



**AAHAM Greater Florida Buccaneer Chapter**  
*Buc Bytes e-news for August 2010*

Greetings fellow AAHAM Florida Buccaneer's! We hope you enjoy the features in our AAHAM Florida Buccaneer e-newsletter which includes: Upcoming news and events, educational opportunities, our article of the day, and more.

Please be sure to visit our **newly redesigned web-site at the following link:** <http://FLBuccaneeraaham.org> for more information on upcoming education events. You also may download the presentation handouts from our previous conferences.

**Charity Corner**

**Habitat for Humanity**

**Our spring 2010 Conference generated \$2,500.00 for Habitat for Humanity for the Women's Build!**

We were able to send 5 volunteers to help build apartments for single mothers! What an awesome amount and we are grateful to all who donated. Our wonderful Jamie Wiley Volunteered on Saturday May 8<sup>th</sup>!  
**Way to Go Jamie!**





**Jamie and Rose**



**Jamie at work!**



**Jamie at work!**



**Jamie at work!**



**Jamie at work!**



**Hubbies in Pink Hard Hats!**



**Completed Habitat for Humanity Housing!  
Way to go ladies!**

**CPAM Certification**

**Congratulations** to the following **2** people who successfully passed the **Professional Certification Exam** in November 2009.

**Shannon Furey, CPAM**  
Lakeland Regional Medical Center

**Travis Gordon, CPAM**  
Tampa General Hospital

**Congratulations to you both for a Job Well Done!**

# 2010 Certification Schedule

**NEW! CPAT online learning opportunities available with exciting new partnership with BridgeFront.**

Need training? Need CEU'S? Need to stay current with changes and regulations? Take educational courses from the comfort of your home or office.

[Click here](#) to find out more.

## Professional Certification

**The Fall Professional exam dates have changed, they will now be October 25-30, 2010, the deadline to sign up for that exam was August 2, 2010.**

Be sure to take advantage of the great study tools available in the certification section of the chapter toolkits.

You receive the Professional Exam Study Guide when you sign up for the Professional exam. You can also order copies of the CD Rom versions of the webinars we held this summer. These were held to help examinees prepare for the Professional exam. Each CD Rom represents one section of the professional exam and there are 4 total. There is also a CPAM Practice exam available. It is an 80 question practice exam that gives you a feel for the type of questions that appear on the CPAM exam. You will receive your percentage score for each of the sections and will be able to review the questions you miss. If you would like to order any of these products, there is an order form available on the website <http://www.aaham.org/>.

## Technical Certification

**The Summer Technical exam dates are August 16-27, 2010, the deadline to sign up for that exam was June 1, 2010.**

Be sure to take advantage of the great study tools available in the certification section of the chapter toolkits.

Individuals who obtain a technical certification have two options to maintain their certification. They can join as a national member of AAHAM and earn CEUs, or they can retake the exam again every three years to keep their certification current. If the CEU and national membership option is chosen, individuals are required to earn 30 CEUs over their three year certification period, as well as maintain their national membership. Fifteen of the 30 CEUs must come from AAHAM sponsored events.

You can find out how many CEUs we have recorded for you at the AAHAM Website, <http://www.aaham.org/>, and clicking the link, in the left hand margin, titled "Technical CEU Status". Enter your last name and AAHAM Member ID#, printed on your membership card. The CEUs you have earned will be displayed.

### 2010 Certification Schedule:

August 16-27, 2010: Summer CPAT, CCAT, CCT exams

October 25-30, 2010: Fall CPAM CCAM exams

### Maintaining your Professional Certification (CEUs)

You can find out how many CEUs we have recorded for you by going to The AAHAM website and on the right hand side there is a link title "Professional CEU Status" Click on the link and then enter your last name and AAHAM Member ID#, printed on your membership card. You can also use the following link:

<http://www.jcams.com/trackCEU/AAHAM/checkCEU/checkCEU.php>

**The current CEU reporting cycle began January 1, 2010 and will continue through December 31, 2011**

**September 1, 2010** – Registration deadline for November exams: CPAT /CCAT /CCT

**October 25-30, 2010** – Fall CPAM /CCAM exams

**November 8-19, 2010** – CPAT /CCAT /CCT exams

**December 1, 2010** – Registration deadline for February 2011 exams: CPAT /CCAT /CCT

## **SAVE THE DATE FOR THE 2010 ANI**

Mark your calendars! The 2010 Annual National Institute (ANI) will be held in **Fort Lauderdale**, Florida from **October 13-15, 2010** at the Harbor Beach Marriot

**It's never too early to make your hotel reservations! The deadline to reserve your hotel room is September 15, 2010.**

The registration brochure is available to be downloaded and you may register online at <http://www.aaham.org/>.

**Join AAHAM on Facebook, Twitter, and LinkedIn!**

All AAHAM Members are invited to join AAHAM on Facebook, Twitter, and LinkedIn and its certification sub group through the National Website at <http://www.aaham.org/>.

## **Complementary ANI Registration**

**Congratulations to our Essay winner**

**Marty Lassiter with BayCare!**

Enjoy the ANI and we know you will come back with some interesting information to share with your staff!

It does pay to submit the Essay, maybe next year you can be our Complementary winner!

## **PAM Week**

This year Patient Account Management Week (PAM Week) will be held October 17-23. Products to promote and support PAM Day are available to be ordered from [www.aaham.org](http://www.aaham.org).

# AAHAM

Greater Florida Buccaneer Chapter

## Thanks to our 2010 Corporate Partners

### Platinum Partner

#### Gulfstream Outsourcing & Specialized Billing- "GO-SB"

5220 Hood Road, Suite 101,  
Palm Beach Gardens, FL 33418

Telephone: 561-727-4728,

Fax: 877-358-6737

Contact: Abby Birch,

E-mail: [abirch@gulfstreammedigroup.com](mailto:abirch@gulfstreammedigroup.com)

Web Page: [www.GO-SB.com](http://www.GO-SB.com)

#### Millennium Receivable Solutions, Inc.

2919 W. Swann Avenue, Suite 301,  
Tampa, FL 33609

Telephone: 813-876-4944;

Fax: 813-877-8949

Contact: Tony DeBenedictis,

E-mail: [clientservices@millrs.com](mailto:clientservices@millrs.com)

Web Page: [www.millrs.com](http://www.millrs.com)

### Gold Partners

#### emdeon

3055 Lebanon Pike, Suite 1000, Nashville, TN 37214

Telephone: 615-932-3000

Contact: Vann Whisenhunt, Email: [vwhisenhunt@emdeon.com](mailto:vwhisenhunt@emdeon.com)

Web Page: [www.emdeon.com](http://www.emdeon.com)

#### Financial Credit Services

628 ByPass Drive, Clearwater, FL 33764

Telephone: 800-788-7827, Fax: 727-462-5550

Contact: Deb Kelly, E-mail: [dkelly@fcsservices.com](mailto:dkelly@fcsservices.com)

Web Page: [www.fcsservices.com](http://www.fcsservices.com)

#### The M.A.R.C., Inc.

3745 Broadway Ave., Suite 307, Ft. Myers, FL 33909

Telephone: 239-277-0006, Fax: 239-277-1365

Contact: Tonya Emerson, E-mail: [tonya@themarc.com](mailto:tonya@themarc.com)

Web Page: [www.themarc.com](http://www.themarc.com)

## **Silver Partners**

### **Gulf Coast Collection Bureau, Inc**

5630 Marquesas Circle, Sarasota, FL 34233  
Telephone: 888-839-6999, Fax: 888-924-8872  
Contact: Dick MacMillan; E-mail: [macr@gulfcoastcollection.com](mailto:macr@gulfcoastcollection.com)  
Web page: [www.gulfcoastcollection.com](http://www.gulfcoastcollection.com)

