Join us at the one and only AAHAM Annual National Institute 
October 14-16, 2015, Orlando, Florida 
“The Wonderful World of Revenue Cycle” 
Annual National Institute (ANI)
AAHAM’s ANI is the only industry event dedicated to patient financial service professionals.

**Important reasons why you can’t afford to miss AAHAM’s ANI...**

- Attend vibrant educational sessions on career focused topics
- Learn real solutions to day-to-day challenges from industry leaders
- Learn new techniques
- Acquire new skills
- Find out about the latest in products and services available to our industry
- Earn continuing education units (CEUs)
- Connect with colleagues and expand your network
- Find out about important topics impacting healthcare
- Affordable and cost effective education
- Fantastic networking opportunities

**The “Wonderful World of Revenue Cycle” begins with AAHAM’s industry-renowned speakers**

This year we have three dynamic keynote speakers; Chris Blackmore, “The Positive Patient Experience” and Christie Ward, “Affecting Positive Change: Create a Workplace that Works for Everyone.” Paul Miller, our Congressional Liaison will provide the closing session, “How’s Healthcare Reform Working Out For You?” as well as an update on the 2016 presidential campaign.

In addition to these popular keynotes, we have over 35 speakers and 40 sessions on five separate healthcare tracks; Management/Revenue Cycle, Access/Quality Management, Compliance, Leadership/Professional Development and Specialty, all designed with your continuing education in mind. As a special bonus, there will be a unique ICD-10 open forum to discuss implementation questions, concerns and to share experiences. The ANI helps you become a more valuable resource to your facility and your colleagues. The ANI equips you with real solutions and new ideas you can put to use immediately.

**Who attends?**

- Patient Financial Services Personnel
- Patient Account Managers
- Revenue Cycle Professionals
- Business Office Personnel
- Medical Billing Professionals
- Medical Office Managers
- Access Managers
- Finance Directors
- Coding Professionals
- Compliance Officers
- Chief Financial Officers
- Consultants
- Supervisors
- Coordinators

**AAHAM’S ANI offers you an active networking environment**

Connect with others and expand your network with ANI events designed to maximize your opportunities for meeting a unique community of professionals who “do what you do.” Enjoy this once a year, unique opportunity to network with colleagues and industry leaders from across the country, to share ideas and learn useful new solutions to your day to day challenges. AAHAM social events are an integral part of your learning and networking experience; a catalyst for building relationships in an interactive, fun and informative atmosphere.

**Your wonderful world starts in our Exhibit Hall**

AAHAM exhibit hall solutions offer the latest array of products and services from vendors dedicated to the patient financial services profession; the fastest, most efficient way to find new partners, products and services. If it is new or innovative, you will find it in our exhibit hall. Vendor’s include, software, EDI, billing, receivable management, collections, government reimbursement, information systems, office management, recruitment and staffing, legal services, continuing educations, training, revenue auditing, office forms and supplies and consulting services.

To provide education, certification, networking, and advocacy for healthcare revenue cycle professionals.

The American Association of Healthcare Administrative Management (AAHAM) is a national professional association of thirty-two chapters and over 3000 healthcare patient financial services professionals from hospitals, clinics, billing offices, allied vendors, physicians and multi-physician groups. AAHAM members direct the activities of the thousands of people who are employed in the healthcare industry.

AAHAM is the preeminent professional organization for revenue cycle professionals and is known for its prestigious certification and educational programs. Advancing the professional development of its members is one of the primary goals of the association. AAHAM actively represents the interests of its members through a comprehensive program of legislative and regulatory monitoring and participation in industry groups such as WEDI, X12, DISA, and NUBC.
### Schedule at a Glance

#### Tuesday, October 13
- 6:00pm – 8:00pm  Registration

#### Wednesday, October 14
- 7:30am – 5:30pm  Registration
- 8:00am – 11:45am  Board Meeting
- 12:00pm – 1:00pm  CRCE and CRCP Luncheon and Award Presentations
- 1:15pm – 2:45pm  Annual Business Meeting and Awards Ceremony
- 2:45pm – 4:15pm  Opening Keynote Session
- 5:00pm – 6:00pm  First Timers and New Member Reception with the Board
- 6:00pm – 7:00pm  Welcome Reception

#### Thursday, October 15
- 7:30am – 4:30pm  Registration
- 8:00am – 9:00am  Continental Breakfast
- 9:15am – 10:45am  Keynote Session
- 10:45am – 11:00am  Break
- 11:00am – 12:30pm  Concurrent Sessions
- 12:30pm – 2:00pm  Buffet Luncheon
- 2:00pm – 3:00pm  Concurrent Sessions
- 3:15pm – 4:15pm  Concurrent Sessions
- 5:00pm – 7:00pm  Around the World Cocktail Party

#### Friday, October 16
- 7:30am – 12:00pm  Registration
- 8:00am – 9:00am  Continental Breakfast
- 9:15am – 10:15am  Concurrent Sessions
- 10:30am – 11:30am  Concurrent Sessions
- 11:30pm – 1:00pm  Buffet Luncheon and Exhibitor Drawings
- 1:00pm – 2:00pm  ICD-10 Open Forum
- 2:00pm – 3:00pm  Closing Session
- 3:00pm – 4:00pm  Snack Break, Award Presentations, Prize Drawings
- 4:00pm  Conference Adjourns
Keynote Speakers

Chris Blackmore

Chris Blackmore is a presenter at Disney’s Approach to Quality Service seminars attended by Fortune 500 key personnel around the world. Chris is a professional magician, comedian, spokesperson, club and corporate performer. Chris regularly appears (and disappears) in shows throughout the country and the world. His talent for quick wit and thought provoking humor is balanced by a fun personality that wins over audiences. Moving easily between comedy and magic with a sharp gift of improvisation, he keeps all kinds of shows moving and full of energy.

Christie Ward, CSP

Christie is a certified speaking professional (CSP) with over 30 years of experience in Accelerated Learning techniques. She is a top-notch trainer, personal coach and the best at helping you improve your personal impact. She delivers training to large corporations and federal clients, and non-profit groups and has spoken internationally in Singapore and Poland.

She knows what it takes to motivate others and to survive change in mergers as well as in her personal life. Christie understands what adult learning is all about: how to accelerate learning so profit increases, personal lives improve and professionals have more impact.

Christie did her undergraduate work at the University of Southern California and her graduate studies at Portland State University in Portland, Oregon.

Paul Miller, PLC

Paul is a founding partner in the Government Affairs firm, Miller/Wenhold Capitol Strategies, LLC. He has vast experience in the lobbying profession and introduced the first lobbying certificate program designed to help lobbyists keep pace with the profession and its standards. He led the successful fight to bring changes to the electronic filing system for lobbyists to comply and meet their obligations under federal law and allows the general public an opportunity to view lobbying reports online in real time.

