



AAHAM WEBINAR
WEDNESDAY, April 21, 2021
1:30pm - 3:00pm EST

EVERYONE Earns 3 AAHAM CEUs for attending

Join AAHAM, Leslie Bender, Senior Counsel for Clark Hill and George Buck, Industry Expert and Accounts Receivable Management Consultant, as we present this timely webinar,

“Consumer Communication Preferences and the Consumer Financial Protection Bureau’s Debt Collection Rule”

A long-awaited final Debt Collection Rule allowing the use of digital methods of communication in debt collection has been published and expected to take effect on November 30, 2021. “Reg F” explains how to learn and honor a patient's preferred method of communication including self-service portals, social media, email and texting. This creates unique opportunities to improve the patient experience in an efficient manner in regards to past due receivables. Join industry operational and legal professional, George Buck and Leslie Bender, for this practical program highlighting Reg F's strategies for implementing digital communication channels.

Attendees will:

- Become more familiar with the various regulatory issues and their impact on both the Accounts Receivable Management (ARM) industry and revenue cycle function of providers
- Learn how the ARM industry is adapting to the changing regulatory maze through advanced compliance programs and state of the art technology
- Understand the potential impact of new and proposed regulatory guidelines on the revenue function of providers
- Discover how consumer advocacy and awareness is influencing regulatory decision makers

Level of webinar: Intermediate

Target audience: Collections, Registration and all front-end revenue cycle staff

About our speakers:

Leslie Bender counsels financial services and healthcare clients on a broad range of privacy, data security, and consumer financial protection laws relying upon her strategic and legal experience as a general counsel. She provides counsel on matters including

privacy, consumer financial protection, HIPAA, data security, labor and employment, litigation, contracts, alternative dispute resolution and mediation, government affairs, regulatory relations, and change and project management. Leslie has more than two decades of experience in privacy and consumer financial protection and related regulatory relations before various federal and state regulators. As a corporate trainer, Leslie is experienced working with financial institutions, collection agencies, and as a compliance consultant and trainer for hospitals. Recognized as a national authority on information privacy and security law, she was one of the first privacy officers accredited by the International Association of Privacy Professionals as a Certified Information Privacy Professional.

George Buck is widely recognized as a source of thought-leadership and actionable best practices for the healthcare revenue cycle market. Bringing decades of experience collaborating directly among providers, payors and regulatory entities that shape this ever-changing sector, his extensive institutional knowledge continues to be cited in various trade and business publications. In 1979, George began his career with Frost-Arnett Company starting as a collector, he became President in 2002. He later served as President Emeritus where he began to focus his efforts toward advocacy in the regulatory and compliance environment for the healthcare revenue cycle industry. Over the years, George has consulted with the Consumer Financial Protection Bureau (CFPB), the Fair Trade Commission (FTC), and other regulatory groups needing healthcare-specific industry feedback and analysis on proposed legislation. Additionally, George has hosted numerous educational webinars for provider organizations around the country, leading the discussion on regulatory issues facing the healthcare ARM industry.

This webinar includes a presentation, Q&A period, and handout provided via email. The registration is for one line, if multiple lines are to be used, a separate registration must be submitted. The audio conference format permits an unlimited amount of people to listen in from one phone. Everyone earns CEUs for attending, so feel free to gather up your whole team! You will receive a CEU submission form for yourself and your entire group of listeners with your confirmation.

This webinar costs \$35 for AAHAM National members and \$99 per line for non-AAHAM members. If you are having issues registering, please contact Moayad Zahraiddin at moayad@aaaham.org.

Join as a National Member today, registration for this webinar will be included for free!

We apologize but we do not invoice nor accept purchase orders. Registrations must be received on or before April 14, 2021. We are unable to accept registrations after that date

The Friday before the webinar we will email the registrant the confirmation, handouts, dial-in number, passcode and CEU submission form. Reminders will also be sent the week of the webinar. On the program date...it's easy, just call in at the scheduled time and enter your passcode.

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Certification • Compliance • Leadership Development • Networking • Advocacy*



Webinar Registration Form

Please Return to:

AAHAM Webinar Registration
 11240 Waples Mill Road, Suite 200
 Fairfax, VA 22030
 Fax: 703.359.7562
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Upcoming Webinar Schedule and Rates**Topic: Conquering Pandemic Losses with AI for RCM**

When: WEDNESDAY, March 24, 2021 1:30 PM - 2:30 PM EDT
 Registration Deadline: March 17, 2021 AAHAM CEU's Earned: 2

- AAHAM National Member \$35 Non-members \$99

Topic: Recover Lost Revenue Through Out-of-State Medicaid

When: WEDNESDAY, April 7, 2021 1:30 PM - 2:30 PM EDT
 Registration Deadline: March 31, 2021 AAHAM CEU's Earned: 2

- AAHAM National Member \$35 Non-members \$99

Topic: Consumer Communication Preferences and the Consumer Financial Protection Bureau's Debt Collection Rule

When: WEDNESDAY, April 21, 2021 1:30 PM - 3:00 PM EDT
 Registration Deadline: April 14, 2021 AAHAM CEU's Earned: 3

- AAHAM National Member \$35 Non-members \$99

Topic: Let's Talk About Risk

When: WEDNESDAY, May 5, 2021 1:30 PM - 3:00 PM EDT
 Registration Deadline: April 28, 2021 AAHAM CEU's Earned: 3

- AAHAM National Member \$35 Non-members \$99

Topic: Life Cycle of A Claim; Billing Basics

When: WEDNESDAY, May 19, 2021 1:30 PM - 2:30 PM EDT
 Registration Deadline: May 12, 2021 AAHAM CEU's Earned: 2

- AAHAM National Member \$35 Non-members \$99

Payment Method:

Check/Money Order (Make Payable to AAHAM)

Amex Visa MasterCard

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Join as a National Member today, and get one webinar registration for free! AAHAM National Membership \$209

Please indicate the date of the webinar you would like to be included with your membership:

[Online Member Registration](#)

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Questions? Please call 703.281.4043 x 4
 or email moayad@aaham.org.

Do something today that your future self will thank you for.
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