



American Association of Healthcare
Administrative Management

*Empowering the future of healthcare
revenue cycle excellence.*

MAPAM

October 21, 2024

The Barn at Wright Farm

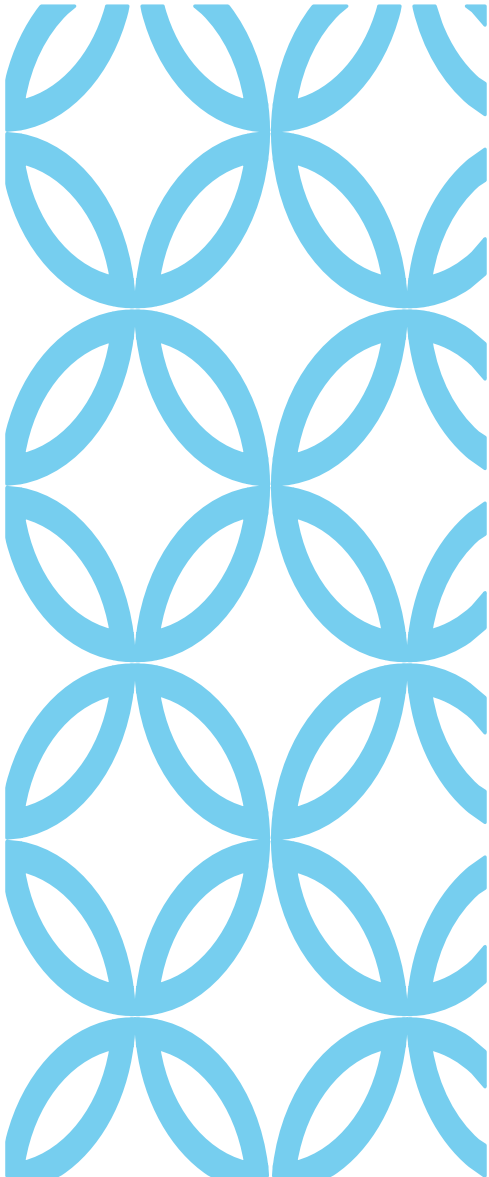
Sturbridge MA



**American Association of Healthcare
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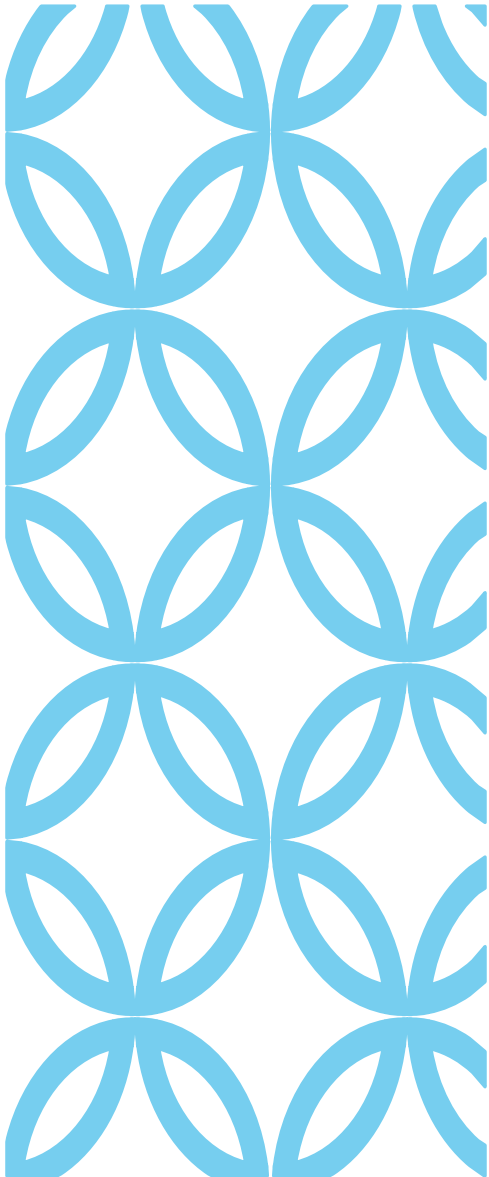
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2024 HAPPENINGS