Paul was also instrumental in shaping the debate on lobbying reform in 2006 and 2007. He has been a tireless champion in the fight to protect every citizen’s right to petition their government through lobbying activities. Paul has traveled abroad to talk and meet with foreign leaders about their efforts to implement lobbying rules and regulations and has appeared on many national news programs discussing ethics and transparency issues. Paul is the co-founder of the Virginia Small Business Partnership; a statewide policy group focused on the needs of small businesses. Paul currently serves on his alma mater’s Deans Advisory Board at the University of Wisconsin.
Rob Borchert, MBA, FHFMA, CRCE-I
Mr. Borchert is President of Best Practice Associates and a recognized speaker with AAHAM. He has over 30 years of revenue cycle experience from patient access through data capture, coding, billing and final claim resolution. He has worked with large health systems, community hospitals, physician practices, nursing homes and other related health support companies. Rob has authored numerous articles, is a frequent presenter and is the consultant for managed care contracts for the Veterans Administration.

Tawnya Bosko, MHA, MSHL, MS
Ms. Bosko is a Senior Manager with The Camden Group. She specializes in healthcare prices, reimbursement and incentive models; as well as using data analytics to optimize financial and quality performance. Ms. Bosko previously served as Vice President and Chief Operating Officer for a physician-hospital organization and multispecialty medical group in northeast Ohio. She holds a master’s degree in healthcare administration from the University of North Carolina at Chapel Hill, a master’s degree in applied economics from Georgia Southern University and a master’s degree in health law from Nova Southeastern University.

Martin Brutscher
Mr. Brutscher is the Executive Vice President and Principal at McBee Associates. He has more than 25 years of healthcare operations experience, with particular emphasis in the areas of revenue cycle, HIPAA, compliance, risk management, and financial management. He is a leader in helping clients increase their use of automation to make operations more efficient. Mr. Brutscher is a nationally recognized speaker and author in industry publications in the area of revenue cycle operations.

Catherine (Kate) Clark, CPC, CRCE-I
Ms. Clark is the Vice President of Kohler HealthCare Consulting and has worked in the healthcare industry for over 20 years. She has worked in all facets of the revenue cycle, with specific emphasis in Charge Description Master (CDM), Clinical Operations, and rates and reimbursement. She is a Certified Professional Coder (CPC) and Certified Revenue Cycle Executive (CRCE-I). She recently passed her ICD-10 Proficiency Assessment. Her experience ranges from physician charge master, individual entity charge masters and health system charge master reviews. Her most recent experience has focused on revenue integrity projects and project management of electronic health record installations. Kate is the AAHAM Maryland chapter Past President and is currently serving as the Vice President of the Charm City chapter of the AAPC.

John Cook, BSBA
Mr. Cook is Chief Client Officer and Healthcare Advisor for PRC, Inc. He has been involved in business development, revenue cycle management, speaking, and writing for over 30 years. He was awarded the National HFMA Yerger Award for Excellence in Education. His first book, The Six Million Dollar Question, was published in March, 2014. John has spoken to countless audiences sharing practical, valuable advice with managers and directors in the healthcare industry. He is a founding member and past president of the AAHAM Carolina chapter and a longtime member of the North Carolina HFMA chapter. John remains active in his community and state and continues to write a daily inspiration blog.

Katie Davis
Ms. Davis is Assistant Vice President, Corporate Patient Access at Carolinas HealthCare System. She has over 25 years of experience in Patient Access plus 8 years of physician practice management experience. She is a member of HFMA and an active member of the NAHAM and served as President of their local chapter in 2004.

Joette Derricks, CPC, CHC, CMPE, CSSGB
Ms. Derricks is the Vice President of Regulatory Affairs and Research for MiraMed. She has over 30 years of healthcare financial management and business experience. Knowledgeable in third-party reimbursement, coding and compliance issues, Ms. Derricks works to ensure client operations are both productive and profitable. She is a longstanding member of MGMA, HCCA and AAPC. She is nationally acclaimed speaker at industry events.

Tod Ferran, CISSP, QSA
Tod Ferran is a Security Analyst for SecurityMetrics, Inc. With his 25 of IT security experience, he provides security consulting services and HIPAA/PCI compliance assessments for organizations throughout the United States and across the globe. Prior to joining SecurityMetrics, Mr. Ferran was president for several successful managed service providers and directed software/security development teams in the US, India and the Netherlands.

Michelle Fox, MBA, MHA, CHAM
Ms. Fox is the director of Access Management at Health First in Brevard County, Florida. She is responsible for directing revenue operations of the Patient Access Department supporting their not for profit hospitals, diagnostic centers, and a 300+ physician group. Michelle is nationally certified in Healthcare Access Management. She is a member and of NAHAM andACHE and a frequent speaker. Michelle holds a Bachelor of Health Science Education, a Master of Health Administration, and a Master of Business Administration from the University of Florida in Gainesville.

Priscilla C. Holland, AAP, CCM
Ms. Holland is the Senior Director, Healthcare Payments at NACHA, The Electronic Payments Association. She leads NACHA’s healthcare payments program and works on other payments and remittance information and standards projects. Previously at NACHA, Ms. Holland led their international programs. She has more than 29 years of experience in cash management, project management and product development. Prior to joining NACHA, she was a Vice President and Senior Product Manager for First Interstate Bank.

Jess Judy
Mr. Judy is a Senior Vice President at LifePoint Hospitals where he oversees physician relationships and medical staff development. He is responsible for the activities related to practice management and physician recruitment. In addition, Jess oversees the company’s health reform activities and associated physician integration strategies.
**General Session Speakers**

**Frank Keck, CSP**
Mr. Keck is a Certified Speaking Professional at Excellerant. Known at the “people whisperer,” his interactive, humorous style encourages and challenges audiences to gain clarity, generate innovation and become engaged to build on their “freakiness.” Audiences leave energized and focused, with an increased level of confidence, knowing they are better equipped to accomplish their goals. For over 25 years, Frank has worked with companies such as Coca Cola, Texas A&M, University of Iowa, Johns Hopkins, U.S. House of Representatives, Kiddie Care, Ford, General Motors, Community Blood Center, American Society of Training and Development.

**Charlotte Kohler, RN, CPA, CVA, CRCE-I, CPC, CHBC**
Ms. Kohler is President of Kohler HealthCare Consulting. She has over 30 years of healthcare experience. She has served as the Chief Operating Officer of a hospital based Emergency Department and multi-specialty primary care medical practice, as well as a Compliance Officer of a five hospital integrated delivery system, and CFO for ancillary services of a multi hospital system. Her activities in compliance include hospitals, physician practices, ASCs and DME, on coding and broad based regulatory issues. For the last 20 years she has provided expert testimony on behalf of providers in defense of fraud and abuse concerns. Charlotte has helped to maximize both the profitability and the reimbursement of ambulatory programs, re-engineered operational and human resources, and addressed coding and billing issues for providers to curtail fraud, abuse, kickback, OIG, EMTALA, and IRS issues.

