



AAHAM
 American Association of Healthcare
 Administrative Management
 Maryland Chapter

**SUMMER
 2024**

MD AAHAM
Connection

National Journal Award Winner

Happy Summer and Happy Fiscal Year End to everyone who completed another successful year! I hope you spend the next few months slowing down a bit, enjoying the outside, taking some relaxing time for yourself and your loved ones, and staying cool in this brutal heat.



For us here at Maryland AAHAM, we are ramping up to the busiest part of our year – our Annual Institute. Once again, we will be down at the beach, at the amazing Princess Royale Resort, in Ocean City from September 10–12, 2024. Our theme this year is “Saddle Up for Success: Unbridling Opportunities in the Revenue Cycle” so make sure to bring your best Western wear with you! We have a bountiful slate of powerful speakers and networking opportunities in our packed agenda. Please visit our website for additional information, including the full agenda and link to register, at www.mdaaham.com.

For those looking to use this summer for learning more about the revenue cycle, National AAHAM will be putting on their Summer of Certification series of webinars this July and August. There will be webinars for every learning level and will be beneficial to both those looking to take a certification exam and those already certified who want to stay fresh. Please go to https://aaham.org/events/event_list.asp?show=&group=&start=1%2F26%2F2024&end=&view=&cid=24047 to see the dates and times of all webinars.

This fall, here in Maryland, there will be an opportunity for additional webinars, as well as our next in-person educational session at Turf Valley in December. You will also see emails about our chapter elections in the fall as well so stay tuned!

As always, please reach out if you have any questions, concerns, comments. We love hearing from you all!

Sincerely,

Jackie

Jackie Truelove, CRCE, CRCP, CRCS
 President, Maryland AAHAM

In the News...

President’s Message	1
Calendar of Events - MD AAHAM Annual Institute	2
Calendar of Events— National AAHAM ANI 2024	3
Legislative Day 2024	4
Legislative Day	4-7
Membership Corner	8-9
Charitable Commitment	10-11
Educational Updates	12
Certification Options	13
National AAHAM Certification Series	14
Scholarships	15
Board of Directors	16-17
Our Sponsors	18-20

Join us on:



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.

Calendar of Events

MD AAHAM ANNUAL INSTITUTE - 2024

***Saddle Up for Success:
Unbridling Opportunities in the
Revenue Cycle***



***MD AAHAM 50th Annual Institute 2024
Princess Royale Oceanfront Resort, Ocean City, MD
September 10 - 12, 2024***

We are **climbing in the saddle** for Maryland AAHAM's biggest event of the year. Join us at the Princess Royale Oceanfront Resort from **September 10th-12th**. You will receive incomparable education and attend networking events that are sure to bring trailblazing solutions and tips on how to round up your revenue. Check out our conference agenda [here](#).

**CLICK HERE
FOR MORE DETAILS,
TO REGISTER &
TO BOOK YOUR ROOM**

**The cut-off date to receive the reduced AAHAM
rate for reservations is August 20, 2024.**



Calendar of Events



[Register for ANI](#)

EVENT RESOURCES

Agenda

Check out the ANI agenda for new events happenings in 2024!

[Read More](#)

Exhibitors/Sponsors

Exhibitor or sponsor at ANI to maximize your brand visibility and connect with industry leaders!

[Read More](#)

Hotel

ANI will be held at The Worthington Renaissance Hotel in Fort Worth, TX.

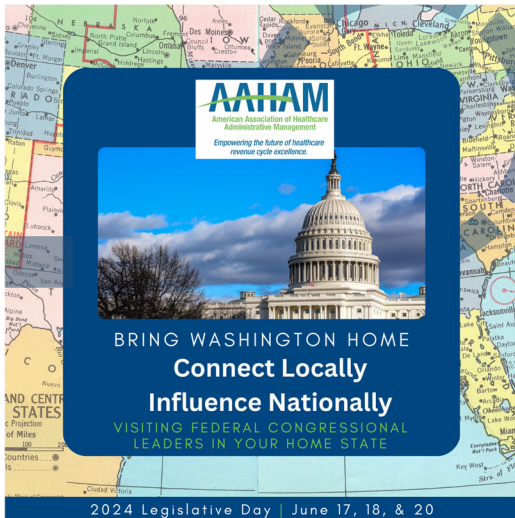
[Read More](#)

Speakers

Learn more about our session presenters!

