

THE SUMMIT

MountainWest Chapter

In this Issue

Presidents Message
Page 1

COVID from a Hospital
Employee Perspective
Page 2

Scholarship Winner
Page 3

Five Questions you were
Too Afraid to Ask About
Medicaid
Page 4-8

Sponsorship
Page 9-10

Community Service
Page 11

Board Members
Page 12

Events
Page 13

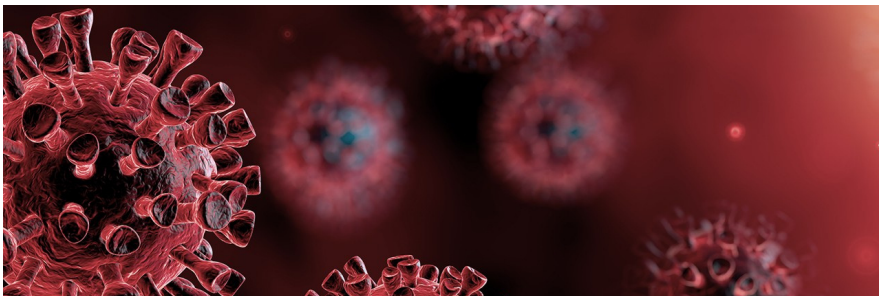
Become a Member
Page 14-18

Hello!

BY KATIE HARWOOD, CRCE-I

The summer has zipped on by and before you know it, kids are back in school, and we are left wondering what the fall will bring. I am optimistic and hope we continue to adapt to our changing environments that allow a return to the activities we are used to. In the meantime, the challenge to provide quality education to our members is still high priority for the Utah Mountain West Board members. We will continue to offer Lunch and Learn Payor with Payors and host national webinars that have a broad range of interest. An aspect of physical distancing that we have not tackled as a chapter is how we may contribute to community service activities. I welcome input from our chapter members- we would love to hear your input!

In this edition, look for updates on Certification Calendar, Education opportunities, Medicaid, COVID, and more!



COVID from a Hospital Employee Perspective

For the last 6 months, each of us has had to adjust their professional and personal lives to COVID 19. The majority of employees that could be relocated from business offices are working from home. But what about those employees who are considered essential workers to be on site? As an Admitting Manager responsible for scheduled admissions and Emergency registration, all of our staff remained on site, including leadership support. It has been important to us to keep our employees safe, and by and large that has been the case. I am pleased that none of our employees has tested positive, and I believe the diligence in following recommended guidelines is key to this success.

What are the keys to protecting yourself from infection?

Surprisingly, it is not anything outside of standard Precautions published by the CDC . Wash your hands, Avoid Close Contact, Wear a Mask, Clean and Disinfect Daily.

If we all follow the guidelines, we may hopefully prevent pandemic levels of illness until a vaccination or other effective treatment is available to the public. In the meantime, I recommend looking to reliable sources of information to ensure knowledge is based in fact and not the rumors of the day. Your organization may have a trusted Medical provider assigned to provide the most current information specific to your workplace. For other sources, I find the following informative:

<https://coronavirus.utah.gov>
National information:
<https://www.cdc.gov/>

"We are in
this together-
and we will
get through
this,
together."

Antonio Guterres
UN SECRETARY-GENERAL



CONGRATULATIONS!
MIGUEL GARAY-CARSON

SCHOLARSHIP WINNER!

**The scholarship is awarded for
2020-2021 academic year.**

On behalf of the Utah Mountain
West Chapter of the American
Association
of Healthcare Administrative
Management (AAHAM), we are
pleased to inform you
that you have been selected to
receive a scholarship for \$1,000.

FIVE QUESTIONS YOU WERE TOO AFRAID TO ASK ABOUT MEDICAID



Utah has recently expanded its Medicaid program allowing for more Utahans than ever to enroll in the safety-net program. Medicaid is an important program which covers low income Utahans with health benefits, acting as the key to open the door for healthcare services.

Hospitals that provide care to high volumes of inpatient Medicaid and low-income Medicare patients qualify for the 340B program, allowing organizations to provide numerous services to patients and populations throughout the Mountain West that may otherwise be lacking.

Because Medicaid is a complicated, nuanced, and dynamic program, we offer this update on the current status of Medicaid in Utah.

Please note, that the Medicaid "Community Engagement" also known as the "Work Requirement"[2] has been suspended during the COVID 19 pandemic.