**April Langford, MBA, CPA**
Ms. Langford is the Vice President, Finance and Revenue Cycle Innovation at UPMC. She has directed divisions on both a hospital and corporate level at UPMC, including quality and medical management, clinical case management, clinical business analysis, physician services and physician office relations. April graduated from Washington and Jefferson College with a BA in Accounting and she earned her MBA and CPA from the Katz Business School at the University of Pittsburgh. She is also a certified Six Sigma Black Belt.

**Brandon Leebriick, Esquire**
Mr. Leebriick an attorney with the firm of Ott Cone and Redpath. He works with healthcare systems and hospitals to develop revenue cycle enhancement strategies as well as address healthcare payment and delivery issues. He has experience working closely with government agencies to attain productive and timely results. Brandon earned his Juris Doctor degree from the University of North Carolina at Chapel Hill and his undergraduate degree from Furman University. He is a member of the North Carolina and South Carolina bars, is active in several health law organizations, and is a member of AAHAM as well as a number of other healthcare associations.

**Brenda Lenneman, MBA**
Ms. Lenneman is a Learning Advisor with Spectrum Health University. She oversees one of their cornerstone development programs for newly hired or promoted employees in leadership positions throughout the system. She provides a high touch approach for optimum participant experience and engagement. She also works to deliver innovative approaches to corporate learning and is currently involved in other projects that include enhancing the organization’s Learning Management System and developing business acumen curriculum. Brenda holds a BS in Business and Health Administration from Central Michigan University and an MBA from Grand Valley State University.

**Angie Mangum**
Ms. Mangum is Senior Director of Revenue Cycle at LifePoint Hospitals. She oversees all aspects of Physician Practice Management’s financial and operational performance and is responsible for communicating and implementing hospital strategic initiatives to meet the program’s goals and objectives.

**Kristina Mori, CRCS-I, RS, CRCE-I**
Ms. Mori is Manager of Patient Financial Services at Calvert Memorial Hospital. Kristina started her career in the physician world of revenue cycle, and later moved to the to the facility side. She has worked for Calvert Memorial Hospital for ten years starting as a Medicare Senior Reimbursement Specialist and worked her way up the ranks to her current position. Kristina is President of the AAHAM Maryland chapter and has served on their Board of Directors.

**Norma Panther, CPC, CPC-I, CCS-P, CIRCC, CEMC, CHC**
Ms. Panther is Director of Education, Auditor III at Advize Health. Ms. Panther has over 25 years of experience in the healthcare industry and has been a medical coder, instructor, coordinator, and compliance auditor/educator. With her extensive experience and certifications, she is uniquely prepared to assist practices with coding compliance, revenue enhancement and staff education. She is an active member of the AAPC and a founding member of her local AAPC Chapter. She is a frequent industry trainer and speaker.

**Chad Powers, Esquire**
Mr. Powers is Vice President and General Counsel of Medical Reimbursements of America. He is responsible for managing the Legal Department and Compliance at MRA. In addition to his corporate legal responsibilities, Mr. Powers advises on operational issues including managed care, ERISA, Medicare/Medicaid, MSP Compliance, workers’ compensation, third-party recoveries as well as HIPAA/HITECH compliance. He provides educational and training events to the industry and to hospital employees nationwide.

**Amy Repman, CHAM, CHAA, MBA**
Ms. Repman is the Corporate Director of Access/Registration/Call Centers at WellSpan Health. She is responsible for hospital outpatient registration, admissions, emergency department registration, preregistration, call centers, insurance procurement and cashiering. She also serves as the business lead for enterprise-wide centralized scheduling initiatives in her organization as well as the business lead for kiosks implementation. Prior to joining WellSpan, Amy worked as an administrator in nursing homes. She has had 20 years in leadership roles in the healthcare arena. She has a master’s degree from Kaplan University, a bachelor’s degree from Pennsylvania State University and holds a license as a nursing home administrator.
**Rick Rogers, CRCE-I, CRCS-I**
Mr. Rogers is Vice President of Strategic Services at ARS/Magnet Solutions. He has been involved in healthcare for almost 30 years. He received his CRCS-I certification in 2010 and his CRCE-I certification in 2013. Rick has been an active member of the national organization and serves on the Executive Certification Committee. He is a long-time member of the AAHAM Gopher chapter and currently serves as their Chapter President.

**Erin Selin, CRCE-I, CCT**
Ms. Selin is Revenue Cycle Organization Compliance Manager at Intermountain Healthcare. She received her CRCE-I in 2007 and her CCT in 2011. Erin has been an active member of the national organization and serves as the Chair of the Executive Certification Committee. She is a long-time member of the AAHAM Mountain-West chapter and currently serves as their Chair of the Board.

**Paul Shorrosh, MBA, MSW, CHAM**
Mr. Shorrosh is CEO and Founder of AccuReg Front-End Revenue Cycle Solutions. He has over twenty years of experience in Patient Access and Revenue Cycle Management. He has developed pre-registration departments, clearance and eligibility verification workflows, automated quality assurance and up-front collections, and denial prevention programs. His efforts include designing technology around the registrar to reduce the complexity, time and expertise required to complete critical processes; each with hundreds of variations in payer requirements. Paul remains on a mission to improve hospital financial performance and patient experience with automated processes, exception-based workflows, and performance management systems at the front-end of the revenue cycle.

**Tomer Shoval**
Mr. Shoval is CEO of Simplee. He founded Simplee as a way to help people better understand and manage their healthcare bills. A veteran e-commerce leader, Tomer specializes in the intersection of healthcare, technology, and consumers. Previously, he was managing director of Shopping.com N.A. (an eBay company). Tomer holds a BA from the Academic College of Tel-Aviv.

**Jeffrey Silvershein**
Mr. Silvershein is the Vice President, Principal of McBee Associates. He has more than 30 years of healthcare operations and financial experience. Mr. Silvershein has led many revenue cycle and clinical operations engagements with the firm, producing significant cash flow and net collection results for his clients. He has developed and optimized McBee Associates’ retrospective and concurrent denials management services.

**Franklin Smith, CRCE-I**
Mr. Smith is Director of Patient Financial Services at Calvert Memorial Hospital. His revenue cycle experience began on the payer side working with Blue Cross then as a consultant for McBee and Associates, Cap Gemini/Ernst and Young and Zimmerman and Associates. During his years as a consultant, he gained valuable experience solving complex issues for institutions and physicians groups to help improve operations and performance.