[Read More](#)





2024 Legislative Day Update **Scott S. London, Esq.**

Greetings Fellow AAHAM Members,

The 2024 AAHAM Legislative Day was conducted in a different manner than years past. The slogan was “Bring Washington Home: Connect Locally, Influence Nationally”. Considering we are in the midst of an election year, AAHAM decided not to conduct in person meetings in Washington, DC, but rather for our members to meet with our federal legislators and their staff at local offices.

As part of Legislative Day, on Jun 20, 2024, I was joined by Gustavo Matheus for an in-person visit with Elonna B. Jones of Sen. Chris Van Hollen’s office in Baltimore. As volunteer representatives of AAHAM, Gustavo and I explained the importance of 3 key areas of concern this year faced by providers.

Elonna was welcoming and took a true interest in these topics, expressing her hope in having AAHAM follow up with her and her colleagues.

Topics discussed with Elonna B. Jones of Sen. Chris Van Hollen’s office:

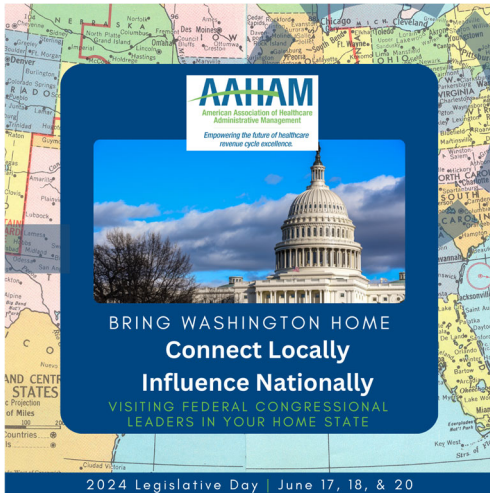
- 1. Prior Authorization: Enhancing Patient-Centered Care**
- 2. AI Usage in Denial Processing**
- 3. Medical Debt Collection**

We considered the in-person meeting not only as an opportunity for advocacy, but we also let Elonna know that AAHAM can be used in the future as a resource.

Know that we proudly represented AAHAM—and all of its healthcare provider members—in the meeting with Elonna.

You be the change! We need you to join us in representing AAHAM’s provider members before our legislators. It is so imperative that our legislators and their staffers know your stories, as you advocate for excellent and timely access to patient-centered healthcare. *You are the people our legislators want to hear from, including patients.* And we want you to learn about how much your voice matters.

We trust you will continue to support these important endeavors, not just next year, but during the upcoming months. We need your input—and so does quality healthcare in Maryland.



Details of Needed Changes and Points of National Concern Are:

Prior Authorization:

Background:

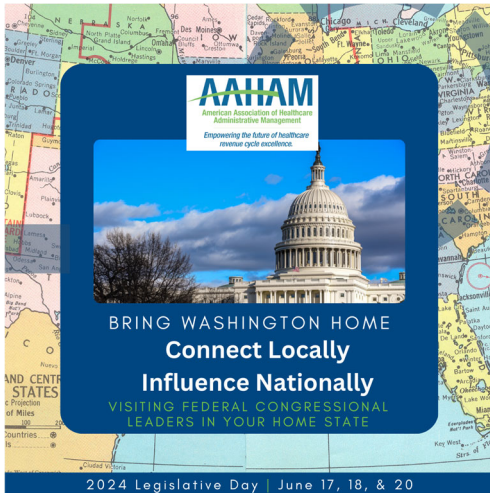
- ◇ Utilization management programs like prior authorization pose obstacles to patient-centered care
- ◇ Insurance payers justify these programs for cost control and appropriate treatment

AAHAM Prior Authorization Principles:

- ◆ Standardization across all health plans to reduce operational costs
- ◆ Adoption of electronic standards to streamline processes and save costs
- ◆ Requirement for health plans to meet quality and timeliness standards
- ◆ Establishment of national standardization and criteria for medical necessity
- ◆ Approval of services within the same “family of codes” to reduce denials
- ◆ One standard list of tests requiring prior authorization across all health plans

Recommendation:

- * Encourage Congress to pass legislation incorporating patient-centric and cost-effective principles outlined by AAHAM
- * Failure to adopt these principles may lead to increased hurdles for hospitals and patient dissatisfaction



Details of Needed Changes and Points of National Concern Are:

AI Usage in Denial Processing:

Issue:

- ◇ Usage of Artificial Intelligence in claim denials

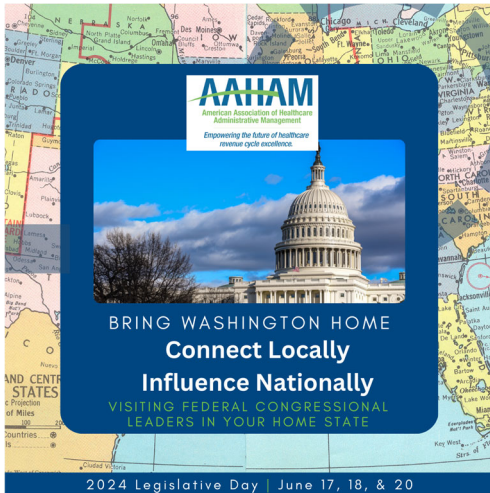
Concerns:

- ◆ AI-generated insurance denials lack transparency, accountability, and human oversight
- ◆ Current AI algorithms may not ensure fair, equitable, and non-discriminatory

Proposed Guidelines:

- * Explainable AI: Ensure transparency in AI decision-making processes
- * Human-AI Collaboration: Foster collaboration between AI and human experts
- * Regular Training and Updates: Continuously update AI models with diverse datasets
- * Fairness and Bias Mitigation: Detect and mitigate biases in AI algorithms
- * Appeals Process: Establish transparent appeals process for policyholders
- * Regulatory Compliance: Ensure compliance with relevant regulations and standards
- * Ethical Guidelines: Develop and adhere to ethical guidelines for AI use
- * Human Oversight Intervention: Allow human experts to review and override AI decisions
- * Customer Education: Educate policyholders about AI's role in insurance
- * Monitoring and Auditing: Regularly monitor and audit AI systems for anomalies
- * Collaboration with Regulatory Bodies: Engage with regulators to align with industry standards
- * Feedback Mechanism: Establish a feedback loop for policyholder on AI decisions
- * AI Appeals Oversight Commission: Create a commission to oversee AI appeals

By adopting these strategies, insurance companies can ensure AI-generated decisions align with ethical standards, regulations, and policyholder interests.



Details of Needed Changes and Points of National Concern Are:

Medical Debt Collection:

Background:

- ◇ H.R. 1773 (Consumer Protection for Medical Debt Collection Act) by Rep. Rashida Tlaib delays reporting medical debt to credit agencies for one year and bans reporting of debt from “medically necessary procedures” for two years
- ◇ Rep. Katie Porter introduced H.R. 6003, seeking to remove medical debt from credit reports
- ◇ Sen. Jeff Merkley introduced S. 31003, similar to H.R. 6003

H.R. 1773 Concerns:

- ◆ Prohibits medical debt collection for up to two years, hindering patient-provider communication and resolution opportunities
- ◆ Limits options for addressing unaffordable medical debt, charity care, and correcting billing errors
- ◆ Increases healthcare costs and may lead to upfront cash payments for care, reducing access, particularly for vulnerable patients

H.R. 6003 & S. 3103 Concerns:

- ◆ Eliminating medical debt reporting may lead to increased credit risks for consumers and missed opportunities for financial assistance
- ◆ Healthcare providers might demand upfront payments, reducing access for vulnerable populations
- ◆ Small providers may struggle financially without credit reporting advantages

AAHAM Recommendation:

- * Urges Congress to table H.R. 1773, H.R. 6003 and S. 3103 due to potential negative consequences
- * Suggests working with AAHAM to develop a balanced Code of Ethics for Medical Debt Collection
- * Highlights severe financial impacts on hospitals and negative effects on patient consumers if legislation passes unchanged

Membership Corner

Join Maryland AAHAM - https://mdaaham.com/form.php?form_id=8&c=1

Join National AAHAM - <https://www.aaham.org/WhyJoin.aspx>



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.

