



SPRING ISSUE | 2018

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MD AAHAM

# MD AAHAM

National Journal Award Winner

Welcome 2018-2019

Newly Elected Board of Directors!

*connection*



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## Mission:

The American Association of Healthcare Administrative Management (AAHAM) is the premier professional organization in healthcare administrative management. AAHAM's mission is to provide education, certification, networking, and advocacy for healthcare revenue cycle professionals. The Maryland Chapter continues this mission at a local level through our continual education.

Join us on:



# Presidents Letter

Dear Maryland AAHAM Members,

It is my honor to be serving as the 2018-2019 President of the Maryland Chapter of AAHAM. Following in the footsteps of many inspirational chapter leaders has certainly paved the road for others like me to continue on in assisting and guiding you to success within the Revenue Cycle! Joining this prestigious association provides us all with the opportunity to network with other professionals who are experiencing the same challenges that we are and provides us with a mechanism for discussing how to overcome these challenges together.

As education is the foundation of our mission, I wanted to provide an update on my personal goals regarding professional development, education, and AAHAM certifications for this term. The Maryland AAHAM chapter will continue be offering study sessions to assist in preparation for upcoming examinations. I urge all members to take advantage of this benefit to receive coaching and exam preparation advice from one of our qualified board members. Achieving your certification is a direct investment in your career and we are here to ensure that you reach that goal! In addition to our local workshops, National members will be offered the opportunity to partake in a "Summer of Certification" webinars that will occur as 90 minute online

sessions that will also provide CEUs. I am also pleased to announce the newest collaborative effort between local and national chapters as a complimentary or reduced membership for students of an accredited College or University who wish to pursue a career in the field of healthcare revenue cycle. I will personally be striving to assist interested students with joining our local chapter and becoming more involved to ensure the future growth of our chapter from the next generation of revenue cycle professionals. More information about these programs and initiatives can be found at both the local and national websites.

I would be remiss if I did not mention the many behind the scenes members of the Board of Directors who dedicate countless hours to ensuring that our mission and goals towards education are upheld. Please join me in thanking those on the board who have been reelected as well as a few new faces. We invite you to join as at one of our many upcoming educational sessions so that we may meet you in person and learn what we can do for you!

The Maryland Chapter of AAHAM is dedicated to upholding over 46 years of an outstanding reputation dedicated to continuing education



in Revenue Cycle along with serving our local community needs and I am thrilled that I will serve as your President this term to continue on with this mission along with the support of the Board.

Kayla F. D'Agostino, CRCE-I, CRCS-I  
Calvert Memorial Hospital  
MD AAHAM Chapter President

A handwritten signature in black ink, appearing to read "Kayla F. D'Agostino".

[Kayla.Dagostino@Calverthealthmed.org](mailto:Kayla.Dagostino@Calverthealthmed.org)



# Calendar of Events

## June 2018

### - National Safety Month

- 
- 13      National AAHAM CRCP Webinar Series - Patient Access
- 14-15    National AAHAM CRCE Webinar Series - Access & Billing Part 1
- 20      National AAHAM CRCP Webinar Series - Billing
- 21      National AAHAM CRCE Webinar Series - Billing Part 2
- 22      National AAHAM CRCP Webinar Series - Credit & Collections
- 27      National AAHAM CRCP Webinar Series - Revenue Cycle Management
- 28      National AAHAM CRCE Webinar Series - Credit & Collections
- 29      National AAHAM CRCE Webinar Series - AR Management Part 1

## July 2018

### -Juvenile Arthritis Awareness Month

- 
- 6      National AAHAM CRCE Webinar Series - AR Management Part 2
- 9-20    July National AAHAM Certification Exam Period
- 11      National AAHAM CRIP Webinar Series - Overall Review of Charge Capture
- 13      **Open Topics , New Fiscal Year Celebration, The Hotel at Arundel Preserve, Hanover, Maryland**
- 18      National AAHAM CRIP Webinar Series - Ancillary Services
- 25      National AAHAM CRIP Webinar Series - Surgical Services and Procedures
- 25      **Open Topics , New Fiscal Year Celebration, The Hotel at Arundel Preserve, Hanover, Maryland**

## August 2018

### -National Breastfeeding Month

- 
- 1      National AAHAM CRIP Webinar Series - Recurring Outpatients and Clinical Services
- 8      National AAHAM CRCS Training Webinar
- 15      Registration deadline for November 2018 Certification Exam Period
- 22      National AAHAM CCT Training Webinar



# SAVE•THE•DATE!



Conference Registration is NOW OPEN

Early bird pricing:

1st \$375

2-4 \$350

5+ \$325

Early bird pricing ends 08/13/18

Hotel Registration:

You can book by accessing the following link:

<http://www.princessroyale.com/groups/#book-now>

Enter group code: 5305.

You can also call the direct reservations line: 1-800-476-9253

Use the following reference group code and name  
to receive the discounted group rate.

**Code-5305 Name-AAHAM**



# Charitable Commitment

## Hospital for Sick Children Pediatric Center

This past winter holiday season, we reached out to our membership for help to support the Hospital for Sick Children and you all delivered. Their wish was simple - to fulfill a wish list of items for their patients as well as necessities they would need throughout the year. We were able to donate almost \$600 in items that went a long way to providing a sense of normalcy during the holidays for the patients and their families. Thank you to all those who participated!



### About our Mission to Give Back

The Charitable Committee was formed in 2014 as a way to organize our charitable contributions and further our passion for helping the communities in which we live. The committee's mission is simple; offer assistance in the form of resources and financial aid to those in need in the areas where Maryland AAHAM members work and live. Our reward is great. In just a few short years, we have helped various organizations further their own missions of helping Marylanders.

#### **2018 Maryland AAHAM Charities-Let's Try Something New!**

Maryland AAHAM is committed to giving back to the community. This year we are partnering with some new Charities to expand our reach in the state of Maryland. These charities are not always in need of our monetary donations, but our time is appreciated even more. Athletes serving Athletes empowers individuals living with disabilities to train and compete in mainstream running and triathlon events. Their motto is "Together We Finish" and their winning formula is Athletes + Wingmen = Finish. This organization is always looking for WingMen and Women who are interested in running as part of a team with the athletes living with disabilities. Learn more about our first highlighted charity of the year at <http://www.athletesservingathletes.org/> and learn more about becoming a WingMan on below!

#### **Athletes Serving Athletes (ASA)**

a-s-a wing-man (n.) Any individual (man or woman, fast or slow) who lends his/her heart and legs to empower an ASA athlete to cross the finish line and at the same time raises awareness and funds for the organization.

#### **The Wingman Program**

The WingMan program empowers individuals with disabilities (ASA Athlete) the opportunity to train and race in mainstream running and multi-sport events. Each ASA athlete is supported by his or her own unique Team of WingMen and "Together We Finish."

Take the First step to becoming a wingman today!

