News from the empire

SEEK THE BOUNTY
AAHAM Spring Conference
April 17th—18th, 2014
At the Sun Mountain Lodge in Winthrop

Ed Norwood, ERN
Join us for a one day boot camp to master the prompt payment laws for timely reimbursement and learn how to prevent denials from Medicare Advantage, VA and ERISA Payors.

Randy Blue, MediRevv
Learn how to get started with your own LinkedIn account and begin networking with fellow colleagues and business contacts by the end of the session.

Round Table—Networking
Participate in a breakout session with your colleagues to learn best practices in social media, denial management and AR follow up.

Highlights of the 2014 Survey Results

- #1 topic requested is Revenue Cycle with #2 being Leadership
- Have a Thursday evening event for opportunity to network.
- Prefer conferences to be in March, July and November.

Thank you for your participation in our survey. The feedback was very valuable and helpful in planning our future events.

Inside this issue:

- Legislative Day
- Executive Board & Board Members
- Corporate Partners & Sponsors
- Inside Olympia
- Save the Date
- National Membership
- Chapter Committees

Special points of interest:

- Spring Conference boot camp
- Survey Results
- TCPA at Legislative Day
- Suspect and Inmate Bill
- Chapter Committees
Legislative Day is rapidly approaching, and this year represents a significant milestone as 2014 is our 10th year "On The Hill". This is a huge event for AAHAM as our annual presence has made an impact with both legislative bodies. They know AAHAM and how passionate and persistent we are about our profession and the laws that govern it.

This year we will hit them again with the modernization of the Telephone Consumer Protection Act (TCPA), a non-partisan issue that saves money.

Since Legislative Day 2012, through the hard work and dedication of Paul Miller, we have kept the issue alive and have support for the modernization. While this may seem redundant the truth is that it often takes years for issues like these to become reality and we are confident that with this final nudge 2014 will be the year.

The opportunity is clear: Congress and the White House are looking for revenue and we have an issue that not only generates $3 billion to the government, but saves the private sector as much (if not more) and it updates an outdated regulation. President Obama supports this issue. On page 28 of his debt plan is a proposal to allow private contractors collecting money owed the federal government to call debtors’ cell phones in their efforts to collect. The proposal states "This provision is expected to provide substantial increases in collections, particularly as an increasing share of households no longer have landlines and rely instead on cell phones." This could reduce the federal deficit by $3 billion.

WELCOME the 2014-2015 Executive Board and Board Members

Chairman of the Board—Bonnie Berg, CRCE-I, CCT
President—Colleen Wentz, CRCS-I
Vice President—Montine Moser, CRCE-I/P, CCT
Treasurer—Rosie Hartmann, CRCE-I/P,CCT
Secretary—Christy Walt

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Support SB 5968: Suspect and Inmate Guarding in Hospitals

On Monday, January 20, Sarah Johnson, RN, Krista LaCombe, RN, and Kim Bechner, RN from St. Clare Hospital in Lakewood joined Cassie Sauer from WSHA testifying in support of SB 5968, the Suspect and Inmate Guarding bill. The bill was heard in the Senate Law & Justice Committee.

This bill would require that when a law enforcement agency brings a patient who is suspected or convicted of a violent or sexual crime to the hospital, that the agency inform the hospital and provide adequate guarding of the suspect or inmate.

The nurses from St. Clare did an excellent job of sharing their stories with the committee. They had personal experiences of law enforcement bringing in a patient who then threatened hospital staff. They also had experiences in which officers dropped a patient off in the emergency department and asked to be called once the patient’s care was complete. It was at that point that the officers would return to the hospital, arrest the person, and notify nurses that the person is suspected of a violent crime.

In response to this testimony, the bill’s law enforcement opponents argued that the guarding bill will give hospitals a “false sense of security.” Furthermore, they expressed that hospitals have the responsibility to provide security.

If your service area is represented by a member of the Senate Committee on Law & Justice, please call or write them with your support for this bill. The committee members are: Mike Padden (R), Steve O’Ban (R), Adam Kline (D), Jeanne Darneille (D), Kirk Pearson (R), Jamie Pedersen (D), Pam Roach (R).

