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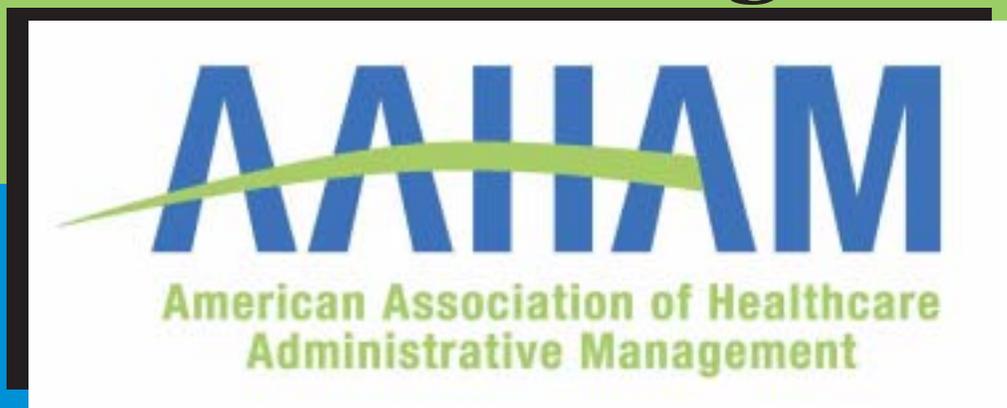
# THE Illinois Chapter's LINCOLN LOG



1987 - 1988, 1988 - 1989, 1989 - 1990, 2002 - 2003, 2003 - 2004, 2004 - 2005, 2005 - 2006, 2006 - 2007

*Award winning Ezine for the Illinois Chapter*

## National AAHAM unveils it's “New” Logo



*In this Issue:*

*“Expectations”*

*From the First Smell to the Last Sound*

*Two Top Habits of Very Happy People*

*Legislative Day 2008*



*Bill Carlson*

*New 2008-2009 Illinois President*

*See Page 21 for the new 2008 - 2009 elected Officers and Board of Directors*

**Next Meeting March 28, 2008**

*Award winning e-Magazine for the Illinois AAHAM Chapter*



# THE LINCOLN LOG

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### Lincoln Log

#### Editorial Policy & Objective

The LINCOLN LOG magazine is published four times annually by the AAHAM ILLINOIS CHAPTER to update the membership regarding chapter and national activities as well as to provide information useful to health care administrative professionals.

Opinions expressed in articles or features are those of the author(s) and do not necessarily reflect the views of the Illinois Chapter - AAHAM, the National AAHAM organization or the editor.

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*Thank you to all Corporate Partners!*



# Illinois AAHAM President's Message Bill Carlson

Dear Illinois AAHAM Members:

Fifteen years ago, I left a job in manufacturing for a position with a collection agency and medical billing company. My business associate, Dick Wytrwal, was active in AGPAM and encouraged me to get involved in the organization. At that time, I had **no** idea just how involved I would become.

After a number of terms on the Illinois Chapter Board of Directors and stints as Publications Chair and "Lincoln Log" Editor, Treasurer and 1<sup>st</sup> Vice President...here we are. Needless to say, there have been a few bumps along the way and the need for an occasional "rest stop" but I have absolutely no regrets about my decision to get "involved" with AAHAM.

Aside from the opportunity to escape from the frozen Midwest for a couple of days and travel to sunny Long Beach, the National Board of Directors meeting in January reinforced my respect for the National AAHAM organization and the Illinois chapter. The level of personal and work experience and the commitment by this group of "volunteers" to our organization is truly incredible. I was proud to represent Illinois AAHAM and have the opportunity to expand my circle of AAHAM friends. The

National organization holds Illinois AAHAM in very high regard.

Your new Illinois Chapter Board of Directors met for the day on January 26<sup>th</sup> and began the process of planning our activities for the next year. The sixteen member board is well balanced, 8 providers and 8 business service vendors; all volunteers, all with great work and personal experience and talent and all with a commitment to serve Illinois AAHAM.

2008 will be another great year for our chapter as we host the National AAHAM ANI in Chicago in October and continue to offer programs that meet the personal and healthcare career development needs of our membership. We'll have a couple of social events too!

