

Access Matters



NACAHAM
 NATIONAL CAPITAL ASSOCIATION OF
 HEALTHCARE ACCESS MANAGEMENT

Serving Washington, D.C.,
 Maryland and Northern Virginia

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NACAHAM Inaugural Issue

By John Thompson

NACAHAM is pleased to present the first edition of *Access Matters*, the official quarterly newsletter of our fledgling affiliate.

As the title suggests, *Access Matters* will address matters of concern to access management professionals in the Washington national capital area in general and to the NACAHAM affiliate in particular. Its purpose is to inform and educate our membership while supporting the overall mission of the affiliate.

Access Matters will highlight hot topical issues such as front-end collections and departmental staffing as well as regular features on regulatory compliance and affiliate activities. Features include:

Compliance Focus

The *Regulatory Compliance* feature will provide information on federal, state and local compliance issues.

Access Management Pacesetters

The *Access Management Pacesetters* (AMP) feature will spotlight exciting process improvement efforts at affiliate organizations. Through this feature readers will get ideas to “amp-up” performance in their own organizations. Input is welcomed not only from access management professionals but also from

stakeholders working to promote our field. Readers with an interest in the field of healthcare access management are strongly encouraged to contribute ideas and content. If you would like to provide content, ideas or feedback, please contact us at info@nacaham.org.



NACAHAM Inaugural Issue

Access Management Pacesetters

The Sky is the Limit at Prince William Health System

By Mark Ehrlich, Financial Information Supervisor

The philosophy of the Patient Access Services Department at Prince William Health System (PWHS) is that “the sky is the limit!” For the last six years, the department has been recognized by patients, other departments, and Press Ganey surveys for its outstanding improvements in data integrity, customer service and patient satisfaction. An example of this is the significant decrease in patient wait time in the PWHS Outpatient Registration area, which is currently an average of 10 minutes or less. This was accomplished by retraining staff, providing them with the necessary tools to ensure that all registrations are completed accurately in a timely manner and by changing how scheduled

president's NOTE



As a new year and decade begins, National Capital Association of Healthcare Access Management (NACAHA) is looking forward to continuing the momentum that commenced in 2009. Despite the economic uncertainty that lies ahead in 2010, NACAHA has plans to grow. Perhaps now more than ever Access Management professionals

need to work together by sharing information, strategies and creative ideas to develop processes and/or systems that we may not have used before. We invite others to join us as we are enjoying networking with colleagues from a variety of hospitals, health care systems and organizations. In addition to networking, we are providing education opportunities at our monthly meetings. We are also hosting vendors who are innovators and leaders in Access Management support systems.

As we work to promote Patient Access Services as the foundation of every patient's health care experience, I am confident that NACAHA will be successful in raising the bar for the standard of excellence. If you want to be part of something great, come join us. We meet on the second Friday of each month. See our website www.nacaham.com for meeting dates and locations. We look forward to seeing you soon.

Dolly Ellis

NACAHA President



FTC Extends Enforcement Deadline for Identity Theft Red Flags Rule

Federal Trade Commission Press

At the request of Members of Congress, the Federal Trade Commission is delaying enforcement of the "Red Flags" Rule until June 1, 2010, for financial institutions and creditors subject to enforcement by the FTC.

The Rule was promulgated under the Fair and Accurate Credit Transactions Act, in which Congress directed the Commission and other agencies to develop regulations requiring "creditors" and "financial institutions" to address the risk of identity theft. The resulting Red Flags Rule requires all such entities that have "covered accounts" to develop and implement written identity theft prevention programs to help identify, detect, and respond to patterns, practices, or specific activities – known as "red flags" – that could indicate identity theft.

The Commission previously delayed the enforcement of the Rule for entities under its jurisdiction until November 1, 2009. The Commission staff has continued to provide guidance to entities within its jurisdiction, both through materials posted on the dedicated Red Flags Rule Web site (www.ftc.gov/redflagsrule), and in speeches and participation in seminars, conferences and other training events to numerous groups. The Commission also published a compliance guide for business, and created a template that

About NACAHA

The National Capital Association of Healthcare Access Management (NACAHA) is a regional organization of professionals concerned with providing educational resources for the access management field and promoting recognition and growth opportunities for healthcare access management professionals and staff.

Established in 2009, NACAHA provides networking opportunities and serves as a regional source of professional and technical information on best practices in healthcare that affect the admitting/registration process and other patient access functions. NACAHA seeks to establish and promote practices that result in performance that meet or exceed industry standards.

