



15th Annual Charles Garvin Golf Outing

Thursday September 21, 2017

The Den at Fox Creek

3002 Fox Creek Rd.

Bloomington, IL 61704

See Golf Flyer for Event Pricing & Registration Info!

Fall Educational Conference

Friday, Sept. 22, 2017

The Bone Student Center

Illinois State University

100 N. University St.

Normal, IL 61761-4441

Meeting Cost:

Members-\$50.00

Non-Members-\$100.00

Students:FREE

Hotel Rooms have been blocked if needed for Thursday Sept. 21 2017

DoubleTree by Hilton-Bloomington

10 Brickyard Dr.

Bloomington, IL 61701

309-664-6446

Block Ref. #- IL AAHAM \$115plus tax

Dress CASUAL!

A Friday Casual meeting!

Wear your Favorite Collegiate-Wear with shorts or jeans!



Registration

Please provide us with your registration information:

Name: _____

Title: _____

Company Name: _____

Company Address: _____

Phone: () _____

E-mail: _____

Certified: Yes No

If certified please indicate which: CRCE CRCP CRCS CCT

Are you a member of AAHAM? Yes No Membership # _____

Is this your first IL AAHAM meeting? Yes No

Did you register on-line? Yes No

Cancellation policy is 72 hours from date of event for full refund.

Registration deadline is September 11, 2017. Please register online and pay with a credit card or send your payment by Friday September 15 2017.

**Please make checks payable to IL AAHAM
and mail your registration form and payment to:
Chris Bryant
9047 Lake Rd.
Dewitt, IL 61735**

**Make it Easy! Register
online instead!
www.illinoisaaaham.com**



Thursday September 21, 2017

**Board Meeting-The Den at Fox Creek
9:00am-Noon**

**Charles Garvin Golf Outing-The Den at Fox Creek
Noon-5pm**

Friday September 22, 2017

8:00am-9:00am

Breakfast and Registration

9:00am-9:15am

President's Welcome and First Time Attendee Recognition

9:15am-10:15am

**Medicaid Managed Care Expansion Update
Helena Lefkow- IHA**

**Helena Lefkow
Senior Director, Patient Financial Services**

Helena Lefkow is senior director of Patient Financial Services (PFS) at the Illinois Health and Hospital Association (IHA). She is responsible for IHA's PFS program, which provides participating hospitals and health systems with timely information on regulatory and administrative changes impacting revenue cycle operations, a forum for sharing best practices and addressing collective revenue cycle concerns, and technical assistance on a variety of Medicare, Medicaid, and private payer billing and payment issues. She also works closely with IHA's policy and advocacy team to address operational challenges arising from the Illinois Medicaid managed care expansion.

Lefkow holds a master of public affairs (MPA), with a concentration in health policy, from the University of Wisconsin-Madison, and has a B.A. in history from Northwestern University.



10:15-10:30 Break

11:00am-Noon

HIPAA Privacy Update

Mary Anne Niekirk-

MARY ANNE NIEUKIRK

Ministry Privacy Officer

Ms. Niekirk has been with the OSF Healthcare System for nineteen years. She has served in her current position since December 2008. She oversees the implementation of the Ministry policies covering compliance with the HIPAA Privacy Rule and other federal and state privacy laws. Prior to joining the Ministry Compliance team, Ms. Niekirk served as the Compliance Manager at OSF HealthPlans. She was previously employed for ten years by Aetna at the local Medicare Fiscal Intermediary, where she served as the Supervisor of the Medicare Secondary Payer unit. Ms. Niekirk is a Fellow of the Academy for Healthcare Management (FAHM).

Noon-1:00pm

Lunch

1:00pm-2:45pm

Medicare Secondary Payer (MSP) Education

Jan Wood

Do you know your responsibilities when it comes to completing screening with Medicare beneficiaries for other primary payers? Once it is determined that Medicare is secondary payer, are you submitting your Medicare secondary claims correctly? Please join us as we go over the Medicare Secondary Payer (MSP) questionnaire in depth and then spend time reviewing MSP billing when the claim is an MSP claim, an MSP partial paid claim, or an MSP conditional claim. We will go over scenarios and have time for questions at the end of the session.