I am honored to accept the responsibility of Illinois AAHAM Chapter President for the next two years and will do my best to continue the work ethic and dedication to our chapter that John Currier and other past-presidents have shown. I have an enviable position in this chapter; I am surrounded by people who are the best at what they do and are willing to share that expertise with all of us. Let's make this the best year ever and have fun doing it!

Respectfully,

*Bill Carlson*



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## 2008 Legislative Day Washington D.C

By John McGlasson



Four AAHAM members from Illinois, Chairman of the Board John Currier, President William Carlson, National Certification Chair Liz Baptist and Illinois Legislative Action Chair John McGlasson attended Legislative Day in Washington D.C. on March 5<sup>th</sup> and 6<sup>th</sup>. The purpose, to meet with our members of Congress about Recovery Audit Contractors. Specifically, a bill introduced in the House of Representatives calling for a one year moratorium on the RAC initiative. The goal was that through our efforts a member of the Senate might wish to propose similar legislation in the Senate.

On the evening of the 5<sup>th</sup>, first time attendees were schooled on the protocols of political lobbying. Useful information about how the business of government and legislation is done. It was interesting to note that we would be meeting with mostly "twenty-something aides" to our senators and congressmen. We were told to respect these young people, as they were very intelligent and interested in legislation and the workings of government. This proved to be very true.

On the morning of the 6<sup>th</sup> we received an in-depth study of this and other healthcare issues. This included an address by Congressman Nunes of California, a co-sponsor of the bill, a deputy secretary of the Department of Health and Human Services, and a representative of the AHA.

Our delegation met with staff with the offices of Senators Durbin and Obama and Congressman Tim Johnson. Results were mixed but all said that they appreciated learning more about the issue and that all would follow up with more study about this and other healthcare issues. AAHAM members from Texas and Connecticut had hope that a Senate bill might result from their visits. A poll of all those who made legislative visits indicated a clear majority of those contacted were likely to support changes in the RAC program.

After leaving snow and cold in Illinois, it was a treat to spend some time in our nation's capitol with sunny skies and temperatures in the sixties. It is a truly beautiful city. We were able to tour the US Capitol building and see the legislative process in action, including our personal visits.



# Expectations

by Amanda Gore

Rather than the usual new year resolutions newsletter, I thought this year it might be worthwhile starting off becoming conscious of our expectations!

Expectations are far more powerful than we recognize. Our expectations can – and usually do – control our perceptions, which in turn create our reality. Cognitive scientists have found that our mental maps and what we expect impact our experiences far more than we realize.

Our expectations cause us to focus our attention on what we expect to see – not what is really there. In other words, we see what we expect to see and we feel what we expect to feel, we hear what we expect to hear etc.

In Australia, the most common greeting is 'hi, how are you?'. In fact it is so common that even when someone meets us and says just 'hi!', we reply with 'hi, fine thanks!' – even though they did not ask us how we were! We expected to hear 'hi, how are you?' and we responded to that and not to what was actually said. I know this happens in the USA as well!

If we 'have faith' (read expect it to work) in a particular technique to remove pain, that technique usually works. Think of the placebo effect – where people, thinking they are being given pain relieving drugs are given sugar pills (expecting them to be pain relieving drugs) after which they experience significant reduction in pain.

One of our most challenging tasks is to become aware of the expectations we have hidden away in the recesses of our brains and minds! Many of these can be set up from our childhoods – think of your parents and how they behaved. Most parents are doing the best they can so this is not an

indictment on your parents – or you as a parent! My Dad was an alcoholic, and I have recently realized that I had a deep belief that I could not rely on men, which had of course become an expectation that all men would usually disappoint me!

Of course this is not true but it took me 53 years to discover it lurking in my being! Call me a slow learner, but I am just grateful I finally shone a light on it! I don't want to have that belief and expectation because it is obviously not true. Some people may disappoint me but not all men as a rule!

Are you an optimist or a pessimist? In other words, do you wake up and expect things to go well – do you wake up and think 'I wonder what blessings will emerge today?'; or do you wake up groaning and imagining (expecting!) all the things that will probably go wrong or how difficult the day will be or how miserable you feel etc!

