As summer comes to a close with fall beginning, we have many things to look forward to. Save the date for the NAHAM 46th Annual Conference May 19, 2020 – May 22, 2020 in Cleveland Ohio. Wonderful things will be happening! We will be looking forward to seeing you!! I would like to congratulate all the members who have passed their CHAM and CHAA exams! If you are not certified, NAHAM has a wonderful opportunity for Patient Access staff to enhance their skillset in the industry. Don't forget to visit the NAHAM Career Center. The Career Center has many advantages for NAHAM members. Some of the benefits are a job alert system that will notify members of matching positions of their saved searches that can provide invaluable job opportunities.

Warmest Regards,

Judi Steckler, CHAM,
Manager Financial Clearance Center
Regional News

HAOANY
We are in the process of re-organizing our HAOANY organization, the New York City affiliate of NAHAM, and are looking for anyone interested in being any of the committees or board positions. All are welcome. Please contact me of any interest you may have. (Judi Steckler, JFS9003@nyp.org)

Upstate New York/Vermont
The New York/Vermont (NYVT-AHAM) Affiliate held its 4th Annual Educational/Membership Meeting on Friday, September 13, 2019. While the attendance was a bit low, the presentations and participation were exceptional. Special thanks to Excellus, Precision Document and CarePayment for their sponsorships. NYVT-AHAM covers the geography North of Westchester – West to Buffalo – Upstate New York and the State of Vermont. If you are interested in membership please email Cathy Pallozzi, Secretary/Treasurer at pallozc@amc.edu.

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 Certificant!

Newest CHAAs:
(As of July 2019)
Karen Amspacher, Wellspan Health System, York, PA
Jonathan Bateman, Northwell Health, New York, NY
Richard Berezowskyj, Connecticut Children's Medical Center, Hartford, CT
Irena Bones-Gaston, WellSpan Health - York Hospital, York, PA
Penny Breighner, WellSpan Access Call Center, York, PA
Kelly Brennan, Middlesex Health, Middletown, CT
Michelle Burgess, Salem Health, Salem, OR
Jasmine Campbell, CCMC, Hartford, CT
Jackie Casey, Mercy Health System, Conshohocken, PA
Cheryl Catena, Anne Arundel Medical Center, Annapolis, MD
Stephanie Charron, UVM Medical Center, Burlington, VT
Yessenia Cuevas, Middlesex Hospital Shoreline Medical Center, Westbrook, CT
Maria Morena Czarniak, Yale New Haven Health System, New Haven, CT
Khadijah Elliott, Connecticut Children’s Medical Center, Hartford, CT
Jane Erb, Geisinger System Services, Danville, PA
Jane Estrin, Medstar Montgomery Medical Center, Olney, MD
Rene Evans, Connecticut Children’s Medical Center, Hartford, CT
Karen Fahnstock, St. Mary Medical Center, Langhorne, PA
Amy Farley, Bassett Medical Center, Cooperstown, NY
Michele Frechette, Lourdes Hospital, Binghamton, NY
Karen Gagne, Androscoggin Valley Hospital, Berlin, NH
Janette Gaspar, Enseal Health Partners, Westwood, NJ
Kathy Goodlavage, Geisinger Health System, Danville, PA
Krista Hawbaker, Gettysburg Hospital - Wellspan Health, Gettysburg, PA
Sarah Hoover, University of Vermont Medical Center, Burlington, VT
Candis Hughley, Greater Baltimore Medical Center, Baltimore, MD
Wendy Hundt, Yale New Haven Westerly Health Care, Westerly, RI
Michael Johnson, St. Mary Medical Center, Langhorne, PA
Michelle Joswick, Nemours / Alfred I DuPont Hospital for Children, Wilmington, DE
Tina Joyner, Children’s Hospital of the King’s Daughters, Suffolk, VA
Krysta Koncinsky, Eastern Maine Medical Center, Bangor, ME
Jon Krout, Wellspan Access Call Center, York, PA
Amy LaBarge, MedStar St. Mary’s Hospital, Leonardtown, MD
Phuong Lai, University of Vermont Medical Center, Burlington, VT
Alicia Lawrie, YNHH, Trumbull, CT
Felicia Lewis, Cooper Health System, Camden, NJ
Sylvia Maille, University Hospitals, Burlington, VT
Sonte Martin, Ahuja- University Hospital, Olmsted, OH
Helena Martin, Claxton Hepburn Medical Center, Ogdensburg, NY
Anya McClure, Wellspan, York, PA
Kathleen Melendy, Androscoggin Valley Hospital, Berlin, NH
Matthew Morehouse, Connecticut Children’s Medical Center, Hartford, CT
Chance Olson, EMMC, Bangor, ME
Natasha Parks Davis, Yale New Haven Health, New Haven, CT
Brett Parsons, SUNY Upstate Medical University, Syracuse, NY
Chelsea Pease, MedStar St. Mary’s Hospital, Leonardtown, MD
Tina Phelps, University of Vermont Medical Center, Burlington, VT

