

## Fall 2012 Issue Five

### NAHAM's Educational Items



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## A Focus on Education: *The CHAA Preparation Course*

NAHAM's Educational team is proud to introduce the CHAA Online Certification Preparation Course. This course is an Internet-based program designed to help CHAA Candidates assess their knowledge of the CHAA exam content and identify areas in which additional study is necessary before you take the exam, as well as helping you prepare.

The Prep course will address specific areas that will assist you in knowing what the CHAA Examination is, how to take multiple-choice examinations, understanding test-taking strategies, addressing your learning style, and developing and implementing a complete study plan.

The goals of **this** course are to help candidates:

- Learn about the CHAA examination
- Assess what you already know
- Discover where your weak areas are
- Learn successful test-taking strategies
- Develop a study plan that will help you prepare for the examination

The course will be made available online at [www.naham.org/education](http://www.naham.org/education) and will be sent to you with a direct link via email in early Fall of this year!

*Note: The NAHAM CHAA Online Certification Preparation Course is a learning tool, and does not guarantee success on the certification exam*

*NAHAM, the leader in patient Access Services, is opening its doors to additional and more comprehensive learning materials designed to help you prepare for examinations, learn more about a specific topic(s) or educate those in your organization in a particular area of interest.*

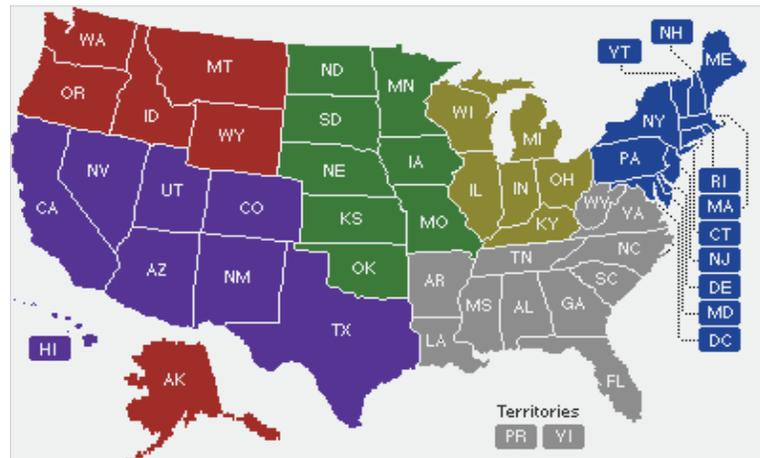
*Choose between our array of Educational items and have them mailed to you with no additional shipping cost today!*

*Learn more and purchase today by visiting*  
**[www.naham.org/education](http://www.naham.org/education)**

# The NAHAM Regional Statistics Page

*Click. Compare. Promote.*

All compiled onto one easily accessible page, you can now instantly view the total number of those certified in your area, as well as see how your regions credentials compare to others.



## Expired Credential?

The Retroactive Maintenance Program enables those who missed their CHAM or CHAA certification maintenance submission deadlines to retain their credential if they are able to document their continuing education activities for the time period(s) they should have reported had they participated in the regular maintenance program.

Please visit [www.naham.org/retro](http://www.naham.org/retro)

Using new and easy-to-use data features from Certification Central, NAHAM has compiled both membership and certification statistics into one easy-to-read page.

Equipped with 2012's most recent Certification and Membership numbers, your region's official count is just a few clicks away! Use this page to help boost your region's membership and/or certification numbers or to simply get more involved in what's happening around you!

All regions are separated and have a link to every regional delegate's most up-to-date contact information. Contact them with ideas, suggestions, or just to see what's going on in your area.

This page will be updated every three months for each of our testing windows to reflect the newest numbers in each region.

It is very important to remember that

being certified through NAHAM does not make you a member of the association; membership is completely separate and is at an annual fee of \$165 per year.

If you recently earned your CHAA Credential, please consider our [Associate Membership](#), which can be obtained at a rate of \$60 per year.

Please feel free to use NAHAM's Statistics page freely, pass along to others, and insert into any presentation you may have.