Do you expect things to work out in the best way possible or that everything you do will be full of challenges; eg. 'with my luck, the car probably won't start.'; or 'no one will notice me, I am boring.'; or 'no one cares about me.'; or 'I'll never find a car space this morning.'

Another life lesson I learned from a former partner was about finding car spaces! Whenever we went driving, he always expected to find a car space very close to our destination. I, on the other hand, at that time, expected NOT to find a car space! As soon as I was aware of our differences in thinking, I started to look for car spaces and told myself I would find one easily and close to where I wanted to be – and lo and behold it worked! In short, do you expect the worst or best as a rule?

# Expectations

*continued*

The research suggests that when we have a moment of insight – an ‘ah ha’ moment – in which we suddenly become aware of something we might have been doing to affect our reality, we can make a change.

So this is my wish for you for the beginning of 2008 – that you have many moments of insight into which you realize an expectation you may have and decide whether it is helpful or not.

What do you expect of your partner? How do you expect them to behave or react to ideas or things you say and do? Is it the truth or do we distort the reality and perceive their behavior in a way that confirms our expectation?

How do you view your colleagues at work? Do you expect people to be helpful and smart or to be impediments to your progress?

What about an expectation of life? Do you expect life to be full of surprises and blessings and that things usually have a way of working out? I have made a decision to wake up each day and say to myself ‘I wonder what blessings will unfold today?’ Stuff happens and how do you view the stuff? Do you believe stuff happens and then go about with a hopeful and positive expectation that it will be interesting to see how things work out?

Does stuff happen and you internally cry out ‘oh no, I knew this would happen!’ or do you become conscious of what you are saying to yourself about it – and stop yourself falling into the old pattern and say instead ‘oh, that’s interesting!, I wonder how this is going to be turned into something good!’. Some might say this is wishful thinking or not realistic but looking with rose colored glasses is better than looking through dark murky lenses! So make a decision to become conscious of your expectations and beliefs and see what ‘ah ha’ moments you have today! Ask yourself ‘is this

really what is happening, or just what I expected to happen? Could I look at this or perceive things in a different way?’.

Spend just a few minutes dwelling on what people might expect of and from you! How do you think they expect you to behave or react? Maybe ask a few people and see if any insights arise from that exercise!

We all have our own perceptions of the truth and our perceptions are determined by our expectations... so uncovering our expectations, changing those that need to be changed might help us all have happier lives!



*Amanda*

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Out going 2006-2007 Officers and Directors received their award for their dedication and time spent making the Illinois chapter one of the most respected in the country.

# From the First Smell



By Kare Anderson

# to the Last Sound



**T**he hotels, restaurants, hospitals, stores and other places we enter are immediately and constantly telling us how we should feel about the place. And each place has a distinct personality, often inadvertent, that shapes how we act and feel about it. From Montessori to flight schools, the power of the senses to accelerate learning and enjoyment (or not!) is dimly understood.

Just as directors “storyboard” a movie, TV show, advertisement or photo op for their candidate, leverage your opportunity to optimize an experience by making every moment count. And, again like creating a memorable movie, manage the sequence of moments your guests or customers will experience, from the climactic opening scene, through the end.

Imagine entering a hotel to see lively conversations at several tables and others sitting in comfy chairs, intently working away at their computers whilst sipping a glass of wine. In short, you’ve stepped into another version of the “third space” between home and office that Starbucks used to tout as the role of their cafes in creating community.

In the hotel version of this more comforting public space, you may have stepped into the “Great Room.” At least that’s what the CEO of Marriott International, Bill Marriott, hopes you will feel when visiting his remodeled hotels.

In fact, he is literally banking on it as a fresh way to differentiate his chain from the competition. Last month he touted his company’s hotel lobby of the future during a luncheon with travel journalists at the San Francisco Marriott.

By now most every major hotel chain is exploring ways to make their rooms, restaurants and public areas distinctive in ways that travelers value – and comfort, coddling and community seem to be key feelings they hope to evoke.