1.

How can I talk to my patients about Medicaid?

The next time a patient comes into a clinic visit with no insurance attributed to their account, or with concerns that their Medicaid has been cancelled, or without the understanding that Medicaid covers more than just a primary care visit, but also prescription and behavioral health services, take that extra time to refer that patient to: [TakeCareUtah.org](https://www.TakeCareUtah.org) or have them call 2-1-1. Our role as care providers is to help our patients be successful with their health care goals. Having insurance is a benefit and we can easily connect uninsured or overwhelmed patients to community resources. After enrolling in Medicaid, patients are able to follow up with their primary care provider, therefore improving their health and reducing their risk scores.

Medicaid matters. There are resources available, for free, in our community to help our patients enroll in Medicaid, CHIP, and Marketplace insurance.

2.

Who is eligible for Medicaid?

Since Medicaid expansion took effect in April 2019, Utah's Medicaid eligibility expanded to any person who meets the following criteria:

- o Utah Resident
- o United States citizen or legal permanent resident;
- o Aged 19-64 (children qualify for Medicaid or CHIP based on their parent's household income)
- o Meets the following income requirements, which vary by household size (before taxes)

Household/Family Size	Monthly Income	Annual Income
1	\$1,467	\$17,609
2	\$1,983	\$23,791
3	\$2,498	\$36,156
4	\$3,013	\$36,156

For families/households with more members, add \$516/month or \$6,182/annual for each additional person

3.

How does someone apply for Medicaid?

Patients can apply for Medicaid year – round. For the initial application, there are no open enrollment periods or special enrollment periods. Medicaid can also be a secondary payer if someone has insurance through their employer or Medicare, but still meet the eligibility requirements above. There are key ways someone can apply for Medicaid:

On their own

Individuals can apply for Medicaid through Utah's online application system at <https://medicaid.utah.gov/apply-Medicaid/> or they can call 1-866-435-7414.

With DWS Assistance

The Utah Department of Workforce Services (DWS) determines Medicaid and CHIP eligibility and the Utah Department of Health (UDOH) administers medical benefits once someone is approved. DWS has case managers that can help individuals apply for benefits – you can find a list of DWS office locations here. Patients can also call 1-866-435-7414 for assistance.

With non-profit Assistance

Take Care Utah is a non-profit organization in Utah that helps individuals apply for Medicaid, CHIP, and Marketplace coverage at no cost. Take Care Utah assists individuals through the entire enrollment process, including creating an email account if necessary and health plan selection.

Take Care Utah Health Care Assistants can help individuals in several languages, and are located through the state. Patients can find free help now at TakeCareUtah.org or call 2-1-1.

4.

What does Medicaid Cover?

Medicaid in Utah is a robust health insurance benefit. Medicaid recipients will receive coverage for the following services:

- o Primary care, hospital, and emergency services
- o Prescriptions
- o Laboratory and x-rays
- o Behavioral health services
- o Addiction and recovery treatment services
- o Family planning services, including maternity care
- o Maternity care
- o Home health services
- o Preventive and wellness services
- o Chronic disease management services
- o And more.

Dental

Pregnant women, those eligible for Child Health Evaluation and Care (CHEC), and most elderly and members with disabilities have dental benefits which include:

- o Exams
- o Cleanings
- o X-rays
- o Fillings
- o Root canals on some teeth
- o Silver Crowns

Medicaid members who are not disabled or pregnant or not eligible under CHEC are eligible for limited emergency dental care.

Vision

- o Medicaid covers a yearly eye exam.
- o For pregnant women and those who receive CHEC benefits have limited coverage for glasses. Contacts are not covered.

5.

Do Medicaid Patients have Cost Sharing?

Medicaid members have \$0 annual premium but do have minimal copays^[1] for certain services

Service Co-pay

Emergency Room (ER) \$8 co-pay for non-emergency use of the ER

Inpatient Hospital \$75 co-pay for each inpatient hospital stay

Pharmacy \$4 co-pay per prescription, up to \$20 per month

Physician Visits, Podiatrist &

Outpatient Hospital Services \$4 co-pay, up to \$100 per year

Vision Services \$4 co-pay for ophthalmologists

The following Medicaid members do not have co-pays:

· American Indians · Members getting hospice care · Alaska Natives ·

Members in the Medicaid Cancer

Program · Pregnant women · Members eligible for EPSDT (also called CHEC)

<http://health.utah.gov/umb/forms/pdf/adultcomp.pdf>

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University of Utah Health



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 **Cirius**



BLOOD DONATIONS NEEDED



OPEN DAILY

Mon & Fri

7:30 AM-2:30 PM

Tue, Wed, & Thur

8:00 AM-3:00 PM

Sandy Facility

9786 Sandy Parkway 500 W
Sandy, UT 84070

Research Park Facility

565 Komas Dr. (Building 560)
Salt Lake City, UT 84108

The approximate time donating whole blood takes about 30 minutes , or platelet donations can be completed in about two hours.



