RENEW YOUR MEMBERSHIP
And Save the dates...
2013 Spring Regional Conference
N. TX – Location TBA
2013 Annual State Institute (ASI)
May 15-17, 2013, Sheraton Arlington

Join these smiling faces

Happy New Year 2013

FAST RENEWAL
TX only members: txaaham.org
National members: aaham.org
Happy New Year from our President

By Angie Box, President, Texas Bluebonnet Chapter

The new year always brings change, and resolutions are abundant. We spend much of December involved in the hustle of the holidays, spending time with family and thinking about the changes we want to make for the next year. It’s always a time to get long awaited “do over’s” and tackle the challenges we have procrastinated with all year. Personally, I find myself wondering what will happen with our nation’s healthcare issues. Wouldn’t it be nice if we could get Medicare to make a resolution to not make any changes in billing, coding or reimbursement for at least 5 minutes? Or what if we could get all the payors to commit to standardizing insurance cards in the next year? Maybe, we could get “resolutions” to issues like bad debt and patient registration. Perhaps, we could even get a magical computer system that would bill, process claims, resolve unapplied cash and… ok, so I have started losing my mind with visions of sugar plums, balanced budgets and chocolate covered EOB’s.

By the time this issue of our Texas Tumbleweed is published, Christmas and New Year’s will have passed. Hopefully, you are still keeping up with you own resolutions for 2013! Several folks will make a commitment to lose weight or to save money; however, they will lose sight of the goal and give in to old patterns. As far as healthcare, we can all make a resolution to attend more AAHAM meetings, provide better education for our staff, and stay involved in local and national government lobbying. I personally am making a resolution to keep up with Medicare changes as they happen. Seriously!

Again, this issue will be published well after the new year. I can only hope I am still up to date with any changes that have occurred. As I am presently crossing my fingers, I will ask you to put down that cookie you are about to eat and get your tail to the gym!

2013 will be an incredible year for our AAHAM chapter starting with our Insurance Institute in May. Get ready for some wonderful changes! Special thanks to the Board of Directors for all of their drive and support last year. We have a great team of volunteers. If your resolution involves more volunteer work – we can help you with that one!

Cheers to the New Year! I wish all of you and your families the very best.

Contact Angie at 817-200-2820 angiebox@hrcalliance.com

Volunteers needed for Education and Newsletter Committees
Greetings from the Texas Bluebonnet Chapter of AAHAM! I hope this message finds you well and eagerly awaiting the cooler Winter weather. It is hard to believe it is a New Year already. One thing’s for sure, the world of healthcare never slows down!

We would encourage you to renew your membership promptly, so you will not miss out on the benefits you will receive, which include but are not limited to:

- Discounted registrations to chapter meetings
- Staying up to date with chapter events and topics via our membership e-blasts.
- Access to the Chapter’s award-winning newsletter, The Texas Tumbleweed.

[NOTE: National AAHAM members, please pay your Texas Bluebonnet Chapter dues also, so you can stay in touch with Texas AAHAM events.]

Membership for 2013

By: Julie A. Shaw-Noel, Membership Chairperson

We are pleased to announce AAHAM National

finished 2012 with 3,018 members, its highest membership total ever!

Let’s beat that number in 2013!!
DON’T FORGET TO RENEW NOW!!
Recaps
Regional Professional Development Seminar
November 16, 2012

Recap: Changes in Healthcare
What to Expect in 2013-2014
Speaker: Kathy Ostrowski, Blue Cross Blue Shield of Texas

Highlights – Affordable Care Act
- Covering children to age 26
- No lifetime limits on essential health benefits
- Preventive services with no cost share

Availity offers new access to authorization process
- Extend authorizations when needed
- Update authorizations
- Home Health and DME can now use this tool

Did you know? BCBS teams up with partners to promote healthy living. Their Mobile Unit has administered 1 million vaccines in our communities for the underinsured/uninsured.

BCBS is also known as Health Care Service Corporation (HCSC)

Recap: Medicaid Update
Where We Are Heading in 2013
Speakers: Michelle Apodaca and John Berta, Texas Hospital Association

John Berta and Michelle Apodaca, our buddies from the Texas Hospital Association, are always fun and are filled with knowledge about the direction of health care in the state of Texas!

- Big question in 2013 - - - will the Rainy Day Fund be used due to shortfall in budget?
- Big news for physicians - - - PCP rates will be changing to Medicare Rates Jan 2014.
- Medicaid may be restricted to look at “Adjusted Income vs. Poverty Level” to determine appropriate funding to Texans.

Stayed tuned for more Medicaid fun facts from Michelle and John!

Save the dates 2013 AAHAM National Events!