**Kempton Smith, CRCE-I**
Mr. Smith is Vice President, Patient Financial Services, Regional Facilities at Carolinas HealthCare System. He is a 30 year veteran of the revenue cycle. His experience ranges from small critical access facilities to large urban facilities including not for profit and for profit organizations. In addition, part of his career was spent developing software to support automated workflows in patient access, patient accounting, accounting, materials management, human resources and healthcare information management. Kempton also previously served as AAHAM’s National Treasurer, First Vice President, President, and Chair of the Board.

**Yasmin Anderson-Smith, MCRP, CIP, CPBS**
Ms. Smith is Practice Administrative Manager for KYMS Image International, LLC. Her focus on practice operations includes human resource management, staff supervision and training, patient access, customer service relations, office climate and aesthetics and EHR implementation. Yasmin is an award-winning coach, speaker and author who brings leading-edge experience in the fields of business and professional image management, personal branding, workplace excellence and civility skills for career success.

**Elizabeth Staas**
Ms. Staas is an Advisory Revenue Cycle Consultant for Recondo Technology. She brings a deep understanding and working knowledge of the revenue cycle and all its associated components to include workflow, human factors, and technology. Elizabeth has worked with numerous hospitals and other healthcare providers in her career concentrating on increasing prompt and proper payment for the services they provide. She currently serves on the Board of Directors and as the incoming President for the Virginia-DC Chapter of HFMA. She is an active member of the AAHAM Virginia chapter and serves as their Legislative Chair.

**Lori Zindl**
Ms. Zindl is President of OS inc. An entrepreneur and industry leader, Lori Zindl built OS inc. on the principles of valuing both clients and employees equally. Lori has more than 20 years of experience in the revenue cycle management field and is a nationally recognized speaker, seminar leader, consultant and trainer. She is currently serving on the Wisconsin Hospital Association ICD-10 task force helping providers manage the upcoming changes and associated effects.
Industry professionals on average, enjoy higher salaries and wages than non-certified individuals. Remember, continuing education units (CEUs) are necessary to maintain your AAHAM certifications. Earn two (2) CEUs per each educational hour attended.

The AAHAM ANI offers the solutions you need to succeed, no matter what your challenge or experience level. With the ANI’s five distinct learning tracks and over 30 sessions, the ANI offers unparalleled education and training to meet every individual’s needs.

**Schedule of Events (tentative)**

**Tuesday, October 13th**

6:00pm – 8:00pm  
**Registration**

**Wednesday, October 14th**

7:30am – 5:30pm  
**Registration**

12:00pm – 1:00pm  
**CRCE and CRCP Certification Luncheon and Certification Awards Presentation**  
All AAHAM CRCE and CRCP certified members are invited to join us as we recognize our newly certified CRCE and CRCP members and bestow special achievement awards. This luncheon is open to CRCEs and CRCPs only.

1:15pm – 2:45pm  
**Annual Business Meeting and Awards Ceremony**

2:45pm – 4:15pm  
**Opening Keynote Session**  
**Keynote Speaker:**  
**Chris Blackmore**  
“The Positive Patient Experience”

Chris Blackmore will reveal the secrets of leadership and customer excellence made famous by the most popular resort destination in the world. Chris will break down what is involved in delivering world class customer service. Using his “Hear, Think, Learn” method of working together for a common goal, Chris explains the Disney style of excellence and how it applies to your work. Learn to define leadership and customer excellence qualities, identify team and individual needs, evaluate roadblocks, and create and implement simple teamwork policies. All of this while laughing and being amazed by Chris’s hilarious presentation style.

5:00pm – 6:00pm  
**First Timer and New Member Reception**  
All new members and first-time ANI attendees are invited to join the AAHAM Board of Directors at a special networking reception in your honor.

6:00pm – 7:00pm  
**Welcome Reception in the Exhibit Hall**  
Join your friends, colleagues and ANI exhibitors at the opening event of the ANI. Enjoy delicious appetizers as you tour our exhibit booths and learn about the latest products and services available to our industry.

**Thursday, October 15th**

7:30am – 4:30pm  
**Registration**

8:00am – 9:00am  
**Continental Breakfast in the Exhibit Hall**  
Start your day off right with delicious pastries and coffee while you visit with our exhibitors.

9:15am – 10:45am  
**Keynote Session**  
**Keynote Speaker:**  
**Christie Ward**  
“Affecting Positive Change: Create a Workplace that Works for Everyone”

Creating an environment for positive change is everyone’s responsibility. We need to all embrace the principles of new beginnings, but change is hard and we all tend to resist it.

The top ten reasons you need this session:
1. You are tired of worrying about change and ready to do something about it
2. Learn a model for your journey through change that you can apply to any changes in your work and personal life
3. Plan actions for every step through a change
4. Learn how to help others through change who may not be faring so well
5. Look at external and internal forces that impact change and how you can deal with them on a daily basis
6. Learn four causes for change resistance and what you can do to reduce the impact of resistance in yourself and others
7. Experience a demonstration of human nature in change personally
8. Learn the characteristics of resilience and how to enhance them for yourself and your team
9. Get tools to help you deal with the changes you face daily at work
10. Come find out how to truly become part of the solution, not the problem!
This presentation will give an overview of UPMC’s HIM and Revenue Cycle Operations, including recent integration of physician and hospital areas of responsibility. It will highlight how UPMC integrated people, process, and technology to address issues within the middle-and-back-end areas of the revenue cycle. Learn about UPMC’s use of Computer Assisted Coding and how it has been able to further develop its Clinical Document Improvement program and usage of an Intelligent Coding Analytics tool that completes regulatory and compliance checks to assure coding quality. This presentation will also review UPMC’s A/R follow up process and how it uses ground-breaking technology to enhance cash collection and reduce A/R days and denial percentages.

Leadership/Professional Development
“Bringing Them All Together: Creating an Integrated Learning Environment”
Brenda Lenneman, MBA, Learning Advisor, Spectrum Health University
This session will discuss how to unite physician and administrative leaders into an integrated learning environment to create a sustainable pipeline of leadership talent within the organization. Learn how to obtain buy-in from the top down, creating an integrated audience of physician and administrative leaders. Learn about “Support Beyond Endorsement,” calling upon leaders to own the development of their teams and going beyond just acknowledging their direct reports’ participation.

Specialty Track
“Today’s Business Office Model: Streamlined Staffing and Productivity”
Lori Zindl, President, OS inc.
This session will focus on identifying opportunities to improve RCM performance and productivity, allowing for reallocation of employees to meet challenges head on. With ICD-10 and the many upcoming changes in healthcare reimbursement, revenue cycle management has never been more closely tied to a provider’s financial viability. A weak RCM strategy today will be nothing short of a disaster next year at this time. Learn about calculators for business office personnel, productivity standards, performance matrixes and deciding which investments in technology are necessary in RCM to achieve long term success.