This bill has bipartisan support, with Senators Bruce Dammeier (R), Annette Cleveland (D), Rod-ney Tom (D), Curtis King (R), Karen Keiser (D), and Steve O’Ban (R), co-signing. If one of them represents you, thank them for their support on this important bill.

For more information, download the one-page Issue Brief here or contact Andrew Busz at andrewb@wsa.org or 206/216-2533.

Oppose SB 6004: Election of Public Hospital District Commissioners by District

On Tuesday, January 21, AWPHD’s lobbyist Lisa Thatcher testified in front of the Senate Committee on Governmental Operations in opposition to SB 6004.

This bill would require that large PHDs with populations larger than 290,000 to elect all commissioners by district (sub-district within the PHD) and NOT at-large. Current law allows districts to have some or all members represent commissioner districts, but they are all ELECTED at large.

Right now, this bill would only apply to one public hospital district, but it will apply to others as their population grows, or the threshold could be lowered in future years.

AWPHD opposes this bill because sub-district elections would discourage thinking about the health needs of whole district. It would also make it more difficult to find qualified candidates to serve on the boards, if they could only be elected by a small geographical piece of a public hospital district.

For more information, contact Ben Lindekugel at benl@awphd.org or 206/216-2528.
**Save the date:**
April 16th-18th—Spring Conference  
April 23rd-24th—Legislative Day  
June 2nd—Deadline for August exam  
July 16th—18th—Summer Conference  
September 2nd—Deadline for November exam  
October 15th-17th—ANI  
November 5th-7th—Fall Conference  
December 1st—Deadline for February 2015 exam

**Are you a national AAHAM member? If not, consider joining...**
National membership provides you the professional development and access to:
- Education through webinars, list serves and ANI
- Social Networking
- Certification
- Publications
- Access to revenue cycle information

For more information or to join, visit www.aaham.org

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**WE NEED YOUR HELP! Are you interested in joining a committee?**

**Publication**
Dirk Bunker, dhbunker@gmail.com
Create publications and maintain chapter website.

**Chapter Development**
Jon Trenkenschuh, jon@efscollects.com and  
Dan Jess djess@chapmanfs.com
- Market new attendees and national members

**Corporate Partners**
Rosie Hartmann, rhartmann@wvmedical.com
- Contact vendors for Corporate Partners and Corporate Sponsorship.

**Education**
Montine Moser, mmoser@pphdwa.org
- Arrange speakers for conferences. Design agenda and coordinate mailings.

**Ways and Means:**
Melanie Borum, mborum@chapmanfs.com
- Plan and organize conference decorations, charity and vendors.

**Government Relations**
KimE Lawson, kim.lawson@kphd.org
- Maintain information on government section of chapter website

**Membership**
Pat Smith, psmith@hrgpros.com and Cindy Neiman, cneiman@sjrmc.org
- Maintain mailing list, market to maintain current national members.

**Chapter Excellence**
Christy Walt, christina.walt@cwhs.com
- Prepare entry for national award

**Certification**
Bonnie Berg, bberg@pphdwa.org
- Coordinate certification study sessions & testing

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Questions? Contact:  
Colleen Wentz, President  
colleenwentz@yvmh.org  
509-575-8178

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Address:  1919 N. Pittsburgh Street Suite B, Kennewick, WA 99336 or
       114 W. Magnolia St Suite 108, Bellingham, WA 98225
Phone:  (Kennewick) 509-783-1919 or (Bellingham) 360-733-5290
Contact: Ralph Haines
Email: ralphcmi@aol.com
Web Page: http://www.ncmicorporation.com/

Description: Extraordinary Customer Service - NCMI Corporation takes great pride in
providing the highest level of customer service in our industry, our client-oriented
support staff has been carefully selected for the services we provide.

