



2010

MEMBERSHIP INFORMATION & APPLICATION

*Do you want to be a better
healthcare administrative
management professional?*

*Then AAHAM is the
organization for YOU!*

AAHAM
American Association of Healthcare
Administrative Management

Healthcare Administrative professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts, your membership in AAHAM will help you achieve all of these goals.

AAHAM

AMERICAN
ASSOCIATION OF
HEALTHCARE
ADMINISTRATIVE
MANAGEMENT
11240 Waples Mill Road
Suite 200
Fairfax, VA 22030
Phone (703) 281-4043
Fax: (703) 359-7562
<http://www.aaham.org>

AAHAM Membership



Becoming a member of AAHAM, you give yourself the tools to learn how to work smarter, advance in your career and have access to a wealth of revenue cycle information. AAHAM is the only national organization dedicated to the revenue cycle, both management and front line staff. We provide education and training for staff and managers, as well as offer nationally recognized certification programs. AAHAM has 37 active chapters across the U.S. and abroad, all offering superior education and networking on a local level. Renewing your membership provides the tools to deal with the serious issues facing hospitals today, and the necessary investment in your professional career and personal growth.



Membership Offers You:

- Educational opportunities, specialized programs, peer networking, and services to enhance your knowledge and skills.
- A voice in Washington, DC on legislative issues that affect your industry.
- Information that gives you the competitive edge.

"I find AAHAM valuable for the information resources made available to members. Healthcare is always evolving so it is important to keep up to date using reliable sources".

- Karen Schneider, Regional Director of Patient

About **AAHAM**

AAHAM was founded in 1968 as the American Guild of Patient Account Management. Initially formed to serve the interests of hospital patient account managers, AAHAM has evolved into a national membership association that represents a broad-based constituency of healthcare professionals across a wide variety of facilities.

Professional development of our members is one of the primary goals of AAHAM. Publications, conferences and seminars, benchmarking, professional certification and networking offer numerous opportunities for increasing the skills and knowledge necessary to function effectively and competitively in today's healthcare environment. AAHAM actively represents the interests of healthcare administrative management professionals through a comprehensive program of legislative and regulatory monitoring, and its participation in industry groups such as WEDI, ANSI, DISA and NUBC.



“The contacts and resources that are available through the AAHAM organization are immeasurable, both at the State and the National levels. I encourage every healthcare professional involved in Patient Financial Services either as a provider or a vendor to consider membership. If the employer will not cover membership fees, I challenge a perspective member to ask yourself what your career is worth to you. Consider this small fee an investment into your career and your future.”

- Doris Dickey, CPAM, Business Services Manager, Rochelle Community Hospital

Benefits of Membership

- EDUCATION
- CERTIFICATION
- PUBLICATIONS
- LOCAL CHAPTER INVOLVEMENT
- DISCOUNTS ON PRODUCTS AND SERVICES
- ACCESS TO MEMBERS ONLY SECTION OF AAHAM WEBSITE, www.aaham.org



Education

AAHAM's educational programs offer members the opportunities they need to sharpen their skills and stay on top of the ever-changing healthcare administrative management industry.

- Annual National Institute (ANI) Join hundreds of other healthcare professionals at the industry's premier educational forum. Get useful information to take back and use immediately, network with your peers, and visit vendors to see the latest and greatest in products and services for our industry. AAHAM members receive special discounted rates.
- Local Chapter Meetings & Educational Events AAHAM has 37 chapters throughout the United States and India offering you even more opportunities to receive the education you need and network with your peers.

Certification

AAHAM is recognized and respected for our comprehensive and rigorous certification programs. Our certification programs ensure competency in Registration, Billing, Third Party Recovery and AR Management. AAHAM certification demonstrates functional knowledge of the day-to-day operations of your facility.



- Professional Certification The Certified Patient Account Manager (CPAM) and Certified Clinic Account Manager (CCAM) exams are every bit as challenging for patient account managers as the Certified Public Accountant (CPA) and Bar exams are in their respective fields. Sitting for this exam takes commitment and dedication. For over 25 years the Professional Certification exam has set the standard of excellence in patient financial services.

The exam is given the last week of April and last week of September. Twice a year on the last Saturday of April and September.

1. Access
2. Billing
3. Credit/Collections
4. Revenue Cycle Management

“AAHAM has been proven to be instrumental in my career. It provides one stop shopping for networking, info sharing, and the latest updates. I can always count on AAHAM to point me in the direction I need to be headed in”.

