Do you want to be a better patient financial services provider?

Then AAHAM is the organization for YOU!

Do something today that your future self will thank you for.
What does it mean to be a member of AAHAM?

AAHAM is the only national organization dedicated to the revenue cycle, both management and front line staff.

Membership in AAHAM gives you the tools to learn how to work smarter, advance in your career and have access to a wealth of revenue cycle information. The association recognizes professional development is one of the key reasons that many individuals become members. One of AAHAM’s primary focuses is the professional development of its members.

We provide education and training for staff and managers, as well as offer nationally recognized certification programs. AAHAM has 32 chapters across the U.S. and abroad, all offering superior education and networking on a national, state, and local level. Becoming a member provides you with all the tools to deal with the serious issues facing hospitals today, and the necessary investment in your professional career and personal growth.

Who are the members of AAHAM?

AAHAM is the leading membership organization for individuals working in the field of hospital or clinical patient financial services including:

- Reimbursement
- Admitting
- Registration
- Data management
- Patient medical records and relations
- Collections
- Accounts receivable
- Billing
- Consulting
- Compliance

Our membership includes professionals who are front line personnel, directors, administrators, managers, and executives.

“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
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.

Development of our member’s knowledge and skill necessary to provide quality patient financial service is a primary goal of our organization. Our publications, conferences, certification and networking offer numerous opportunities for increasing the skills and knowledge necessary to function effectively and competitively in today’s rapidly evolving 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 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, CRCE-I, Manager

Benefits of Membership

- **Education**
  Opportunities to strengthen and improve your knowledge and skills

- **Certification**
  Nationally recognized certification programs to give you the competitive edge in your career

- **Publications**
  To keep you up to date on happenings in the association and the profession

- **Advocacy**
  A voice in Washington, D.C. on legislative issues that affect your industry

- **Local Chapter Involvement**
  Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level

- **Discount Program**
  Receive discounts on products and services
"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, CRCE-I, System Director, Central Business Office

Education

Through strong educational programs both at the national and local levels, AAHAM helps you keep current on industry topics. AAHAM’s educational programs offer you the tools to do your job better and to excel in your career as well as networking opportunities to broaden your contacts and job prospects.

Webinars
AAHAM offers frequent webinars on industry hot topics by well respected and knowledgeable speakers.

Listserves
AAHAM has several listserves offering real time communication with your peers and colleagues. A listserv is a member’s only email forum for discussion on issues including billing and collection, EDI, Medicare/Medicaid reimbursement, information systems, uncompensated care, receivables management, fraud and abuse, coding, access management, medical records and more. Participation is the best way to ensure you are receiving the most value from this membership benefit.

Annual National Institute
The Annual National Institute (ANI) is AAHAM’s annual educational conference held every fall. Join hundreds of other healthcare professionals at the industry’s premier educational forum for three information packed days. Gain useful information to take back and use immediately, network with your peers and visit vendors with the latest and greatest industry products and services.

Local Chapter Involvement
AAHAM has over 30 chapters throughout the U.S. and abroad. Local chapters offer you even more opportunities for education and peer to peer networking. Membership in a local chapter provides a unique opportunity to get involved, giveback as well as develop your leadership skills.

Social Networking
AAHAM offers peer to peer networking through its own LinkedIn, Twitter, Facebook, Mighty Networks and YouTube communities.
Certification

For over forty years, AAHAM’s elite certification examinations have set the standard of excellence in patient financial services and the revenue cycle. AAHAM certifications are an investment in your personal growth and your professional future.

Earning an AAHAM certification demonstrates:

Commitment – to your profession and your ongoing career development
Expertise – that you possess the knowledge to meet the industry’s highest standards and the capacity to pass a rigorous certification examination
Professionalism – in your pursuit of excellence to the quality of service in your career and in the healthcare industry AAHAM certification gives you a powerful competitive advantage with current and prospective employers:
  • Improve your earning potential
  • Gain recognition and access to the positions and promotions you seek and deserve
  • Build a network of peers in the influential group that shares your designation
  • Continue to expand your skills and expertise through your commitment to continuing education
  • A guaranteed ladder to professional success

Certified Revenue Cycle Executive (CRCE)
The CRCE exam possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills. It is comparable to earning a CPA or passing the bar exam.