Marriott describes his “Great Room,” as the new lobby for full-service. His main aim is for the business traveler-serving hotels to be experienced as a gathering place, with food service from snacks to full meals so that people will linger. Different areas within the lobby will be designed to encourage people to interact with others at various levels of intensity, say one-on-one or in larger groups.

To make this grand change, Marriott worked with the legendary consulting firm IDEO, “whose experts literally followed business travelers as they went about their days and conducted interviews to gather information that typical survey research cannot reveal.” Yet, though they followed in the tracks of guests, they did not propose changes that reflected the step-by-step “paths” that guests often take. Thus they cannot maximize the value of the behavioral insights they gleaned from their anthropological work.

In short, here’s the missing piece of work to create, not just a Grand Room but a Grand Hotel Stay – as the guests experience it. And I’ve seen several owner/managers of public spaces overlook – whether it is hotel, hospitals, churches or sports arenas. Rather than simply devising an overall look and feel and then arranging specific areas of activities, first storyboard the experience. Mr. Marriott: be even more successful by getting more specific. Consider not just the “zones” in your hotel but the moments.

# From the First Smell to the Last Sound

Why? Because, just as one reacts to a movie or an advertisement as a consequence of the sequence of scenes so, too, a hotel guest reacts to the hotel, in part, by the sequence of moments they experience. For example, if one does not see an attractive architectural feature, say a beautiful entry door, and/or a door man (he is still usually a man just as the maids are still mostly women) who steps up to assist, then this “first impression” will dampen the effect of even a “great room.”

In one article it was noted that, “after updating guestrooms and bedding, lobbies are next on the list” yet a more efficient, successful way to revamp a hotel is to storyboard the whole experience, then, “first things first” know where to start making changes for maximum value/effect – as the guests feels it.

From the first smell to the tastes, the thickness of the carpet “islands” of comfort, flattering lighting and reflections where guests pause to the “looking back” scene they see upon departing, consider this. Are the sequence of emotional moments (and all are emotional in some way) are you building or diluting the sense of being welcomed and cared for? Have you multiplied the number of “feel good” moments? After all, the ultimate goal is that guests tarry and return to the great room, enjoy themselves, spend more and attain bragging rights to tell others about “my” hotel stay.

Years ago, my friend Mark Peltier, owner of AromaSys, demonstrated that just by scenting certain spots of a hotel, he could improve guests’ overall praise of their hotel stay. Now he’s scented, not only most of the major hotels and casinos in Las

Vegas, but is scenting several hotel chains including the Marriott and Starwood.

Yet even Joe Pine and Jim Gilmore, in their trailblazing book, *The Experience Economy*, while touting the importance of differentiating your consumer-serving place by creating a more exciting experience, neglected the crucial “last mile.” That is explaining exactly how to create it, by storyboarding an experience that reinforces your brand personality. And they advocated generating more excitement which is great for casinos and sports arenas, yet not for other places, say hospitals, for example, where generating more excitement is not a plus.

Imagine if managers of consumer-serving venues took a more integrated approach, storyboarding not only scent but involving all of the senses. From the opening scene that pulls people in, makes them feel recognized and respected through the moments of calm, collective gathering, climatic “special” moments about which they could brag, to the closing scene as they stepped out of the door – with an unexpected “thank you” that came to them within 24 hours after leaving.

And storyboarding is not that difficult to do. Earlier, I described how meeting planners could storyboard their conference to make them more meaningful and memorable - and here for other places.

If you manage a hotel or other consumer-serving space here’s how to start. Take a video camera and two colleagues and start where you first have line of sight (and smell, sound and feel) of your place. Talk about what you see as you follow the main “path” that most people will take to enter your place. Will many drive in?

## From the First Smell to the Last Sound

Our goal is to notice, on a continuum of positive to negative, what the sequence of moments may feel like to your prospective guests or customers. What's confusing or otherwise irritating? What provides an unexpected delight? How many times do people feel recognized, coddled, offered the chance to comfortably engage with others?

After you've continued through the main paths that guests will take, from entry, to check-in to first entering the room and the room within the room (bathroom) keep talking about what you see, smell, can taste, touch and hear. Continue out to visit the great room, from example, then later to return to the room, visit the meeting rooms, check out, and leave.