Christine Pulgar, Geisigner Holy Spirit, Camp Hill, PA
Joann Rodriguez-Collazo, Cooper University Hospital, Camden, NJ
Rebecca Roe, Peninsula Regional Medical Center, Salisbury, MD
Kristin Ruthen, Connecticut Children’s Medical Center, Hartford, CT
Lucinda Shirk, Geisinger System Services, Danville, PA
Roxanne Silva, Nemours / Alfred I DuPont Hospital for Children, Wilmington, DE
SARAH SIMMONS, Claxton Hepburn Medical Center, Ogdensburg, NY
Donna Sines, Gritman Medical Center, Moscow, ID
Melanie Socash, Geisinger Health System, Moosic, PA
Tawanda Sparrow, RWJ Barnabas Health, Somerset, NJ
Koty Spevok, Wellspan Health - Gettysburg Hospital, Hanover, PA
Kim Stadulis, ST MARY MEDICAL CENTER, Newtown, PA
ElizabethAnne StClair, University of Vermont Health Network-CVPH, Plattsburgh, NY
Tina Stewart, UVM Medical Center, MCHV Campus, BURLINGTON, VT
Ashley St Luce, 2019, Freehold, NJ
Vanessa Taylor, Nemours DuPont Children’s Hospital, Wilmington, DE
Julie Thommes, University of Vermont Medical Center, Burlington, VT
Mike Tornoth, Geisinger Health System, Danville, PA
Shirl Wilkins, Peninsula Regional Medical Center, Salisbury, MD
Jeri Wolfkill, Geisinger System Services, Danville, PA
Jennifer Young, Maryland Oncology Hematology, Clinton, MD
Kari Zaney, Gettysburg Hospital - Wellspan Health, Gettysburg, PA
Cindy Zavarelli, University Hospitals, Ravenna, OH

Newest CHAM:

Maria Lagos, Lindenhurst, NY
Welcome New Members!

(As of September 2019)

Wesley Barron, Hospital for Special Surgery, New York, New York
Stacey Bonhomme, Northwell Health System, New Hyde Park, New York
Inarid Brito, Holy Name Medical Center, Teaneck, New Jersey
Rebecca Brown, United Health Services, Vestal, New York
Christine Carlo, Holy Name Medical Center, Teaneck, New Jersey
Leanne Crockett, Eastern Connecticut Healthcare Network, Manchester, Connecticut
Dawnette Currier, NYP Hospital, Brooklyn, New York
Marlon David, US Navy, Bethesda, Maryland
Brian Goldstein, New York Eye and Ear Infirmary of Mount Sinai, New York, New York
Deborah Hankins, Children’s National Hospital, Washington, District of Columbia
Nelly Moyher, Anne Arundel Medical Center, Annapolis, Maryland
Colin Preston, Independent Consultant, West Chester, Pennsylvania
Migdalia Tirado, Holy Name Medical Center, Teaneck, New Jersey
ZenLee Zuckerberg, San Francisco General, San Francisco, California

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 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: Take Advantage of 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
Visit the 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.