*- Vicki Di Tomaso, CPAM, System Director, Central Business Office,
Lee Memorial Health System*

The CCAM sections are:

1. Access
2. Billing
3. Credit/Collections
4. Revenue Cycle Management

Technical Certification

The Certified Patient Account Technician (CPAT) and Certified Clinic Account Technician (CCAT) examinations test the proficiency of front line staff involved in the collection of patient accounts. Successful completion of the exam indicates to a prospective employer that an individual has mastered the common body of technical knowledge required of an employee in the patient accounts department. The sections for the CPAT/CCAT exam are:

1. Patient Access
2. Billing
3. Credit & Collections

All three sections include relevant regulations and acronyms.

The Certified Compliance Technician (CCT) measures basic competencies in healthcare compliance. The sections for the CCT exam are:

1. Knowledge of the Office of Inspector General compliance recommendations
2. The seven elements of a healthcare compliance plan
3. Agencies that oversee healthcare compliance
4. Non-compliance penalties

Publications

AAHAM's publications keep you informed of the latest "hot topics" in the industry; from the latest standards to helping you prepare to take AAHAM's certification exams.

- The Journal of Healthcare Administrative Management, our quarterly publication, is rated the #1 membership benefit by our members. Our quarterly Journal gets high marks for keeping you updated on industry changes and gives you real world solutions to the challenges you face every day at your job.
- Legislative Currents, our informative email newsletter distributed twice a month, to help you keep up on the latest legislation and regulations affecting our industry.
- National News, keeping members informed of what is going on with the AAHAM National Office.

Discounts On Products & Services

AAHAM members receive substantial discounts on educational and networking programs as well as AAHAM products, audio-conferences and training books and tapes.

Membership in our customized affinity program with discounts on:

- Gateway Computers
- Alamo Rental Cars
- 1-800-Flowers
- Choice Hotels
- Allied Moving Benefits
- Bank of America
Credit Cards
and More!

Gateway



1-800-flowers.com



Website Access

Access to the Members only Section of AAHAM website, www.aaham.org

As a member you receive access to the “Members Only Section” of the AAHAM website at www.aaham.org. Here you will find a wealth of information, resources and individualized services available 24 hours, 7 days a week, including:

- Information Central - A repository of documents to share copies of policies and practices related to healthcare administrative services.
- AAHAM Journal - View the current issue of the Journal as well as back issues.
- Membership Directory - Search by last name, chapter, state, and more. Member data is updated monthly so you will always have access to the most up-to-date information year-round.
- Calendar of Events - A comprehensive calendar of important dates and events.
- AAHAM List Serve - Post a question to your peers in AAHAM and receive the benefit of their knowledge and experience as they reply back to you right at your desk. Enjoy opportunities to share expertise, solve problems and find resources.



“As a senior product manager for revenue cycle management applications for QuadraMed, a major healthcare information system vendor, my CPAM professional certification from AAHAM continues to be invaluable. The credibility and respect the “CPAM” letters bring acknowledge to an audience that you understand their needs, you have walked in their shoes and you know their pains. I’ve been a CPAM since 1989 and consider it more important in our business than my college degree.”

- David J. Vickers, CPAM, Financial Product Manager, QuadraMed Corporation

Membership Types and Fees

- National Membership - The fee to become a National member is \$175. If you join anytime between July 1st and August 31st, the dues are \$140 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$210 for the rest of the current year and all of the following year.
Please note, membership is on an individual, not institutional basis, and is non-transferable.
- Student Membership - The student membership fee is \$50.00. If you join between July 1st and August 31st, the pro-rated dues are \$25.00, and if you join between September 1st and December 31st, dues are \$65.00 (for 15 months of membership). To qualify for student membership you must currently be taking 6 credit hours per semester. Student members receive all the benefits of membership with the exception of voting, eligibility for professional certification, and cannot be a proxy for a chapter president at any national board meetings.
- Retired Membership - The retired membership fee is \$50.00. To qualify for retired membership you must have been a National Member retired from healthcare. Retired members receive all the benefits of membership with the exception of voting.

“This is a highly cohesive fast moving group, that works on the cutting edge of receivables management. The educational events and networking opportunities are outstanding, and the social events provide a broad range of activities for a very fun group!”