NACAHA is an affiliate of the National Association of Healthcare Access Management (NAHAM).

enables low risk entities to create an identity theft program with an easy-to-use online form. FTC staff has published numerous general and an industry-specific article, released a video explaining the Rule, and continues to respond to inquiries from the public. To assist further with compliance, FTC staff has worked with a number of trade associations that have chosen to develop model policies or specialized guidance for their members.

Point of Origin Code Set Update

National Uniform Billing Committee

The National Uniform Billing Committee (NUBC) recently approved a series of changes to the Point of Origin code set (formerly "Source of Admission"). These changes become effective for discharges on or after July 1, 2010. This data element is reported in Form Locator 15 of the UB-04 and in CL102/Loop ID 2300 of the 837 Institutional Implementation Guide. The details of the changes are found in the NUBC minutes. The changes made primarily affect the following:

- 1) Three codes are eliminated and will no longer be valid for us Three codes are eliminated and will no longer be valid for use:
 - a. **Code 7** - Emergency Room
 - b. **Code B** - Transfer from Another Home Health Agency (Replaced with new Condition Code 47)
 - c. **Code C** - Readmission to Same Home Health Agency
- 2) The definitions to Codes 1 and 2 have been modified. Code 2 now includes both clinic and physician office points of origin.
- 3) Also effective 7/1/10 is new Condition **Code P7** to indicate that the patient was admitted directly

from this facility's Emergency Room/Department; it is FOR PUBLIC HEALTH REPORTING ONLY.

For additional information on these changes, contact Todd Omundson, NUBC Secretary at tomundson@aha.org

Continued from page 1

radiology procedures are handled. With the collaboration of the Radiology Department and the efficient work of our Pre-Services Department, all patients pre-registered for radiology services now go directly to the Radiology Department on the day of service, without having to stop at Outpatient Registration.

Make it Happen!

"Make it happen!" is the motto of Marilyn Evans, Patient Access Director. Marilyn has set high expectations for her staff and is equipping them to excel in their roles. Access Management personnel recognize that patient registration is a critical component of patient care that is often overlooked. Access personnel are often the first contact that patients have at hospitals so they establish the tone for the patient's experience. With that in mind, Marilyn has encouraged her staff to become NAHAM certified. NAHAM provides quality educational programming and interaction for professionals engaged in the management of patient access services in healthcare delivery. The Patient Access Services Department, which is comprised of six distinct functional areas, currently has eight employees who are CHAA certified and six members of the management team who are CHAM certified. Other members of the Patient Access Services team are currently preparing themselves to obtain their certifications.

The Patient Access Services Department at Prince William Health System is proud of being pace setters and continues to strive for excellence while serving our patients and fellow hospital employees.

Affiliate Events

Winter Meeting

January 08, 2010, 11:00 AM
Prince William Hospital
NACAHAM Meeting

Education Topic:
Emergency Department Staffing

Technology Presentation:
TransUnion Revenue Manager

For more information contact
 Dolly Ellis at (703) 369-8016
dellis@pwhs.org

Spring Meeting

April 09, 2010, 11:00 AM
Inova Fairfax Hospital
NACAHAM Meeting

Education Topic:
Patient Access KPIs: How to Implement Them

Technology Presentation:
SCI Solutions

For more information contact
 Tammy King at (703) 776-2333
tammy.king@inova.org

Summer Meeting

July 09, 2010, 11:00 AM
Prince William Hospital
NACAHAM Meeting

Education Topic:
To be announced

Technology Presentation:
To be announced

For more information contact
 Dolly Ellis at (703) 369-8016
dellis@pwhs.org

NAHAM Certification Maintenance Program

What Constitutes a Contact Hour?

Contact Hours include, but are not limited to, the examples provided below. One clock hour is equal to one Contact Hour. NAHAM places no limit on the number of Contact Hours from any one category. Examples of Contact Hours include educational meetings and in-services, college credit and professional activities. Please read the descriptions provided below for further information.

