeting will take place the first Quarter of 2020.

If you're interested in getting involved, you can reach Pam at PCarlisle@genesishcs.org

Wisconsin

Attention Wisconsin: Looking for leaders! If your State does not have an active State affiliate and if you are interested in help getting one active, please contact Maxine Wilson- NAHAM Ambassador- Maxinewilson@comcast.net and she will help you (help us) get one started and or reorganized.

If you’re interested in participating in any state affiliate conference, please contact any of the leaders listed above. If interested in contacting your Midwest delegate and or an affiliate group in the Midwest region in your state, please contact me at Rozanne.Hickok@Advocatehealth.com
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.
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.

Congratulations to NAHAM's Newest Certificants!

Newest CHAAs:

(As of July 2019)

Donna Abbott, Carle Physician Group, Urbana, IL
Britney Bartholomew, Bronson Health Group, Kalamazoo, MI
Kristin Beeler, Spectrum Health Gerber Memorial, Fremont, MI
Sarah Beno, MercyHealth, Lake Geneva, WI
Mari Black, Spectrum Health Pennock, Hastings, MI
Darrell Bloodworth, Bronson South Haven, South Haven, MI
Jessica Chin, Lakeland Regional Health System, Benton Harbor, MI
Shawna Combes, Jennie Stuart Medical Center, Hopkinsville, KY
Lindsay Daniel, Freedom Academy, Kendallville, IN
Vanessa Detzler, Bronson Methodist Hospital, Kalamazoo, MI
Kayla DeVan, University Hospitals Central Scheduling, Highland Hills, OH
Marquette Diamond, University Hospitals Cleveland Medical Center, Cleveland, OH
Melissa Ecton, CCHMC, Fairfield, OH
Rebecca Edwin, Lake Cumberland Regional Hospital, Somerset, KY
Richard Feliciano, University Hospitals, Elyria, OH
Heidi Foreman, Freedom Academy, Kendallville, IN
Mary Freeman, Cuyahoga College, Cleveland, OH
Justin Gomez, University Hospitals Elyria Medical Center, Elyria, OH
Kimberly Green, Carle, Effingham, IL
Carol Griffin, Tri-C, Cleveland, OH
Sheyanne Harper, University Hospitals Customer Service Center, Highland Hills, AL
Janice Haske, Mercy Hospital, Janesville, WI
Amy Hiltunen, Spectrum Health Zeeland Community Hospital, Zeeland, MI
Shawn Homrich, Allegan General Hospital, Allegan, MI
Eavione Hughes, University Hospitals Health System, Highland Hills, OH
Amber Humphrey, Cincinnati Children’s Hospital Medical Center, Cincinnati, OH
Jessica Hutchins, Ahuja-University Hospital, Highland Hills, OH
Samantha Ivy, Bronson Methodist Hospital, Kalamazoo, MI
Marita Jarrett, Lakeland Center of Outpatient Services, St Joseph, MI
Nicole Johns, Spectrum Health, Hastings, MI
Brenda Johnson, Ahuja-University Hospital, Beachwood, OH
Joy Kemnitz, Mercy Health System, Lake Geneva, WI
Michael Konn, Southwest General Health Center, Middleburg Hts., OH
Lisa Kovalsick, Cuyahoga Community College, Cleveland, OH
Melissa Lasley, Allegan General Hospital, Allegan, MI
Angela Loparo, UH PORTAGE MEDICAL CENTER, Ravenna, OH
Chauncey Love, Ahuja-University Hospital, BEACHWOOD, OH
Erik Mapes, Bronson Methodist Hospital, Kalamazoo, MI
Katie Metz, Lakeland Hospital SLO, Saint Joseph, MI
Casey Minton, Lake Cumberland Regional Hospital, Somerset, KY
Brandon Newsom, Bronson Methodist Hospital, Kalamazoo, MI
Mary Nickels, MercyHealth, Lake Geneva, WI
Lauren Padley, Bronson Healthcare Group, Kalamazoo, MI
Kimberly Pope, University Hospitals, Highland Hills, OH
Melissa Poynter, Lake Cumberland Regional Hospital, Somerset, KY
Amanda Rasche, Memorial Hospital and Health Care Center, Jasper, IN
Schronia Redden, Bronson Health Group, Kalamazoo, MI
Joia Roberts, Bronson Battle Creek, Battle Creek, MI
Dawn Schanes, Advocate Good Shepherd Hospital, Barrington, IL
Hayley Sheaffer, Allegan General Hospital, Allegan, MI
Pamela Silvers, Lake Cumberland Regional Hospital, Somerset, KY
Terry Sloan, UH Geauga Medical Center, Chardon, OH
Cindy Stiger, Carle Physician Group, Urbana, IL
Tamara Strickland, Cleveland, OH
Staci Summers, University Hospitals, Westlake, OH
Megan VanDyken, Spectrum Health Medical Group, Grand Rapids, MI
Jesenia Vazquez, Cuyahoga Community College, Cleveland, OH
Loleeta Wallace, Cuyahoga Community College, Cleveland, OH
Angel Warner, University Hospitals, Cleveland, OH
Simone Washington, University Hospitals, Chardon, OH
Jazmyne Washington, Cuyahoga Community College, Cleveland, OH
Sally Wilkins, Bronson Healthcare Group, Kalamazoo, MI
Lauren Wines, Bronson South Haven Hospital, South Haven, MI
Connie Wolff, Spectrum Health, Zeeland, MI
Megan Zoellner, Cincinnati Children’s Hospital Medical Center, Cincinnati, OH