Management/Revenue Cycle Track
“Back to the Future of Revenue Cycle Management”
Franklin Smith, CRCE-I, Director, Financial Services, Calvert Memorial Hospital
This presentation will provide a reflective view of how government action spurred action in the provider community, and to review lessons learned in revenue cycle management during hospital-physician integration of the 1990s, and how we can apply them in the current environment of healthcare reform and hospital system market activity.

Compliance/ Specialty Track
“Charge Description Master and Revenue Integrity, Putting the Pieces Together”
Catherine (Kate) Clark, CPC, CRCE-I, Vice President, Kohler Healthcare Consulting, Inc.
This session will define the charge description master (CDM) and revenue integrity and show how these two pivotal concepts combine to create opportunities within the organizations you work within. These two areas are interwoven and require vigilance from all areas to ensure data and information is current and compliant. Gain a better understanding of the individual components of the CDM and the components of a revenue integrity plan, while understanding the crucial interaction of these two areas for revenue cycle staff.
Schedule of Events

Access/Quality Management Track
Katie Davis, Assistant Vice President, Corporate Patient Access, Carolinas HealthCare System
Elizabeth Staas, Advisory Revenue Cycle Consultant, Recondo Technology
In this presentation, learn about transforming today’s manual Patient Access activities into a real-time, automated, no touch process dramatically improves staff productivity and improves revenue cycle financials (reducing AR Days and Denials). This transformation enables staff to spend less time on payer websites and phone calls and more time with patients which leads to increased patient satisfaction. Carolinas HealthCare System provides historical metrics on the impact of engaging touch-free automation into their Corporate Patient Access activities and the resulting increases productivity and ability to repurpose employees.

Leadership/Professional Development Track
“60 Second Coach, Lead Your People to Optimal Performances in 60 Seconds”
Frank Keck, CSP, Excellerant
Managing and leading people can be a very complex, complicated and time consuming chore. In this workshop, we will give you a blue print on how to be able to manage and lead your team in simple, easy chunks of 60 seconds each. Learn how to make your time with each person on your team more valuable and how to have more impact on each person on your team. Find out how to have more fun in your job as a coach/manager/leader.

Specialty Track
“Managing Bundled Payments in the World of Accountable Care”
Jeffery Silvershein, Vice President, Principal, McBee Associates, Inc.
Martin Brutscher, Executive Vice President, Principal, McBee Associates, Inc.
This session will provide perspective, information, and guidance for organizations considering implementing a bundled payment arrangement. Discussion of how to monitor revenue and expenses will also be included. Bundled payments are the future of healthcare reimbursement. Ultimately, all financial risk will be shared and managed across the entire provider continuum. Today, leading edge provider organizations are assuming financial risk (and reward) in the form of bundled payments. Instead of allowing payers control the distribution of funds in bundled payment arrangements, with the right tools and processes, hospitals can take control.

3:15pm – 4:15pm
CONCURRENT SESSIONS

Management/Revenue Cycle Track
“Revenue Cycle Variance Analysis for Fun and Profit”
Kempton S. Smith, CRCE-I, Vice President, Patient Financial Services, Regional Facilities, Carolinas HealthCare System
This session will examine the use of revenue cycle trends to understand changes occurring on the income statement and balance sheet, as well as to consider the importance and impact of various project initiatives. During the presentation, Kempton will present data from facilities, the various findings discovered, projects developed as a result, and the outcome of those projects.

Compliance Track
“How to Conduct an Accurate HIPAA Risk Analysis”
Ted Ferran, CISSP, QSA, Security Analyst, SecurityMetrics
Using recent case studies, this session will show how to accurately analyze and safeguard a patient data environment through the creation of an accurate risk analysis. Discover how to mesh apathetic over-worked staff, security-conscious patients, and rigorous HIPAA requirements to create a highly operative compliance atmosphere.

Access/Quality Management Track
“The 3 P’s to Perfect Your Pre-Encounter.”
John Cook, BSBA, Chief Client Officer, Healthcare Advisor, PRC, Inc.
In this session, discover how hospitals are using the 3 P’s (Processes, Patients and Payments) to deliver amazing results such as an increase in upfront payments. While organizations use their pre-encounter to reduce denial claims, many are missing profitable opportunities to increase cash flow, increase the recovery rate on receivables and improve patient satisfaction.

Leadership/Professional Development Track
“Relationships Matter-Tools for Building Bonds of Respect, Trust and Integrity to Enhance Patient Relations and Staff Performance”
Yasmin Anderson-Smith, MCRP, CIP, CPBS, Practice Administrative Manager, KYMS Image International, LLC
In this session you will discuss how healthcare is all about relationships. Whether the setting is a clinic, hospital or doctor’s office, relationships between doctors, staff, patients and others they come in contact with, matter a great deal. Particularly, as healthcare is about caring, and often deals with the precious matter of life, how people are treated is perhaps even more important. Building and maintaining positive, productive relationships with staff and patients takes consistent practice in the use of 10 tools discussed in this presentation.

Specialty Track
Norma Panther, CPC, CPC-I, CCS-P, CIRCC, CEMC, CHC
Director of Education, Auditor III, Advize Health
This session will address the necessary preparation steps to ensure you are ready for the major impact of the ICD-10 transition. Focus will be on ICD-10 Implementation workflow and training flow. To help address quality and compliance, real-
life coding examples will be presented. Learn the common misinterpreted codes and best practices to assist you become and stay compliant as well as understand what is expected of you from payers and CMS.

5:00 pm – 7:00 pm

“AROUND THE WORLD COCKTAIL PARTY”
New This Year! Instead of our annual President’s Reception and Awards Banquet, we will be having an outdoor, “Around the World Cocktail Party.” Enjoy unique appetizers and beverages from several different countries in a fun, casual, networking atmosphere. Come dressed in the customary attire of your favorite country or your country of heritage.

Friday, October 16th, 2014

7:30am – 12:00pm
Registration

8:00am – 9:00am
Continental Breakfast in the Exhibit Hall
Start your day off right with delicious pastries and coffee while you visit with our exhibitors.

9:15am – 10:15am
CONCURRENT SESSIONS

Management/Revenue Cycle Track

“CLAIM PAYMENTS, WHAT IS IT COSTING YOUR PRACTICE TO RECEIVE CLAIM PAYMENTS?”
Priscilla Holland, AAP, CCM, Senior Director, Healthcare Payments, NACHA
Learn how to understand your EFT payment options under HIPAA recognize the impact to your facility and make an educated choice of how you want to be paid by health plans. Many providers have found that claims paid by virtual card have increased this year. This session will look at different EFT payment options and discuss the features, costs, and benefits of each option and help providers make an educated choice for claim reimbursement payments.