CRCE Eligibility
AAHAM executive certification exams are only available to national AAHAM members, in good standing, who have a minimum of either four years of healthcare experience, or two years of healthcare experience and a two-year college or university associates degree.

“As a senior product manager for revenue cycle management applications for QuadraMed, a major healthcare information system vendor, my CRCE-I professional certification from AAHAM continues to be invaluable. The credibility and respect the “CRCE-I” 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 CRCE-I since 1989 and consider it more important in our business than my college degree.”

- David J. Vickers, CRCE-I, Financial Product Manager

Certifications continued on page 6
Certified Revenue Cycle Professional (CRCP)
The CRCP exam is directed to the supervisor or manager level staff member. It requires in-depth knowledge of focused functional areas of the revenue cycle.

CRCP Eligibility
AAHAM professional certification exams are only available to national AAHAM members, in good standing, who have a minimum of either two years of healthcare experience, or a two year college or university associates degree.

Certified Revenue Integrity Professional (CRIP)
The CRIP exam is intended for anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a patient.

CRIP Eligibility
The CRIP exam is only available to national AAHAM members, in good standing. Candidates must have a minimum of either two (2) years of healthcare experience or a two-year college or university associate’s degree.

Certified Revenue Cycle Specialist (CRCS)
This exam is directed to staff who have responsibilities in the revenue cycle with a focus on specific knowledge required in registration (front desk), billing and credit & collections

CRCS Eligibility
The CRCS exam is available to staff involved in the management of patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in the healthcare revenue cycle is recommended to successfully complete the exam.

Certified Compliance Technician (CCT)
The CCT exam is intended to meet employers’ annual compliance training requirements and to support individuals with professional compliance responsibilities. The ninety minute, online, proctored CCT exam measures basic competencies in healthcare compliance.

CCT Eligibility
AAHAM CCT exam is available to staff involved in healthcare compliance. AAHAM membership is not required, although it is encouraged, one year of healthcare revenue cycle compliance experience is recommended.
Publications

AAHAM publications offer members the latest information on both AAHAM happenings as well as industry news and developments. AAHAM publications include:

The Journal of Healthcare Administrative Management
Our professional electronic quarterly publication is rated the #1 membership benefit by our members. The Journal consistently gets high marks for keeping members updated on industry changes and offers real world solutions to the challenges you face every day at your job. The Journal is filled with topical articles written by industry experts. Emailed to you four times a year; Winter, Spring, Summer, and Fall. All issues are also available to be downloaded from AAHAM’s Member’s Only section of the website.

Legislative Currents
Our informative email newsletter keeps members current with insider information on the latest legislation affecting our industry written by our professional lobbyist and advocate. Emailed to you twice a month.

National News
Our newsletter keeps members informed of what is going on at the national level. National News is filled with current deadlines and late breaking news. Emailed to you once a month.

eNewswatch
eNewswatch features relevant, timely industry articles collected from the headlines, eNewswatch will become your go-to resource for staying current on industry news that affects you the most. Emailed to you once a week.

Discounts on Products & Services

AAHAM members receive substantial discounts on educational and networking programs as well as AAHAM products including:

- AAHAM Annual National Institute
- AAHAM’s Legislative Day
- Webinars
- Training Manuals

Membership in our customized affinity program with discounts on:

- Alamo Rental Cars
- OfficeMax
- TSYS Merchant Solutions
- Hewlett Packard
- Lenovo
- InterCall
- 1-800-Flowers
- UPS
Advocacy

AAHAM’s grassroots advocacy program gives you a voice in Washington on legislative issues facing your facilities and the industry. Our bimonthly, enewsletter, Legislative Currents keeps you up to date on the latest legislation and events affecting our industry. AAHAM holds an annual Legislative Day every spring to bring you face-to-face with the decision-makers in Washington who determine the outcome of our industry’s top legislative priorities. We encourage you to attend to represent your facility, your state and your industry at the one political convention that can directly impact your bottom-line.