Jan Wood is a POE Consultant for National Government Services who specializes in education relating to when Medicare is the secondary payer (MSP). She has been with NGS for 29 years. She began in the MSP department, then an in-house trainer for the Fiscal Intermediary Standard System, five years as an internal Compliance Officer, several years as a MSP auditor and since 2006 has been with the POE department focusing on MSP training and being a backup to our hospice consultant.



2:45-3:00

Break

Afternoon Snack!

3:00pm-4:00pm

Crack the Communication Code Using Words that Work!

Mary Shores

In an increasingly competitive healthcare industry, patient satisfaction and retention is critical to your clinic’s success. An innovative, positive communication strategy is what will make you stand out among the crowd. Learn how to integrate these the three simple steps, enhance knowledge and confidence in your employees, increase patient retention, and build long-lasting relationships with your patients!

It is undeniable that everything we say either creates connection or drives disconnection. It is time to align your communication strategy with your mission to help improve the lives of patients and staff.

Mary Shores has developed and tested an innovative communication strategy that has radically decreased complaints, dramatically improved satisfaction and retention, and genuinely motivates and empowers people to feel good. After integrating this philosophy within her company, revenues grew more than 34% within the first year.

As the owner and CEO of what has been named as one of the most unique collection agencies in the country, Mary has worked with some of the most challenging situations involving patients and their past-due accounts. The tried and true communication strategies she created not only ensures her success on collections, but has built a lasting positive reputation for both her clients and patients.

Adjourn

Our Charity Event will be Baby Fold!

<http://www.thebabyfold.org/who-we-are/our-mission/>

2017 Corporate Partners



PLATINUM LEVEL



ARS / Magnet Solutions www.ar-solutions.biz / www.magnetsolutions.biz Richard J. Rogers - richard.rogers@ar-solutions.biz	ParrishShaw www.parrishshaw.com Kimberly Wescott - kim@parrishshaw.com	RelayHealth Financial www.mckesson.com Deanna Gray - deanna.gray@mckesson.com
Commerce Bank www.commercebank.com Steve Daggs - Stephen.Daggs@CommerceBank.com	EnableComp www.enablecomp.com Ashley Jones - ajones@enablecomp.com	Experian Health www.experianhealth.com Wesley Brinson - wesley.brinson@experianhealth.com
Horizon Financial Management www.horizonfinancial.com David Pareja - dpareja@horizonfinancial.com	Marcam Associates www.marcamassociates.com Tim Moore - tmoore@marcamassociates.com	MedData www.meddata.com Sarah Wering-sarah.wering@meddata.com



GOLD LEVEL



Avadyne Health Ron Snyder - rsnyder@avadynehealth.com	VitalWare LLC Keith Saindon - keithsaindon@vitalware.com	Medical Reimbursements of America Vanessa Haydon - vhaydon@mrareults.com
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SILVER LEVEL



Wakefield & Associates	Shirley Mason - Shirley.mason@wakeassoc.com
Craneware	Jeff Morgan - j.morgan@craneware.com
RRCA Accounts Management	Nick Hubbard - Nick.hubbard@rrcaaccounts.com
State Collection Service Inc	Brad Taylor - bradt@stcol.com
RevSpring	Jennifer Hartzler - jhartzler@revspringinc.com
Pro Com Services of Illinois	John McGlasson - mcglasson.john@pro-comservices.com
Managed Care Partners	James Richmond - jrichmond@mngdcare.com
Secure Bill Pay	Terry Hauer - terry@securebillpay.net
Salud Revenue Partners	Steve Chrapla- schrapla@saludrevenue.com



BRONZE LEVEL



Collection Professionals Inc	Greg Himelick - cpils1@ivnet.com
AAMS	Mike Dobbs - mdobbs@aamsonline.com
Hauge Associates	Charlie Cole - charliec@thehauggroup.com
AFNI	Kathleen Sweeney - kathleensweeney@afni.com
Eagle Recovery	Nancy Vollmer - nvollmer@eaglerecovery.net
Colburn Hill Group	Kimberly Spaulding - kspaulding@colburnhill.com
Creditors Collection Bureau, Inc	Sue Glenzinski - sglenzinskie@creditorscollection.com