Compliance Track

“MEDICARE SECONDARY PAYER REGULATIONS AS APPLICABLE TO ACCIDENT CLAIMS”
Chad Powers, Esquire, Vice President and General Counsel, Medical Reimbursements of America
This presentation provides an in-depth review of the nuances of the Medicare Secondary Payer provisions to help providers maximize reimbursements and remain compliant with the Medicare. Medicare was the primary payer for most Medicare covered services, but Medicare changed its status from primary to secondary payer in 1980. Between 1980 and 2003, the Medicare Secondary Payer provisions were adjusted and refined. The various iterations of the provisions have led to confusion among providers when treating Medicare beneficiaries whose injuries are accident-related.

Access/Quality Management Track

“ENHANCING FINANCIAL STABILITY WITH HOSPITAL IN-HOUSE MEDICAID ELIGIBILITY PROGRAMS”
Brandon Leebrick, Esquire, Ott Cone and Redpath, PA
This session discusses how health systems and hospitals can reduce bad debt and increase financial stability through an in-house program that focuses on finding payment sources, particularly Medicaid, for self-pay accounts. The benefits of an in-house model versus outsourcing will be explored.

Leadership/Professional Development Track

“How to Grow Future Leaders for Your Front Line Registration Departments”
Amy Repman, CHAM, CHAA, MBA
Corporate Director, Access/Registration/Call Centers, Wellspan Health
In the session you will discuss WellSpan’s leadership dilemma and how they chose to address it. Find out about the structured leadership program that was developed to cultivate and foster the next generation of operations leadership. Discuss about the lessons learned during the initial Future Leaders program and what has changed moving into year two and three. Learn how to identify leaders through mentoring and shadowing experiences.

Specialty Track

“FROM VOLUME TO VALUE: MAKING THE TRANSITION”
Tawnya Bosko, MHA, MSHL, MS, Senior Manager, The Camden Group
In this session participants will learn how to structure a consistent, performance-based incentive program for physicians and develop an approach to working with payers to make the program successful. As healthcare reform brings change to the delivery system, reimbursement is becoming increasingly tied to quality and value. During this change, physicians are in a transitional period in which they must maintain volumes while focusing on quality and providing increased value. By collaborating with payers, physicians can create a unique, consistent incentive program that meets the goals of their practice and payer partners, making the value-based transition more manageable.

10:30am – 11:30am
CONCURRENT SESSIONS

Management/Revenue Cycle Track

“AN ENGAGEMENT SUCCESS: WHY PATIENTS ARE HAPPIER, AND PAYING MORE”
Jess Judy, Senior Vice President, LifePoint Hospitals
Angie Mangum, Senior Director of Revenue Cycle, LifePoint Hospitals
Tomer Shoval, Chief Executive Officer, Simplee
This session will help you identify new engagement techniques from outside healthcare and benchmark your patient revenue cycle practices for better consumer alignment. Find out how an easy and transparent experience makes customers happier and creates the conditions for self-service success. Learn from a case study of LifePoint Hospitals about how they transformed its patient revenue cycle to engage the healthcare consumer, key changes, what worked, and what did not. Hear the results and insights behind their success in driving happier patients, better collections, and lower costs with patient engagement.
Compliance Track
“Big Group Practices: Handling Revenue Cycle Compliance”
Charlotte Kohler, President, [RN], CPA, CVA, CRCE-I, CPC, CHBC
This session explores ways in which the revenue cycle team can create a positive approach and reduce ongoing issues when bringing physicians into a large practice or a hospital-owned practice. Learn how to create mechanisms and approaches to assure smooth transitions and ongoing services as well as to evaluate compliance/monitoring in the revenue cycle. Understanding the issues regarding Evaluation-Management codes will also be covered.

Access/Quality Management Track
“Front-End Clearance, Collection, and Conversion Strategies: How Patient Access Can Transform Revenue Cycle Results”
Paul Shorrosh, MBA, MSW, CHAM, CEO and Founder, AccuReg
This session covers the critical front-end processes that must be accomplished prior to service. If done effectively, these processes will transform your revenue cycle. If done poorly, they will wreck it, especially in a reform environment. Review the vital front-end functions of ordering, scheduling, pre-registration and registration, and identify the patient access KPIs, processes, and technologies that can make or break your revenue cycle performance.

Leadership/Professional Development Track
“Executive Certification Preparation”
Erin Selin, CRCE-I, CCT, Revenue Cycle Organization Compliance Manager, Intermountain Healthcare
Kristina Mori, BS, CRCE-I, Manager of Patient Financial Services, Calvert Memorial Hospital
Rick Rogers, CRCE-I, CRCS-I, Vice President of Strategic Services, ARS/Magnet Solutions
This session will help you prepare to take AAHAM’s executive level certification exams (CRCE) or help you brush up on your skills. As members of the National Executive Certification Committee, the instructors are committed to providing a comprehensive outline of the exam, the Study Manual, study and testing tips, and practice questions and activities to assist you, regardless of your level of readiness.

Specialty Track
“The Cash Impact: Merging ICD-10 with APR-DRG’s”
Rob Borchert, MBA, FHFMA, CRCE-I, President, Best Practice Associates
This session will explain the impact of the merging of ICD-10 and APR-DRGs. Learn about contract language for third party payer negotiations and techniques how to assess the cash impact on your organization. Learn innovative methods and approaches to appropriately gather and assign the most accurate and specific code in order to attain the correct “weighted” reimbursement. Methods involving cardiology, orthopedics and other specialties to compliantly collect and assign the most specific code(s) will be presented.

11:30pm – 1:00pm
Buffet Luncheon in the Exhibit Hall
Enjoy a delicious buffet luncheon while you network and visit our exhibitors.

1:00pm – 2:00pm
ICD-10 Open Forum
Bring your ICD-10 post implementation questions, concerns and network with peers to hear what is happening across the country in the industry related to the ICD-10 implementation.

2:00pm – 3:00pm
Closing Keynote Session
“Washington Update”
Paul Miller, PLC, Miller/Wenhold Capitol Strategies, LLC
“How’s Healthcare Reform Working Out For You?”
Join Paul Miller, AAHAM’s “Man in Washington” for an informative session on the upcoming presidential elections and a Washington status recap.

3:00pm – 4:00pm
Refreshment Break, Award Presentations and Prize Drawings
Experience Orlando

A world-renowned destination, Orlando is the place to make all of your travel dreams come true. Of course, it is beloved for its theme parks: Walt Disney World, Epcot, Universal Studio, SeaWorld Orlando and many others. Orlando also offers, shopping opportunities for every budget, all-season golf courses, and some of the most enticing dining opportunities on the planet. Less known but equally inviting are the downtown sections of Orlando itself and many nearby towns in Central Florida, all places that celebrate public art and take pride in offering myriad of cultural opportunities. Visit the AAHAM website ANI page for discount and code links. Come to Orlando, bring the family, and wish upon a star.

