



**AAHAM WEBINAR**  
**WEDNESDAY, September 22, 2021**  
**1:30pm - 3:00pm EST**

**EVERYONE Earns 3 AAHAM CEUs for attending**

Join AAHAM, Joshua L. Robinson, Chief Operations Officer/Partner at Crossroads Health, as we present this informative webinar,

**“Credit Balances and The Hidden Risks”**

Credit Balances are possibly the most dangerous hidden risk within a hospital’s revenue cycle. With 5-7% of claims paid inaccurately, a hospital generates \$2m in new credits for every \$100m generated in revenue. Regulation, Case Law, Contractual Obligations all shape how credits should be handled.

Become comfortable understanding the risks associated with carrying credit balances, how to define, locate, track, understand and monitor credits. This webinar will empower you to more effectively manage credits by building awareness, using industry best practices and by collaborating effectively with payers and partners.

Learn how to:

- Identify, monitor, and resolve credit balances
- Effectively handle 838 and CB RAC audits
- Understand compliance issues associated with credit balances

Level of webinar: Intermediate

Target audience: Revenue Cycle Leaders from Managers to CFO

**About our speaker:**

Joshua Robinson is COO and co-founder of Crossroads Health which provides a truly comprehensive Credit Balance Resolution Services to hospitals and healthcare providers. Joshua is a national speaker and leading expert on credit balance risk mitigation with over 20 years’ experience in operations with over 5 of those leading Credit Balance Operations. He works with hospitals around the country to improve revenue cycle functions through education and collaboration. Joshua is also the Executive Director of the non-profit Operation Rehydration, Inc., which provides cold beverages to law enforcement and the community during the hot summer months. He holds Bachelors’ degrees in Project Management and Technical Management from DeVry University. Joshua can be reached at [jrobinson@crossroadshealth.com](mailto:jrobinson@crossroadshealth.com).

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](mailto: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 September 15, 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.

*AAHAM...Providing Excellence in the Business of Healthcare  
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  
 Email: [info@aaham.org](mailto:info@aaham.org)

Name		Title	
Employer Name		Email Address	
Address			
City	State	Zip	Country
Phone	Cell	Local Chapter	AAHAM Member ID

**Upcoming Webinar Schedule and Rates****Topic: Credit Balances and The Hidden Risks**

When: WEDNESDAY, September 22, 2021      1:30 PM - 3:00 PM EDT  
 Registration Deadline: September 15, 2021      AAHAM CEU's Earned: 3

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

**Topic: 5 steps to Becoming an Effective Servant Leader**

When: WEDNESDAY, November 10, 2021      1:30 PM - 3:00 PM EDT  
 Registration Deadline: November 3, 2021      AAHAM CEU's Earned: 3

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

**Topic: 2022 CPT Updates**

When: WEDNESDAY, December 1, 2021      1:30 PM - 3:00 PM EDT  
 Registration Deadline: November 25, 2021      AAHAM CEU's Earned: 3

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

**Topic: Mentorship – Changing Lives One Conversation at a Time**

When: WEDNESDAY, January 26, 2022      2:00 PM - 3:00 PM EDT  
 Registration Deadline: January 19, 2022      AAHAM CEU's Earned: 2

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

**Payment Method:**

- Check/Money Order (Make Payable to AAHAM)  
 Amex    Visa    MasterCard

Card Number: \_\_\_\_\_

Exp: \_\_\_\_\_ CVV2 Code: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address for Credit Card: \_\_\_\_\_

**PAYMENT TOTAL**

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

TOTAL ENCLOSED: \_\_\_\_\_

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

[Online Member Registration](#)[Online Nonmember Registration](#)

Questions? Please call 703.281.4043 x 4  
 or email [moayad@aaham.org](mailto:moayad@aaham.org).