| Qualifying Activities for Continuing Education Units | |
|---|--|
| I. Educational Activities and In-services | |
| Attendance at a NAHAM national and affiliate educational program. Local or national (includes conference, webinars, seminars, etc) | 1.0 Contact Hour / clock hour |
| Attendance at a NAHAM national and affiliate meeting conference (includes attending –workshops, keynote, speeches, and networking sessions) | 1.0 Contact Hour / clock hour |
| Visit exhibit hall at a conference | 1.0 Contact Hour / conference |
| Educational program or class related to health care field (employer or industry sponsored) | 1.0 Contact Hour / clock hour |
| Questions/answers/reference materials submitted and accepted into the CHAA/CHAM exam bank | 1.0 Contact Hour / accepted item |
| CHAM/CHAA Certification | 6.0 Contact Hours / year awarded |
| Publication reading and completion of associated test | 1.0 Contact Hour / article |
| Publication reading and submission of article summary | 0.5 Contact Hour / article |
| NAHAM Journal Quiz | 1.0 Contact Hour / |
| University/college/vo-tech course completion – Semester | 3.0 Contact Hours / Semester |
| University/college/vo-tech course completion – Quarter | 1.0 Contact Hour / Quarter |
| University/college/vo-tech course completion – Trimester | 3.0 Contact Hours / Trimester |
| II. In-services and Hospital Sponsored Trainings | |
| Hospital sponsored trainings (ex, CPR) | 1.0 Contact Hour / clock hour |
| Internal / external facility drills (disaster/emergency) | 1.0 Contact Hour / drill |
| Process Improvement Activities | 1.0 Contact Hour / activity |
| Software/process implementations | 3.0 Contact Hours / activity |
| III. Presentations, Publications, and Educational Development | |
| Authoring a published article | 3.0 Contact Hours / article |
| Teaching / instructing related to the healthcare field | 1.5 Contact Hours / clock hour |
| University/college/vo-tech course completion – Semester | 4.0 Contact Hours / Semester |
| University/college/vo-tech course completion – Quarter | 2.0 Contact Hour / Quarter |
| University/college/vo-tech course completion – Trimester | 4.0 Contact Hours / Trimester |
| Coaching, teaching or organizing study/review course | 2.0 Contact Hours / each hour of coaching |
| Poster presentation /story board | 5.0 Contact Hours / poster presentation |
| Developing educational materials | 1.0 Contact Hour / chapter or topic |
| Proctoring CHAA/CHAM | 1.0 Contact Hour / each hour proctoring |
| Moderator National / Regional / Affiliate Conference | 1.0 Contact Hour / session |
| Author of Accepted New Contact Hour Activity | 1.0 Contact Hour / accepted item |
| IV. Leadership and Participation | |
| Board Member of National Association | 6.0 Contact Hours / term |
| National committee member or chairperson | 4.0 Contact Hours / term |
| NAHAM Member | 2.0 Contact Hours / year |
| Affiliate Officer | 3.0 Contact Hours / term |
| Affiliate Member | 2.0 Contact Hours / term |
| Affiliate committee member or chairperson | 3.0 Contact Hours / term |
| Volunteering Activities – community based | 5.0 Contact Hours /year of activity (limit 1 yr) |

Meet the NACAHAM Board of Directors



President
Dolly Ellis



Vice President
Marilyn Evans



Treasurer
Mark Ehrlich



Secretary
John Thompson

NACAHAM would like to salute Washington, Maryland and Virginia Access Management Professionals who have achieved NAHAM certification.

Certified Healthcare Access Associates (CHAA)

Anne Arundel Diagnostics

Farrah Benson
Lucille Dorsey

Anne Arundel Medical Center

Donna Achenback
Kristin Allen
Arnolda Ashe
Natina Beale
Victoria Bennett
Rhonda Brady
Mildred Brown
Tynika Brown
Jade Brownlee
Tanika Chappell
Clara Colbert
Monica Creek
Cynthia Dove
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Annette Hawkins
Cynthia Hayward
Debbie Hoffman-Wolfe
Dolores Jenkins
Wendy Johnson
Jackie Johnson
Tara Johnson
Janell Johnson-Sheppard
Melva Jones
Wanda Jones
Ruth Klein
Marion Leukhardt
Rachael MacLeod
Carilou Mariano
Shannon McGowans-Pindell
Rita Moday
Ruth Mummert
Linda O'Meara
Kristina Parker-Burris
Marian Rocha
Karen Tongue
Yolandra Tongue
Nancy Tropea
Judy Truppner
Bethany Vega
Lauren Vega
Corrina Wellons
Shanta Williams
Latanya Williams

Carillon Health System

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Beth Bush
Jessica Coleman
Lory Cook

Julie Cox
April Donner
Heather Eavers
Wendi Griggs
Deneen Grisetti
Jennie Hilton
Brenda Lindberg
Michelle Martin
Jessica Mason
Leslie Meadows
Arlene Melendez
Tammy Robinson-Holbrook
Antonio Scott
DeAnna Shockley
Stephanie Stacy
Iris Tabor
Rachel Troyer
Teresa Walter
Sarah Walters
Kimberly Wheeler
Carrie Whitaker

Centra Health

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Cora Callaham
Julie Coleman
Sue Dearing
Mary Foster
Brenda Garrett
Hope Gillespie
Deborah Hudson
Melissa Hunter
Lynetta Jackson
Sandra Jewell
Tonya Johnson
Debbie Lucy
Regina Monile
Amanda Moss
Tammy Rocha
Diane Rygielski
Nina Scott
Tonya Smith
Joy Tyree
Patricia Wallace

Community Mem. Health Ctr.

