Message From Your Delegate

Greetings to the Northwest Region,

With just a few months remaining in 2019, I hope you’ve had the chance to explore www.NAHAM.org and all the amazing benefits membership and certification has to offer. We encourage your thoughts and feedback is always welcomed. When we hear from our members, it helps us identify what’s important and where to focus our efforts. Our Affiliate Advisory Committee is helping NAHAM identify our region’s needs, but it’s also benefiting our members. We can learn so much from others’ experiences and perspectives and it’s a great way to build each other up. I encourage you to reach out to me if you are interested in participating on this great committee.

Please don’t hesitate to reach out to me for your NAHAM needs, including proctor assistance or any questions and/or help. I am happy to assist in any way I can.

Sincerely,
Jackie Jordan, CHAM, MBA
NAHAM Northwest Regional Delegate
NAHAM's Partnership With Affiliate Organizations

AHAM 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!**

Get involved! Become a **NAHAM 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!
(As of July 2019)

Newest CHAMs:
Sally Hales, Salem Hospital, Salem, OR
Amy Palmer, Kalispell Regional Medical Center, Kalispell, MT

Newest CHAAs:
Bryan Blake, Kadlec Regional Medical Center, Richland, WA
Sharokina Chaharbakhshi, Northwestern Medicine, Glenview, IL
Jaclyn Clouse, Salem Health, Salem, OR
Waltoner Coxeff, UMC, Portland, OR
Bridget Dupzyk, Asante Three Rivers Medical Center, Grants Pass, OR
Jacquie Grone, The Petersburg Medical Center, Petersburg, AK
Linda Hanson, Kaiser Permanente Northwest, Portland, OR
Danniel Harrsch, Skagit Regional Health, Mount Vernon, WA
Rebecca Johnson, Portland Community College, Portland, OR
Heather Kadow, Kaiser Permanente, Portland, OR
Lisa Kathaniane, Gritman Medical Center, Moscow, ID
Valerie Kent, Salem Hospital, Salem, OR
Ann Kovalchuk, Salem Health, Salem, OR
Kevin Langstaff, Oregon Health & Science University, Portland, OR
Megan Litster, The Petersburg Medical Center, Petersburg, AK
Skyler Loftesness, Kaiser Permanente NW Region, Salem, OR
Thomas Meadows, Bartlett Regional Hospital, Juneau, AK
Stephanie Olheiser, Salem Health, Salem, OR
Julie Radspinner, Salem Hospital, Salem, OR

Welcome New Members
(As of September 2019)

Devora Archer, ASSIST Program, Portland, Oregon
Sandra Crooks, Gritman Medical Center, Moscow, Idaho
Linda Hughes, Baton Rouge General Medical Center, Baton Rouge, Louisiana
Anna Kaiser-Ornelaz, Cheyenne Regional Medical Center, Cheyenne, Wyoming
Robyn Manaway, Multicare Health System, Auburn, Washington
Rhea McDonald, Canton-Potsdam Hospital, Potsdam, New York
Anne Yarnall, Bartlett Regional Hospital, Juneau, Alaska
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

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
New 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

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.