Evergreen Financial Services
Address:  P.O. Box 9073, Yakima WA 98909
Phone:  800444-6574
Contact: Jon Trenkenschuh, Director of Marketing
Email: jon@efscollects.com
Web Page: www.efscollects.com

Description: Evergreen Financial Services, Inc. is a full service debt collection agency,
specializing in ethical and professional Healthcare collections since 1970. Evergreen’s
proven reputation of integrity, builds strong, and positive business relationships with
each one of our clients. Trust Evergreen Financial Services to be your professional
business partner.
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Chapman Financial Services
Address: 316 N. 4th Street Coeur d’Alene, ID 83814 or 1424 N. Argonne Rd. Spokane, WA 99212
Phone: (Coeur d’Alene) 208-664-8671 (Spokane) 509-979-5636
Contact: Dan Jess
Email: djess@chapmanfs.com
Web Page: www.chapmanfs.com

Description: Chapman Financial Services is proud to be a gold sponsor and an “active” supporting member of the Inland Empire Chapter of AAHAM. Chapman Financial Services has been collecting past-due accounts since 1930 and is committed to building on our tradition of providing the best Results, Net-Back, Service, & Integrity possible to our growing list of clients from our offices located in Spokane, Washington & Coeur d'Alene, Idaho.

Que Financial
Address: P.O. Box 990003 Boise, ID 83799
Phone: 800-947-2281
Contact: Pat Hanigan
Email: phanigan@quefinancial.com
Web Page: www.quefinancial.com

Description: As a provider of self-pay billing services we offer a unique approach to patient account resolution and relationships. Our innovative solution maximizes account resolution activities while maintaining excellent patient relations. QUE Financial provides the level of service necessary so that you can focus your resources on core issues and internal demands.
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**HRG**
Address: 12610 East Mirabeau Parkway Suite 800, Spokane Valley WA 99216
Phone: 800-695-8171
Contact: Pat Smith
Email: psmith@hrgpros.com
Web Page: www.hrgpros.com

Description: As an Employee Owned Company, we are committed to providing extraordinary service delivered with the utmost integrity and professionalism.

**Emdeon**
Address: 3055 Lebanon Pike Nashville, TN 37214
Phone: 877-363-3666
Web Page: www.emdeon.com

Description: Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers and patients in the U.S. healthcare system. Emdeon's offerings integrate and automate key business and administrative functions of its payer and provider customers throughout the patient encounter.
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GOLD PARTNERS

**Xtend Healthcare**
Address: 117 East Louisa Street, #483, Seattle WA 98102
Phone: 206-747-1811
Contact: Kimberly George
Email: kgeorge@xtendhealthcare.net
Web Page: www.xtendhealthcare.net

Description: As the premier company in revenue cycle management, Xtend Healthcare Advanced Revenue Solutions can help you manage all of these challenges and more—improving your financial performance and productivity for both the short term AND the long term.

SILVER PARTNERS

**Cardon Outreach**
Address
Phone: 800-417-4845
Contact
Email
Web Page: www.cardonoutreach.com

Description: Services offered by Cardon Outreach include: Medicaid Eligibility, Third-Party Liability, Appeals & Denials Management, Out-of-State Medicaid Enrollment and Billing, and Disability Advocacy.

**YCCS**
Address: P.O. Box 9244 Yakima WA 98909
Phone: 800-841-5873
Contact: Steve McNett
Email: smcnett@yccsusa.com
Web Page: www.yccsusa.com

Description: We measure success by our clients’ satisfaction. YCCS offers services designed to improve debt collection results with a Fair but Firm approach Applied to all or our services.
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**BRONZE PARTNERS**

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<th><strong>Armada</strong></th>
<th><strong>Automated Accounts</strong></th>
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<td>Address: 430 W Sharp Ave</td>
</tr>
<tr>
<td>Wenatchee, WA 98807</td>
<td>Spokane WA 99201</td>
</tr>
<tr>
<td>Phone: 509-884-8000</td>
<td>Phone: 509-326-2276</td>
</tr>
<tr>
<td>Contact: Dirk Bunker</td>
<td>Contact: Sara Martin</td>
</tr>
<tr>
<td>Email: <a href="mailto:dbunker@armadacorp.com">dbunker@armadacorp.com</a></td>
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