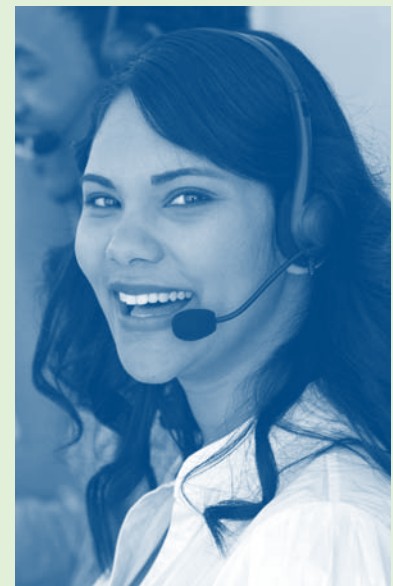
- Chris Joiner, Patient Accounting Manager, Children’s Medical Center of Dallas

Join **AAHAM** Today!

Join AAHAM today and invest in your future. Enjoy the lasting benefits of membership in the only national association dedicated exclusively to fulfilling the needs of healthcare administrative management professionals.

For more information please contact:

AAHAM National Headquarters
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
(703)281-4043 ext. 202
e-mail: moayad@aaaham.org



We look forward to welcoming you as a member!

AAHAM has 37 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Please see the listing of local chapters below to help you decide which chapter you should join along with your National membership:

NAME OF CHAPTER	GEOGRAPHIC LOCATION	CHAPTER DUES
AKSARBEN #01	NEBRASKA	\$0.00
GREATER FLORIDA BUCCANEER #03	TAMPA/ORLANDO, FLORIDA AREA	\$40.00
CAROLINA #04	NORTH & SOUTH CAROLINA	\$30.00
EVERGREEN #05	WASHINGTON STATE, WEST OF THE MOUNTAINS	\$30.00
GOPHER #06	MINNESOTA	\$40.00
HAWKEYE #07	IOWA	\$0.00
HAWTHORN #08	MISSOURI	\$35.00
ILLINOIS #09	ILLINOIS	\$25.00
INLAND EMPIRE #10	WASHINGTON STATE, EAST OF THE MOUNTAINS	\$25.00
KEYSTONE #11	CENTRAL PENNSYLVANIA	\$25.00
MARYLAND #13	MARYLAND	\$20.00
MOUNTAIN WEST #14	UTAH	\$25.00
NATIONAL CAPITAL #15	WASHINGTON, DC	\$25.00
NEW JERSEY #16	NEW JERSEY	\$35.00
NORTHERN CALIFORNIA #17	NORTHERN CALIFORNIA	\$40.00
WESTERN RESERVE #18	OHIO	\$0.00
NORTHEAST PA #19	NORTH EAST PENNSYLVANIA	\$30.00
ROCKY MOUNTAIN #21	COLORADO	\$40.00
PINE TREE #22	MAINE	\$15.00
RUSHMORE #23	NORTH & SOUTH DAKOTA	\$0.00
SOUTH FLORIDA #25	SOUTHERN FLORIDA	\$20.00
SOUTHERN CALIFORNIA #26	SOUTHERN CALIFORNIA	\$0.00
VIRGINIA #27	VIRGINIA	\$25.00
PHILADELPHIA #29	PHILADELPHIA, PENNSYLVANIA	\$35.00
CACTUS WREN #30	ARIZONA	\$25.00
MID-YORK #31	NEW YORK	\$40.00
TENNESSEE #32	TENNESSEE	\$30.00
GEORGIA #33	GEORGIA	\$30.00
CONNECTICUT #34	CONNECTICUT	\$35.00
THREE RIVERS #37	PITTSBURGH, PENNSYLVANIA	\$30.00
TEXAS BLUE BONNET #40	TEXAS	\$50.00
INDIANA #42	INDIANA	\$25.00
WISCONSIN #44	WISCONSIN	\$25.00
CHENNAI #49	CHENNAI, INDIA	\$0.00
MUMBAI #52	MUMBAI, INDIA	\$25.00
MUSIC CITY #53	EASTERN AND CENTRAL TENNESSEE	\$25.00
TRI STATE #54	SW OHIO, SE INDIANA, KENTUCKY	\$25.00



Educating Your Revenue Cycle Team

Certification • Compliance • Leadership Development • Networking • Advocacy

Cutting Edge Training + Nationally Recognized Certification = Improved Performance

APPLICATION FOR NATIONAL MEMBERSHIP

Name: _____ Title: _____

Employer/Organization Name: _____

Primary Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ E-mail Address: _____

Website: _____ Home Phone: _____

Home Address: _____ City: _____ State: _____ Zip: _____

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 o Website Other (Please list): _____

If referred by AAHAM Member, Give Name: _____

Please allow 2 weeks for processing once your application is received at the AAHAM National office.
Dues are not tax-deductible as a charitable contribution, but may be deductible as a business expense.