### The Gift of Giving

It is our goal to ensure that our communities benefit from all your hard work and generosity. We want to know what organizations you believe our chapter would have a chance to make a lasting impact. This year, we want to get out there and be more actively involved than we ever have before. We will send out communications as events draw closer so that all who wish to be involved will have the chance. You can also reach out to Jaclyn Lauber (Jaclyn.Lauber@medstar.net) directly with any ideas - we are always happy to hear your feedback. We hope to make 2018 one of our most charitable yet!



# Scholarship Corner

Our chapter has two scholarships available to our members. The inception of the Frank Callender Scholarship Award came from the desire to reward those who contribute selflessly of their time and talents to our mission. We also feel it is imperative to encourage the mission of continued education by offering the Gene Giordano Scholarship Award, which is designed to aid in the pursuit of learning, open to our members and their family members.

## The Frank Callender Scholarship Award

In an effort to promote involvement in AAHAM, both at the local and national level, the Board of Directors of Maryland AAHAM has voted to establish a yearly scholarship award, named on behalf of Frank Callender. This scholarship award will be presented to the individual who has contributed to AAHAM throughout the year to benefit our membership, and has shown a true commitment to the growth of our chapter.

The individual will be awarded registration to the National Annual Institute in Bonita Springs, Florida October 17-19, 2018. The chapter will pay for hotel, airfare, and a stipend for expenses per day.

Individuals are awarded "points" for their involvement in the chapter from July 1 through June 30<sup>th</sup>. The individual with the most points earned during that timeframe will be given that scholarship in July. Should the individual be unable to attend, the scholarship will be awarded to the next highest point individual.

Supporting documentation must be included with the attached form to be awarded points. All activity must be performed from 7/1/17 to 6/30/18.

## The Gene Giordano Scholarship Award

The Gene Giordano Scholarship Award was established in honor of the Maryland Chapter's founding members. It was established to encourage and stimulate continuing education for chapter members and their respective families. To be eligible, you must have been a member in

good standing for three (3) consecutive years or be a spouse or dependent of a member meeting the "member in good standing" criteria.

### Guidelines for Applications

A formal Letter shall be addressed to the scholarship committee that includes the following information:

- Course selection.
- College or University to include name, address and location.
- Cost of course/courses and any employer contributions.
- A brief dissertation on how the applicant perceives their course selection will enhance their future career in healthcare financial management and how it will further their own self-improvement process.
- The letter is to be typed.

### Judging the Entries

- Content- Includes composition, completeness of thought, and applicability of course selection to the stated purpose of the scholarship.
- Grammar- Includes spelling, punctuation, and the proper usage of words.
- Legibility- Must be typed legibly.
- Must be submitted in 8 ½ by 11" sheet of paper.

Entries may be sent to:

Kayla F. D'Agostino

[Kayla.Dagostino@Calverthealthmed.org](mailto:Kayla.Dagostino@Calverthealthmed.org)

Submissions must be received no later than  
**July 20<sup>th</sup>, 2018**



# Membership Corner

## What Does It Mean to be a Member of AAHAM?

AAHAM is the only national organization dedicated to the revenue cycle of both management and the front line staff.

Membership in AAHAM helps you work smarter, advance your career, and offers you access to a wealth of revenue cycle information. The association recognizes that professional development is one of the key reasons that many individuals become members. To this end, one of AAHAM's primary focuses is the professional development of its members.

We provide education and training for staff and managers, as well as offer a nationally recognized certification program in the form of publications, conferences and seminars, bench marking, professional certification and numerous networking opportunities for increasing the skills and knowledge that are necessary to function effectively in today's health care environment. AAHAM has 32 active chapters across the US and abroad, all offering superior education and networking on a local level.

## Who are members of AAHAM?

AAHAM is the leading membership organization for individuals working in the hospital or clinical revenue cycle field including;

- Reimbursement
- Admitting
- Registration
- Data management
- Patient medical records and relations

- Collections
- Accounts receivable
- Billing
- Consulting
- Revenue Integrity

Our membership includes professionals who are front line personnel, directors, administrators, managers and executives.

## Benefits of Membership

Education: Opportunities to strengthen and improve your knowledge and skills

Certification: Nationally recognized programs to give you the competitive edge in your career

Publications: To keep you up to date on happenings in the association and the profession

Advocacy: A voice in Washington, DC on legislative issues that affect your industry

Local Chapter involvement: Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level

Discount Program: Receive discounts on products and services from companies like UPS, Alamo Rental Cars, Hewlett Packard, and Office Max just to name a few

## Membership Application

## Welcome New Members

Lester Asher

Brian Ball - Healthcare Legal Solutions, LLC

Deborah Crosby - Peninsula Cardiology Assoc

Aryn Faile - Ashley Addiction Treatment

Liz Farrow - Alltran Health

Marie-Louise Gnamba - McBee Associates

David Jackson - University Of MD Capital Region

Kathleen Johnson - HBCS

Daneka Lee - CalvertHealth Medical Center

Samuel Lesznar - MedStar Harbor Hospital

Angel Liriano - Kforce

Maumita Makar - Maryland Oncology Hematology/ Us Oncology

Jessica Maskin - Healthcare Legal Solutions, LLC

Heather McIntosh - CalvertHealth Medical Center

Adrienne Pridgen-Brown

Byron Randall

Victoria Rosa - CalvertHealth Medical Center

Barbara Sadler - Johns Hopkins Health System

Sara Smiley - Experian Health

Mari Smith - Mt Washington Pediatric Hospital

Robert Smith - United Consumers, Inc.

Denise Waters - CalvertHealth Medical Center

Shatan Willett - CalvertHealth Medical Center

Ashley Williams - MedStar Health



# Welcome New MD AAHAM Board Members

## MARYLAND AAHAM BOARD OF DIRECTORS 2018

**LEGAL COUNSEL**  
Eugene Friedman

**CHAIRMAN OF THE BOARD**  
Erin Miskelly, CRCE

**LEGISLATIVE LIAISON**  
Scott London

### EXECUTIVE COMMITTEE

**PRESIDENT**  
Kayla D'Agostino, CRCE

**1<sup>st</sup> VICE PRESIDENT**  
Bernadette Debelius, CRCP

**2<sup>nd</sup> VICE PRESIDENT**  
Kate Austin, CRCE

**SECRETARY**  
Hollie Miller

**TREASURER**  
John Thomson

### BOARD OF DIRECTORS

#### President

- EXECUTIVE CERTIFICATION COMMITTEE  
Toby Ash Muller, CRCE
- PROFESSIONAL CERTIFICATION COMMITTEE  
Amy Weber, CRCP, CPC
- REVENUE INTEGRITY CERTIFICATION COMMITTEE  
Karen Moore, CRCE
- SPECIALIST CERTIFICATION COMMITTEE  
Amy Weber, CRCP, CPC
- ADMINISTRATIVE COORDINATOR  
Toby Muller, CRCE