REIMAGINE AND REFRESH THE AAHAM BRAND
MARKETING AND COMMUNICATION STRATEGIES
AAHAM BOARD AND CHAPTERS
MEMBERSHIP
ELEVATE CERTIFICATION AND EDUCATION
REVENUE AND PROFITABILITY
ADVOCACY EFFORTS

2024 STRATEGIC PRIORITIES



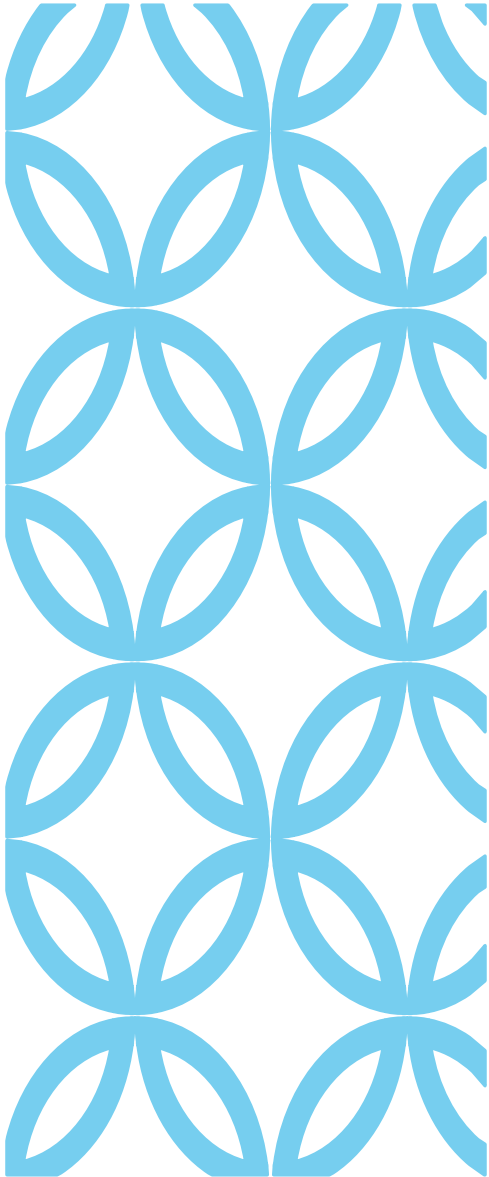
NEW MISSION STATEMENT

AAHAM is the leading resource for the healthcare revenue cycle community, dedicated to providing unparalleled education, certification, advocacy and career development.