Visit these websites for more information:
www.swandolphin.com
www.visitorlando.com
www.disneyworld.disney.go.com
www.disneyworld.disney.go.com/destinations/epcot
www.universalorlando.com
www.seaworldparks.com
www.wetnwild.com
www.ronjohnsurfshop.com
www.ripleys.com
www.idrivenascar.com

Walt Disney World Swan hotel

Ideally situated between wonder and wonderful! Leave the everyday behind and enter a world of wonder and enchantment at the Walt Disney World Swan Resort. Located in the heart of the most magical place on earth, The Walt Disney World Swan Resort provides a truly extraordinary backdrop for your ANI experience. Beautiful tropical landscaping, tranquil waterways and classic art and architecture work together to create a stunning landmark in the midst of one of the most unique places on earth. The Disney Swan offers several special restaurants, and exotic spa, incredibly comfortable guest rooms, all just a free Disney bus ride away from the thrill and excitement of the Walt Disney World theme parks.

Important Information

Hotel Accommodations

Attendees are responsible for making their room reservations directly with the Walt Disney World Swan hotel. We expect to sell out quickly and early reservations are encouraged to ensure sleeping rooms at our special, low ANI rates: $199 single/double occupancy. For reservations, call 888.828.8850 and reference AAHAM. Hotel reservations must be made by September 11, 2015 to get our special discounted group rate! Please only make your ANI hotel reservations directly with the Walt Disney World Swan hotel. There are unscrupulous non-AAHAM endorsed companies out there trying to get your business. Your patronage of this official ANI hotel makes it possible for AAHAM to secure the space needed for this event at a greatly reduced price.

Auto Rental Rates

AAHAM has negotiated discounted auto rental fees with Avis Auto rental for our attendees. All rates include unlimited mileage and rates are available from October 12 – 18, 2015. To make your auto rental arrangements, please contact Avis at 800.331.1600 or online at www.avis.com and refer to AWD number “A131899” to receive AAHAM discounted rates.

Attire

Suggested dress for the conference and social events is business casual. Attire for the “Around the World Cocktail Party” is casual, join in the fun and dress in the customary attire of your favorite country or your country of heritage.

Social Events

Welcome Reception and Opening of the Exhibit Hall

Start the ANI off right at the welcome reception and celebrate the grand opening of the AAHAM exhibit hall, Wednesday, October 14th. Enjoy entertainment, cocktails and appetizers while you mingle with friends, make new acquaintances and network with colleagues while you tour exhibit booths offering the latest in products and services.

NEW! “Around the World Cocktail Party”

Instead of our annual President’s Reception and Awards Banquet, we will be having an outdoor, “Around the World Cocktail Party.” We will feature unique appetizers and beverages from several different countries in a fun, casual, networking atmosphere, on Thursday, October 15th. Come dressed in the customary attire of your favorite country or your country of heritage.
### Meet the Wonderful World of ANI Exhibitors (to date)

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Booth Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aargon Agency</td>
<td>500</td>
</tr>
<tr>
<td>AccuReg Front-End Cycle Solutions</td>
<td>206 207</td>
</tr>
<tr>
<td>Alegis Revenue Group, LLC</td>
<td>801</td>
</tr>
<tr>
<td>APEX</td>
<td>907</td>
</tr>
<tr>
<td>ARMCO Partners</td>
<td>704</td>
</tr>
<tr>
<td>ARS/Magnet Solutions</td>
<td>501</td>
</tr>
<tr>
<td>Avadyne Health</td>
<td>403</td>
</tr>
<tr>
<td>Availity</td>
<td>600, 601</td>
</tr>
<tr>
<td>Bridgefront - Online Education Made East</td>
<td>703</td>
</tr>
<tr>
<td>CBCS</td>
<td>505</td>
</tr>
<tr>
<td>Cirius Group, Inc.</td>
<td>507</td>
</tr>
<tr>
<td>Coding Network (The)</td>
<td>502</td>
</tr>
<tr>
<td>CORT</td>
<td>300</td>
</tr>
<tr>
<td>Diamond Health Care Communications</td>
<td>201</td>
</tr>
<tr>
<td>EnalbeComp, LLC</td>
<td>603</td>
</tr>
<tr>
<td>ePay Healthcare, LLC</td>
<td>103</td>
</tr>
<tr>
<td>eSolutions</td>
<td>602</td>
</tr>
<tr>
<td>Experian Health/Passport</td>
<td>605</td>
</tr>
<tr>
<td>Franklin Collection Service</td>
<td>504</td>
</tr>
<tr>
<td>Harris &amp; Harris, Ltd.</td>
<td>900</td>
</tr>
<tr>
<td>Hauge Group (The)</td>
<td>303</td>
</tr>
<tr>
<td>HCFS, Inc.</td>
<td>405</td>
</tr>
<tr>
<td>Health Business Solutions, LLC</td>
<td>700</td>
</tr>
<tr>
<td>HealthFirst Financial</td>
<td>402</td>
</tr>
<tr>
<td>Hollis Cobb Associates</td>
<td>400</td>
</tr>
<tr>
<td>IMA Consulting</td>
<td>807</td>
</tr>
<tr>
<td>imprivata</td>
<td>404</td>
</tr>
<tr>
<td>MedData, Inc.</td>
<td>200</td>
</tr>
<tr>
<td>MedeAnalytics</td>
<td>606</td>
</tr>
<tr>
<td>Medical Reimbursements of America</td>
<td>506</td>
</tr>
<tr>
<td>NHI Billing Services</td>
<td>707</td>
</tr>
<tr>
<td>OVAG International USA, Inc.</td>
<td>111</td>
</tr>
<tr>
<td>ParrishShaw</td>
<td>800</td>
</tr>
<tr>
<td>Professional Finance Company, Inc.</td>
<td>307</td>
</tr>
<tr>
<td>Progressive Management Systems</td>
<td>701</td>
</tr>
<tr>
<td>Resource Corporation of America</td>
<td>503</td>
</tr>
<tr>
<td>RevSpring, Inc.</td>
<td>406</td>
</tr>
<tr>
<td>RSource Healthcare</td>
<td>100</td>
</tr>
<tr>
<td>Saluco Healthcare Solutions</td>
<td>407</td>
</tr>
<tr>
<td>SHERLOQ Solutions</td>
<td>702</td>
</tr>
<tr>
<td>Simplee</td>
<td>401</td>
</tr>
<tr>
<td>SunBelt Medical International</td>
<td>607</td>
</tr>
<tr>
<td>TRACE by TWSG</td>
<td>901</td>
</tr>
<tr>
<td>TriZetto Provider Solutions</td>
<td>202</td>
</tr>
<tr>
<td>TruBridge</td>
<td>706</td>
</tr>
<tr>
<td>Weber State University</td>
<td>705</td>
</tr>
<tr>
<td>Xtend Healthcare-Advance Revenue Solutions</td>
<td>104</td>
</tr>
</tbody>
</table>

---

**A sincere “Thank You” to our ANI sponsors for their generosity**

---

**Totebags & Lanyards**

---

**AAHAM ANI 2015 – The Wonderful World of Revenue Cycle**
### CONCURRENT SESSIONS

Pre-registration for all concurrent sessions is required as seating is limited. Please rank your selections in order of preference 1 = first choice, 2 = second choice, 3 = third choice.

