




THE BOTTOMLINE

MONTANA CHAPTER HFMA



Volume 4, Issue 3

Summer 2010

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President's Message

July 2010

By Donja Erdman, President

I attended a webinar last week on the *Patient Protection and Affordable Care Act* and the speaker kept referring to it as PPACA (pa-pak-a). Since I came in late to the webinar, I was quite confused and thought maybe I heard the word wrong since I couldn't understand what she said. Then, as I read through the handouts, I figured out what she was saying. I found this to be quite amusing because we all needed another acronym in healthcare. So I now use PPACA as a term, along with the nanu nanu hand gesture to describe when I am feeling overwhelmed and confused, which is quite often these days! You might also refer to it as "initiative overload". We seem to be inundated with new laws and regulations as well as reimbursement opportunities which can seem overwhelming.

This year's HFMA National Chairperson, Debra Kuchka-Craig, FHFMA, has chosen the theme "Step Up". This phrase sums up that we all need to step up to meet the challenges faced by our industry. My goal as Chapter President is to help our

members step up to those challenges.

The Board is looking at ways to provide more education to members through webinars. We have created a certification committee to increase the awareness of HFMA's certification process and to increase the number of certified members in the chapter. The program committee is putting together an excellent fall conference focusing on healthcare reform. The membership committee is actively recruiting new members. We are looking for ways to get members more involved in the Chapter.

If you are interested in learning more about the Chapter or serving on a committee, please contact myself or the committee chair or visit our website at www.mthfma.org.

Although there are days that are overwhelming, it is reassuring to me to know that I have resources such as the Montana Chapter, National HFMA, and connections with others who are facing the same challenges. If you are feeling "PPACA" or "initiative overload", please do not hesitate to call me (406-375-4609) or send me an email at derdman@mdmh.org.



Save the Dates!

2010 Montana Chapter Fall Conference

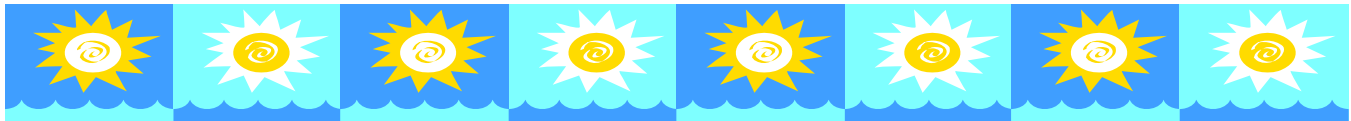
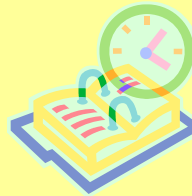
October 20 – 22, 2010
Crowne Plaza
Billings, Montana

2011 Montana Chapter Spring Conference

April 20 – 22, 2011
Gran Tree Inn
Bozeman, Montana

2011 ANI – The Healthcare Finance Conference

June 26 – 29, 2011
Gaylord Palms Resort and Convention Center
Orlando, Florida



NEWSLETTER COMMITTEE:

Maria Conn, Chair
Shar Sheaffer
Don Miller
Donja Erdman

Please submit your articles to:

maria@monida.com



Bringing Home the Silver...

Steve Scharmman, past president, accepts the *Silver Award in Education* for the Montana Chapter at ANI.

From the Newsletter Chair

By Maria Conn, MT HFMA Newsletter Chair

I want to take this opportunity to introduce myself. My name is Maria Conn and I am the MT HFMA Newsletter Chair for this year. I am fortunate to follow an excellent list of people who have been past newsletter chairs and look forward to working to produce *The Bottomline* newsletter the entire membership will find useful and relevant to their individual positions. Most recently, I follow Tammy Trovatten in this position and want to thank her for the guidance she has provided for me; accomplishing this from a far, as she relocated to California this spring. Tammy also encouraged me to seek assistance from the past chairs and, I can assure you, I have done that regularly!

One of the requirements of HFMA is to provide information to the membership in the form of our newsletter four times per year. This newsletter is an excellent way to connect with your fellow members and peers and I would ask anyone with suggestions or ideas for articles to contact me directly. We are also very fortunate as an organization to be able to draw on the first-rate publishing skills of Joy Mizzoni at Dingus, Zarecor & Associates PLLC to pull together each issue of *The Bottomline*.