#### Chairman

- CHAPTER EXCELLENCE  
Marina Francis
- CHARITABLE COMMITTEE  
Jaclyn Lauber, CRCP

#### Vice President

##### VENDORS & SPONSORS

KC Lycett  
Karen Moore, CRCE

#### 2<sup>nd</sup> Vice President

##### CHAPTER OUTREACH

Mike Watkins  
Pete Leonard  
Pete Ash CRCS, Ad Hoc

#### Secretary

- PUBLIC RELATIONS/ MARKETING  
Miguel Wilkens, Ad Hoc
- NEWSLETTER  
Kim Cobb-Jimenez, CRCS

#### Treasurer

- FINANCE/BYLAWS  
John Thomson
- MEMBERSHIP  
Gary Hickman
- EVENT PROMO & SOCIAL MEDIA  
Chris Mazzulli, AdHoc  
KC Lycett  
Mike Watkins



# Membership Spotlight

*MD AAHAM Chairman of the Board, Erin Miskelly allowed us a peek into her personal life and career in healthcare.*



**Birthplace:** Baltimore, MD but grew up in Omaha, Nebraska before moving back home to Maryland

**Currently Residing In:**  
Carney, Maryland

**Marital Status:** Married

**Children:** 2: Jakob, 15 and Reilly, 9

**Nobody Knows I'm:** Terrified of the dark-I run like I am being chased if the lights go out in my house.

**My favorite hobby is:** I love music so I never miss a chance to go to concerts or to see live bands.

**The Words That Best Describe Me:** Always happy, usually giggling, hard working & I love cupcakes!

**Personal Heroes:** My Dad. He had an incredible work ethic, fought hard for everything he earned and always got back up when life would knock him down.

**When No Ones Looking I:** sing really loud, often it's the wrong words, but I sing nonetheless.

**Current Occupation:** Director of Client Services at Aurora Healthcare Resources. I work with software because I genuinely enjoy working with something that makes someone else's job easier to accomplish.

**Number of years in healthcare:** 26 years in healthcare-I got my first healthcare job the summer after I graduated high school.

**My first job in healthcare was:** Medicare Secondary biller at GBMC in the evenings. It was supposed to be a job to help pay for college so I could become a high school Biology and English teacher. After I graduated, I just couldn't bring myself to leave the industry.

**Year you joined MD AAHAM:** 2009

**If I could change one thing about me/my career/healthcare it would be:** Finding a way for the clinical side gaining a better understanding of the business side and vice versa. Nothing beats walking a mile in the other side's shoes.

**The Hardest Part of Your Job:** I truly enjoy what I do but I suppose the hardest part is getting some individuals to embrace change and trust progress.

**How has your leadership style evolved?** When I first started out in healthcare, I was only 18 and I was very uncomfortable with conflict. It took many years of growth, but now I view facing conflict as a great opportunity to make a stand for something you believe in.

**How do you see healthcare evolving in the future:** I think in the next 10-15 years much innovation will be directed at the immediate delivery of patient care and remote monitoring regardless of the patient's location. I think data and technology will be a big driver in the patient experience.

**Most Influential Person in Healthcare to me was:** My employees at UMMS. They taught me loyalty, compassion, patience, and pride. They are the reasons I loved my job. I wanted to work hard to be the type of leader they deserved.

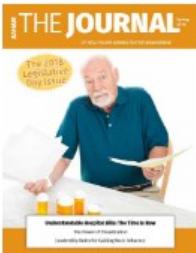
**When or if I retire I want to:** Travel from beach to beach in search of the best Margarita!

**My funniest story or memory of being A member of MD AAHAM:** My first year as a board member, I saw how much work went into planning the AI in Ocean City. I also saw how much fun it could be for everyone else who was not responsible for the running the conference. So, after my first exposure to a long night with our crew having some harmless fun playing with the AAHAM balloons and other props, I secretly snuck back downstairs after that group called it a night but before Kristina and John opened the registration desk. I returned all lamp shades back to their rightful lamps, hotel plants back to their plant stands and AAHAM signs and balloons to the registration desk so that the people who had to work hard at 7AM wouldn't be annoyed with the people who played hard until 3AM. I remember running into Charlie Myers as I finished putting the last item back and he asked why I was up at 5AM. I told him I was exercising my AAHAM diplomacy. I have been honored to be part of both groups ever since ☺



# National AAHAM

## The AAHAM Journal

 The AAHAM Journal has gone green! In order to save resources and be ecologically responsible. Members can click the journal image to download the [Spring 2018](#) Journal (in pdf format). All the previous issues are available in the online archive in the member's only section of the AAHAM Website. It will still be filled with industry news and notes as well as fantastic educational articles.

## AAHAM eNewswatch

Keep abreast of the latest industry news through National AAHAMs eNewswatch! To add yourself or anyone else to the subscription list [click here](#).

To view the latest eNewswatch [click here!](#)

## National Update

- ◆ All certification webinars that are offered by National during the summer months are now FREE to National Members! This is another opportunity to get exam assistance.
- ◆ Student Memberships to National AAHAM are now free! Students taking 12 credit hours per semester can join National AAHAM for free.
- ◆ Did you know that AAHAM now offers a professional level certification for Revenue Integrity and Charge? This certification is for those who want a professional level certification for charge master management and revenue integrity!
- ◆ Speaking of certifications, this is a reminder that AAHAM now offers discounts to move up the certification ladder to earn the CRCP & CRCE certifications. If you have earned a certification within the past year, you are eligible for a \$50 discount off the CRCE exam fee, and \$50 off the CRCE study manual. The CRCP exam is now also \$25 off for anyone who earned a certification within the past year along with \$25 off the CRCP study manual.
- ◆ Check out the benefits of becoming a National AAHAM Member...it is worth the investment! <http://www.aaham.org/Portals/5/Files/BenefitsFlyer2017.pdf>



 The 2018 Annual National Institute  
will be held at the  
[Hyatt Regency Coconut Point in Bonita Springs, Florida](#)  
October 17-19, 2018



# Executive Certification

This exam is intended for all senior/executive leaders in the revenue cycle industry, to help equip you for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills. The Executive Revenue Cycle Certification demonstrates a high level of achievement and distinguishes you as a leader and role model in the revenue cycle industry. The certification validates your proficiency and commitment to your profession and can play an integral role in your career strategy. In many instances certification may help you secure the promotion or the job you desire. In the healthcare revenue cycle industry, the Executive Revenue Cycle Certification is comparable to earning a CPA or passing the bar exam. Both designate mastery of the art of revenue cycle management, the CRCE-I for those who work in an institutional (hospital, health system) setting, and the CRCE-P for those in a professional (clinic, physician) setting.