**Wednesday, October 14th 12:00pm – 1:00pm**
- Certification Luncheon and Certification Awards Presentation CRCE and CRCP

**Thursday, October 15th 11:00am – 12:30pm**
- People, Process, and Technology: UPMC’s Journey to Improving Revenue Cycle Efficiency
- Shades of Gray in Evaluation and Management Documentation and Coding
- This Conversation May Be Recorded for Quality Purposes
- Bringing Them All Together: Creating an Integrated Learning Environment
- Today’s Business Office Model: Streamlined Staffing and Productivity

**Thursday, October 15th 2:00pm – 3:00pm**
- Back to the Future of Revenue Cycle Management
- Charge Description Master and Revenue Integrity, Putting the Pieces Together
- Engaging Touch Free Practices, Carolinas HealthCare System: A Case Study on Automation in the Revenue Cycle
- 60 Second Coach, Lead Your People to Optimal Performances in 60 Seconds
- Managing Bundled Payments in the World of Accountable Care

**Thursday, October 15th 3:15pm – 4:15pm**
- Revenue Cycle Variance Analysis for Fun and Profit
- How to Conduct an Accurate HIPAA Risk Analysis
- The 3 P’s to Perfection Your Pre-Encounter
- Relationships Matter- Tools for Building Bonds of Respect, Trust and Integrity to Enhance Patient Relations and Staff Performance
- The Carriers and CMS are Ready, Are You? An Efficient ICD-10 Transition Process

**Friday, October 16th 9:15am – 10:15am**
- Claim Payments, What is it Costing Your Practice to Receive Claim Payments?
- Medicare Secondary Payer Regulations as Applicable to Accident Claims
- Enhancing Financial Stability With Hospital In-house Medicaid Eligibility Programs
- How to Grow Future Leaders for Your Front Line Registration Departments
- From Volume to Value: Making the Transition

**Friday, October 16th 10:30am – 11:30am**
- An Engagement Success: Why Patients are Happier, and Paying More
- Big Group Practices: Handling Revenue Cycle Compliance
- Front-End Clearance, Collection, and Conversion Strategies: How Patient Access Can Transform Revenue Cycle Results
- Executive Certification Preperation
- The Cash Impact Merging ICD-10 with APR-DRG’s

**Friday, October 16th 1:00pm – 2:00pm**
- ICD-10 Open Forum

---

**REGISTRATION FEES**

Full registration receives one complimentary ticket to all events.

<table>
<thead>
<tr>
<th>Event</th>
<th>AAHAM</th>
<th>Non-Member</th>
</tr>
</thead>
<tbody>
<tr>
<td>By August 14</td>
<td>$590</td>
<td>$690</td>
</tr>
<tr>
<td>By Sept 25</td>
<td>$690</td>
<td>$790</td>
</tr>
<tr>
<td>By Oct 9</td>
<td>$790</td>
<td>$890</td>
</tr>
<tr>
<td>Oct 10-Onsite</td>
<td>$890</td>
<td>$990</td>
</tr>
<tr>
<td>One Day Registration</td>
<td>$300</td>
<td>$430</td>
</tr>
</tbody>
</table>

**GUEST TICKETS REQUESTED**

<table>
<thead>
<tr>
<th>Event</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday Welcome Reception</td>
<td>$75</td>
</tr>
<tr>
<td>Thursday Breakfast</td>
<td>$25</td>
</tr>
<tr>
<td>Thursday Luncheon</td>
<td>$85</td>
</tr>
<tr>
<td>Thursday Around the World Cocktail Party</td>
<td>$125</td>
</tr>
<tr>
<td>Friday Breakfast</td>
<td>$25</td>
</tr>
<tr>
<td>Friday Luncheon</td>
<td>$85</td>
</tr>
</tbody>
</table>

---

**PAYMENT**

- Check – payable to AAHAM
- VISA  MasterCard  American Express  Discover

**ONLINE REGISTRATION IS ENCOURAGED: WWW.AAHAM.ORG**

**MAIL form to:**

AAHAM
P.O. Box 3348, Huntsville, AL 35810
Phone #: 256.852.4490
Fax to: 877.314.6077
Online: www.aaham.org

Make Checks Payable to: AAHAM

**No Cancellations** will be accepted after September 11, 2015. Cancellations prior to this date will be subject to a $100.00 administrative fee. All cancellations must be in writing. Refunds will not be given for no-shows at the conference. If you are unable to attend and have already registered, you may substitute someone in your place for a fee of $100.00. Please submit changes in writing with payment. Registrations will not be processed without payment. The early registration rate is determined by date of receipt of payment. You may register online at www.aaham.org.
Confirmation of your registration will be sent within one week if your registration form is received by October 1, 2015. Please print clearly or type the information. A separate registration form must be submitted for each attendee, but not for accompanying spouse, child, or guest listed on the registration form.

A name badge is required for entrance to all planned educational and social functions and the exhibit hall. Name badges and tickets, including those purchased for spouses and guests, will be included with your registration materials upon arrival.

Membership will be verified for all individuals who pay the member registration fee. Please be sure that you are a current member to not delay the processing of your registration.

No cancellations will be accepted after September 11, 2015. Cancellations prior to this date will be subject to a $100.00 administrative fee. All cancellations must be in writing. Refunds will not be given for no-shows at the conference. If you are unable to attend and have already registered, you may substitute someone in your place for a fee of $100.00. Please submit changes in writing with payment. Registrations will not be processed without payment. The early registration rate is determined by date of receipt of payment. We encourage you to register online at www.aaham.org, if paying by credit card; you may fax your registration form toll free to the AAHAM Registration Department at 888.411.3251.

We encourage you to register online www.aaham.org

Remember we offer 3 easy and convenient ways to register:

1. Online: www.aaham.org
2. Fax: 877 314 6077
3. Mail: AAHAM Registration Department
   C/O Condor Registration Services
   P O Box 3348
   Huntsville, AL 35810
   256.852.4490 phone
   aaham@condorregistration.net
AAHAM Future ANI Dates and Locations

2016 ANI
Caesar’s Palace, Las Vegas, Nevada
October 5-7, 2016

2017 ANI
Opryland Resort, Nashville, Tennessee
October 11-13, 2017

2018 ANI
Hyatt Regency Coconut Point, Bonita Springs, Florida
October 17-19, 2018

2019 ANI
Caesar’s Palace, Las Vegas, Nevada
October 9-11, 2019