Please consider submitting an article or if you have a subject you feel is significant to our Montana chapter, don't hesitate to contact me. My e-mail is maria@monida.com and I truly look forward to hearing from all of our members.

Leadership Training Conference 2010

By Maria Conn, MT HFMA Newsletter Chair

From April 18 – 21, four of our Montana HFMA Board members were in Phoenix, Arizona to attend Leadership Training Conference 2010 (LTC). The location for LTC was the beautiful Arizona Grand in Phoenix and our group took advantage of the educational opportunities as well as the wonderful warm weather.

Donja Erdman attended the sessions targeting the presidents while Don Miller, president elect, and Scott Thorn, secretary/treasurer, were each occupied with sessions relative to their Board positions. I was excited to exchange ideas with newsletter chairs from across the country as well as learn from examples of newsletters we were each asked to bring to LTC.

Our group participated in the general sessions as well as a meeting with the new Region 10 Executive, Dave Chohon. We also spent time with Regional Executive Elect, J.J. Carmody and all got to know each other better. Our chapter is very lucky to have the great breadth of knowledge possessed by our chapter officers and regional executives. We are also fortunate that these people are so willing to share their experiences and knowledge with new Board members — as I can attest to.



Put Yourself One Step Ahead

CHFP Certification Times Available

Scott Thorn, CHFP

There was a comprehensive survey regarding HFMA's Certified Healthcare Financial Professional (CHFP)/Fellow of the Healthcare Financial Management Association (FHFMA) program conducted in my office recently. The results of this survey revealed the need to provide information regarding HFMA's certification program. Okay, I admit that it was a one-person survey (myself), but I needed an opening. We all are aware of the recent passage of healthcare legislation and the challenges that the legislation is going to present to our industry.

Debra Kuchka-Craig, the incoming Chair for HFMA, has established the theme of "Step-Up" for the 2010-2011 year. This year's theme is very appropriate given the recent changes in healthcare. I believe that it is our job, as healthcare professionals, to step-up to the challenge and lead our industry through this period of change and transformation. Attaining your CHFP or FHFMA certification is one way to do this. Becoming certified is one way of designating yourself as someone that is committed to our industry and as someone that is recognized as an expert within healthcare finance. Currently, there are only 2,392 certified members (combination of CHFP/FHFMA certified members) out of more than 33,000 HFMA members. That is a 7% certification rate.

Benefits of certification extend to both the individual and to the organization. One huge benefit includes increasing or expanding your knowledge



regarding healthcare finance. I found this to be more valuable for myself when I was learning more about the rules and regulations that my friends in PFS have to deal with. This gave me a deeper understanding and respect for the jobs that they do. I think my organization is better off from this knowledge, as I have incorporated some of my new knowledge into improving finance's processes

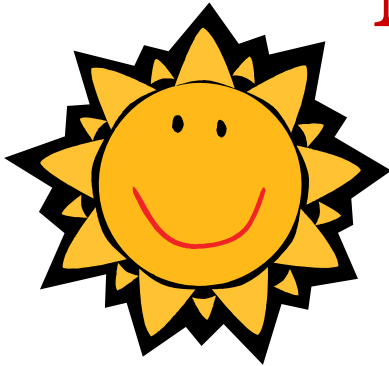
that either impact, or are impacted by the PFS function. On a personal note (Gordon should close his eyes now), it has also opened up more opportunities for me, should I want to move in a different direction in my career. In other words, I am more marketable to potential employers. I have been noticing that more and more jobs listed within HFMA's website or in the HFM magazine are asking for CHFP/FHFMA certification as a preference. Employers are valuing or recognizing the certification more than ever now.

The reader may now be wondering, "How do I become certified"? The certification process is relatively straightforward. If you are an active member, you are eligible to take the certification exam at any point. The exam must be proctored, and is administered on-line. Exams are available 24/7, but if you were to ask me to proctor at 1:00 a.m., I would politely decline. The certification consists of a core exam and a specialty exam. There are four specialty exams that you can take:

Accounting and Finance, PFS, Managed Care and Physician Practice Management. Each exam costs \$125. You have several options for taking the tests.