2013 Legislative Day
April 3-4, 2013
Hyatt Regency Capitol Hill
Washington, DC.

2013 ANI
October 16-18, 2013
Sheraton New Orleans
New Orleans, Louisiana.

This year’s theme is “Achieving Excellence in Your Revenue Cycle...and All That Jazz”
Recap: BRAVO/HealthSpring Update

Speaker: Judith Agnew, Regulatory Management for HealthSpring

Judith shared big news with the group --- Texas HealthSpring will issue new cards to their insured’s that now have BRAVO cards. Judith clarified that Wellmed Network is used by Texas Healthspring to fill in physician shortfalls in physician shortage areas. Be on the lookout if some of your patients fall into this category. Authorization must come from the Primary Care Physician.

Recap: Medicare Update (New MAC for Texas)

Where You Need to be for Preparation of Changes

Speaker: David B. Vaughan, Novitas Solutions, Inc.

Novitas Solutions serves as the Part A Medicare Administrative Contractor (MAC) for Jurisdiction 12 (J12), which includes Delaware, New Jersey, Pennsylvania, Maryland, and the District of Columbia, and Jurisdiction H, which includes Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma and Texas.

The transition from TrailBlazer to Novitas went very well overall, according to David Vaughan. New EFT forms were required from every provider during this transition and were successfully received and implemented. He commended TrailBlazer for doing an exceptional job of making this process seamless for Novitas and the providers.

Shortfalls: wait times are excessive and provider offices are having to be retrained on the IVR (interactive voice response system).

Future: new IVR options:
- Wellness Visits and Preventative Services
- Status of Appeals

A few updates:
- Request #7792: new Occurrence Code to Report Date of Death Request #7771
- FISS Edit to Review Medicare OPPS Payments Exceeding charges Request #8036
- Manual medical Review of Therapy Services
- ICD10 delayed to October 1, 2014.

David and his team brought confidence and solutions to our new MAC. We welcome him and his team to Texas!
Upcoming Webinars

**TOPIC:** Everyone Communicates, Few Connect; What The Most Effective People Do Differently

**WHEN:** January 16, 2013, 1:30-3:00 PM EST

**SPEAKERS:**
Mark Mathia, CEO & Executive Coach at Trident Coaching Systems

**PROGRAM FOCUS:**
This beginner level session will discuss the ability to connect with others is a major determining factor in reaching your full potential. It’s no secret, connecting is a skill you can learn and apply in your personal, professional, and family relationships, and you can start now!

**REGISTRATION INFO:**
Payment must be received on or before January 4, 2013. You will receive your confirmation and handouts via email by January 11, 2013.


National members may register [www.aaham.org/MembersOnly/OnlineMemberRegistration/tabid/535/Default.aspx](www.aaham.org/MembersOnly/OnlineMemberRegistration/tabid/535/Default.aspx)

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**Save the date**

**2013 AAHAM Annual State Institute and Vendor Exhibit**

May 15-17, 2013

Sheraton Arlington
1500 Convention Center Drive
Arlington, Texas 76011

**Early-Bird Registration Fees:**
- Member - $175
- Non-Member - $250

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Christopher A. Snyder, MBA
402-943-7701 | CSnyder@avadynehealth.com
avadynehealth.com
Have you ever experienced brain freeze during a job interview? You are asked a question and your mind goes blank—it’s horrifying. You lose composure as well as confidence. Your interview goes downhill from there. Brain freeze most often happens as a result of behavioral or situational interview questions that are not anticipated beforehand. As a career coach, this is the most common interview problem I hear about from my clients. With the right preparation you can avoid the nightmare of brain freeze and improve your interview performance greatly.

First of all, it’s important to understand what a behavioral or situational interview question is. It is any question that starts with:

Tell me a time when …
Give an example of …
Describe a situation when …

Employers ask these types of questions with the assumption that past behavior indicates future performance. These questions reveal a lot about a candidate, including a candidate’s ability to think fast on their feet. Given that interviews are inherently stressful, many job seekers find it extremely difficult to think fast during interviews. Here are four steps that will help you prepare for any interview question.

1. **Take inventory of your accomplishments**
   This requires more than a cursory mental note of the good stuff you’ve done in the past year. Take a systematic approach by asking yourself what challenges you’ve faced in each of your positions over the past five or more years. Try asking yourself
   
   • What processes have I improved?
   • How have I made work easier for others?
   • What did I do to save my company money?
   • When did I find a solution to a departmental problem.
   • How did I save time?
   • When did I go beyond the call of duty to solve a customer problem?
   
   Write out your answers to these questions. Remember to include the quantitative details when appropriate. Include dollars saved, hours cut, percentage increased etc.