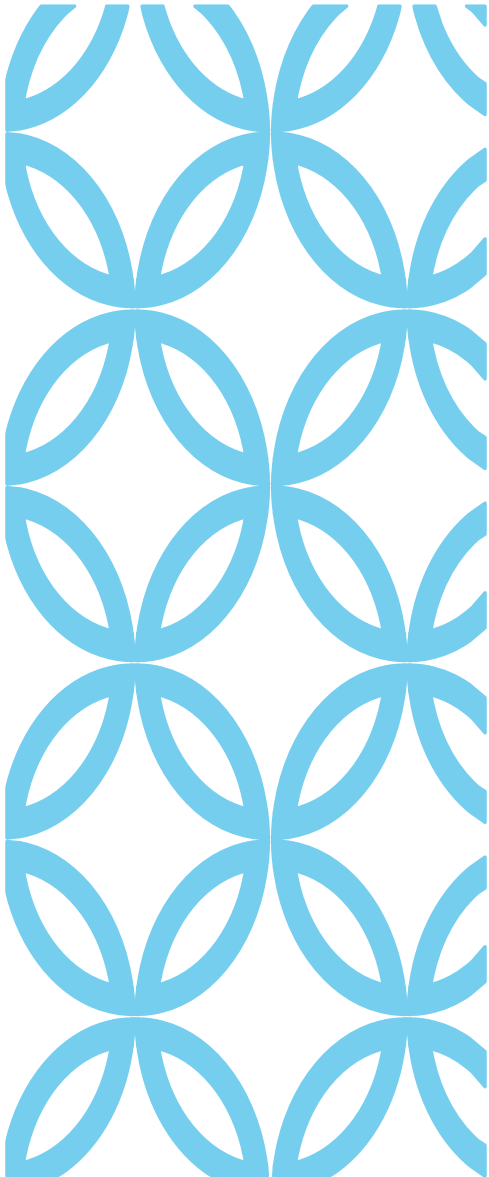
NEW VISION STATEMENT

AAHAM Empowering the future of healthcare revenue cycle excellence.

2024 STRATEGIC PRIORITIES



On the Horizon

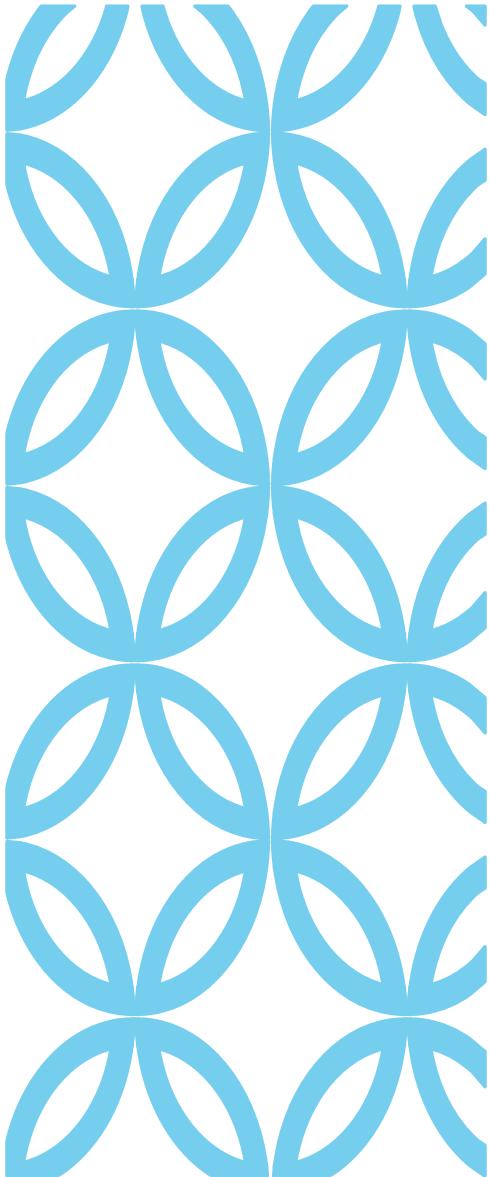


ANI WILL BE HELD NOVEMBER 12-14, 2024

**THE WORTHINGTON RENAISSANCE
FORT WORTH TEXAS**

Pioneering the Future of Revenue Cycle Excellence
INNOVATE. LEAD. OPTIMIZE.

**2024 ANNUAL
NATIONAL INSTITUTE**



EXHIBITORS & SPONSOR REGISTRATION SPECIAL

Register to win a complimentary hotel suite upgrade
and the chance to participate in our webinar series