Then gather together your team that helps you operate your venue and view and listen to the video together. Transcribe the sequence of moments. You'll be gratified to see how many less-than-positive moments can be made better with small, inexpensive changes – and how many positive moments can be made much better.

In advocating this change in mindset I suggest that it is as obvious as it is radical.

Be among the first to do it in your kind of venue. Make the big change from innovating by zones, from guest room to Great Room, Mr. Marriott. Instead start storyboarding the total experience your guests (and staff) can most enjoy. It is as obvious as it is radical (to be the first) for retailers to stop selling products (lined up on shelves by product category) and start selling the situation. Stage the displays and provide photos of the actual situations for which customers are most motivated to buy your products.

Mr. Marriott, the first goal of a hotel is not necessarily to create a Great Room but for guests to feel they were treated as great people whilst they were there. That's when they will return and brag about "my" great hotel.

I've worked with managers of sports arenas, hospitals, stores and yes, Mr. Marriott, I'd be honored to work with you on storyboarding the experience guests might have at your hotels. You do so much well in innovation and quality, it would be an honor to do my small part to make your good hotels feel great to your guests – so they do talk about "my" great hotel experience.



*Kare Anderson*

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## The Top Two Habits of Very Happy People



For years, scientists have studied mental health. Historically the focus has been problems and pathology. Researchers explored diseases, treatment options, medications and protocols. They studied schizophrenia, bi-polar disorder and depression. Only in recent years has there been attention to *positive* mental health. After all, there *are* people who are happy most of the time. People who face each day with a smile and see the positive in events in their lives.

This field of positive psychology has provided strong evidence that there are substantial benefits to happiness including better health, longer life, successful relationships, and more. Consider:

- Happy people are more likely to have stronger immune systems, according to several studies.
- A Mayo Clinic study found that optimists live longer than pessimists.
- Happy people endure pain better than unhappy people.
- A study of 180 nuns found that 90% of those with inherent positive emotions in their writing lived to age 85 or beyond. In contrast, only 34% of the less cheerful nuns were alive to 85 years of age.
- In a study of 222 college student, the 10% measuring happiest differed from the remaining students in one way: they had a fulfilling social life and circle of friends.
- Happier people are more satisfied with their jobs than less happy people and are also more productive.
- Studies indicate happier people have less depression, less suicide, and less paranoia than unhappy folks.

With all the benefits of happiness, one wonders why there isn't more attention, training, and information given to people on how to find and maintain happiness. Is happiness something that happens to you or something you create in your life?

Specifically, what do happy people do that unhappy people either don't or are unwilling to do? Researchers found that happy people have two significant habits. Happy people:

***Practice forgiveness.*** They actively work on "letting go" of anger, resentment, and negative feelings. They understand that resentment means "to feel again" and will poison the soul and spirit. Happy people know that a vindictive mind-set creates bitterness and lets the betrayer claim one more victim. They try to appreciate other people's point of view and recognize that we all make mistakes. As Kurt Vonnegut once said, "We are all in this together. Whatever this is."

Happy people not only practice forgiveness with other people, they also acknowledge it for themselves. Happy people do not spend time wrestling with the "shoulds" that confine and conflict people. They do not listen to the negative self-talk of "you should be a better mom, wife, husband, child, etc. They know that they have tried to do their best and forgive themselves for shortcomings. They actively work at accepting themselves just as they are; imperfect.

Forgiveness is a gift you give to yourself, not what you do for someone else. It encourages you to imagine a better future as you give up your destructive thoughts.

- ***Have an attitude of gratitude.*** Happy people do not worry about what others have and understand that someone *always* has more. In spite of the billions of dollars spent on advertising to convince us more will make us ecstatic, happy people don't believe this myth. They understand that this affluenza only leads to despair because more is never enough. Happy people don't compare with others as comparisons means that



## The Top Two Habits of Very Happy People.....continued



someone always comes up short. Rather they focus on what they have and are grateful.

A recent study by psychologists Dr. Michael McCollough and Dr. Robert Emmons, indicates that gratitude plays a significant role in a person's sense of well-being. The study required several hundred people in three different groups to keep daily diaries. The first group kept a diary of the events that occurred during the day, the second group recorded their unpleasant experiences and the last group made a daily list of things for which they were grateful.