We hope that you find the newest addition to the NAHAM website useful and that it helps to give you an understanding of the nation-wide impact the CHAM and CHAA credential has, as well as watching the numbers grow every year.

As always, please feel free to contact NAHAM with any questions, comments or concerns about our newest addition.



**Midwest: 274 Active Members**  
**Current Active CHAM: 149**  
**Current Active CHAA: 793**  
**CHAM Pass Rate: 74%**  
**CHAA Pass Rate: 83%**

Source: [www.naham.org/stats2012](http://www.naham.org/stats2012)





*The deadline for the October CHAM & CHAA testing period is August 31<sup>st</sup>!*

***In December 2011, NAHAM launched Certification Central; your one-stop shop to apply for and maintain your credential. From direct emails into your applicant home inbox to all past and future Certification Maintenance dates, Certification Central has taken all things NAHAM Credential related and put them in a single individualized dashboard, available 24/7 for any and all certification-related needs.***

## Next Up...

The next CHAA Certification Maintenance period will be open from April 1-30, 2013 for those who certified or recertified in 2011 or any previous odd-numbered year.

In the meantime, you may upload the required thirty (30) contact hours into your Certification Central homepage.

The non-member and member maintenance price remains at \$25

For help with this process please visit [www.naham.org/?page=CertMaint](http://www.naham.org/?page=CertMaint)

Studies have shown that certified professionals are not only more productive in their work but also that certified professionals, in general, are paid more than their non-certified counterparts. Help employers match job requirements with *your* qualifications and skill; completing a certification program shows that you can acquire new knowledge and skills quickly and easily, enabling you grow at the speed of new technologies. Quite simply, the certifications you hold can be the difference between you and a lesser-qualified candidate.

Start your journey towards becoming a Certified Healthcare Access Manager (CHAM) or Certified Healthcare Access Associate (CHAA) today! Thoroughly review our [Candidate Guide to Certification](#) and then consider applying for an examination.

Aren't sure what you can report or how many Contact Hours your professional development activities are worth? Please refer to the [NAHAM Contact Hour Guide](#) for guidance.

### How to Enroll:

**First Timers - Signing up in Certification Central (for non-members and non certificants only)**

Go to NAHAM's home page [www.naham.org](http://www.naham.org)

1. Go to right side of the page under "Sign in" and click "haven't joined yet"
2. Scroll to the bottom and click "non-member"
3. Enter your first name, last name, select your region and enter preferred username (usually email address).
4. From there you will fill out your contact information and create a password, which will be stored to your profile in Certification Central.

You are logged-in to Certification Central after you submit at step #5. You may go directly to <https://certification.naham.org/> and be logged-in there as well!

For a full overview of the process in PDF form please click [here](#).

For the complete Webinar, complete with voice over, please click [here](#).

Please contact NAHAM with any questions you may have by emailing [info@naham.org](mailto:info@naham.org) or calling 202.367.1125.



# NAHAM Certification Commission

Elizabeth Reason, CHAM, Chair  
McLaren-Bay Region  
Bay City, MI

Toiya Jones, MBA, CPAR, CHAM  
Quorum Health Resources, LLC  
Brentwood, TN

Connie Longuet, CHAM, MBA, MHA  
University of Texas MD Anderson Cancer Center  
Houston, TX

Annemarie Mariani, CHAM  
Siemens Health Services  
Malvern, PA

Raelene Worsham, CHAM  
McKay-Dee hospital  
Ogden, UT

Donna Hone, CHAM  
Botsford Hospital  
Farmington Hills, MI

Peggy Dunn  
Lenoir Memorial Hospital  
Kinston, NC

Gina McKenna, CHAM  
Texas Health Presbyterian  
Denton, TX

Tammy Rose, CHAM, CPAM  
Franklin Memorial Hospital  
Farmington, ME

Beth Hunley, CHAM  
Jay County Hospital  
Portland, IN

NAHAM National Office  
Mike Copps  
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Tiffany Boykin  
Association Manager

Caroline Fabacher  
Program Coordinator

Belle McFarland  
Program Senior Associate

Lindsay Pullen  
Marketing and Communications

Delicia Hurdle  
Certification Manager

*CertAlert* is a publication of The National Association of Healthcare Access Management in Washington, DC.