All new registrations are eligible

2024 ANNUAL NATIONAL INSTITUTE

Snapshot - 2024 ANI Schedule

Tuesday, November 12, 2024

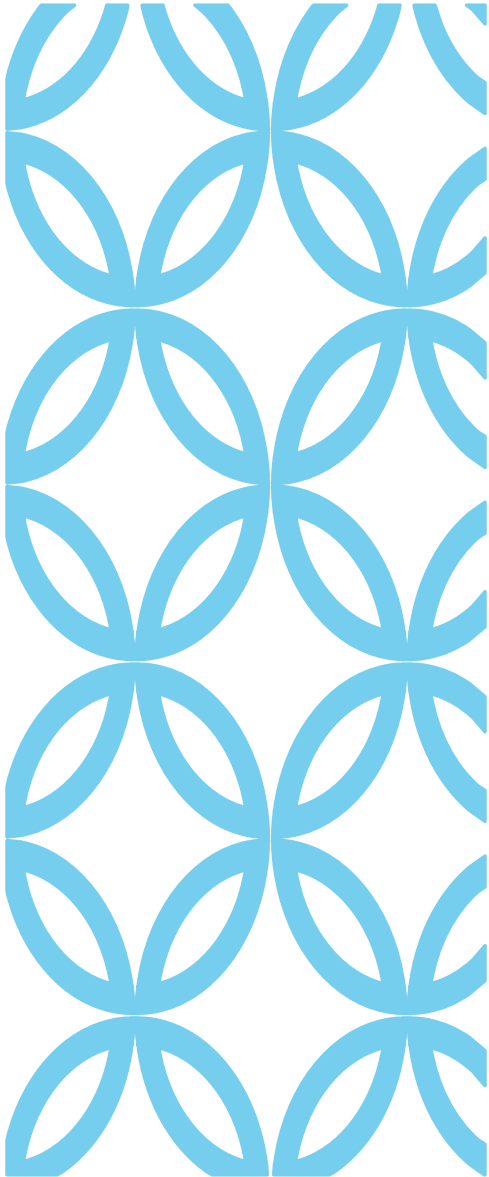
- AAHAM Board of Directors Meeting
- Welcome Address, & Awards Ceremony
- Opening Keynote Speaker (Welcome! Jeff Butler)
- Break Out Sessions
- Network Reception & Exhibit Hall Opens

Wednesday, November 13, 2024

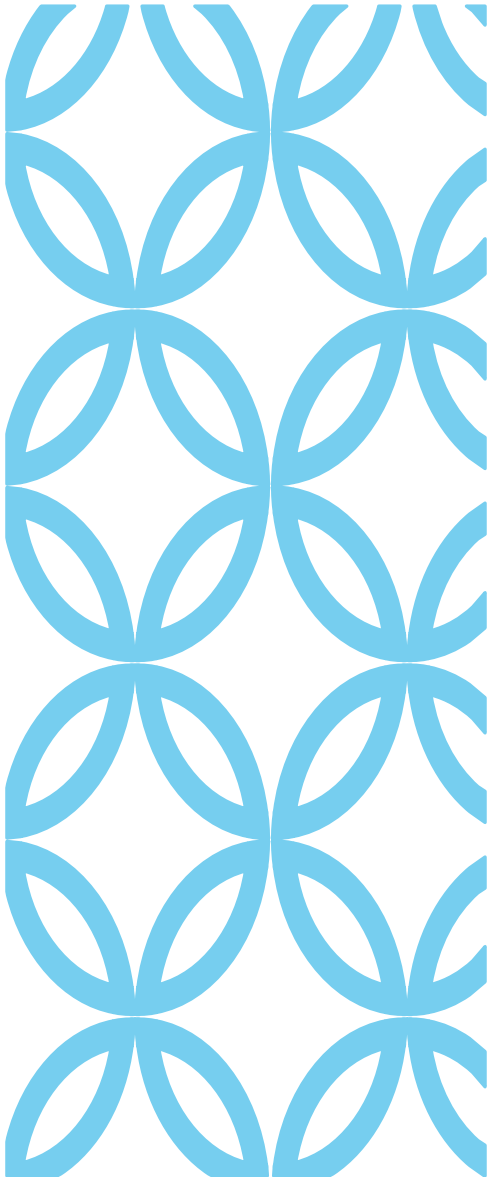
- Break Out Sessions
- Annual Business Meeting (Veterans Day Recognition)
- Panel Discussion