The results of the study demonstrated that daily gratitude exercises resulted in higher reported levels of alertness, enthusiasm, determination, optimism and energy. Additionally, the gratitude group experienced less depression and stress, was more likely to help others, exercised more and made progress towards personal goals. According to McCollough, people who feel grateful are also more likely to feel loved. Gratitude seemed to encourage a positive cycle of reciprocal kindness among people since one act of gratitude encourages another.

Spend some time this Spring letting go of negative thoughts and focusing on the many positives in your life. As Frank Clark once said, "If a fellow isn't thankful for what he's got, he isn't likely to be thankful for what he is going to get."



**Barbara Bartlein, is the People Pro. She offers keynotes, seminars and consultation to help you build your business and balance your life. She can be reached at 888-747-9953, by e-mail at: [barb@ThePeoplePro.com](mailto:barb@ThePeoplePro.com) or visit her website at [www.ThePeoplePro.com](http://www.ThePeoplePro.com).**

## December ASI Charity Event



Community Health Clinic,  
Bloomington, Il.

Office Supply donations were presented by Jimmi Evans (right) to Shirley Drazewski and Mike Romagnoli at the 2007 ASI in Bloomington.

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2003

2004

# Editors' Corner

2005

2006

Trace Manning

## 2007 ASI, Bloomington, IL



Chris Stottlemeyer 1st VP  
National AAHAM



dualing piano players  
Judi Lines & Bryon Pickard



Trace Manning & Diana DeMarlie



Bill Carlson & Doris Dickey



Cheri Lockhart, John Currier & Doris Dickey



Carol Hoehn & Keith Bull



Illinois AAHAM CPAM's

# CERTIFICATION CORNER

CPAT  
CCAT  
CPAM  
CCAM

Be sure and check our website [www.illinoisaham.com](http://www.illinoisaham.com) for the new application process now required by National AAHAM for future exams.

Here are the stats from the last Technical Exam testing Feb 11-23, 2008

45 people sat for the exams (CPAT, CCAT & CCT)

Results were 14 CPAT's, 9 CCAT's & 2 CCT's. These folks have fully passed all sections! Congratulations!! Certificates will be mailed out in the next 60 days from National AAHAM.

Tidbits from some of the hospitals taking the exam:

Kimberely Smith, Manager of Patient Accounts at Methodist Medical Center in Peoria, IL wrote an inspirational saying for her staff that they recited together before every study session and on the day of their exams! Kim was kind enough to share this with us and here it is!

Our Chant

The Magnificent 15

Dreams are real. Dreams come true. Life is full of possibilities. I am  
MAGNIFICENT. I am STRONG.

I am SMART. I WILL pass this test. (now point to your neighbor and say. . .) And  
so WILL YOU!!

Crystal Lang, PFS Educational Trainer at Spectrum Health in Grand Rapids, MI conducted for the staff a "Lunch and Learn" session weekly when her team showed an interest in certification.

We appreciate hearing back from all of you on different tactics that you have used in your hospitals and appreciate your continued encouragement for your staff to know this is a great accomplishment!

A HUGE THANK YOU TO MY FAITHFUL PROCTORS: KEN KOERNER and STEVE DENNIS!  
ALSO THANKS GO OUT TO KIM SMITH, TRACE MANNING, NANCY VOLLMER, CRYSTAL LANG AND RONI HINZ FOR THEIR CONTINUED ASSISTANCE TO PROCTORING THESE EXAMS. IT IS TRULY A TEAM EFFORT AND YOU ARE THE BEST!!

Great Job!!!