AAHAM Student Membership

Any college student who is pursuing a career in business, marketing, finance, IT, accounting or healthcare administration could be our future colleague! Our hospitals, clinics, and business partners are viable options for students of any age who are pursuing a career in healthcare. Because of this, AAHAM is a great first step in getting students involved in their professional environment. Certification is also an excellent tool for students. Recent and soon to be graduates searching for employment in revenue cycle will not only stand out with the credentials behind their name, but also gain the invaluable connections from the networking opportunities offered by AAHAM. Likewise, having an opportunity to hire and network with the up and coming professionals also benefits our growing industry and the businesses that support it!

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



Membership Corner

Join Maryland AAHAM - https://mdaaham.com/form.php?form_id=8&c=1

Join National AAHAM - <https://www.aaham.org/WhyJoin.aspx>



Invest In Your Future

Join AAHAM today and invest in your future. Check out and enjoy the lasting benefits of membership in the only national association dedicated to exclusively fulfilling the needs of healthcare administrative management professionals. We know that once you see all that we have to offer, you will agree that AAHAM is the premier professional organization in healthcare administrative management.

Membership Types and Fees

National Membership - *The fee to become a National AAHAM member is \$209. If you join in July, the dues are \$160 for the rest of the current year. If you join between August 1st and November 30th, the fee is \$250 for the rest of the current year and all of the following year. We also offer payment plans to help ease the dues burden.*

Full Time Student Membership- *Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full-time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.*

Part Time Student Membership - *The part time student membership fee is \$50. If you join in July, the dues are \$35 for the rest of the calendar year. If you join between, August 1 and November 30th, dues are \$65 for the rest of the current year and all the following year. To qualify for the part time student membership, you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, eligibility for the member scholarships, and cannot be a proxy for a chapter president at any national board meetings.*

Retired Membership - *The retired membership is now free of charge. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact our National Office.*



JOIN ONLINE





Charitable Commitment

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. In 2023 and beyond, we will continue this mission as we expand our outreach.

Each year, we choose organizations that we know are making a difference in our communities. This year, we’ve chosen 2 organizations — the Robert I. Damie Race For Our Kids—Baltimore and during our Annual Institute, we chose the Believe In Tomorrow Children’s Foundation. . We hope we can count on you for your support!



**ROBERT I. DAMIE
RACE FOR OUR KIDS**
SUNDAY, SEPT. 22, 2024
THE MARYLAND ZOO IN BALTIMORE
10K | 5K RACES
BRENT A. ROSENBERG FAMILY WALK
Sponsored by The Family Tree

The Robert I. Damie Race For Our Kids is an annual event that takes place at the Maryland Zoo in Baltimore. The event is named after Robert “Bob” Damie, an accountant and co-trustee of the Herman & Walter Samuelson Foundation, who passed away in 2021. The event benefits organizations such as the Herman & Walter Samuelson Children’s Hospital at Sinai, the Rubin Institute for Advanced Orthopedics Save-A-Limb Fund, the Center for Hope and The Family Tree. To learn more, to register or to simply make a donation, visit their website [here](#).

Suggestions?

If you have a charity that is near and dear to your heart, please feel free to reach out to Nicole Kreamer at charity@aaaham.org with any suggestions for efforts that you would like to see your local AAHAM chapter support. Together we can make a difference!





Charitable Commitment



<https://www.believeintomorrow.org/>

Who We Are | Believe In Tomorrow Children's Foundation provides exceptional hospital and respite housing services to critically ill children and their families. Our unique programs bring comfort, hope, and joy to children and their families, enabling them to renew their spirits mentally and physically.