Thursday, November 14, 2024

- Break Out Sessions
- Closing Session with Marcus Morrow
- Raffle & Prize Drawings
- Rooftop Closing Celebration



2024 in Review



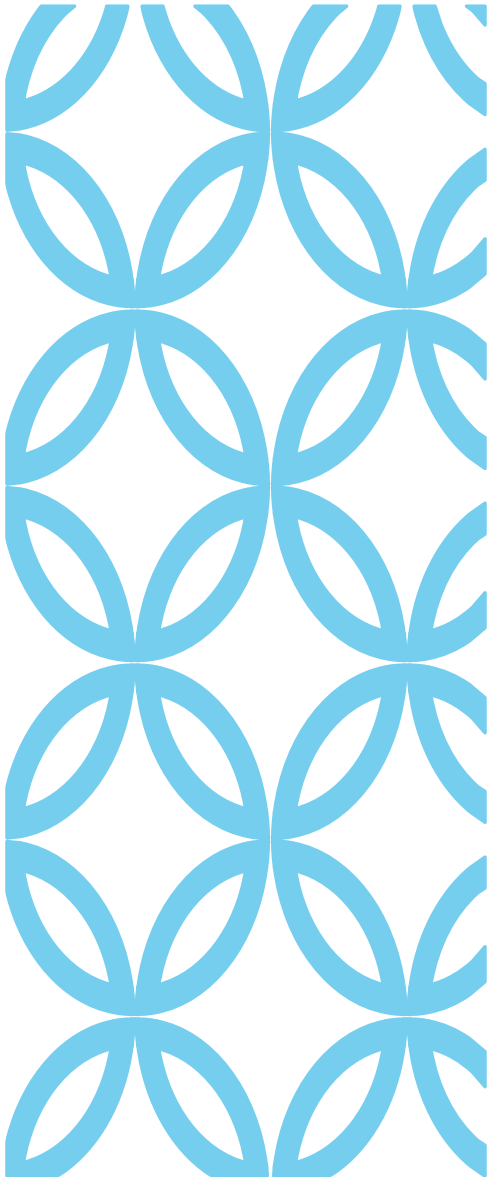
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Patient Account Management Week
October 13 – 19, 2024