Veronica Modricker

Technical Certification Chairman

# CERTIFICATION CORNER

CPAT  
CCAT  
CPAM  
CCAM

## Important Dates and Information

March 1, 2008 - Registration deadline for all April/May exams:  
CPAM/CCAM & CPAT/CCAT/CCT

March 5-6, 2008 - 2008 Legislative Day - Capitol Hill Hyatt Regency

April 17, 2008 - "The Pre-Registration Process"  
with Amy Repman, CHAM, Corporate Manager of Access Wellspan Health System

April 26, 2008 - Spring CPAM/CCAM exams will be held

May 12-24, 2008 -CPAT/CCAT/CCT exam period

June 1, 2008 -Registration deadline for August CPAT/CCAT/CCT

July 23, 2008 - "Productivity Quality Performance Management" with Gary Smith, CPAM

August 1, 2008 -Registration deadline for Fall CPAM/CCAM exams

August 11-23, 2008 -CPAT/CCAT/CCT exam period

September 1, 2008 - Registration Deadline for November CPAT/CCAT/CCT

September 12, 2008 - "Legal Aspects of Insurance Reimbursement" with Jeff Podraza, Esquire,  
Executive Program Director - AHC, Inc. BACK BY POPULAR DEMAND!

September 27, 2008 -Fall CPAM/CCAM exams

October 8-10 - 2008 ANI - Chicago, IL - Hyatt Regency Chicago

October 13-18, 2008 - 2008 Patient Account Management Week

November 10-26, 2008 -CPAT/CCAT/CCT exams

December 1, 2008 -Registration deadline for February 2009 CPAT/CCAT/CT

## Certification Co-Chairs



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# LOG POST-IT NETWORK

Steve Dennis, CPAM  
**New Editor** for the  
 2008 - 2009 "Lincoln Log"



**Steve Dennis, CPAM**  
[sjdx2@yahoo.com](mailto:sjdx2@yahoo.com)

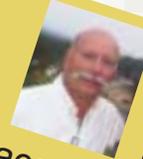
Monday, March 3, 2008 CMS implemented the use of the revised Advance Beneficiary Notice of Noncoverage. The new form number is ABN CMS-R-131. The new form and notice instruction is posted on CMS's Beneficiary Notice Initiative web page [www.cms.hhs.gov/bni](http://www.cms.hhs.gov/bni)

## Illinois AAHAM PAC News

9 Illinois AAHAM members have made contributions to the Illinois AAHAM PAC Political Action Committee. If you would like to contribute or if you know others who would, they do not have to be AAHAM members, just someone who wants to see the voice of the healthcare business office heard. Send your check maked out to IL AAHAM PAC to the chapter treasurer Veronica Modricker.

Questions: John McGlasson  
 888-633-8238 x-4014

Veronica Modricker  
 416 7th Avenue West  
 Andulusia, IL 61232



## Trace Manning

has accepted the Manager of Access at St. John's Hospital in Springfield, IL.

Congratulations and Good luck to Trace on his new challenge.

[www.illinoisaaaham.com](http://www.illinoisaaaham.com)

**Check us out!**



# 2008 / 2009 MEETING SCHEDULE & SITES

**RESERVE THESE DATES FOR IL AAHAM**

## Save the Dates

### 2008 Illinois Chapter Education Meetings

March 28 Doubletree Conference Center, Bloomington, IL

June 19 - 20 Chuck Garvin Memorial Outing, Peoria, IL  
Hotel and Course TBA

September No meeting due to the ANI in Chicago

October 8 - 10 AAHAM ANI, Chicago, IL  
Hyatt Regency

December 4 - 5 Bloomington, IL  
Hotel - TBA

**For more information contact: ILLINOIS CHAPTER - AAHAM**

**Bill Carlson 563-242-2586 or 319-230-4488**

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# Congratulations to the 2008 - 2009 Elected Officers and Directors

## 2008 - 2009 AAHAM Officers and Directors



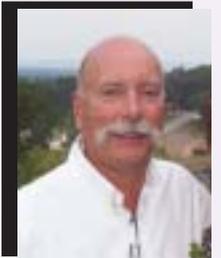
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Local Chapter (see page 6, left, for name and fees) \_\_\_\_\_

Membership Type: (See back for details & dues)       National Member       Student Member

How did you hear about AAHAM?       Colleague       Publication       Website  
 Other (Please list) \_\_\_\_\_

If referred by AAHAM Member, Give Name: \_\_\_\_\_

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Complete form and fees see [www.illinoisaaaham.com](http://www.illinoisaaaham.com)