## **Exam Overview**

The Executive Certification is a comprehensive online, proctored, eight (8) hour exam covering focused revenue cycle subject matter that includes patient access, billing, credit/collections and revenue cycle management. The exam is comprised of multiple-choice, true/false, fill in the blank, short answer, essay and quantitative questions. AAHAM offers two types of Executive certification; one focused on the revenue cycle within an institutional (hospital, health system) setting and the other focused on the revenue cycle in a professional (physician, clinic) setting.

## **Eligibility**

CRCE-I/CRCE-P exams are available to National AAHAM members, in good standing. The applicant must have a minimum of four (4) years of experience in a healthcare related field. A two (2) year associate degree or a degree from an accredited university or college can be substituted for two (2) years of experience. When using an educational waiver for experience, a transcript copy must accompany the application.

## **Exam Format**

The exam is comprised of four (4) sections that contain multiple-choice, true/false, fill in the blank, short answer, essay and quantitative questions. Examinees must initially sit for all four (4) sections of the exam. Each section is graded

separately, and each of the four (4) sections must be passed with a score of 70% or greater in order to earn the certification designation. If one (1) or two (2) sections are failed, a retake of those sections is permitted. If three (3) or more sections are failed, a retake of the entire exam is required.

## **Dual Certification**

Individuals who currently hold the CRCE-I or CRCE-P certification designation may take a three (3) section exam to obtain dual Certification. All sections of the dual CRCE-I/CRCE-P exam must be successfully passed (70% correct) to earn a dual certification. If two (2) of the three (3) sections are successfully passed, the remaining section can be retaken. If less than two (2) sections are passed, the entire exam must be retaken.

## **Exam Retakes**

Exams for failed sections must be retaken within eighteen (18) months of the initial exam date.

## **Grading**

Written notification of the examinees results will be forwarded to by mail no later than ninety (90) days from the date the exam was taken. The time required for the grading process is a result of the rigorous and thorough and complex hands-on grading process.

## **Exam Preparation**

AAHAM certification examinations require comprehensive working knowledge of patient account management, financial operations, information systems, governmental regulations and policies that govern revenue cycle procedures. However, hands-on experience is not sufficient; candidates will need to enhance and refresh their knowledge through independent and group study programs. Participation in study opportunities provided by your local chapter and/or the national organization is highly recommended.

**MD AAHAM Members,** if you plan to take the CRCE (Executive) you should contact Toby to begin preparations for study materials and arranging testing sites.

### **CRCE (Executive) Contact:**

Toby Ash Muller, CRCE  
Email: [toby.muller@umm.edu](mailto:toby.muller@umm.edu)



# Professional Certification

## AAHAM Certified Revenue Cycle Professional

### Intended Audience

This exam is intended for all supervisors and managers in the revenue cycle industry, to help equip you to effectively manage key aspects of the revenue cycle. This certification requires in-depth knowledge functional areas including registration (front desk), billing, credit & collections and revenue cycle management.

The Professional Revenue Cycle Certification validates the knowledge and skills possessed by a competent mid-level revenue cycle supervisor or manager. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.

Although Professional Certification is not a pre-requisite for Executive level certification, it is designed as a rung on the AAHAM certification ladder to Executive certification for those interested in pursuing the next level in their career path.

### Exam Overview

The Professional Certification is a comprehensive online, proctored, four (4) hour exam designed for supervisors and managers that covers revenue cycle subject matter including patient access, billing, credit/collections and revenue cycle management. The exam is comprised of true/false and multiple-choice questions. AAHAM offers two types of Professional certification; one focused on the revenue cycle within an institutional (hospital, health system) setting and the other focused on the revenue cycle in a professional (physician, clinic) setting.

### Eligibility

CRCP-I/CRCP-P exams are available to National AAHAM members, in good standing. The applicant must have a minimum of two (2) years of experience in a healthcare related field. A two (2) year associate degree or a degree from an accredited university or college can be substituted for the two (2) years of experience. When using an educational waiver for experience, a transcript copy must accompany the application.

## AAHAM Certified Revenue Integrity Professional

### Intended Audience

The Certified Revenue Integrity Professional (CRIP) exam is intended for anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a

patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs.

### Exam Overview

The CRIP is a four hour online proctored exam that measures basic competencies in healthcare compliance.

### CRIP Exam Focus Areas

1. Overall Review of Charge Capture
2. Ancillary Services
3. Surgical Services and Procedures
4. Recurring Outpatients and Clinical Services

### Exam Format

The exam is comprised of four (4) sections that contain multiple-choice and true/false questions. Examinees must initially sit for all four (4) sections of the exam. Each section is graded separately, and each of the four (4) sections must be passed with a score of 70% or greater in order to earn the certification designation. If one (1) or two (2) sections are failed, a retake of those sections is permitted. If three (3) or more sections are failed, a retake of the entire exam is required.

### Eligibility

The CRIP exam is only available to national AAHAM members, in good standing.

### Exam Preparation

AAHAM certification examinations require hands on working knowledge of patient account management as it relates to national governmental regulations and policies that govern revenue cycle registration, billing and collection procedures. Working experience is not sufficient; candidates will need to enhance and refresh their knowledge through independent and group study programs. Participation in study opportunities provided by your local chapter and/or the national organization is highly recommended.

MD AAHAM Members, if you plan to take the CRCP or CRIP (Professional) you should contact Karen to begin preparations for study materials and arranging testing sites.

### CRCP & CRIP (Professional) Contact:

Karen Moore, CRCE-I  
Telephone: 404-201-6245  
Email: [kmoore@caremedic.com](mailto:kmoore@caremedic.com)



# Technical Certification

## **AAHAM Certified Revenue Cycle Specialist**

### **Intended Audience**

This exam is intended for revenue cycle staff with responsibilities in patient access, billing, account resolution, denial management, collections, cash posting, customer service, and self-pay collections. The exam focuses on knowledge required in revenue cycle functional areas including registration (front desk), billing, and credit and collections.

Although Specialist Certification is not a pre-requisite for Professional level certification, it is designed as a rung on the AAHAM certification ladder to the Professional certification for those interested in pursuing the next level in their career path.

### **Exam Overview**

The CRCS-I/CRCS-P is a two (2) hour, online, proctored exam that requires working knowledge within focused areas of the revenue cycle, including relevant regulations and acronyms, and are comprised of three multiple-choice sections. AAHAM offers two types of Specialist Certification; one focused on the revenue cycle within an institutional (hospital, health system) environment, and the other focused on the revenue cycle in a professional (physician, clinic) environment.

### **Eligibility**

The CRCS-I/CRCS-P exam is available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in the healthcare revenue cycle is recommended to successfully complete the exam.

### **CRCS-I/CRCS-P Sections**

Sections included in the exams include:

<u>CRCS-I Sections</u>	<u>CRCS-P Sections</u>
1. Patient Access	1. Front Desk
2. Billing	2. Billing
3. Credit & Collections	3. Credit & Collections

### **Exam Format**

Examinees must initially sit for all three (3) sections, which contain questions in a multiple choice format. Each section of the CRCS exam is graded separately and all three (3) sections must be passed with a score of 70% or greater in order to earn the CRCS certification. If only one (1) section is failed, a retake of that section is permitted. If more than one (1) section is failed, a retake of the full exam is required.