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New Members



Michelle Wirth

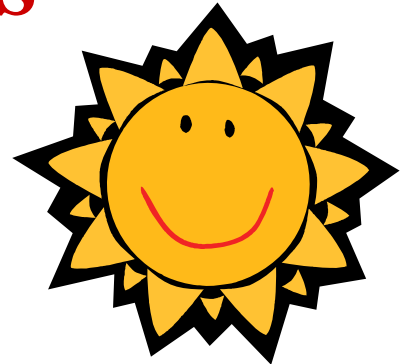
BC/BS of Montana, Wolf Creek

Michelle M. Cavanaugh-Biggers

St James Healthcare, Butte

Laurie Slavin

Billings Clinic, Billings



New Members From Other Chapters

Candace E. Schaeffer

Lynx Medical Systems, Missoula

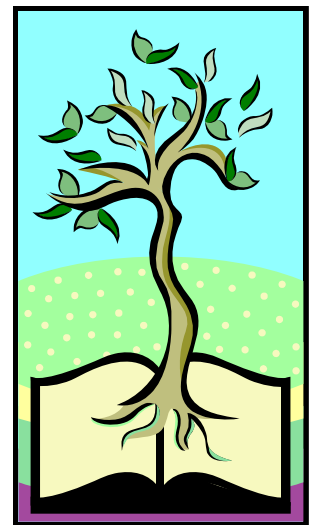


CHFP Certification Times Available

(Continued)

You can take it at a national sponsored event like ANI, a chapter sponsored event such as the spring or fall conference or you can arrange a date and time with a proctor. Should you wish to take the exam closer to home, we have several proctors located throughout the state. The proctor is there to ensure the integrity of the examination process. Please visit HFMA's website, www.hfma.org/certification for more detailed information on the certification process. Once you have successfully passed the core and a specialty exam, you are then eligible to become a CHFP. You will need to fill out an application which can be found on the HFMA website. Our Montana chapter currently has seven certified members. They are: Mary Dalton-McKittrick, Bryan Chalmers, Judy Lunceford, A. Thomas McKinney, Tina Montgomery, Scott Thorn, and Brent Weber.

I am pleased to recognize Greg Peterson for successfully passing both the core and specialty exams. I would also like to announce an exciting new position for our chapter. The new position is a Certification Contact. This person is responsible for answering any questions that you may have regarding certification. They are there to help you find a proctor and to provide general assistance through the certification process. I have been asked to serve as the Chapter's certification contact. I am honored to serve in this capacity for you and our Chapter. I am more than happy to answer any questions you have regarding certification and the process. I truly believe in the value of certification. Please contact me at sathorn@bdh-boz.com or 406-585-1062 with your certification needs or questions.



2010 - 2011 CHAPTER OFFICERS

Donja Erdman

President

Marcus Daly Memorial Hospital

Don Miller

President Elect

Community Medical Center

Scott Thorn

Secretary/Treasurer

Bozeman Deaconess Hospital

Steve Scharmann

Past President

Bozeman Deaconess Hospital

Tina Montgomery

Past-Past President

Sidney Health Center



2010-2011 CHAPTER DIRECTORS

Maria Conn

Monida Healthcare Network

Robin Hill

Community Medical Center

Kim Lucke

Northern Montana Hospital

Mark Nash

Credit Associates, Inc

Linda Nygaard

Northeast Montana Health Services

Bob Olsen

MHA

Greg Peterson

St. John's Lutheran Ministries

Shar Sheaffer

Dingus, Zarecor & Associates PLLC

Joe Vachal

Community Medical Center



Chapter Sponsors



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Healthcare Outsourcing Network, LLC



Platinum Sponsors



Larson Allen LLP
The MASH Program

Gold Sponsors



Blue Cross Blue Shield of Montana
Eide Bailly, LLP
Montana Facility Finance Authority
Outreach Services



Silver Sponsors

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Array Services Group, Inc.
ASG Management
Centron Services Inc.
Credit Associates
Dingus, Zarecor & Associates PLLC
Health E Web

J&H Office Equipment, Inc
Med Assets, Inc. (MHA)
Moss Adams
New West
Rocky Mountain Health Network
United Healthcare
Towne Mailer, Inc.
UnitedHealthcare

Bronze Sponsors

ACS
Allegiance
CBB
Collection Bureau Services, Inc.
Collection Professionals, Inc.
D.A. Davidson
Emdeon Business Services

