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.illinoisaaham.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 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 Nieukirk-

MARY ANNE NIEUKIRK
Ministry Privacy Officer
Ms. Nieukirk 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. Nieukirk 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. Nieukirk 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 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

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<td>ARS / Magnet Solutions</td>
<td><a href="http://www.ar-solutions.biz">www.ar-solutions.biz</a> / <a href="http://www.magnetsolutions.biz">www.magnetsolutions.biz</a></td>
<td>Richard J. Rogers - <a href="mailto:richard.rogers@ar-solutions.biz">richard.rogers@ar-solutions.biz</a></td>
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<td>Commerce Bank</td>
<td><a href="http://www.commercebank.com">www.commercebank.com</a></td>
<td>Steve Dagg - <a href="mailto:Stephen.Dagg@CommerceBank.com">Stephen.Dagg@CommerceBank.com</a></td>
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<td>Horizon Financial Management</td>
<td><a href="http://www.horizonfinancial.com">www.horizonfinancial.com</a></td>
<td>David Pareja - <a href="mailto:dpareja@horizonfinancial.com">dpareja@horizonfinancial.com</a></td>
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<td>ParrishShaw</td>
<td><a href="http://www.parrishshaw.com">www.parrishshaw.com</a></td>
<td>Kimberly Wescott - <a href="mailto:kim@parrishshaw.com">kim@parrishshaw.com</a></td>
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<td><a href="http://www.enablecomp.com">www.enablecomp.com</a></td>
<td>Ashley Jones - <a href="mailto:ajones@enablecomp.com">ajones@enablecomp.com</a></td>
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<td>Deanna Gray - <a href="mailto:deanna.gray@mckesson.com">deanna.gray@mckesson.com</a></td>
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<td><a href="http://www.experianhealth.com">www.experianhealth.com</a></td>
<td>Wesley Brinson - <a href="mailto:wesley.brinson@experianhealth.com">wesley.brinson@experianhealth.com</a></td>
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<td>Marcam Associates</td>
<td><a href="http://www.marcamassociates.com">www.marcamassociates.com</a></td>
<td>Tim Moore - <a href="mailto:tmoore@marcamassociates.com">tmoore@marcamassociates.com</a></td>
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<tr>
<td>MedData</td>
<td><a href="http://www.meddata.com">www.meddata.com</a></td>
<td>Sarah Wering - <a href="mailto:sarah.wering@meddata.com">sarah.wering@meddata.com</a></td>
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<td>Ron Snyder - <a href="mailto:rsnyder@avadynehealth.com">rsnyder@avadynehealth.com</a></td>
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<tr>
<td>VitalWare LLC</td>
<td><a href="mailto:keithsaindon@vitalware.com">keithsaindon@vitalware.com</a></td>
<td>Keith Saindon - <a href="mailto:keithsaindon@vitalware.com">keithsaindon@vitalware.com</a></td>
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<tr>
<td>Medical Reimbursements of America</td>
<td><a href="mailto:vhaydon@mraresults.com">vhaydon@mraresults.com</a></td>
<td>Vanessa Haydon - <a href="mailto:vhaydon@mraresults.com">vhaydon@mraresults.com</a></td>
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<td><a href="mailto:Shirley.mason@wakeassoc.com">Shirley.mason@wakeassoc.com</a></td>
<td>Shirley Mason - <a href="mailto:Shirley.mason@wakeassoc.com">Shirley.mason@wakeassoc.com</a></td>
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<td>Craneware</td>
<td><a href="mailto:J.morgan@craneware.com">J.morgan@craneware.com</a></td>
<td>Jeff Morgan - <a href="mailto:J.morgan@craneware.com">J.morgan@craneware.com</a></td>
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<td>RRCA Accounts Management</td>
<td><a href="mailto:Nick.hubbard@rrcaaccounts.com">Nick.hubbard@rrcaaccounts.com</a></td>
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<td>State Collection Service Inc</td>
<td><a href="mailto:bradt@stcol.com">bradt@stcol.com</a></td>
<td>Brad Taylor - <a href="mailto:bradt@stcol.com">bradt@stcol.com</a></td>
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<td>RevSpring</td>
<td><a href="mailto:jhartzler@revspringinc.com">jhartzler@revspringinc.com</a></td>
<td>Jennifer Hartzler - <a href="mailto:jhartzler@revspringinc.com">jhartzler@revspringinc.com</a></td>
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<td>John McGlasson - <a href="mailto:mglassson.john@pro-comservices.com">mglassson.john@pro-comservices.com</a></td>
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<tr>
<td>Managed Care Partners</td>
<td><a href="mailto:irichmond@mngdcare.com">irichmond@mngdcare.com</a></td>
<td>James Richmond - <a href="mailto:irichmond@mngdcare.com">irichmond@mngdcare.com</a></td>
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<td>Secure Bill Pay</td>
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<td>Terry Hauer - <a href="mailto:terry@securebillpay.net">terry@securebillpay.net</a></td>
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<td>Salud Revenue Partners</td>
<td><a href="mailto:schrapla@saludrevenue.com">schrapla@saludrevenue.com</a></td>
<td>Steve Chrapla - <a href="mailto:schrapla@saludrevenue.com">schrapla@saludrevenue.com</a></td>
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<td><a href="mailto:cpils1@ivnet.com">cpils1@ivnet.com</a></td>
<td>Greg Himelick - <a href="mailto:cpils1@ivnet.com">cpils1@ivnet.com</a></td>
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<td>AAM5</td>
<td><a href="mailto:mdobbs@aamsonline.com">mdobbs@aamsonline.com</a></td>
<td>Mike Dobbs - <a href="mailto:mdobbs@aamsonline.com">mdobbs@aamsonline.com</a></td>
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<td>Hauge Associates</td>
<td><a href="mailto:charliec@thehaugegroup.com">charliec@thehaugegroup.com</a></td>
<td>Charlie Cole - <a href="mailto:charliec@thehaugegroup.com">charliec@thehaugegroup.com</a></td>
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<td>AFNI</td>
<td><a href="mailto:kathleensweeney@afni.com">kathleensweeney@afni.com</a></td>
<td>Kathleen Sweeney - <a href="mailto:kathleensweeney@afni.com">kathleensweeney@afni.com</a></td>
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<td>Eagle Recovery</td>
<td><a href="mailto:nvollmer@eaglerecovery.net">nvollmer@eaglerecovery.net</a></td>
<td>Nancy Vollmer - <a href="mailto:nvollmer@eaglerecovery.net">nvollmer@eaglerecovery.net</a></td>
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<td>Colburn Hill Group</td>
<td><a href="mailto:kspaulding@colburnhill.com">kspaulding@colburnhill.com</a></td>
<td>Kimberly Spaulding - <a href="mailto:kspaulding@colburnhill.com">kspaulding@colburnhill.com</a></td>
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<tr>
<td>Creditors Collection Bureau, Inc</td>
<td><a href="mailto:sglenzinskie@creditorscollection.com">sglenzinskie@creditorscollection.com</a></td>
<td>Sue Glenzinski - <a href="mailto:sglenzinskie@creditorscollection.com">sglenzinskie@creditorscollection.com</a></td>
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