What We Believe | We believe in keeping families together during a child's medical crisis, and that the gentle cadence of normal family life has a powerful influence on the healing process. We believe the highest standards of service and unparalleled hospitality help create a unique healing environment, where families find hope and comfort.

Since 1986, Believe In Tomorrow has provided over 900,000 individual overnight accommodations, from every state in the U.S. and more than 90 countries worldwide. Our unique hospital housing and respite housing serve as a support system for when families need it most. Navigate through our programs below or continue reading to learn more about Believe In Tomorrow Children's Foundation.

Suggestions?

If you have a charity that is near and dear to your heart, please feel free to reach out to Nicole Kreamer at charity@aaham.org with any suggestions for efforts that you would like to see your local AAHAM chapter support. Together we can make a difference!



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 about. What other speakers/educators have you seen that impressed you? Do you have a topic that you would like to present? 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 KC Lycett.

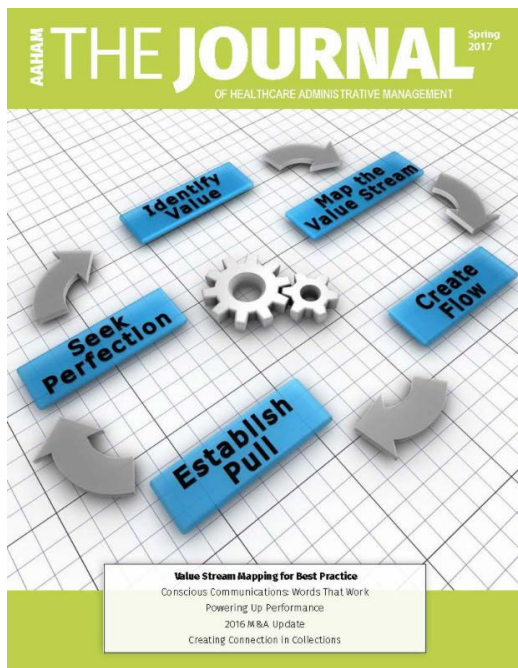
Earn your CEU's!

Ensure you have the CEU's required to keep your certification active. To check your current CEU status, log into your account at [clicking here](#).

Maryland AAHAM will provide a CEU form to all members who attend a Maryland AAHAM webinar or in-person educational session. Please be sure to retain the CEU form given to you after the webinar or at the in-person event. Upload the form to the National AAHAM website to report your CEU's. If you have any questions about the process or need a replacement CEU form for a previously attended event, please contact Kate Austin at kaustin@archar.net. 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!

Please continue to review our calendar and watch out for

AAHAM eNewswatch



The AAHAM Journal has gone green! In order to save resources and be ecologically responsible. 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.

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 AAHAM Certification Updates



AAHAM Certification

Why, What and Who

**LEARN
MORE**

AAHAM CRCE (Executive)

Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them 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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRCP (Professional)

Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge and skills. 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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRIP (Revenue Integrity Professional)

The Revenue Integrity Professional (CRIP) is an online proctored exam directed to 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.

<https://connect.gomembers.com/f/index.php?>

AAHAM CRCS (Specialist)

Specialist certification is an online proctored exam that tests the proficiency of staff involved in the processing of patient accounts and to prepare them for the many details needed to perform their daily job duties.

<https://connect.gomembers.com/f/index.php?>

AAHAM CCT (Compliance)

Compliance certification is an online proctored exam that thoroughly tests competencies in healthcare compliance for all staff involved in the processing of patient accounts. It is intended to meet the annual employee compliance training requirements and to support individuals with professional compliance responsibilities in both institutional (hospital, health system) and professional (physician, clinic) settings.