2. **Study the job description**
   With your list of accomplishments in hand you are ready to turn your attention to the job description. Study the requirements to determine the all possible challenges involved with the job. If the actual job description is skimpy in details, look to other similar positions listed to help fill in the blanks. Additionally, ask others who hold similar positions what their greatest challenges of the job are. Write out your list of anticipated challenges.

**How to Avoid Job Interview Brain Freeze**

By: Deborah Walker, Certified Career Management Coach, Alpha Advantage

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**AAHAM Bluebonnet Calendar**

January 16, 2013
National AAHAM Webinar

February 11-22, 2013
CPAT/CCAT/CCT exams

Spring 2012 Regional Conference
Date/Location TBA
North Texas

March 1, 2013
Registration deadline
All April/May exams
CPAM/CCAM & CPAT/CCAT/CCT
Questions? Jennifer Urlaub from PFS Group
Jennifer@pfsgroup.org

April 3-4, 2013
AAHAM 2013 Legislative Day
Hyatt Regency Capitol Hill
Washington, D.C.
www.aaham.org

April 22-27, 2013
Spring CPAM/CCAM exams
Questions? Jennifer Urlaub from PFS Group
Jennifer@pfsgroup.org

May 13-24, 2013
CPAT/CCAT/CCT exams

May 15-17, 2013
2013 Annual State Institute (ASI) and Vendor Exhibit
Sheraton Arlington
1500 Convention Center Drive
Arlington, Texas 76011

**SAVE THE DATES—**

October 16-18, 2013
2013 ANI - Sheraton
New Orleans, Louisiana

—continued on page 8—
Continued from page 7... How to Avoid...

3. Create a list of behavioral questions
Turn your list of challenges of the position into a list of questions that start with:

• Tell me a time when you …
• Describe a situation when …
• Have you ever had to …

Your list will look something like:
• Tell me a time when you had to cut costs out of your annual budget.
• Describe a situation when you had to fire a friend.
• How would you go about repairing a relationship with a disgruntled client?

4. Use your list of accomplishments to answer your behavioral questions
Ask a friend to help you role play your interview answers. You should feel very comfortable communicating your success stories. The more time you practice actually talking about your accomplishments the faster you’ll be able to recall your stories in your next interview.

With interview performance more important than ever before it pays to prepare, prepare, prepare. There is no such thing as over preparation when it comes to interviews. Use this 1,2,3,4 approach to interview prep and you’ll be surprised at how much more confident you’ll feel in your next interview. The better you interview the faster you’ll be at your new job.

Deborah Walker, Certified Career Management Coach
Read more career tips and see sample resumes at: www.AlphaAdvantage.com
e-mail: Deb@Alphaadvantage.com   360-260-4965   Twitter: http://twitter.com/DebWalkerCCMC

Movers & Shakers
The “Movers and Shakers” column is used to report important events in the lives of our members… new jobs, promotions, academic achieves, new babies, etc.

Please contact Publication Chair, Carolyn Gay, if you have some important news to report:
cgay@houstonlaw.com

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JOIN AAHAM TODAY!!

If you’re already a member, don’t forget to re-new your membership!

Texas Bluebonnet Chapter Membership Benefits and Application:
http://www.txaaham.org/dues/renew/newmember

National Membership Benefits and Application:

What do these pictures have in common with 2013 Texas Bluebonnet Chapter ASI?
Certification Corner

By Jennifer Urlaub, CMPE, CPAM, Client Relations Director for PFS Group and Certification Committee Chair, AAHAM Texas Bluebonnet Chapter

AAHAM would like to extend its congratulations to the following professionals who passed the November 2012 Certification Exams. Your commitment towards professional development will provide lasting benefits throughout your healthcare career. Proudly display your certificates of achievement. Congratulations!!

November 2012 CPAT/CCAT Distinctions:

Desiree Adams – CPAT  
Dara Brandon - CPAT  
Keisha Beldon – CPAT  
Terri Chambliss – CPAT  
Ashley Christensen – CPAT

Amaris Grant - CPAT  
David Oatess – CPAT  
Patricia Rasco - CPAT Ann  
Rendon - CPAT  
Jeimi Santibanes – CPAT

Alexander Segovia - CPAT  
Morris Shreck - CPAT  
Judy Walker - CCAT  
Lena White - CPAT  
Tonya Williams - CPAT

November 2012 CPAM Distinctions:

Christine Nelson – CPAM  
Marcy Simpson - CPAM

The next CPAT/CCAT/CCT exam period will be held February 11-22, 2013. Please note the exam proctors may be a CPAM, CCAM or any person who holds a management position, excluding the examinee’s director supervisor or subordinate. Proctoring CPAM/CCAMs will earn valuable CEUs to maintain certification distinction.