The advocacy section of the AAHAM website offers you:

Guide to Congress
Type in your zip code and gain instant access to complete information about members of Congress, including photographs, occupations, email addresses, phone numbers and more.

Write to Congress
With a click of a mouse, you can email Congress, the President, government officials or anybody in the congressional database. Letter templates and phone contact information is also available.

Legislative Alerts
Tap into what action is being taken on issues impacting the healthcare administrative management industry in real time.

Bill Status/Sponsor Track
Follow key legislation and monitor the progress of current bills. This feature also makes it easy to track which congressional members have signed on as bill sponsors. Find how Senators and Representatives voted on issues important to the healthcare administrative management industry.

Congress Today
Updated daily when Congress is in session, view current Congressional and committee schedules for the House of Representatives and Senate.
Membership Types and Fees

- **National Membership** - The fee to become a National member is $209. If you join anytime between July 1st and August 31st, the fee is $160 for the rest of the current year. If you join between September 1st and December 31st, the fee is $250 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.*

- **Full Time Student Membership** - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings.

- **Part Time Student Membership** - The part time student membership fee is $50. If you join between July 1st and August 31st, the pro-rated dues are $35, and if you join between September 1st and December 31st, dues are $65 (for 15 months of membership). To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive 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.

2019 Legislative Day will be held at:
Hyatt Capitol Hill, Washington, D.C.
April 15-16, 2019

The 2019 ANI will be held at:
Caesar’s Palace, Las Vegas, Nevada
October 9-11, 2019

“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

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. 4
e-mail: moayad@aaham.org

We look forward to welcoming you as a member!
AAHAM Discount Programs

AAHAM members receive discounts on all AAHAM publications, programs and products. AAHAM also offers a scholarship program for members and children of members for financial assistance in meeting educational goals. Discount programs include:

Aflac
Aflac and ASSN have teamed up to provide an extensive array of supplemental insurance policies designed to provide cash benefits to employees if they ever become injured or sick. All with no direct cost to your company.
Visit: www.enameemberbenefits.com/ASSN

Alamo Car Rental
Alamo offers AAHAM members unlimited mileage and year-round discounts of up to 10% off Alamo’s already great rates in more than 700 locations across the globe, making Alamo Country anywhere the road will take you. Book with your travel agent or Alamo®. Be sure to request I.D. Number 706768 and Rate Code BY (A1 for weekend rentals) at the time of reservation. To take advantage of these benefits, contact your travel agent or call 800.354.2322.
Be sure to request Rate Code BY and Assoc. ID 706768 whenever you have a car rental need. Or visit the following website: http://www.alamo.com/HotDeals/Template.asp?msg=association_membership

Carington Web
As rising health care costs result in higher deductibles, premiums and out-of-pocket costs, many companies and employees are looking for ways to lower their health care expenses. Our partnership with Carington International helps members save money on health expenses, with pre-negotiated discounts on dental and vision care. To learn more or enroll in your benefits anytime, visit: eMemberBenefits.com/ASSN
*Discounts not available in VT or WA.

Congressional Federal Credit Union
AAHAM members are eligible to join Congressional Federal Credit Union (CFCU). CFCU is a full service financial institution, based in Washington, D.C. They serve the U.S. House of Representatives and select groups such as AAHAM. They offer free checking, great rates on loans, investments, financial planning, insurance, and many other services. You may take advantage of Congressional Federal Credit Union’s services no matter where you live.
Contact 703.934.8300, 800.491.2328, or visit the following website: www.congressionalFCU.org to request an application package. Once you join Congressional, you are a member for life. In fact, once youjoin, your family is also eligible to join.
1-800-flowers.com
AAHAM members receive a 10% discount on your purchase. 1-800-FLOWERS.COM offers an impressive range of beautiful flowers and thoughtful gifts for every budget.
Contact www.1800FLOWERS.COM and enter code “AAHAM” under special offers during checkout or call 1-800-FLOWERS® (1-800-356-9377) and mention promotion code “AAHAM”.