<https://connect.gomembers.com/f/index.php?>

If you have any questions about certification, please contact:

Andy Politz at andrew.n.politz@medstar.net or

Jackie Truelove at jaclyntruelove@gmail.com

National AAHAM Certification Updates



AAHAM Certification

Why, What and Who

SUMMER OF CERTIFICATION

July 2024 – all webinar times are 1:30-2:30P EST:

- 10th - How to combat testing anxiety
- 11th – CRCE – Patient Access
- 17th – CRCS – Patient Access
- 18th – CRCE – Billing
- 24th – CRCS – Billing
- 25th – CRCE – Credit & Collections
- 31st – CRCS – Credit & Collections

August 2024 – Webinar times listed below:

- 1st – CRCE – Revenue Cycle Management 1:30-2:30P EST
- 7th – CRCP – Patient Access 12-1P EST
- 7th – CCT – Full Review 1:30 - 2:30P EST
- 8th – CRCP – Billing 12-1P EST
- 14th – CRCP – Credit & Collections 12-1P EST
- 15th – CRCP – Revenue Cycle 12-1P EST
- 20th – CRIP – Full Review 12-1P EST
- 21st – Know before you test 1:30 - 2:30P EST

in addition to webinars about the individual sections of each exam, this year National AAHAM is offering two all-new webinars. Please join them for “Combatting Testing Anxiety” on July 10th and for “Know Before You Test” on August 21st. **Neither of these award CEUs.** Register for these and all of our upcoming webinars here: [https://aaham.org/events/event_list.asp?show=&group=&start=6%2F20%](https://aaham.org/events/event_list.asp?show=&group=&start=6%2F20%2F)

If you have any questions about certification, please contact:

Andy Politz at andrew.n.politz@medstar.net or

Jackie Truelove at jaclyntruelove@gmail.com



GENE GIORDANO SCHOLARSHIP AWARD:

The Gene Giordano Scholarship Award Fund was established in honor of one 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.

Deadline extended to
July 31, 2024

**GENE GIORDANO AWARD
2024 APPLICATION**

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 have 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, and the chapter will pay for hotel, airfare, and a stipend for expenses per day.

Deadline extended to
August 10, 2024

**FRANK CALLENDER AWARD
2024 APPLICATION**

For more information, please contact Jackie Truelove
Jaclyntruelove@gmail.com



MEET THE 2023-2024 BOARD OF DIRECTORS



Kayla D'Agostino
Chairman of the Board
Calvert Health



Jackie Truelove
President
Select Medical



Beth Franzak
1st Vice President
Kohler Healthcare



K.C. Lycett
2nd Vice President
Universal Health Care Placements



Amy Weber
Treasurer
MedStar Health



Karen Moore
Secretary
Optum 360



BOARD OF DIRECTORS



Jennifer Beeker
Board Member
Johns Hopkins Health



Jessica Felder
Board Member
Kohler Healthcare Consulting, LLC



Marina Himes
Board Member
MedStar Health



Nicole Kreamer
Board Member
Johns Hopkins



J. Pete Leonard
Board Member
Elevate PFS



Scott London
Board Member
London Eligibility, Inc.



Pam Long
Board Member
The CCS Companies



Erin Miskelly
Board Member
Aurora Healthcare Resources



Andrew Politz
Board Member
MedStar Health



Brianna Sensibaugh
Board Member
Baltimore Washington
Medical Center

AD-HOC BOARD



James Pete Ash, Jr
Board Member
Elevate PFS



Kate Austin
Board Member



Eugene Friedman
Board Member



Gustavo Matheus
Board Member



Sheldon Pink
Board Member
Luminis Health

OUR SPONSORS



Maryland AAHAM would like to extend our thanks to the vendors who provided their support for our chapter in 2019-2023.

If you are interested in becoming a MD AAHAM Chapter sponsor, contact Karen Moore at kmoore1192@gmail.com



Click on any Sponsor logo to learn more about their services

OUR SPONSORS



Maryland AAHAM would like to extend our thanks to the vendors who provided their support for our chapter in 2019-2023.

If you are interested in becoming a MD AAHAM Chapter sponsor, contact Karen Moore at kmoore1192@gmail.com



CHANGE
HEALTHCARE



[Click on any Sponsor logo to learn more about their services](#)

OUR SPONSORS



Maryland AAHAM would like to extend our thanks to the vendors who provided their support for our chapter in 2019-2023.

If you are interested in becoming a MD AAHAM Chapter sponsor, contact Karen Moore at kmoore1192@gmail.com



Click on any Sponsor logo to learn more about their services