Patient Account Management Day
October 18, 2024

**2024 Theme “*Championing Patient Advocacy
in Billing – Navigating Financial Wellness
Together*”**

**PATIENT ACCOUNT
MANAGEMENT WEEK**

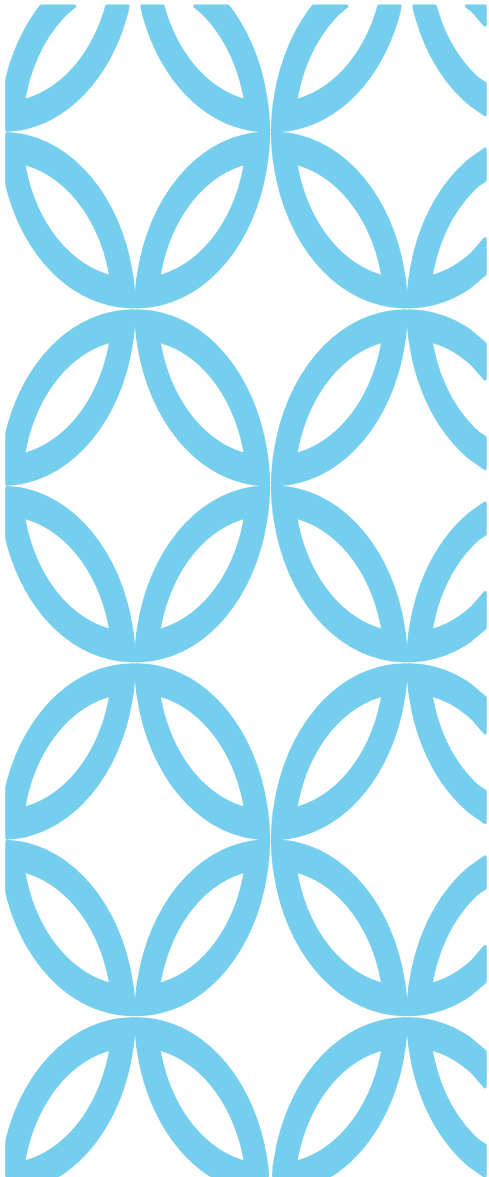


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National Patient Account Management Day was established on October 18, 1989 by a proclamation from the U.S. Congress when AAHAM (AGPAM) sought to officially recognize healthcare administrative management throughout the Country.

AAHAM proudly celebrates our colleagues during PAM week.

**PATIENT ACCOUNT
MANAGEMENT WEEK**



2024 Survey Results

Review Participants comments

Continue to work on post-Legislative Day follow-up and additional meetings with DC Lawmakers