The Spring CPAM/CCAM exam period will be held during the week of April 22 – 27, 2013. The registration deadline for all April/May exams is March 1, 2013.

All registered test takers will receive additional information regarding exam confirmations as well as exam study guides.

Important Dates:

February 11 – 22, 2013  CPAT/CCAT/CCT Exams
March 1, 2013  Registration Deadline for all April/May Exams – CPAM/CCAM & CPAT/CCAT/CCT
April 22-27, 2013  Spring CPAM/CCAM exams
May 13-24, 2013  CPAT/CCAT/CCT Exams

Questions…

Jennifer Urlaub, CPAM, PFS Group  
7670 Woodway, Suite 250  
Houston, Texas 77063  
713-784-4409  
Jennifer@pfsgroup.org

GJ Chavez & Assoc.

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Decline in Uninsured

The U.S. Census Bureau reported in August 2012 that the percentage of people in the U.S. without health insurance decreased to 15.7% in 2011 from 16.3% in 2010.

Welcome New and Renewing Members!

The Texas Bluebonnet Chapter of AAHAM would like to welcome its new members! Just a reminder, local Chapter membership benefits include:

- Discounted registrations to chapter meetings
- Staying up to date with chapter events and topics via our membership email distribution list.

Please let me know if I can assist in this process in any way and feel free to contact me if you have any questions. Again, welcome new members!

Julie A. Shaw, Membership Chairperson 800-872-1818 Julie@parrishshaw.com

Susie Clark Samsung Health Care System
Gerard Colman UT MD Anderson Cancer Center
Kelli Colvin Texas Health Resources
Candice Daszewski Vaughan Holland Consulting, Inc.
Robert DuBrul Patient Account Services, LLC
Rich Ely The SSI Group, Inc.
Gregory Gilbert CPAM Concentra, Inc.
Marji Henry Scott & White Healthcare
April Hotard St. Tammany Parish Hospital
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Loretta Ketterer Shannon Medical Center
James Logsdon Texas Health Resources
Patricia Lowe Texas Health Resources
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Leah Montez Children’s Medical Center of Dallas
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Patrick Pierson Financial Corporation of America
Delia Saeta CPAM Doctors Hospital at Renaissance
Marcy Simpson Baylor Healthcare System
Christopher Snyder Avadyne Health
Anthony Stegman Benefit Recovery Specialists
Blanca Vasquez South Texas Health System
Kathryn Ward Baylor Healthcare System
John Wester Medical Capital Recovery
Lora Willis Texas Health Partners

Passport Health Communications, Inc.

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Thank You 2013 Corporate Partners!

We would very much like to thank our corporate sponsors for their continued partnership and financial support of our Texas Bluebonnet Chapter. As always, your commitment allows us to provide exceptional educational opportunities to our members free or for nominal fees throughout the year.

We appreciate all that you do for the Texas Bluebonnet Chapter of AAHAM and look forward to another year of partnership, education and good times at all of our events.

With sincere gratitude,

Phil Lane, Corporate Partners Committee Chair and Texas Bluebonnet Chapter of AAHAM

Apply / Renew Sponsorship

For a list of the benefits and to apply for or renew your sponsorship please visit us at www.txaaham.org/pages/partner. If you have any questions contact our Chapter Administrator, Debbie Peterson, CMP Management, at dpeterson@cmpmanagement.com.

2013 AAHAM Annual State Institute (ASI) and Vendor Exhibit
May 15-17, 2013, Sheraton Arlington
Publication Information

The Texas Tumbleweed is published quarterly by the Texas Bluebonnet Chapter of American Association of Healthcare Administrative Management as a communication medium to Chapter members. Opinions expressed in articles are those of the authors and do not necessarily reflect the views of the Texas Bluebonnet Chapter or its members.

Members are encouraged to submit articles and report news of interest to the membership. Contact the chapter editor to obtain deadlines for submitting articles. The editor reserves the right to edit any submission for clarity and length, and to accept or reject any submission. Please send all submissions (articles in MS Word, advertising in .jpg, .pdf, or .tif files) to:

Carolyn Gay, Publications Chair - cgay@houstonlaw.com

Submission Deadlines:

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- Advertising with sponsorship only.
- All ads and logos should be in .eps, .tif, .jpg, or .pdf format at a minimum of 300 dpi.
- Ads cannot be “re-sized”.
- Please do not send any graphics or logos embedded in MS Word or Acrobat text files.

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Please submit ads to: Debbie Peterson, dpeterson@cmpmanagement.com

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