Victoria Adamson
Yvonne Alexander
Peggy Burwell
Tanya Crowder
Sheila Joyner
Frances Tisdale
Cynthia Watson

Greater Baltimore Med. Center

Mary Barnes
Michelle Baskerville
Vicki Brazzon
Marian Clark
Janice Collins
Trishia Fayall
Mary Jo Hill
Alix Harris
Vanessa Holt

Bonnie Houseman
Sherry Jones
Matthew Kossick
Janice Lewis
Patricia Livingston
Amy Martin
Brittany Miles
LisaAnne Miklewski
Kim Morrell-Donkor
Angie Nelson
Cherie Patterson
Sheila Peterson
Mary Somers
Joanne Tomko
Rachel Turner
Adrienne Washington
Norma Yates

Inova Health System

Sheila Brooks
Marie Evelyn Caparas
Shaniquah Grant
Shavonne Holmes Jackson
Belinda Jones
Edmund Ribeiro-Addy
Carol Robles
Julie San Nicolas
Susan Tabion
Joy Weaver
Valorie Williams-Fleming
James Wooding

Martha Jefferson Hospital

Michelle Aliff
Matthew Amiss
Kathy Banner
Brooke Bartley
Jillene Cavallo
Robin Donald
Mary Eubanks
Elisabeth Jackson
Barbara Kelley
Joyce Mills
Lori Robey
Melissa Shifflett
Arielle Solie

Prince William Health System

Matrishica Bell-Autry
Mitzy Benitez
Raymond Claus
Barbara Griffin
Teresa Mills
Ruth Mort
Kristie Newton
Lisa Poehler
Julia Porter
Syed Saghir

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Riverside Health System

NACAHAM would like to salute Washington, Maryland and Virginia Access Management Professionals who have achieved NAHAM certification.

Rachel Akers
Nancy Autrey
Kay Brown
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Linda Conway
Kelly Davis
Teresa English
Irene Greene
Sherri Hamm
LaKeisha Holmes
Lauren Hundley
Tracey Kellum
Jan Miller
Shelia Minor
Barbara Murphree
Kimberly Ralls
Elizabeth Rhodes
Cynthia Robins
Brittany Seiler
Leslie Shipley
Amy Staats
Kathy Waughtel
Robin West
Vicki White

Sinai Hospital of Baltimore

Nicolla /Tuttle
Juanita Davis

St. Josephs Medical Center

Jennifer Biddle

Valley Health

Renee Baker
Darlene Bland

Woodrow Wilson Rehab Center

Amy Blalock

Certified Healthcare Access Manager (CHAM)

Altarum Institute

Theresa Boyd

Anne Arundel Medical Center

Janet Summers

Augusta Medical Center

Beth Wiseman

Bedford Memorial Hospital

Teresa Drakeford

Carilon Health System

Lisa Dudley
Lawanda Hester
Janice Jones
Leisa Wade
Margaret Webb-Nolan
Mary Ann Williams

Chesapeake Reg. Med. Center

Paula Raper

Community Mem. Health Ctr.

Lillian Gibson

Dimensions Healthcare System

Joyce Brooks-Vincent
Michele Obichere

Fauquier Health System

Melissa Finley

Franklin Square Hospital

Sandy Potter

Halifax Regional Hospital

Susan Franklin

IMA Consulting, Inc.

John Thompson
Shelly McCafferty

Inova Health System

Lucy Haring
Tammy King
Melody McKeel

Martha Jefferson Hospital

Ellen Watson

Medstar

Linda Jones
Deborah Reed

Prince William Health System

June Davis
Mark Ehrlich
Dolly Ellis

Priscilla Gerard
Marilyn Gould
Talisha Harris
Kristie Newton

Riverside Health System

Teresa Bassett
Albert Bowen
Cardella Forrester
Teresa Gray
Sherri Hamm
Shelly Johnson
Melissa King
Lolita Tyree
Robin Woodward

Valley Health System

Jennifer Larrick

Did We Miss You?

NACAHAM wants to recognize the hard work of all of the area's certified access management professionals. If you are a Washington area CHAA or CHAM that we failed to list, please let us know at info@nacaham.org.

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