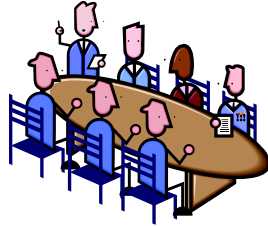
HCFS
Mid-South Credit Bureau, Inc.
Recovery Resources
SSI Group, Inc.
Tech Time
Winthrop Resources
Xtend Healthcare Advanced Revenue Solutions

MT Chapter HFMA Program Committee

Donald Miller, Chair

The Montana

Chapter of HFMA has designated the president-elect to chair the program committee. This assignment allows the president-elect the opportunity to become intimately involved with the education and business side of the Chapter and is an excellent training opportunity for the next year as Chapter President. The program committee is primarily responsible for Chapter education programs. The majority of the education is conducted during our spring and fall conferences, typically held in April and October of each year.



There are numerous challenges we encounter when organizing the conferences including the geographical make up of Montana. Regardless of where the conferences are held, participants in the educational program must travel extremely long distances in order to attend. To partially address this issue, we try to keep the Fall session in the Billings area and the spring session rotated in the western and mid-central cities of the state. Our last survey indicated that members are interested in seeing sessions in Bozeman, Helena, and Missoula, so we will attempt to rotate the spring conferences within these locales as much as possible. Finding adequate facilities for our group during these months is sometimes challenging so often we are choosing a location based on availability of a conference center.

The diversity of our professional organization also presents challenges to the program committee. The MT Chapter of HFMA has representation from both critical access as well as PPS hospitals. Within these groups, there is further diversity amongst CFOs, financial services, business office and patient access as well as vendors and other professionals. It's important to have representation from all groups on the program committee in order to adequately

Continued on the next page.

Your Program Committee for 2010-11 follows:

- ◆ Donald Miller
President-Elect
Chair- Community Medical Center, Missoula
- ◆ Donja Erdman
President
Marcus Daly Memorial Hospital, Hamilton
- ◆ Bob Olsen
MHA, Helena
- ◆ Marva Marvin
MASH, Missoula
- ◆ Steve Scharmann
Past President
Bozeman Deaconess Hospital, Bozeman
- ◆ Mark Nash
Credit Associates, Great Falls
- ◆ Scott Thorne
Secretary/Treasurer
Bozeman Deaconess Hospital, Bozeman
- ◆ Diane Leibrand
Health-e-Web, Billings
- ◆ Dawna Foote
Community Medical Center, Missoula
- ◆ Maria Conn
Monida Health Care Network, Missoula
- ◆ Shar Sheaffer
Dingus, Zarecor & Associates PLLC, Spokane
- ◆ David Richhart
Community Medical Center, Missoula
- ◆ Julie Sakaguchi
Blue Cross Blue Shield of Montana, Helena

Program Committee

(Continued)

assess the training needs and requirements for our members. The program committee welcomes ideas and suggestions for training topics at any time, but it particularly helpful for us to review the results of the membership survey to gain an understanding in a broader perspective.

Organizing and executing the conferences requires a tremendous effort by the committee members who volunteer their time to provide our members with an exceptional value in training. We also understand that the attendees and the facilities or businesses who sponsor them to attend are demonstrating a significant commitment in terms of time and financial resources. Finally, without the phenomenal support of our vendors who are always there for us, we wouldn't be able to offer the quality and diversity of training we have come to expect. On behalf of the Montana Chapter of HFMA, I want to personally thank all those involved — including the committee members, vendors, attendees, and their respective facilities for helping our program committee to succeed.



REGIONAL EXECUTIVE MESSAGE

Dave Chohon, Region 10 Regional Executive

First, let me say that it is both a privilege and an honor to serve as this year's regional executive for our region. As I began to plan what I would like to see Region 10 accomplish in the upcoming year, I realized that I should start with what the duties are of a regional executive. Many of our members don't even know that the position exists let alone what are their responsibilities.

THE ROLE OF THE REGIONAL EXECUTIVE IS TO:

- Serve as the primary volunteer and policy link between the chapters in the region and the National Association.
- Assist chapter leaders in serving their members.
- Promote and lead change efforts to drive HFMA's strategies.
- Foster dialogue and communication at all levels of HFMA.
- Represent the needs and interests of chapter leaders and their members to the HFMA Board and staff by attending the Regional Executive Council meeting throughout the year.
- Work to create a seamless system of service for HFMA's members.
- Encourage chapters to collaborate and help other chapters.