2020 BOARD MEMBERS

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President

Amber Rector
VicePresident

Adrienne Christiansen
Secretary

Shauna Wardrop
Chairman of the Board

Amelia Malan
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Margaret Zdunich
Tapu Fonoti

Board Members
Amanda Kelly
Anndrea Ricci
Erin Sellin
Sam El Fajri



JOIN US FOR
LUNCH & LEARN
WITH YOUR PAYOR

OPEN
TO ALL

WHERE

WHEN

JOIN US TO GO OVER
ITEMS THAT PERTAIN TO
REVENUE CYCLE.

HAVE LUNCH AT YOUR
DESK & JOIN US BY
ZOOM FOR A GREAT
INTERACTIVE LEARNING
EXPERIENCE.

THURSDAY, SEPTEMBER 17
STARTING 11:30 AM

Check Out Future
Events:

<http://aahammtnwest.org/events/>

Healthcare revenue cycle professionals across the nation and around the globe are looking for an edge... a way to work smarter, build a career, stay informed and make the right contacts; your membership in AAHAM helps you achieve all of these goals.

AAHAM Membership

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*



 American Association of Healthcare
 Administrative Management
 Providing Excellence in the
 Business of Healthcare

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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.



"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, Patient
Financial Services 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 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, 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.

"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

LinkedIn



facebook



YouTube



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:

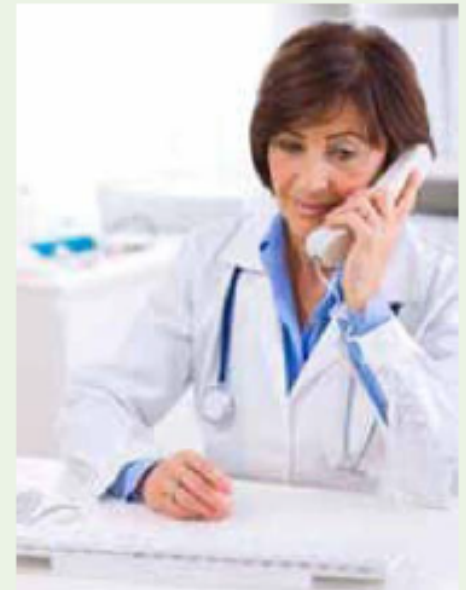
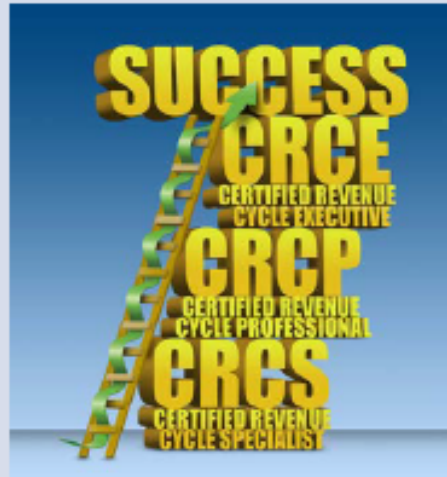
- Commitment** – to your profession and your ongoing career development
- Expertise** – that you possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination
- Professionalism** – in your pursuit of excellence to the quality of service in 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*



I entered into healthcare as the start of a new career seven years ago, after being a small business owner in another field. There is no college program available that offers a degree specifically pertaining to the revenue cycle. AAHAM was my go-to association from the start.

Within my first eight months, I was able to earn two AAHAM certifications and develop the contacts in the industry I needed to be successful. Thanks to AAHAM educational programs, networking and certification, I was able to progress successfully in my career to attain the position of Director of Patient Financial Services.

*-Joshua Johnson, CRCE
Director of Patient
Financial Services*

Certifications continued from page 5

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.