### **OVAG International**

1 Alhambra Plaza, Suite 1425, Coral Gables, FL 33134  
Telephone: 866-367-6824, Fax: 305-569-7704  
Contact: Darrell Lassonde, E-mail: [Darrell.lassonde@ovagusa.com](mailto:Darrell.lassonde@ovagusa.com)  
Web page: [www.ovagusa.com](http://www.ovagusa.com)

## **Bronze Partners**

### **Bacen & Jordan, P.A.**

2901 Stirling Road, Suite 206, Fort Lauderdale, FL 33312  
Telephone: 954-961-5544, Fax: 954-986-9751  
Contact: Dwight Tillman, E-mail: [bacenjordan\\_tillman@msn.com](mailto:bacenjordan_tillman@msn.com)

### **Cymetrix**

2875 Michelle Drive Suite 250, Irvine, CA. 92606  
Telephone: 321-537-3237  
Contact: Maria Hallman, Email: [maria.hallman@cymetrix.com](mailto:maria.hallman@cymetrix.com)  
Web page: [www.cymetrix.com](http://www.cymetrix.com)

### **Merchants Association Collection Division**

134 S Tampa, St, Tampa, FL 33601  
Telephone: 800-226-6188, Fax: 813-277-3688  
Contact: Curt Flynn, E-mail: [curt.flynn@macd-inc.com](mailto:curt.flynn@macd-inc.com)  
Web Page: [www.mafcollection.com](http://www.mafcollection.com)

### **MedAssist Incorporated**

1661 Lyndon Farm Court, Louisville, KY 40223  
Telephone: 513-324-2549; 321-662-9655  
Contact: Dee Schneider or Jamie Wiley,  
E-mail: [Dee.Schneider@na.firstsource.com](mailto:Dee.Schneider@na.firstsource.com); [Jamie.Wiley@na.firstsource.com](mailto:Jamie.Wiley@na.firstsource.com)  
Web Page: [www.medassist.biz](http://www.medassist.biz)

### **Noble Systems Corp.**

7041 Grand National Drive, Suite 128-H, Orlando, FL 32819  
Telephone: 407-248-3400; Fax Number: 407-248-9463  
Contact: Dan Donaldson; Email Address: [ddonaldson@noblesys.com](mailto:ddonaldson@noblesys.com)  
Web Page: [www.noblesys.com](http://www.noblesys.com)

### **Trace/ The White Stone Group, Inc.**

2030 Falling Waters Road, Suite 250, Knoxville, TN. 37922  
Telephone: 865-531-4545; Fax Number: 865-291-2154  
Contact: Jerry Thomas; Email Address: [jerry.thomas@TWSG.com](mailto:jerry.thomas@TWSG.com)  
Web Page: [www.tracecommunication.com](http://www.tracecommunication.com)

**Support those partners who support AAHAM!**

**AAHAM**  
**Greater Florida Buccaneer Chapter**  
**Thanks to our 2010 Corporate Partners**  
**Support those partners who support AAHAM!**

**PLATINUM PARTNERS**

**Gulfstream Outsourcing & Specialized Billing- “GO-SB”**

5220 Hood Road, Suite 101, Palm Beach Gardens, FL 33418

Telephone: 561-727-4728, Fax: 877-358-6737

Contact: Abby Birch, E-mail:

[\*\*abirch@gulfstreammedigroup.com\*\*](mailto:abirch@gulfstreammedigroup.com)

Web Page: [\*\*www.GO-SB.com\*\*](http://www.GO-SB.com)

Gulfstream Outsourcing & Specialized Billing (“GO-SB”) is a specialized Third Party Liability (TPL) vendor created by Healthcare Attorneys and TPL Billing Specialists. GO-SB services hospital clients in all MVA, WC and Third Party lien billing and collections. GO-SB is dedicated to providing the best services in the industry at the most aggressive rates. GO-SB handles day 1 billing (from your most complicated and time-consuming accounts) while handling coordination of benefits, credit balance, increasing revenue and lowering A/R days.