For Credit Card Payment: AMEX VISA MASTERCARD

Account Number: _____ Name: as it appears on card _____

Expiration Date: _____ Signature: _____

Billing Address, If Different from Above: (please include Street Address, City, State and Zip)

For Check Payment:

Please make checks payable to AAHAM and send application with your payment to:
AAHAM Membership, 11240 Waples Mill Road, Suite 200, Fairfax, VA 22030
AAHAM Tax ID# 23-1899873

11240 Waples Mill Road Suite 200 Fairfax, VA 22030
Phone (703) 281-4043 • Fax: (703) 359-7562 • www.aaham.org

Your Payment Total:

National Dues:	\$ _____
Local Dues:	\$ _____
Total Enclosed:	\$ _____

National Membership – The fee to become a National member is \$175. If you join anytime between July 1st and August 31st, the dues are \$140 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$210 for the rest of the current year and all of the following year.

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Retired Membership – The retired membership fee is \$50.00. To qualify for retired membership you must have been a National Member retired from healthcare. Retired members receive all the benefits of membership with the exception of voting.

Years in Healthcare:

- 0-5
- 6-10
- 11-20
- 21-25
- 25+

Certification:

- CPAM/CCAM
- CPAT/CCAT
- CHAM (NAHAM)
- CHFP (HFMA)
- FHFMA (HFMA)
- CHCS (ACA)
- Other (please list)

Employer Type:

- Vendor/Corporate Partner
- Billing
- Collection Agency
- Consulting

Outsourcing

- Software/IT
- Provider
- Law Firm
- Other (please list)

Position:

- President, Administrator, Executive
- Director, CEO
- Partner, Principal, Owner
- CFO/Controller, COO, CIO
- Vice President
- Assistant VP/Assistant Administrator
- Director, Manager, Supervisor
- Technician
- Clinical
- Academic
- Other (please list)

Responsibility:

- Accounting
- Administration/Operations
- Admitting/Access
- Audit
- Benefits
- Budget
- Business Development, Sales, Marketing
- Compliance
- Information Services/Technology
- Managed Care
- Medical Records
- Medicare/Medicaid
- PFS, Patient Billing & Collections
- Reimbursement
- Third Party Administration
- Other (please list)

See what your peers are saying about their AAHAM Membership:

“As Manager of Operations I have found my membership to be extremely valuable, educational and informative. Knowing that there are other healthcare Management peers that have the same issues and concerns and the fact that we can learn from each other as well as learn from the organization is enlightening. I will continue to be a member for years to come.”

– **Sharon Pointer**, *Aria Services for Physicians*

“I have always supported the active involvement of our Patient Accounting personnel in both local and national AAHAM chapters. AAHAM provides quality and timely educational opportunities in our constantly changing regulatory environment. Our facility has benefited greatly from the participation of our Patient Business Services Director in AAHAM as a state officer and national board member.”

– **Harold R. Trader**, *Vice President/CFO,
Lexington Memorial Hospital*

“As a resource for networking with my peers AAHAM is exceptional. Whether it’s via the list serve, local chapter seminars, the local and National ANI’s or the Journal, the topics are always current and the feedback is stimulating and informative. I feel as if I have a large extended family out there helping me navigate the troubled waters of our healthcare system”.

– **Lester Poris**, *CPAM, Manager, Credit/Collections,
Children’s National Medical Center*

“I have been a member of AAHAM for over 25 years and it has been a critical part of my professional development in Patient Financial Services. The educational programs, networking and benchmarking have proven invaluable over the years for both myself and my management teams”.

– **Ann Sweeney**, *CPAM, Director of Patient Accounts,
Holy Family Hospital, St. Joseph’s Hospital/SNF, Deer Park Hospital*



AAHAM MISSION STATEMENT

*To Provide Education,
Certification, Networking,
and Advocacy for
Healthcare Revenue
Cycle Professionals*

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*Providing Excellence in
The Business of Healthcare*

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