Newest CHAMs:
Liz Burnstine, Swedish Covenant Hospital, Chicago, IL
Kelly Freeman, Carle Foundation Hospital, Urbana, IL
Aimee Awad, Southwest General Hospital, Middleburg Heights, OH
Virginia Robbins, Penn State Health, Hershey, PA
Lacey Ringette, Saint Joseph Mercy Health System, Ypsilanti, MI
Jessica Romine, Community Health Network, Indianapolis, IN
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

Welcome New Members!

(As of September 2019)

Jacqueline Amato, Chicago, IL  
Marcos Bonafe, HealthRise, Southfield, MI  
Rhonda Broerman, Richland City, IN  
Lynette Brown, UChicago Medicine Ingalls Memorial, Harvey, IL  
Stacey Brown, Marion General Hospital, Marion, IN  
Cindy Brunes, St Vincent Health, Plainfield, IN  
Amy Chown, Henry Ford Allegiance Health, Jackson, MI  
Janis Crawford, Metro Health, Brunswick, OH  
Minerva Cruz, Southern Illinois University, Edwardsville, IL  
Kearzie Embry, Blessing Hospital, Quincy, IL  
Kara Esslinger, Marion General Hospital, Marion, IN  
Teresa Figueroa, RUSH University Medical Center, Chicago, IL  
Andrew Gilligan, TriHealth, Cincinnati, OH  
Marcus Ingram, Ann & Robert H Lurie Childrens Hospital of Chicago, Chicago, IL  
Mary Jackson, Cleveland Clinic, Cleveland, OH  
Courtney Jock, University Hospital, Andover, OH  
Evangela Lett, Ahuja- University Hospital, Twinsburg, OH  
Nancy Majewski, Advocate Aurora Health, New Berlin, WI  
Tamara McNeese, Cincinnati, OH  
Sjiltei Morris, Community Health Network, Indianapolis, IN  
D.J. Plavisic, IN University Health, Indianapolis, IN  
Darla Remus, University Hospital, Ravenna, OH  
Kathy Sanders, RI RCM, Ascension, Summit, WI  
Rachael Shaw, Mercy Medical Center, Canton, OH  
Ruth Slattery-Songer, Southwoods Health, Youngstown, OH  
Cindy Somosko, Cerner, Uniontown, OH  
Sara Sultan, Mercy Medical Center, Canton, OH  
Steve Taylor, Beloit Health System, Beloit, WI  
Heather Vazquez, Bronson Battle Creek Hospital, Battle Creek, MI  
Deborah Welsh, MetroHealth Medical Center, Cleveland, OH
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 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!
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!