OTHER DUTIES INCLUDE:

- Conduct ongoing communication with chapters to encourage and support positive performance, and provide guidance in areas where chapters are facing challenges.
- Attend chapter meetings and show support for their activities.

Continued on the next page.





REGIONAL EXECUTIVE MESSAGE (CONTINUED)

- Talk with chapter presidents at least

once per quarter to assess performance and report at the regional executive council meetings.

- Encourage chapters to share best practices as well as concerns with other region chapter leaders.
- Conduct a fall president's meeting to help support collaboration and communication in the region.

As you can see, I will have a busy year. Fortunately for me and the region we have a very strong regional executive elect in J.J. (Jennifer) Carmody from Montana that has already volunteered help with some of these duties. J.J. is currently working with the region's president elects on the region conference meeting that will take place in July 2011.

To help save expenses for the region, I plan to visit the four southern chapters: Colorado, Utah, New Mexico and Arizona by attending a Board meeting and participate in a chapter meeting. J.J., in turn, will be attending a

chapter Board meeting and participate in chapter meeting for the three northern chapters: Montana, Wyoming, and Idaho. It is my hope that the members will plan to attend the July, 2011 region meeting so I will get a chance to meet you there.

Two goals that I would like to see Region 10 work on this year are: one, to complete and receive at least two Multi Chapter Yerger Awards; and two, to see an increase in the number of certified members by making it easier to become certified through the use of webinars and somehow have the region assist a small amount towards the cost involved.

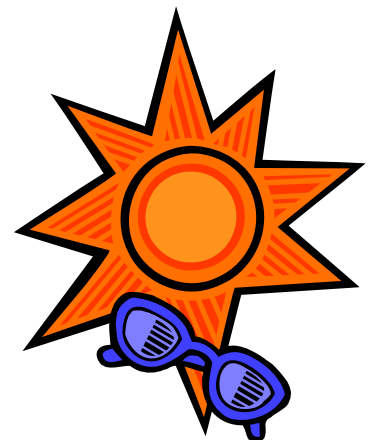
Finally, my door is always open. If a member of Region 10 would like to comment on something positive or negative my e-mail address is dave.chohon@healthcareinc.com. I will warn you in advance, if I receive a complaint I also expect a solution.

I also want to thank Hal Prink from the Colorado Chapter, the immediate past regional executive for Region 10, for all he did for me in preparing me for this position. Because he included me in almost everything he did; none of this was a surprise. Thank You Hal!

Editorial policy:

Opinions expressed in articles or features are those of the author and do not necessarily reflect the views of the Montana Chapter of Healthcare Financial Management Association or the editor.

The editor strongly encourages the submission of material for publication. The editor reserves the right to edit material and accept or reject contributions whether solicited or not.



CHECK OUT OUR WEBSITE



For more information about the Montana Chapter of HFMA please visit: www.mthfma.org

Is your information up-to-date? Visit www.hfma.org and login and check personal profile



Electronic Remittance Advice (ERA) Can Reduce Your Paperwork

The Electronic Remittance Advice (ERA) can help improve your business office workflow and productivity. ERA can be automatically loaded into your accounts receivable system, depending on your software.

Also known as the 835 transaction, your ERA can be a secure and reliable alternative to manually posting claim adjudication information to an accounts receivable software program and allow you more time to focus on caring for your patients.

How Does It Work?

Containing the same information on claim payment, deductible, and co-insurance, ERA is the electronic equivalent of the paper remittance advice (also known as Explanation of Benefits or EOB) and provides details on how your claims were processed.

As soon as your TRICARE claims finalize, your ERA is generated.

What are the benefits of ERA?

Depending on your practice management system and internal workflow, ERA can improve your business office workflow and productivity by:

- ◆ Eliminating the need to manually enter and process paper EOBs
- ◆ Eliminating errors associated with manual posting of paper EOBs
- ◆ Eliminating the need to store and file paper EOBs

- ◆ Decreasing the time spent reconciling accounts receivable

How can I start receiving ERA?