2025 Legislative Day plans are in the works

19TH ANNUAL LEGISLATIVE DAY

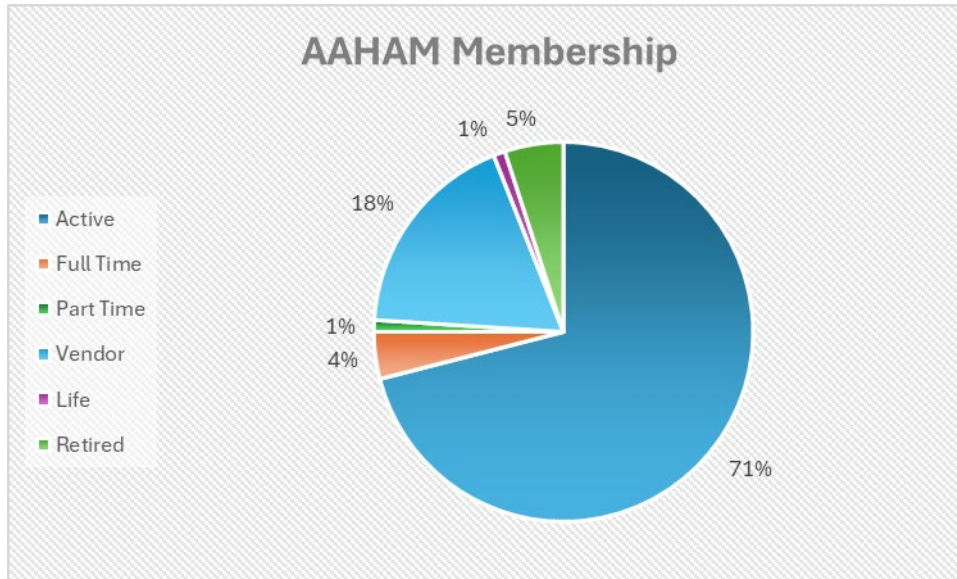


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2024 MEMBERSHIP

MEMBERSHIP BY CATEGORY





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2024 COMMITTEE UPDATES

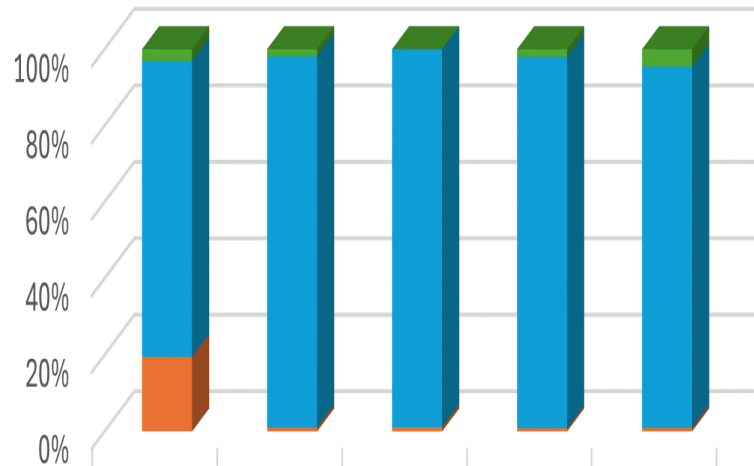


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2024 CERTIFICATION

CERTIFICATIONS



	CRCE	CRCP	CRIP	CRCS	CCT
■ Probationary	8	7	0	36	5
■ Active	203	373	87	1769	103
■ Lifetime	51	4	1	15	1

■ Lifetime ■ Active ■ Probationary

AAHAM CERTIFICATION



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Exam	Exam Fee	Reschedule Fee	Rush/Late Schedule Fee	Retake Fee
CRCE	\$299	\$100	\$75	\$50 per section
CRCP	\$199	\$75	\$50	\$150
CRIP	\$199	\$75	\$50	\$150
CRCS	\$100	\$50	\$25	\$75
CCT	\$100	\$50	\$25	\$75

CERTIFICATION FEES



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CEU Self- Reporting begins November 1, 2024

- Complete ownership of your CEUs
- More Transparency
- Ease of Verification

[How to Navigate and Access Professional Development on AAHAM.org](https://www.aaHAM.org)
 [\(ymaws.com\)](https://www.ymaws.com)

CEU SELF-REPORTING



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2024 MEMBERSHIP

Corporate Membership Program

- Regular dues pricing for initial members, discounted pricing for additional member above the threshold
- Analyze financial implications
- Engage business partners

The Membership Committee continues to promote, encourage and grow members to ensure AAHAM is a diverse and vibrant organization.

COMMITTEE HAPPENINGS



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2024 CHAPTER DEVELOPMENT

Chapter Excellence Report

- New Platform selection completed
- Developing new submission content
- Roll-out for 2025 provided at ANI

NOTE: Chapter Excellence Award will not be presented during the 2024 ANI.

Chapter Assistance

- Continues work with Chapters to assist with retention of members and development of education programs.

NOTE: Chapters are required to submit the ANI Hardship Application prior to ANI

COMMITTEE HAPPENINGS



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2024 EDUCATION

ANI

- All speaker setup is finalized

Webinars

- Fee Update – back to pre-COVID pricing
\$145 members
\$235 non-members
- Continue to present 1-2 webinars per month
- Review options for webinar platform for improved sessions

Speaker Database

- Updated Speaker Database to be more user-friendly for Chapters/Members with current speaker information

COMMITTEE HAPPENINGS



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2024

GOVERNMENT RELATIONS

Hybrid Legislative Day Review

- Reviewing decision to keep traditional in-person model versus hybrid model during Presidential election years
- American Collection Association
 - Beginning talks with ACA's CEO for debt collection initiatives

CFPB

- Developed and submitted comments on proposal to eliminate all medical debt reporting

COMMITTEE HAPPENINGS



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2024 PRACTICES & STANDARDS

Finalize Items

- Reviewed CEU waiver requests
- Reviewed President's Manual and Bylaws to identify inconsistencies in both
- Recommendations submitted – can a proxy for a National Board meeting be a non-certified member
- Scholarship Applications Completed

In Progress

- Constitution & Bylaw review

COMMITTEE HAPPENINGS

Secure event & webinar speaker headshots and relevant images for SMI creation.

Continue to track Instagram engagement and decide direction for future use.

Post 2024 Legislative Day and ANI promotions, Questions of the Week and video testimonials.

Initiate a “certification” campaign to promote AAHAM Certifications.

2024 SOCIAL MEDIA FOCUS

AAHAM EXECUTIVE COMMITTEE

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