**Millennium Receivable Solutions, Inc.**

2919 W. Swann Avenue, Suite 301, Tampa, FL 33609

Telephone: 813-876-4944; Fax: 813-877-8949

Contact: Tony DeBenedictis, E-mail:

[\*\*clientservices@millrs.com\*\*](mailto:clientservices@millrs.com)

Web Page: [\*\*www.millrs.com\*\*](http://www.millrs.com)

Millennium provides healthcare organizations with excellence in receivable management services. By utilizing highly trained management, staff and technology, we provide the resources required to ensure timely, complete and maximum reimbursement. We follow a patient accounting orientation ensuring that your reimbursement is maximized while your valued relationships are preserved.

For over 10 years Millennium has provided excellence in:

- Accounts Receivable Reduction and Recovery Services
- Managed Care Payment Review and Recovery
- Medical Appeal Services

Millennium follows a customer-focused philosophy tailoring its services to unique client needs.

## **GOLD PARTNERS**

### **emdeon**

3055 Lebanon Pike, Suite 1000, Nashville, TN 37214

Telephone: 615-932-3000

Contact: Vann Whisenhunt, Email: [vwhisenhunt@emdeon.com](mailto:vwhisenhunt@emdeon.com)

Web Page: [www.emdeon.com](http://www.emdeon.com)

Emdeon is a leading provider of revenue and payment cycle solutions that connect payers, providers and patients to integrate and automate key business and administrative functions throughout the patient encounter. Through the use of Emdeon's comprehensive suite of products and services, its customers are able to improve efficiency, reduce costs, increase cash flow and more efficiently manage the complex revenue and payment cycle process.

### **Financial Credit Services**

628 ByPass Drive, Clearwater, FL 33764

Telephone: 800-788-7827, Fax: 727-462-5550

Contact: Deb Kelly, E-mail: [dkelly@fcsservices.com](mailto:dkelly@fcsservices.com)

Web Page: [www.fcsservices.com](http://www.fcsservices.com)

Providing effective debt recovery services to healthcare organizations for twenty-nine (29) years. Financial Credit Services (FCS) maintains the highest levels of customer service while re-defining the practices of process improvement. FCS customizes each collection procedure based on individual client needs to increase the rate of recovery

### **The M.A.R.C., Inc.**

3745 Broadway Ave., Suite 307, Ft. Myers, FL 33909

Telephone: 239-277-0006, Fax: 239-277-1365

Contact: Tonya Emerson, E-mail: [tonya@themarc.com](mailto:tonya@themarc.com)

Web Page: [www.themarc.com](http://www.themarc.com)

Our mission at The M.A.R.C., Inc. is to obtain maximum reimbursement for our clients and their patients, by timely recovery of maximum benefits from 3rd party payers; while building the best possible relationships with payers, clients and patients.

Specialized Insurance Claim Services offered by The M.A.R.C., Inc.:

- Auto Accident/Liability Program with MARC On-site Rep for Day One Programs
- Workers' Compensation Program
- Receivables Placement by Aging
- Early-Out Program
- Managed Care, PPO, HMO, & Commercial Claim
- VA and TRICARE Claims
- A/R Clean-Up Program

## **SILVER PARTNERS**

### **Gulf Coast Collection Bureau, Inc**

5630 Marquesas Circle, Sarasota, FL 34233

Telephone: 888-839-6999, Fax: 888-924-8872

Contact: Dick MacMillan; E-mail: [macr@gulfcoastcollection.com](mailto:macr@gulfcoastcollection.com)

Web page: [www.gulfcoastcollection.com](http://www.gulfcoastcollection.com)

Gulf Coast Collection Bureau, Inc. Established in 1978, is licensed in all 50 states and offers all clients web-based client access, high success rate of recovery and superior customer service.

