Hello and welcome to Summer, 2019! If you weren't aware, we just completed a fantastic National Conference in Orlando last April and had (in my opinion) one of the best keynote speakers ever! There were also a number of excellent presentations from our peers and vendor friends. If you weren't able to attend this year, please go and look at all of the conference material and presentation recordings, which will be available on the NAHAM website soon.

If you've never been to a NAHAM conference, it is a wonderful experience that brings together hundreds of experts in our field to network and share ideas on how we can continue to make Patient Access better. The 46th Annual Conference will be in Cleveland, Ohio, May 19 – 22. Lastly, please make sure you sign up to take the CHAA/CHAM examination within our next testing window. This certification is nationally accredited and is a wonderful way to grow as an individual and advance your career. I hope everyone has a wonderful summer and, as always, please feel free to reach out to me with any questions, etc. I'm always happy to help.

Tim Holland, MPA, CHAM
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 CHAMs: (As of July 2019)
Rose Bonet, Navigant Healthcare Cymetrix, Denver, CO
Erin Hurst, University of Utah, Salt Lake City, UT
Lizette Lopez, UT Southwestern Medical Center At Dallas, Dallas, TX
Regan Gardner, UT Southwestern Medical Center At Dallas, Dallas, TX
Arika Gullett, Texas Health Resources, Arlington, TX
Claire Clark, SCL Health Saint Joseph Hospital, Denver, CO
Frank Piper, SCL Health Good Samaritan Hospital, Lafayette, CO

Newest CHAAs:
Sarah Arensman, Centura Health, Lakewood, CO
Joyce Baldon, MD Anderson, Houston, TX
Destinee Belden, Integris Baptist Medical Center, Oklahoma City, OK
Tyler Billingsley, Cedars-Sinai Medical Center, Carson, CA
Kimberly Bingaman, SCL Health Systems, Broomfield, CO
Joann Binkley, Centura Connect, Lakewood, CO
Amanda Blankenship, Integris Baptist Medical Center, Oklahoma City, OK
Codi Blunt, Integrus Deaconess, Oklahoma City, OK
Brooke Borchert, Tahoe Forest Hospital District, Truckee, CA
Joyce Bradford, Memorial Hermann Sugar Land, Sugar Land, TX
Monique Brown, Cedars Sinai Medical Center, Los Angeles, CA
Rhianneen Brown, Peterson Regional Medical Center, Kerrville, TX
Jessica Buathier, Sutter Health, Roseville, CA
Kimberly Bushover, Peterson Regional Medical Center, Kerrville, TX
Tina Castleberry, Peterson Regional Medical Center, Kerrville, TX
Anna Chesson, Christus Jasper Memorial Hospital, Jasper, TX
Chelsea Cochrane, Tahoe Forest Hospital, Truckee, CA
Sylvia Conroy, Tahoe Forest Hospital Districl, Truckee, CA
Congratulations to NAHAM's Newest Certificants! (continued)

Julia Daniels, Sutter Health PAC, Roseville, CA
Gloria Deweese, Texas Health Dallas, Dallas, TX
Jackie Dickenson, Renown Regional Medical Center, Reno, NV
Angela Douglas, Wellstar ECHP, Marietta, GA
ASHLEY EATON, Christus Santa Rosa, San Antonio, TX
cori Emil, Centura Health St. Anthony Hospital, Lakewood, CO
Cynthia Espinoza, CHRISTUS Health Santa Rosa, San Antonio, TX
Louis Frederick, Texas Health Resources, Fort Worth, TX
Rosa Garcia Torres, Texas Health Resources, Burleson, TX
Regina George, Cedars-Sinai Medical Center, Los Angeles, CA
Cheri Gilmore, Tahoe Forest Hospital District, Truckee, CA
Gina Gonzalez, Children's Health Dallas, Dallas, TX
Kelly Goswick, Texas Health Arlington Memorial Hospital, Arlington, TX
Kathryn Graul, Middle Park Medical Center, Kremmling, CO
Veronica Guerrero, SCL Health, Broomfield, CO
Laura Guzman, Christus Health Santa Rosa, San Antonio, TX
Tammy Hailey, Christus St Michael Health Systems, Atlanta, TX
Kelly Hansen, Aspen Valley Hospital, Aspen, CO
Angela Hickman, Integris Access Center, Oklahoma City, OK
Jennifer Hittson, NorthBay Healthcare, Vacaville, CA
Rose Irvin, CPMC Sutter Health, Concord, CA
Priscilla Janas, Aspen Valley Hospital, Aspen, CO
Alexandria Johnson, Houston Methodist West Hospital, Houston, TX
Jennifer Johnston, MCDH, Fort Bragg, CA
Matthew Jozza, Cedars-Sinai, Los Angeles, CA
Micah Juengel, Integris Health Edmond, Edmond, OK
Christa Kaewkala, Kaiser Permanente, San Leandro, CA
Philip Karanja, Integris Health Edmond, Edmond, OK
Amy Leaghty, Middle Park Health, Kremmling, CO
Isabel Lopez, Middle Park Health, Kremmling, CO
Desiree Lucero, Centura Health St. Anthony Hospital, Lakewood, CO
Andrew Maldonado, MD Anderson Cancer Center, Houston, TX
Addison Marrero, Integris Health Edmond, Edmond, OK
Tiffany McDonald, Peterson Regional Medical Center, Kerrville, TX
Stormi McKay, Integris Deaconess, Oklahoma City, OK
McKenzy Mitchell, Integris Health Edmond, Edmond, OK

