2021 MEMBERSHIP INFORMATION

Do you want to be a better revenue cycle professional?

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. AAHAM recognizes professional development is one of the key reasons that many individuals become members.

We provide education and training for staff and managers, as well as offer nationally recognized certification programs. AAHAM has over 30 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 the revenue cycle industry today. Joining AAHAM is a strategic 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 and clinical revenue cycle industry 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

Patient Financial Services
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.

I was fortunate to join AAHAM very early in my career. It helped me to not only gain the education to support my role, but it also provided me with a sense of confidence that is necessary for every rookie! To this day, I am thankful that I found AAHAM. It has provided me with the connections necessary to be successful. I have made great friends along the way and that is one of the most rewarding benefits of AAHAM.

- Linda M. Patry, BA, CRCE
  Director, Patient Financial Services

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 the 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
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.

AAHAM’s Info Hub
As the premier professional organization in healthcare administrative management, AAHAM is constantly striving to keep its members abreast of important issues on the state and federal levels. Here at AAHAM, we strive to do more than just follow the issues and keep our membership updated. AAHAM’s leadership is working hard to define who AAHAM is and where we stand on many important issues.

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 even more opportunities for education and peer to peer networking. Membership in a local chapter provides a unique opportunity to get involved, give back 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.

I chose to become involved with AAHAM due to the holistic approach the organization takes in simultaneously addressing all aspects of revenue cycle. As a firm believer in specialization in function without losing the big picture, I see AAHAM’s approach of addressing every area along the continuum of care is vital to the success of healthcare. Educating Patient Access and Patient Financial Services, respectively “Directors of First Impressions” and “Directors of Lasting Impressions” as I like to call them, at the same time is unique to AAHAM. Providing education to both audiences fosters an understanding and continuity that creates efficiencies and a better patient experience across the board. I’m thankful to be a part of AAHAM!

- Warren Kloter, VP Business Development
Certification

For over fifty years, AAHAM’s elite certification examinations have set the standard of excellence in revenue cycle services. 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 is directed to the executive level staff member. The CRCE exam is 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 health-care experience, or two years of healthcare experience and a two-year college or university associates degree.

“As the director of administrative and financial systems for my facility, my CRCE professional certification from AAHAM continues to be invaluable. The credibility and respect the “CRCE” 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 since 1989 and consider it more important in our business than my college degree.”

- David J. Vickers, CRCE, Director, Administrative and Financial Systems

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 and 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.

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. Distributed 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. The currents are distributed bi-weekly.

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

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

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

“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.”

- Victoria Di Tomaso, CRCE
  System Director, Central Business Office
Advocacy

AAHAM’s grassroots advocacy program gives members a voice in Washington on legislative issues facing your facilities and the industry. AAHAM’s bimonthly, enewsletter, Legislative Currents keeps members 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 all members to attend to represent your facility, your state and your industry at the one political event that can directly impact your bottom-line.

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. Enjoy a wealth of information, resources and individualized services available 24 hours, 7 days a week, including:

- 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 in real time 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 Social Network - Post a question to your peers 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.
- Opportunities for social networking through AAHAM via LinkedIn, Twitter, Facebook, Instagram, Mighty Networks, and YouTube.
**Membership Types and Fees**

- **National Membership** - The fee to become a National member is $209. If you join in July, the dues are $160 for the rest of the current year. If you join between August 1st and November 30th, 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 or corporate 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 your 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 in July, the dues are $35 for the rest of the current year. If you join between August 1st and November 30th, the dues are $65. 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** - There is no fee for retired members. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. All retired members will be vetted by the National Office before a membership is activated. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact that National Office.

We also offer payment plans to help ease the dues burden. Please contact the AAHAM National Office if you would like more information.

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"When issues arise that impact the industry, I need to be on top of them. There have been so many significant challenges to the healthcare industry over the past 25 years; AAHAM has provided its members tremendous education and training on almost every challenge they might face. AAHAM has been a tremendous benefit to me both professionally and personally. I have made countless lifelong friends through my participation in the organization."

- Paul Fitzpatrick, CRCP, Vice President Business Development
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.enmemberbenefits.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

**Careington 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 Careington 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 website at www.CongressionalFCU.org to request an application package. Once you join Congressional, you are a member for life. In fact, once you join, 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”.

OfficeMax
AAHAM has teamed up with OfficeMax® to introduce the OfficeMax Partner AdvantageSM program. As a member of AAHAM, you will enjoy substantial savings from 31% to 88% off of manufacturers’ list price on your most frequently purchased items. You will also receive a 5% discount on over 12,000 products in our net priced catalog (excludes all paper products) in addition to discounts on certain ImPress® print and document services. Start saving today on office supplies, furniture, technology and printing services.
Online: www.officemaxsolutions.com
Username: 0728000w Password: omaxadvantage1
Phone: 800.248.6343

**Hewlett Packard**
AAHAM members can enjoy special pricing on HP business products, including printers, notebooks, desktops, 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.aaahm.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

TSYS Merchant Solutions is a top 10 acquirer with more than 55 years experience delivering unparalleled customer service and end-to-end payment solutions to businesses.
Learn More: Call 888-749-7860 or visit www.tsysmerchantsolutions.com/assoc/gen today to see how much you can save.

**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/aaahm 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)
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.
AAHAM 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.

<table>
<thead>
<tr>
<th>Name of Chapter</th>
<th>Geographic Location</th>
<th>Chapter Dues</th>
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<tbody>
<tr>
<td>Nebraska Aksarben #01</td>
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<tr>
<td>Florida Sunshine #03</td>
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<tr>
<td>Carolina #04</td>
<td>North &amp; South Carolina</td>
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<td>Minnesota Gopher #06</td>
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<td>Illinois #09</td>
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<td>Central Pennsylvania</td>
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<tr>
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<tr>
<td>North/South Dakota Rushmore #23</td>
<td>North &amp; South Dakota</td>
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<td>Western Region #26</td>
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<td>Massachusetts #57</td>
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# 2021 Full Time Student Membership Application

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<table>
<thead>
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<tr>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Country</th>
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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 taking at least 12 credit hours per semester. Please make sure to include email/phone number of professor signing the statement.

**If referred by AAHAM member, please give their name:**

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**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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2021 MEMBERSHIP INFORMATION

AAHAM Directory

Staff

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

Operations and Membership Director
Moayad Zahralddin
703.281.4043 x 4
moayad@aaham.org

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

CEU/Certification Manager
Kristen Reamy
703.281.4043 x 2
kristen@aaham.org

Executive Committee

National President
Lori Sickelbaugh, CRCE
803.405.7136
lori.sickelbaugh@newberryhospital.net

Chair of the Board
John Currier, CRCE
309.838.1133
johncurrier55@gmail.com

National First Vice President
Amy Mitchell, CRCE
801.587.6486
amy.mitchell@hsc.utah.edu

National Second Vice President
Ken Koerner, CRCE
815.564.4407
ken.koerner@cghmc.com

National Treasurer
Erin Miskelly, CRCE
443.472.4975
emiskelly@aurora-healthcare.com

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

Legal Counsel
Richard Lovich
818.559.4477
rlo维奇@sacfirm.com

“I would not have my current position, where I oversee the business operations of six hospitals, without my involvement with AAHAM. When my current employer interviewed me, they focused on my AAHAM activities and the AAHAM certifications I had earned. And when they announced I had been hired, my AAHAM background and credentials were one of the first things they noted. If people in the industry would just make the commitment to get involved with AAHAM, they’ll find so many doors will open for them.”

- Christine Stottlemyer, CRCE
  Director of Patient Financial Services
AAHAM MISSION STATEMENT

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