### **OVAG International**

1 Alhambra Plaza, Suite 1425, Coral Gables, FL 33134

Telephone: 866-367-6824, Fax: 305-569-7704

Contact: Darrell Lassonde, E-mail: [Darrell.lassonde@ovagusa.com](mailto:Darrell.lassonde@ovagusa.com)

Web page: [www.ovagusa.com](http://www.ovagusa.com)

OVAG is the leading provider of international receivables management and debt collection services to the U.S Healthcare industry, handling accounts from billing to bad debt. Let our multi-lingual, Swiss-based agency assist your facility with your international receivable needs, including foreign and travel insurance, self pay and Embassy accounts. No collection, no fee.

## **BRONZE PARTNERS**

### **Bacen & Jordan, P.A.**

2901 Stirling Road, Suite 206, Fort Lauderdale, FL 33312

Telephone: 954-961-5544, Fax: 954-986-9751

Contact: Dwight Tillman, E-mail: [bacenjordan\\_tillman@msn.com](mailto:bacenjordan_tillman@msn.com)

Bacen & Jordan, P.A., A full service law firm exclusively dedicated to the provision of reimbursement and legal recovery services for the healthcare industry. We provide an integrated system of collection programs: managed care contract/compliance, third party denial/short pay resolution, workers' compensation, hospital lien early intervention, early-out projects, bad debt collations, RAC appeals/ALJ hearings, and litigation/arbitration.

### **Cymetrix**

2875 Michelle Drive Suite 250, Irvine, CA. 92606

Telephone: 321-537-3237

Contact: Maria Hallman, Email: [maria.hallman@cymetrix.com](mailto:maria.hallman@cymetrix.com)

Web page: [www.cymetrix.com](http://www.cymetrix.com)

Cymetrix teams with hospitals and healthcare networks to create custom revenue cycle solutions that drive long-term success. Since our founding in 2001 by a team of industry innovators, Cymetrix has helped more than 200 healthcare organizations unlock hidden financial opportunities, improving performance and profitability.

### **Merchants Association Collection Division**

134 S Tampa, St, Tampa, FL 33601

Telephone: 800-226-6188, Fax: 813-277-3688

Contact: Curt Flynn, E-mail: [curt.flynn@macd-inc.com](mailto:curt.flynn@macd-inc.com)

Web Page: [www.mafcollection.com](http://www.mafcollection.com)

Merchant's Association Collection Division is a full receivables management company. The Fitness Financial Services Division offers active receivables management services. The MAF Collection Services Division offers bad debt recovery services. We have served the Florida medical community since 1958.

## **BRONZE PARTNERS**

### **MedAssist Incorporated**

1661 Lyndon Farm Court, Louisville, KY 40223

Telephone: 513-324-2549; 321-662-9655

Contact: Dee Schneider or Jamie Wiley,

E-mail: [Dee.Schneider@na.firstsource.com](mailto:Dee.Schneider@na.firstsource.com);

[Jamie.Wiley@na.firstsource.com](mailto:Jamie.Wiley@na.firstsource.com)

[www.medassist.biz](http://www.medassist.biz)

Web Page: [www.medassist.biz](http://www.medassist.biz)

MedAssist, Incorporated, a Firstsource Company, is your one source solution for managing your Accounts Receivable. MedAssist provides a comprehensive suite of innovative, technology-driven eligibility and revenue cycle management services to help drive financial results. Our suite includes Medicaid Eligibility, Receivables Solutions, Business Office Outsourcing, and Bad Debt Collection Services, all of which have been Peer Reviewed by HFMA. MedAssist is recognized as an industry leader in delivering the professional excellence required to improve cash flow, maximize reimbursement, and reduce bad debt. Our unique combination of revenue cycle management solutions will allow you the freedom to focus on patient care.

### **Noble Systems Corp.**

7041 Grand National Drive, Suite 128-H, Orlando, FL 32819

Telephone: 407-248-3400; Fax Number: 407-248-9463

Contact: Dan Donaldson; Email Address: [ddonaldson@noblesys.com](mailto:ddonaldson@noblesys.com)

Web Page: [www.noblesys.com](http://www.noblesys.com)

Noble Systems is a global leader with 4,000+ client installations worldwide. We empower personnel doing collections, customer service, patient access, pre-registration, appointment scheduling and reminders etc. to become substantially more productive. In addition to unlimited combinations of both live and automated interactive messaging including 24/7 payment options, we blend outbound and inbound calls: optimally inserting outbound calls as inbound call traffic decreases and vice versa. Our modular contact suite provides outbound predictive, progressive and preview dialing including blended inbound with skill-based routing, call recording with screen capture, point and click IVR with TTS, workforce management, speech analytics and an IP PBX.