Adriana Moreno Ramos, Mendocino Coast District Hospital, Fort Bragg, CA
Kimara Munn, Cedars Sinai Medical Center, Los Angeles, CA
Heidi Nielsen, Bear Valley Community Hospital, Big Bear Lake, CA
Amber Ortega, Peterson Regional Medical Center, Kerrville, TX
Daisy Ortiz, Cedars-Sinai Medical Center, Los Angeles, CA
Lanetta Osborne, MD Anderson Cancer Center, Tomball, TX
Concepcion Osuna, Texas Health Resources, Arlington, TX
Kaylene Phillipis, Mt. Graham Regional Medical Center, Safford, AZ
Daniele Porter, Middle Park Health, Kremmling, CO
La Donna Post, UT Southwestern Medical Center At Dallas, Dallas, TX
Brianna Puente, CHOSA, san antonio, TX
Rebecca Rahn, Renown, Reno, NV
Victor Christopher Reyes, Cedars- Sinai Medical Center, Los Angeles, CA
Kaitlyn Robison, Mayo Clinic, Phoenix, AZ
Lynn Romero, Tahoe Forest Hospital, Truckee, CA
Lucia Rosas, MCDH, Fort Bragg, CA
Sherry Ross, Integris Deaconess, Oklahoma City, OK
Christian Salgado, Cedars- Sinai Medical Center, Los Angeles, CA
Yolanda Sanchez, Children's Medical Center Dallas, Dallas, TX
Susan Sherrill, MCDH, Fort Bragg, CA
Anjelini Singh, Sutter Health Shared Services, Roseville, CA
Amy Sisco, Tahoe Forest Hospital District, Truckee, CA
Jamie Sloat, Aspen Valley Hospital, Snowmass Village, CO
Laurel Stanton, Centura Health, Lakewood, CO
Brent Stevens, Peterson Regional Medical Center, Kerrville, TX
Vanessa Valencia, Centura Health, Lakewood, CO
Alexandria Valenzuela, High-Tech Institute, Irving, TX
Twila Vaught, Integris Grove Hospital, Grove, OK
Ashley walker, Christus Beaumont Bone and Joint, Beaumont, TX
Chelsey Wilson, United Regional, Wichita Falls, TX
Hayley Wood, Texas Health Resources, Burleson, TX
Shania Wood, Tahoe Forest Hospital District, Truckee, CA
Viola Wright, Tahoe Forest Hospital District, Truckee, CA
Lannette Wright, Middle Park Health, Kremmling, CO
Emon Zahedi, Tahoe Forest Hospital District, Truckee, CA
Jenny Zavala, Children's Medical Center Dallas, Dallas, TX
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!

Sarah Arensman, Centura Health, Lakewood, CO
Kimberly Bingaman, Scl Health Systems, Broomfield, CO
Joann Binkley, Centura Connect, Lakewood, CO
Laura Biswell, Integris Grove General Hospital, Grove, OK
Candace Brown, Msm, Mba, Texas Health Resources, Arlington, TX
Jose Cervantez, Navigant Cymetrix, Lewisville, TX
James Cooper, Centura Health, Centennial, CO
Rachel Craig, Trilogy, Flowood, MS
Tiffany Dixon, Ut Southwestern Medical Center, Dallas, TX
Cori Emil, Centura Health St. Anthony Hospital, Lakewood, CO
Shelley Flowerdew, Dignity Health, Red Bluff, CA
Rosalie Gallagher, Sutter General Hospital, Sacramento, CA
Veronica Guerrero, Scl Health, Broomfield, CO
Carole Gurgone, Carole Gurgone, Walnut Creek, CA
Lisa Harris, Optum360 - Unitedhealth Group, Sacramento, CA
Becky Holland, Comanche County Memorial Hospital, Lawton, OK
John Hughes, Jds & Company, Llc, Tucson, AZ
Charles Leibensperger, Centura Connect, lakewood, CO
Nichole Lilley, Houston Methodist The Woodlands Hospital, The Woodlands, TX
Mona Lualemana, Community Hospital Of The Monterey Peninsula, Monterey, CA
Desiree Lucero, Centura Health St. Anthony Hospital, Lakewood, CO
Sarah Mardjuki, Georgetown University, Washington, DC
Nancy Martin, Optum360, MINNEAPOLIS, MN
Amanda Mchatten, Surgery Center Of Plano, Plano, TX
Angela Mulholland, Anima Surgical Hospital, Durango, CO
Ibukun Odutola, United Health Group - Optum Division, Minnetonka, MN
Veronica Rexach, Optum360, San Bernardino, CA
Desiree Seamons, Cmc, Fresno, CA
Laurel Stanton, Centura Health, Lakewood, CO
Arnold Tapia, Community Medical Centers, Fresno, CA
Ashley Vakulenko, Houston Methodist Sugar Land, Sugarland, TX
Jenni Waltermire, Plumas District Hospital, Quincy, CA
Tori Anne Wason, Southwest Diagnostic Imaging Center, Phoenix, AZ
Linda Whitehead, Ut Southwestern University Hospital, Dallas, TX
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

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!