## **AAHAM Certified Compliance Technician**

### **Intended Audience**

This exam is intended for all revenue cycle staff who must meet employers' annual compliance training requirements. In today's healthcare environment, compliance is of the utmost importance. Regardless of what role you have in the revenue cycle, understanding compliance is a necessity.

The compliance exam covers such topics as Fraud and Abuse, the U.S. Sentencing Guidelines, HIPAA, Administrative Sanctions, and RACs. You can use your CCT Certification towards satisfying Centers for Medicare & Medicaid (CMS), The Joint Commission (TJC) and Det Norske Veritas (DNV) Requirements

### **Exam Overview**

The CCT is a ninety (90) minute online proctored exam that measures basic competencies in healthcare compliance.

### **CCT Exam Focus Areas**

1. The seven elements of a healthcare compliance plan
2. Agencies that oversee healthcare compliance
3. Knowledge of the OIG compliance recommendations
4. Non-compliance penalties

### **Exam Format**

Examinees sit the online exam that covers all four (4) focus areas. Grading is immediate upon completion of the exam. All areas of the CCT exam are graded together and the exam must be passed with a score of 70% or greater in order to earn the designation. If the score is less than 70%, a retake of the full exam is required.

### **Eligibility**

The CCT exam is available to anyone involved in the management of patient accounts which involve government payers and compliance. AAHAM membership is not required, although it is encouraged, one year of compliance experience is recommended.

**MD AAHAM Members, if you plan to take the CRCS or CCT you should contact Amy to begin preparations for study materials and arranging testing sites.**

**CRCS & CCT Contact:**  
Amy Weber, CPC, CRCP-I  
Director, Non-Governmental Follow-up and Appeals/  
Contract Management  
Telephone: 410-933-2791  
Email: Amy.Weber@medstar.net

# Newly Certified Members– November

Name	Certification	Company
Marina Francis	CRCE-I	MedStar Health
Carol Aikin	CRCP-I	CalvertHealth Medical Center
Victoria Allen	CRCS-P	Philip Pollner, MD
Emily Anozie	CRCS-I	MedStar Health
Jennifer Bird	CRCS-I	MedStar Health
Laurie Blackwell	CRCS-I	MedStar Health
Mary Bragg	CRCS-I	Union Hospital of Cecil County
Tammy Briscoe	CRCS-P	Dimensions Healthcare Associates
Jeanette Brown	CRCS-I	MedStar Georgetown University Hospital
Kimberly Clark	CRCS-I	MedStar Health
David Clothier	CRCS-I	HBCS
Lamea Colbert	CRCS-I	MedStar Health
James Conway	CRCS-I	Erickson Living
Joy Cuenca	CRCP-I	DECO Recovery Management
Wendy Dersch	CRCS-I	Carroll Hospital Center
Tochi Duhu	CRCS-I	
Amy Eldredge-Brown	CRCS-I	Anne Arundel Medical Center
Yvette El-Shabazz	CRCS-I	HBCS
Kelly Engle	CRCS-I	MedStar Health
Rosemary Ewart	CRCP-I	Erickson Living
Robert Hallisey Jr.	CRCS-I	HBCS
Kari Hammer	CRCS-I	
Julie Harmon	CRCS-I	
Beverly Harrington	CRCS-I	CalvertHealth Medical Center
Latarsha Harrington	CRCS-I	
David Jackson	CRCS-P	
Lavonne Johnson	CRCS-P	Johns Hopkins Medicine
Brenda Lee	CRCS-I	Erickson Living
Nathalie Madera	CRCS-I	
Cherece Metz	CRCS-I	HBCS
Ana Ruth Morris	CRCS-I	Baltimore Washington Medical Center
Avril Musa	CRCP-I	Dimensions Healthcare
Julie Newton	CRCS-I	Union Hospital
Loan Nguyen	CRCS-P	
Heather Place	CRCS-I	MedStar Health
Jessica Pollutra	CRCS-I	MedStar Health
Chelsea Rice	CRCS-I	BWMC
Rudi Rodriguez	CRCS-I	HBCS
Holly Sandusky	CRCS-I	MedStar Health
Michael Schilling	CRCS-I	MedStar Health
Jessica Shinn-Mentzell	CRCS-I	
Mariama Sillah	CRCS-I	Dimension Healthcare system
Michelle Spears	CRCP-I	ARCH
Linda Squires	CRCS-I	MedStar Union Memorial Hospital
Kathleen Staab	CRCS-I	Union Hospital
Brittany Sturla	CRCS-I	MedStar Health
Joy Tabor	CRCS-I	Anne Arundel Medical Center
Jacqueline Wallace	CRCP-I	MedStar Health
Shatan Willett	CRCS-I	CalvertHealth Medical Center
Katie Williams	CRCS-I	MedStar Health

The Maryland Chapter of AAHAM is proud to recognize our most recently Certified Revenue Cycle Professionals (CRCP) Certified Revenue Integrity Professionals (CRIP) and Certified Revenue Cycle Specialists (CRCS)

Way to go! If you see these folks please congratulate them and celebrate their accomplishment. We are proud of all of you!



# Newly Certified Members– March

Name	Certification	Company
Mike Watkins	CRCE-I	ARCH
Patrick McMahon	CRCE-I	Carroll Hospital Center
Andrew Politz	CRCE-I	Medstar
Asiatu Aruna	CCT	
Sarah Beckner	CRCS-I	Medstar Health
Elisa Bennett	CRCS-I	Medstar Health
Deborah Bowles	CRCS-I	Medstar Health
Toya Brown	CRCS-I	Medstar Health
Shanaya Brown	CRCP-I	Erickson Living
Rita Chaney	CRCP-P	Carroll Health Group, LLC
Irene Marie Cline	CRCS-I	Medstar Health
Shannon Conwell	CRCS-I	Anne Arundel Medical Center
Deborah Dotson	CRCS-I	Union Hospital of Cecil County
Janace Ferguson	CRCS-I	Doctors Community Hospital
Sheldon Gaines	CRCS-I	Kennedy Krieger
Shannon Glaser	CRCS-I	Medstar Health
Diane Horner	CRCS-I	Medstar Health
Jennifer Jenkins	CRCP-P	Medstar Georgetown Medical Center
Kathleen Johnson	CRCS-I	HBCS
Kierra Joseph	CRCS-I	Erickson Living
Kalmy Ka	CRCP-I	General Global Assistance
Jamie Leppo-Peterson	CRCP-I	Health Group, LLC
Patricia Lunceford	CRCS-I	Calvert Health Medical Center
Jessica Mercado	CRCS-I	HBCS
Kimberly Meyer	CRCS-I	Health
Nancy Miller	CRCS-I	Baltimore Washington Medical Center
Tammy Newton	CRCS-I	Union Hospital of Cecil County
Marceline Paschall	CRCS-I	Erickson Living
Cherie Patterson	CRCP-I	GBMC
Danielle Pike	CRCS-I	Calvert Health Medical Center
Mary Potee	CRCP-I	GBMC
Martin Setren	CRCS-P	
Brandy Sturla	CRCS-I	Medstar Health
Dawn Taylor	CRCS-I	University Of Maryland Upper Chesapeake
Robin Warnell	CRCS-I	Medstar Health
Nathan Watkins	CRCS-I	HBCS
Danielle Zaheer	CRCP-P	McBee



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# Legislative Update

AAHAM Legislative Update  
Spring 2018  
Scott S. London, Esq.