### **Trace/ The White Stone Group, Inc.**

2030 Falling Waters Road, Suite 250, Knoxville, TN. 37922

Telephone: 865-531-4545; Fax Number: 865-291-2154

Contact: Jerry Thomas; Email Address: [jerry.thomas@TWSG.com](mailto:jerry.thomas@TWSG.com)

Web Page: [www.tracecommunication.com](http://www.tracecommunication.com)

Trace by The White Stone Group, Inc. is a communication management system that captures, indexes and archives routine communication for retrieval through a central web-based tracking system. Proven results include improved productivity, increased reimbursement, and enhanced quality across the revenue cycle.

**When you join AAHAM as our Corporate Partner**

**You don't belong to it – it belongs to you**

For more information regarding the benefits of being a Corporate Partner, please contact Jamie Wiley at Email:

[Jamie.wiley@na.firstsource.com](mailto:Jamie.wiley@na.firstsource.com) or call (Office) 321-662-9655

Photos from our Summer Session in Sand Key!







## On a Sad Note

### In Memory of:

Jim Economou, he lost his battle with cancer on Saturday, August 21<sup>st</sup>.

and

Linda Carter, she lost her battle with lung cancer on Friday, July 10<sup>th</sup>.

Those of us that were blessed enough to know them, will deeply miss them both. May God Bless both their families during this difficult time.

## **Medicare's Claim Edits for Ordering/Referring Providers**

Are you a provider/supplier that receives orders/referrals from physicians and/or non-physician practitioners enrolled in Medicare that has not updated their enrollment record in PECOS?

Although enrolled in Medicare, many physicians and non-physician practitioners who are eligible to order items or services or refer Medicare beneficiaries to other Medicare providers or suppliers for services do not have current enrollment records with Medicare. A current enrollment record is one that is in the Provider Enrollment Chain and Ownership System (PECOS).

### ***How it may impact you***

For claims received on or after January 3, 2011, for items/services requiring a referring/ordering provider, claims processing editing will verify the ordering/referring provider submitted on the claim is of the specialty eligible to order/refer and is either enrolled in PECOS or on the contractor's master provider file. If either of these requirements is not met, the billing provider will not receive payment for the ordered/referred items/services billed. The claims will be rejected.

FCSO is hosting a webcast on Tuesday, September 21- Medicare's claim edits for ordering/referring providers Part B. If you bill for services ordered or referred by Medicare physicians and non-physician practitioners, or if you're a physician or non-physician practitioner who refers or orders services for Medicare beneficiaries, you don't want to miss this important webcast. <http://medicare.fcso.com/Events/174568.asp>

**To participate in this webcast, please register by Monday, September 20.**

Please [click here](#) for registration instructions

## Time limit for filing Medicare claims has changed

The Patient Protection and Affordable Care ACT (PPACA) was signed into law on March 23, 2010. Under PPACA and starting January 1, 2011, claims must be filed within one year of the date of service. Be sure that your staff is aware of these changes.

### Timely claim filing guidelines

<b>Dates of service on or after January 1, 2010</b>	<b>Dates of service October 1, 2009 – December 31, 2009</b>	<b>Dates of service prior to October 1, 2009</b>
Claim must be filed within <b>one calendar year</b> after the date of service.	Claim must be submitted by <b>December 31, 2010</b> .	October 1, 2008 – September 30, 2009 claim must be submitted by <b>December 31, 2010</b> .

Reference source: <http://www.cms.gov/MLNMMattersArticles/downloads/MM7080.pdf>