Hewlett Packard
AAHAM members enjoy special pricing on HP business products, including printers, notebooks, desktops, tablets, servers, storage, networking and much more. Plus, get FREE U.S. ground shipping. If you have questions or would like to order by phone, call 1-888-202-4465 and mention code HPMS3. To shop online, visit www.hp.com/go/HPMS3

True Car
Take the stress and anxiety out of your next new or used car purchase with [ASSN]’s new partnership with TRUEcar! Up-front pricing and advanced market reviews give you peace of mind without the anxiety-inducing experience of haggling with dealers. With TrueCar, you don’t need to be an expert to be an expert. Visit <URL> to learn more. Visit www.aaham.org to learn more.

TSYS Merchant Solutions
AAHAM Members Save on Credit Card Acceptance
With this exclusive, members-only program serving merchants for over 55 years TSYS Merchant Solutions offers a payment processing program tailored to your business needs.
With this program you will receive:
• Negotiated member-only rates
• Qualified service representatives available 24 hours a day
• An account management team
• Free online reporting

UPS Savings Program Ship and Save with UPS
Let AAHAM improve your bottom line with some of the most competitive rates available on shipping services with UPS®. Save up to 34% on a broad portfolio of services, including air, international and ground services. Plus, savings begin at 70% on UPS Freight® shipments over 150 lbs. UPS understands how important reliability, speed and cost are to meeting your business goals and your customers’ needs. Put the power of logistics to work for you. To enroll and start saving today, visit savewithups.com/aaham or call 1-800-MEMBERS (1-800-636-2377), M-F, 8 a.m. – 6 p.m.

Wyndham
Whether you’re looking for an upscale hotel, an all-inclusive resort or something along the way, AAHAM’s partnership with Wyndham Group Hotels has just the right hotel for you... and at the right price. With over 7,600 properties in 70 different countries, you’re sure to find the perfect get-away spot for your next adventure! Members receive up to 20% off the “Best Available Rate,” with easy booking online or via our special member benefits hotline.
Learn More Here (eMemberBenefits.com/ASSN)
PROVIDING EXCELLENCE IN THE BUSINESS OF HEALTHCARE

# 2019 National Membership Application

<table>
<thead>
<tr>
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<th>Title</th>
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<td>City</td>
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## Membership Categories and Rates

* Local chapter dues may vary

**NATIONAL MEMBERSHIP** - The fee to become a National AAHAM member is $209. If you join between July 1st and August 31st, the dues are $160 for the rest of the current year. If you join between September 1st and December 31st, the fee is $250 for the rest of the current year and all of the following year.

**FULL TIME STUDENT MEMBERSHIP** - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings. If you are applying as a Full Time Student Member, please click here to join online or download the correct membership application.

**PART TIME STUDENT MEMBERSHIP** - The part time student membership fee is $50. If you join between July 1st and August 31st, the dues are $35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are $65 for the rest of the current year and all of the following year. To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

AAHAM would like your consent to contact you through your cell phone in order to provide you with updates, notifications, and other information pertinent to your membership.

- I hereby expressly grant my consent to AAHAM to contact me through the cell phone number provided herein.
  
  You may subsequently withdraw this consent by contacting:
  
  AAHAM Membership Department
  
  11240 Waples Mill Road, Suite 200, Fairfax, VA 22030
  
  Phone: (703) 281-4043 Email: moayad@aaham.org
  
  - I do not grant consent to AAHAM to contact me through my cell phone.

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM’s membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.