Greetings fellow AAHAM members. I have some exciting legislative and regulatory updates to share from Maryland and the federal government.

**ACA Individual Market Insurers Regained Profitability In 2017 Despite Political Uncertainty.** According to a May 17, 2018 report from the Kaiser Family Foundation, insurers in the Affordable Care Act's individual market made a profit in 2017 as premiums increased on average by 22 percent, leaving many in a profitable position for the first time since the ACA took effect, despite constant uncertainty surrounding Obamacare. The report was based on data from the National Association of Insurance Commissioners. The report added that moving forward, the future of the ACA individual market remains uncertain in the face of new efforts by the Trump administration to dismantle the health law. The elimination of the federal individual mandate and proposed rules pushing short-term and association health plans could both lead to lower enrollment and higher premiums for the 2019 enrollment period.

**Appeals Court Dismisses House Suit Against Administration Over CSRs.** On May 16, 2018 a Federal appeals court dismissed the administration's appeal of a lower court ruling on the ACA's cost-sharing reduction payments, effectively ending House Republicans' participation in the matter. The parties in December asked the federal DC courts to vacate the case after the House and the Trump administration agreed the payments to insurers were illegal, and the attorneys general wanted to clear the decks for a related case in California. The Democratic attorneys general benefit from the settlement because it paves the way for movement in their Northern District of California suit challenging the Trump's decision to cut off the CSRs.

**CMS Actuary: Trump's Short-Term Plans Would Attract More Enrollees Than Anticipated, Hurt ACA Risk Pools.** CMS' chief actuary says the Trump administration's proposed rule on short-term health plans could have a much larger impact on the Affordable Care Act markets and federal spending than the agency originally estimated, with the actuary now estimating the plans could attract 1.4 million consumers and increase federal spending by \$1.2 billion in the first year alone.

Certificate of Need process in Maryland is under review. A task force formed by the Maryland Health Care Commission examined the certificate of need process. The regulating committee will spend the second half of 2018 coming up with recommendations to change the process.

Maryland's all-payer health care model received federal approval. Maryland's all-payer health care model received federal approval of a new contract. The state's unique system allows Maryland to set its own rate for hospital services. Payers across the state must all charge the same rate.

Respectfully Submitted,

Scott S. London  
Attorney at Law



# Educational Updates

Maryland AAHAM is committed to providing quality education at affordable prices. We host educational sessions throughout the year that allow our membership ample opportunity to secure the CEU's required to maintain your certification. In our continued effort to provide informative and topical educational sessions, we are always looking for additional speakers. In conjunction with the need for speakers, we can always use help with all aspects of preparing for our meetings.

We are asking members to tell us what topics you would like to learn. We are looking for other speakers/educators you may have seen that impressed you. Do you actually have a topic that you would like to present? Or do you have other input that you think would improve our educational sessions?

If you have speaker and/or topic suggestions for Maryland AAHAM's educational sessions, please contact Bernadette Debelius, CRCP, at [Bernadette.E.Debelius@Medstar.net](mailto:Bernadette.E.Debelius@Medstar.net)



## YOUR FEEDBACK MATTERS

### **Earn your CEU's!**

Ensure you have the CEU's required to keep your certification active. To check your current CEU status, visit the national website by [clicking here](#).

Maryland AAHAM will turn in CEU's for members who provide their National AAHAM Number at the time they sign in to our programs. To ensure you are credited the proper credit hours please review your CEU status with the link below. Don't let your certification lapse, ensure you have enough CEU's to cover you!

If you have any questions related to the CEU process, National AAHAM has published policies to help answer your questions.



### **Monthly Educational Sessions**

Please join us at The Hotel at Arundel Preserve for the 2018 Maryland Chapter educational sessions.

July 13, 2018—Open Topics, New Fiscal Year Celebration

October 26, 2018—Legislative Meeting

November 16, 2018—Fall Third Party Payer Meeting, Annual Business Meeting

December 14, 2018—Open Topics / Holiday Celebration

Remember to ensure your certifications remain up to date, you are required to have a certain percentage of CEU's from an AAHAM event, there is still plenty of time to secure your CEUs this year with Maryland AAHAM events.



# 2017 - 2018 Corporate Sponsors

Maryland AAHAM would like to extend our thanks to the vendors who provided their support for our Annual Institute in 2017

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# Industry News



## CMS renews Maryland's all-payer system

By **Virgil Dickson**

Modern Healthcare , May 14, 2018

The CMS approved Maryland's requests to continue and expand its unique all-payer model.

The model has been in place since 2014, and the state received federal approval to extend it through 2023, with the option of another five-year renewal at that time.

Under the model, the state is exempt from typical Medicare regulations and has the unique ability to set its own rates for hospitals. Starting Jan. 1, doctors' offices and nursing homes can voluntarily participate in the program as well.

"Improving health starts in the community and we were at a point where we needed to move outside of hospitals and after a healthcare event has happened and focus more on prevention," said Donna Kinzer, executive director of Maryland Health Services Cost Review Commission.

As part of the model, Maryland officials aim to coordinate care better across hospital and non-hospital settings, including mental health and long-term care services.

Maryland will offer care management fees for patients with chronic illnesses to give physician practices an incentive to participate in the model. Participation will also count as an alternative pay model under MACRA, making those physicians eligible for CMS bonuses, Kinzer said.

Maryland's current model saved Medicare more than \$586 million through 2016, compared with national spending, and the new model is expected to provide an additional \$300 million in savings per year by 2023 and a total of \$1 billion over five years.



## Maryland program to stabilize Obamacare hits snag over dispute about payments to insurers

**Andrea K. McDaniels**

The Baltimore Sun, Updated May 18, 2018

Key As a federal deadline looms, a state effort to stabilize Obamacare by creating a fund to help insurers cover the most expensive claims may have hit a snag.

The two insurers who sell plans in the state under Obamacare, CareFirst BlueCross BlueShield and Kaiser Permanente of the Mid-Atlantic States, disagree about whether the state plan favors CareFirst.

The state is proposing to establish a \$462 million reinsurance fund with money raised by a state levy on insurance companies plus some federal funds. The program would allow CareFirst and Kaiser to offer lower premiums and prevent Obamacare in Maryland from failing.