To enroll, please download and complete the Electronic Remittance Advice (PDF) document or the fill and print version located at www.triwest.com, Find a Form tab and return it to:

WPS Electronic Data Services
PO Box 8128
Madison, WI 53708-8128

When you choose to receive ERAs, your files will be sent to you in the ANSI (American National Standards Institute) X12 835 format, version 4010A1, and can be downloaded from the WPS Bulletin Board System (BBS) or through the secure Web site at www.triwest.com/provider.

- For further information about ERA, refer to the 835 Electronic Remittance Advice Transaction guide located in the EDI/Secure Web area of www.triwest.com/provider



Win an iPod nano® – Submit Your Referrals and Authorizations Online



TriWest is pleased to announce another way to get your www.triwest.com/provider account working for you! Beginning July 12, submit your referrals and authorizations online with clinical information for a chance to win an iPod nano®.

Just make sure to include your request reason or supporting clinical information in the note field or as an attachment and you'll automatically be entered into the drawing. Remember, only registered providers are eligible to win. Not registered on www.triwest.com? Visit www.triwest.com/eRegister and follow the simple steps. Then take advantage of the self-service tools and this chance to win an iPod nano®.

Here are just some of the many benefits a registered provider enjoys:

- Verify patient eligibility
- Research covered benefits and check referral/authorization and medical review requirements for specific codes
- Submit referrals/authorizations

online and check their status regardless of how the request was submitted

- Submit claims online and check claim status regardless of how the claim was submitted
- Download remittance advices
- Electronic Funds Transfer (EFT) – Coming this fall!
-

TriWest also has created the following tools to make your online referral and authorization experience easier for you:

- [Tips for Entering Referrals/Authorizations Online](#)
- [Online Referral/Authorization Submission Demonstration](#)
- [Online Referral/Authorization Reference Guide](#)

Don't wait – the contest lasts only 8 weeks. Start submitting your referrals/authorizations online today!

The Montana HFMA Task Force and Current Issues Committee

By Linda Nygaard

Purpose

To coordinate HFMA chapter work with MHA.

Specific Goals & Objectives:

- Keep our membership informed of the changing factors in healthcare finance.
- When appropriate, poll membership, compile data and distribute results.
- Utilize Chapter newsletter to effectively reach our members.



| First Name | Last Name | Facility | Email | Phone |
|-------------------|------------------|------------------------|--|--------------|
| JJ | Carmody | Billings Clinic | icarmody@billingsclinic.org | 406-657-4844 |
| Deb | Green | Clark Fork Valley | dgreen@cfvh.org | 406-826-4816 |
| John | Green | St. Peter's Hospital | jgreen@stpetes.org | 406-444-2100 |
| Bob | Olsen | MHA | bob@mtha.org | 406-442-1911 |
| David | Richhart | Community Medical | drichhart@communitymed.org | 406-327-4083 |
| Kathy | Schmock | St. Vincent Healthcare | kathy.schmock@svh-mt.org | 406-237-4547 |
| Paul | Soukup | St. Luke Community | psoukup@stlukehealthnet.org | 406-676-4441 |
| Linda | Nygaard | NE MT Health Services | lnygaard@nemhs.net | 406-653-6574 |
| Dan | Green | CHMS, PC. | dan@chmspc.com | 406-228-9391 |
| Steve | Scharmman | Bozeman Deaconess | Sscharmman@bdh-box.com | 406-585-1001 |

Nominating Committee

By Kim Lucke

The nominating committee's duties are to select members for nomination to the Board of Directors and conduct the annual election. Nominations are sought in the fall with the election being conducted in December. The election is conducted via electronic ballot. Members can return their ballots via E-mail or print them out and mail them back. There are four Board member slots up for election each year. The members of the committee are: Kim Lucke, Donja Erdman, Steve Scharmman, Scott Thorn, Robin Hill and Michelle Strawn.



By-Laws Committee

By Kim Lucke

The bylaws committee is responsible for maintaining the chapter bylaws. The committee reviews the by-laws and makes recommendations of changes to the Board of Directors. Any changes to the by-laws are brought before the Board of Directors at the annual meeting. The current by-laws can be found on the Montana Chapter website. Current members of the committee are: Kim Lucke, Donja Erdman, Cami Kalinski, Linda Nygaard and Bob Olsen.