

# In & About

The Official Newsletter of the Massachusetts Association of Patient Account Management, an Affiliate of AAHAM



December 2023

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## President's Message

Hello MAPAM Friends,

Wishing you all a happy and healthy holiday season! What a great year it has been. MAPAM continues to be an invaluable source of education, networking, and personal and professional growth for the revenue cycle industry. Beginning with our Revenue Cycle Meeting in March and right through our Annual Fall Conference in October, this has been another year full of opportunities to be a part of this special organization. We wrap up this year with our Government Payer's Meeting – a key meeting where we get to hear pertinent updates from Medicare, MassHealth, HSN, and the MA Health Connector. After this we start all over again, planning for another full year of education and networking in 2024.

Another key event coming up is our annual election of MAPAM officers. Being president of MAPAM this year has been an absolute honor, and it is bittersweet to see my term come to an end. However, we remain in great hands with an incredible group of industry professionals primed to lead the way next year. I will also continue to serve on the board as immediate past president. I want to thank everyone for your support of this wonderful chapter – our members, our board and officers, and our dedicated corporate sponsors, without which none of this would be possible.

Please be sure to renew your membership for 2024 so you don't miss out on all that is to come in the new year. If anyone is interested in becoming more involved through a board or committee role, please reach out to one of the officers anytime. See you all soon!

Jon Menard

MAPAM President

## Hospitals need 'relentless expense management' to boost margins Becker's Healthcare By: Laura Dydra

Health insurers will raise rates next year, predicts Moody's Investor Services, but hospitals will still need to focus on tight cost controls as inflation remains high.

Moody's projected in a Nov. 8 report that insurers will increase rates in the mid-single digits, but "rate increases will vary widely among providers and boosting margins will require relentless expense management for some hospitals, including efforts to reduce premium pay and increase net hires," according to the report.

The revenue cycle management team will be thrust front-and-center as crucial to the hospital's financial success in an environment where health insurers are denying claims and delaying payments at a higher rate than before. In recent months, insurers have doubled down on prior authorization requirements and have begun asking for extensive documentation before approving procedures. The additional resources needed to comply with private insurers' requests could be a drain on hospitals next year.

"Growth in managed care plans like Medicare Advantage, where insurers have a greater denial incentive than plans in which they simply administer payments with no insurance risk, will likely lead to more denials," the report states. "In turn, we anticipate a rise in lawsuits by hospitals for underpayment and contract violations, leading to more contentious contract negotiations with insurers and terminations in relationships."



The last year has already been ripe with examples of health systems and commercial insurers finding themselves at an impasse in contract negotiations. In some cases, health systems are dropping in-network status with the health plans.

Medicare reimbursement levels are also below inflation rates, and Medicaid redeterminations will continue to leave people uninsured or under-insured.

Rachel Verville from BDO presenting on the Patient Financial experience at the Annual Fall Conference.

## New Faces in New Places

Please join us in welcoming MAPAM's newest members. We are so excited to have you with us!

	Tricia Stephen Southcoast Hospitals Group Inc	
Kimberly Soares Southcoast Hospitals Group Inc	Anthony Rouge Franciscan Children's Hospital	Lauren Lapriore Heywood Healthcare
Jay Roche iVitaFi	George N. Drugas HarborOne Bank	Sarah Perez MiraVista

## MAPAM's Comic Corner



## Government All Payers Meeting

**Date:** Thursday, December 14, 2023  
**Time:** 1:00 pm – 3:30 pm  
**Location:** Virtual Webinar

Registered attendees will receive an email with the meeting link 3 days before the meeting date. All registered attendees will be entered into a drawing to receive one of four \$50 AMEX gift cards to assist with some holiday shopping. Winners will be chosen throughout the meeting.

1:00 pm – 1:10 pm	<b>Welcome and Introduction</b> Jon Menard - MAPAM President
1:10 pm – 1:40 pm	<b>National Government Services (NGS Medicare) Updates</b> Lori Langevin - Provider Outreach & Education Consultant
1:40 pm – 2:10 pm	<b>MassHealth Updates</b> Nestor Rivera- Provider Relation Specialist, Maximus
2:10 pm – 2:20 pm	<b>Election of 2023 MAPAM Officers</b> Sandra Magaw – MAPAM Past President
2:20 pm – 2:50 pm	<b>MA Health Connector Updates</b> Sarah Buonopane
2:50 pm – 3:20 pm	<b>HSN Updates</b> Ben Burwood, HSN SR Policy Manager
3:20 pm – 3:30 pm	<b>Wrap up, raffles, Happy Holidays!</b>

## MAPAM BOGO Membership Opportunity

It's that Time of Year again!!

**Time to Renew your MAPAM Membership for 2024!**

Back by popular Demand is our BOGO!



***Buy One Membership, Get One Free – Ends 12/15/2023!***

Rules:

- Member cost is \$85.00 per year
  - The free member must be a **first-time** new member to MAPAM
  - The free member must not be a current member of MAPAM
  - The free member cannot be rejoining as a member that has not renewed in the past years.

How to sign up:

- When you sign up the free member, bypass the payment. Then email our Treasurer at [timothy.hall@sherloqsolutions.com](mailto:timothy.hall@sherloqsolutions.com) with the free members name and email, stating they are your free member for the BOGO special.
- Please note the free member will not be approved until payment is received for the other 2024 membership.
- If you have issues, please contact us and we will help.

## MAPAM's Board of Directors

### President

Jon Menard  
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### Past President

Sandra Magaw  
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### Vice President

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### Treasurer

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Congratulations to the award recipients at MAPAM's Annual Fall Conference.

Jennifer Bernatchez – Officer's Award  
Matthew Feid – Director's Award  
John Giunta – President's Award  
Sandra Magaw – Pioneer Award

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On behalf of everyone at MAPAM I would like to express our sincere gratitude for our 2023 sponsors!