Maryland faces a deadline of May 31 to file an application asking the Centers for Medicare & Medicaid Services for permission to establish the reinsurance program.

But during hearings about the reinsurance program, Kaiser officials said CareFirst also would be able to tap a federal risk adjustment program, allowing it to "double dip" into two programs meant to help insurers pay for expensive customers.

Under the risk adjustment program, insurers with the healthier patients make payments to insurers with the sicker patients. The program is meant to spread the cost burden of insuring patients with many health problems who are more costly to treat.

CareFirst, the state's largest insurance company with a wide variety of plans, tends to get the sickest patients and higher risk adjustment payments.

If CareFirst is getting paid twice for losses on the same patient, it would hurt Kaiser because its customers would not experience the same premium savings as CareFirst customers, Kaiser officials said.

CareFirst CEO Chet Burrell said the reinsurance and risk adjustment programs are two distinct programs that should not be looked at as intertwined. He also said there is not a good way to measure any redundancy.

# Industry News

"There may be a small overlap, but no massive overlap to say we need to change the whole calculation," said Burrell, warning Kaiser's concerns could risk the state's application and threaten both insurers' ability to offer lower premiums in 2019.

Kaiser officials say the potential for double dipping is significant enough to find a way to account for it when paying insurers for treating the very sick.

"It is really the responsibility of Maryland to be proactive and try to construct something to try to stabilize the market, lower premiums and keep people insured," said Kim Horn, Kaiser regional president. "It just has to be structured in the right way."

The Maryland Health Benefit Exchange, which runs the marketplace that sells Obamacare plans, has asked the independent actuarial firm Wakely to determine the magnitude of any potential "double-dipping" that might occur. Both insurers advocated for the analysis. The study should be completed by June 30, a month after the state must file its application for the reinsurance fund.

Open enrollment for health plans is this fall. CareFirst and Kaiser have asked state insurance regulators for average premium rate increases for 2019 that ranged from 18.5 percent to 91.4 percent, depending on the type of plan. With a reinsurance program, rates could be reduced by as much as 30 percent. The administration must decide on rate increases by Sept. 1.

The full Maryland congressional delegation sent a joint letter Thursday to the secretaries of the U.S. Treasury and Health and Human Services departments in support of Maryland's application for a state reinsurance program.

"The Governor and both Democratic and Republican leaders strongly support this effort to address premium costs and access to affordable healthcare in our state," the letter said.

## States defy Trump on ObamaCare

**BY NATHANIEL WEIXEL** - 06/02/18, THE HILL

Today's Blue states are defying the Trump administration in a bid to protect ObamaCare and keep their insurance markets stable.



20

Several states, including California and Maryland, are looking to put limits on short-term insurance plans, even as the Trump administration is poised to expand access to them nationwide.

The states are doing so because they fear the availability of the short-term plans will drive up premium costs for ObamaCare.

On another front, Vermont and New Jersey have passed state laws that require people to buy health insurance. These individual mandate laws are meant to replace the now-repealed federal requirement.

Advocacy groups and state officials that back the measures say the states are seeking to protect advances made under ObamaCare from attacks by the Trump administration, which sought to repeal and replace the law and, failing that, has tried to chip away at it.

"States are determined to safeguard the gains they've achieved," said Stan Dorn, a senior fellow at the advocacy group Families USA. "There's a lot of interest in making sure the achievements of [ObamaCare] are not in danger, states protecting their residents from federal sabotage."

Costs are a big driver in the efforts by states. The cost of health insurance premiums on the ObamaCare exchanges is projected to jump in the coming weeks and months. Some states could see major double-digit spikes next year.

The high costs are blamed on actions the administration has taken that could cut into ObamaCare's enrollment.

"There's been a series of actions taken by the current administration that have undermined enrollment," Chet Burrell, president and CEO of CareFirst BlueCross BlueShield, said when he announced a potential 26 percent premium increase for next year in Maryland.

The elimination of the individual mandate penalty as part of the GOP tax-reform bill is one of the main drivers of premium increases. So is the expansion of short-term plans that do not meet ObamaCare requirements.

# Industry News

Some efforts by states to fight the administration are easier than others.

Imposing a state individual mandate to replace the federal one might have the most impact, but it's also the most politically difficult.

"The mandate is not a particularly popular provision. People like the effects that come from it, but asking legislators to vote for [forcing] people to buy insurance is not always attractive," said Gary Claxton, a vice president at the Kaiser Family Foundation.

Nonetheless, New Jersey's newly-elected Democratic governor signed a bill on May 30 to impose an individual mandate for health insurance, becoming only the second state to require health-care coverage and impose a penalty on residents without it.

Massachusetts first imposed a mandate in 2006 as part of then-Gov. Mitt Romney's (R) health reform plan, which served as a model for ObamaCare.

Vermont's Republican Gov. Phil Scott also signed an individual mandate bill in late May, but it won't take effect until 2020 and many of the details, including the penalty and enforcement mechanisms, still need to be decided.

Maryland lawmakers discussed passing a mandate law for 2019, but ultimately only passed a commission to study it. Al Redmer Jr., Maryland's insurance commissioner, said he was skeptical of the impact an individual mandate would have on premiums.

Redmer said ObamaCare's mandate was criticized as ineffective because the penalty was too small.

"If that's true ... you'd have to think there's not much difference between an ineffective one and no mandate," Redmer said.

It might be easier for states to fight the expansion of short-term insurance plans.

In February, the administration proposed rules that would allow people to buy short-term health insurance for up to 12 months, lifting restrictions from the Obama administration that limited the coverage to a maximum of three months. The plans would also be renewable.

The short-term plans don't need to meet ObamaCare's consumer protections, so they would potentially be much cheaper than a traditional plan. But people with pre-existing conditions can be charged more.

In addition, the plans do not have to comply with ObamaCare mandates for covering certain services, such as mental health treatment or prescription drugs.

Allowing plans to operate outside ObamaCare's protections will create a "shadow insurance market" that will siphon healthy people away from ObamaCare plans and increase costs, said Dorn.

The final policy is expected to be released in the coming weeks, but some state lawmakers are already pushing back. California passed a bill that would completely prohibit the sale of short-term plans beginning in 2019, but it has yet to be signed into law.

Lawmakers in Hawaii passed a bill that would essentially eliminate the state's short-term health plan market by prohibiting their sale to anyone eligible for a plan on the ObamaCare exchange. That bill is also awaiting the governor's signature.

Maryland's GOP Gov. Larry Hogan recently signed a bill that limits short-term plans to three months, and prohibits their renewal.

Redmer said he sees the short-term plan bill as merely returning to the status quo. He added that state lawmakers were worried about "adverse selection" if they allowed the administration's proposal to impact their state.

"The legislature has been protective of citizens," Redmer said. Lawmakers want to avoid creating situations where the insurance market will be negatively impacted, and "adverse selection will always result in increased premiums."