Please Return to:

AAHAM Membership Department
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
Fax: 703.359.7562
Email: info@aaham.org

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<td>TOTAL ENCLOSED:</td>
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Local Chapters

AAHAN has over 30 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your national membership.

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<td>Carolina #04</td>
<td>North &amp; South Carolina</td>
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<td>Minnesota Gopher #06</td>
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Please Check the Appropriate Codes in Each Category Below

- Years in Healthcare: 0-5 6-10 11-20 21-25 25+
- Certification: CHAM (NAHAM) CHFP (HFMA) FHMA (HFMA) CHCS (ACA) Other (please list)
- Employer Type: Billing Collection Agency Consulting Law Firm Outsourcing Provider Software/IT Vendor/Corporate Partner Other (please list)
- Position: CFO Consultant Director Executive Director Vice President Manager Patient Access Representative Partner, Principal, Owner PFS Representative Supervisor/Coordinator Other (please list)

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAN’s membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.
## 2019 Full Time Student Membership Application

<table>
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### Membership Categories and Rates

**NATIONAL MEMBERSHIP** - The fee to become a National AAHAM member is $209. If you join between July 1st and August 31st, the dues are $160 for the rest of the current year. If you join between September 1st and December 31st, the fee is $250 for the rest of the current year and all of the following year.

**FULL TIME STUDENT MEMBERSHIP** - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings. If you are applying as a Full National Member or a Part time Student Member, please click here to join online or download the correct membership application.

**PART TIME STUDENT MEMBERSHIP** - The part time student membership fee is $50. If you join between July 1st and August 31st, the dues are $35 for the rest of the calendar year. If you join between September 1st and December 31st, dues are $65 for the rest of the current year and all of the following year. To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application. Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

If referred by AAHAM member, please give their name:

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### Acceptable forms of proof of student status are:

- Current class schedule
- A signed statement for student faculty on college letterhead stating you are enrolled as a full time student. Please make sure to include email/phone number of professor signing the statement.

### Local Chapter Membership:

AAHAM has over 30 local chapters throughout the US and India. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field.

Upon receiving your full time student membership application, your local chapter will contact you to notify you of how to become involved in your local professional chapter.

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**Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.**

**Please note: AAHAM’s membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.**
# 2019 Membership Information

## American Association of Healthcare Administrative Management

**Staff**

- **Executive Director**
  - Sharon R. Galler, CMP
  - 703.281.4043 x 5
  - sharon@aaham.org

- **Operations & Membership Director**
  - Moayad Zahralddin
  - 703.281.4043 x 4
  - moayad@aaham.org

- **Certification Director**
  - Matthew Hundley
  - 703.281.4043 x 3
  - matthew@aaham.org

- **Convention Manager**
  - Danielle Burns
  - 703.281.4043 x 1
  - danielle@aaham.org

- **CEU/Certification Manager**
  - Julia Tiffany
  - 703.281.4043 x 2
  - julia@aaham.org

## Executive Committee

- **National President**
  - John Currier, CRCE-I
  - 217.784.2613
  - john_currier@gibsonhospital.org

- **Chair of the Board**
  - Victoria Di Tomaso, CRCE-I
  - 239.424.1512
  - vicki.ditomaso@leememorial.org

- **National First Vice President**
  - Lori Sickelbaugh, CRCE-I
  - 803.405.7136
  - lori.sickelbaugh@newberryhospital.net

- **National Second Vice President**
  - Amy Mitchell, CRCE-I
  - 801.587.6486
  - amy.mitchell@hsc.utah.edu

- **National Treasurer**
  - Kenneth Paul Koerner, CRCE-I
  - 815.564.4407
  - ken.koerner@cghmc.com

- **National Secretary**
  - Richard Rogers, CRCE-I
  - 414.774.6100
  - richard.rogers@ar-solutions.biz

- **Legal Counsel**
  - Richard Lovich
  - 818.559.4477
  - rloovich@sacfirm.com
AAHAM MISSION STATEMENT

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