# Membership Announcements

*introducing  
Leonardo West  
D'Agostino*

*Born on April 15th, 2018  
6:34AM 7LBS 12OZ 20 INCHES  
AAHAM congratulates the  
Proud Parents  
Joe & Kayla*



**CONGRATULATIONS**  
**Marina Francis and Joseph Himes**  
**The Newlyweds were married on**  
**April 21, 2018**

*The happy couple honeymooned in the Outer Banks.*

*Your AAHAM Family wishes many years of happiness to Mr. and Mrs. Himes!*

## Share Your News!!!

The Maryland AAHAM is always looking to add your good news in the next newsletter. If you would like to share engagement, marriage, anniversary or baby announcements and a picture, please send it to Kim Cobb-Jimenez at [newslettermdaaham1@yahoo.com](mailto:newslettermdaaham1@yahoo.com).



# Membership Announcements

## Farewell from the Chairwoman

It has been a very rewarding 2 years of service as your Maryland AAHAM president. I have been so proud to witness the accolades that National AAHAM and other chapters have bestowed upon our organization. Under the leadership of Beth Franzak, Maryland AAHAM reached an incredible milestone of 400 National members. As I pass the torch to Kayla D'Agostino, we have grown to an astounding 465 National members-the largest group ever in Maryland and the Nation. I am very confident to leave the future of the chapter in the hands of your executive board. We have many bright young minds coming together to take our chapter to the next level. One of my favorite new initiatives is addressing the student population. Getting the AAHAM name into the local colleges and universities will benefit our facilities by introducing young talent into our community and strengthening our presence in the state. Our Chapter is also looking to strengthen our presence in Annapolis in the coming years. Maryland AAHAM has won the Legislative Advocacy Award for the last two years running, which includes the inaugural Advocacy award. This success was facilitated by many and I am so very proud to have been part of our growth. A lot can happen in 6 years; some were wonderful and some challenging. During my presidency I lost both of my parents but I gained a family, 465members strong. It is an incredible thing to be part of something larger than yourself, and I thank you from the bottom of my heart for allowing me to lead and share my vision with such a wonderful group of people.



Fondly,

Erin Miskelly

### Share Your News!!!

The Maryland AAHAM is always looking to add your good news in the next newsletter. If you would like to share engagement, marriage, anniversary or baby announcements and a picture, please send it to Kim Cobb-Jimenez at [newslettermdaaham1@yahoo.com](mailto:newslettermdaaham1@yahoo.com).



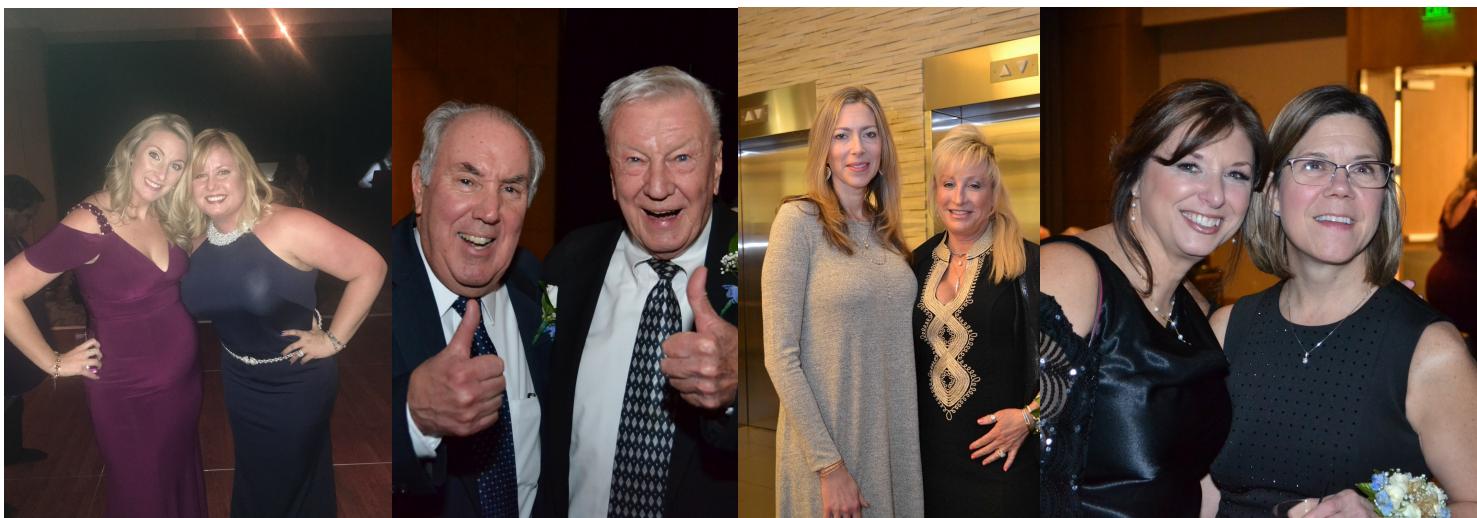
# Captured in the Moment

January 2018 Installation Dinner



# Captured in the Moment

January 2018 Installation Dinner



# Captured in the Moment

January 2018 Installation Dinner



# Captured in the Moment

January 2018 Installation Dinner



# Captured in the Moment

February 2018 Educational Session



# Captured in the Moment

Legislative Day March 2018



# Job Postings

## POSTING A JOB:

Would you like to gain access to a targeted group of medical professions in the administrative healthcare field? Well here's your chance to find the best in their field by posting an employment opportunity on the MD AAHAM website. It's simple with no headaches or hidden costs.

If you are interested in posting a job opening on the MD AAHAM website, please contact Hollie Miller at [stillwater082@gmail.com](mailto:stillwater082@gmail.com) for more details. Specific criteria does apply.

## JOB LISTING:

Is it time for a change, are you not valued at your current job? Are you tired of all the keyword searches to find that you aren't even in the right area of the United States during your job search? We have a solution for you, as a member of the Maryland AAHAM Chapter you are free to browse our job listings directly on our website. Local leading companies in the healthcare administrative field are posting new and competitive opportunities exclusively for our members only.

To view what job opportunities are available you can visit:

<http://www.mdaaham.com/job-openings/>

As a member of the National AAHAM organization you can also view: <http://www.aaham.org/MembersOnly/Jobline.aspx>

## Suggestions

If you have a topic or suggestion for inclusion in the newsletter, please don't hesitate to send it to Kim Cobb-Jimenez at [newslettermdaaham1@yahoo.com](mailto:newslettermdaaham1@yahoo.com). Your suggestions will be shared with the Executive Committee for final approval. You will be recognized as the contributor if your suggestion is approved and included.

## Thank you for Contributing

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Bernadette Debelius, CRCP

Kate Austin, CRCE-I

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## Maryland Chapter

Join us on:



Quote – "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." - Maya Angelou