*A New Voice in NAHAM Membership*

## The Associate

Member category was designed expressly with *front-line patient access professionals* in mind. It is an entryway membership into NAHAM and is priced affordably to enable you to experience community in the premier professional membership organization dedicated to Patient Access Services.

Associate Membership is designed for those working in non-supervisory front-line staff positions in a healthcare setting who are responsible for collecting information from incoming patients regarding services needed. This membership category is also for undergraduates currently enrolled in an accredited academic institution. Associate members will be entitled to one (1) vote and may serve as a member of a committee but may not hold office or serve as a Chair of a committee.

Membership dues are only \$60 per year and include benefits designed especially for front line staff and undergraduate students with an interest in patient access services.

Associate Members of NAHAM immediately become members of a community and gain access to a number of resources designed to help you leverage that access in order to learn the important issues impacting Patient Access Services and how you can help drive improvements in your own hospital facility. These resources include the:

- Comprehensive Website
- Discussion Forum
- Access KnowledgeBase
- Weekly Access News (the NAHAM Newsbrief)
- Patient Access List Serve
- NAHAM Career Center
- Membership directory
- Discounts on all NAHAM products
- Access Management Journal

Additionally, a major benefit to those Associate Members that are CHAA certified is that they are waived from paying the bi-annual CHAA Certification Maintenance fees. Please visit [www.naham.org/associate](http://www.naham.org/associate) membership for FAQ and additional information on how you can join today!

**Attention! All Certificants who have ever Recertified!** Have trouble keeping up with your hard copies of your recertification certificates? Recently misplaced one and need to confirm your certification status? Recently, a new feature has been added to your dashboard in Certification Central so you can instantaneously retrieve your most current certificate! Simply log-in to your dashboard and click on "Print Certification Maintenance Card." Your certification is always secure and up-to-date and now with the convenience you need.

## CHAA Spotlight:

### Alicia Renee Jones, CHAA

*Patient Access Representative III*  
Emory Healthcare-St. Joseph's  
Hospital

Atlanta, Georgia

CHAA since July 27, 2012



#### **What drew you to the NAHAM credential program?**

Wanted to have the certification to show that I am knowledgeable of my job career.

#### **What is the most rewarding aspect of having the CHAA?**

Knowing that I have the expertise in my job career and it's nationally known.

#### **Would you recommend NAHAM Credentialing program to others?**

I would recommend this credentialing and if you want to stand out in your career; if you want advancement. I would suggest obtaining this certification.

#### **Was earning a credential in healthcare something you aspired to?**

Yes!

#### **What were your reasons for seeking certification?**

Seeking advancement in my career.

#### **How does certification distinguish you from other patient access healthcare professionals?**

My certification proves that I am very knowledgeable; more than just having years of experience.

#### **What did you expect the certification process to be like?**

I expected that the process would be very hard.

#### **What have been the rewards of earning your credential?**

Self Achievement

#### **What does your hospital's executive management think of your earning of the CHAA Credential?**

Our management staff encouraged us to strive for this certification and instructed us that this is a must-have for advancement within our department at Emory Healthcare of Atlanta, Georgia

#### **What advice would you give those seeking to earn their credential?**

To make sure it is a goal to obtain this certification; it's a must have. This will help you stand out amongst the rest.

*Are you interested in being "Spotlighted" in a future issue of CertAlert?*

*Do you have colleagues who you feel deserve recognition in an upcoming CHAM or CHAA feature?*

*Contact [info@naham.org](mailto:info@naham.org) and tell us who you would like to see in a future issue.*

*NAHAM will contact selected certificants to confirm their participation and conduct interviews.*



## CHAM Spotlight:

**Robin Woodward, CHAM**  
*Director, Patient Access*  
**Riverside Regional Medical Center**

**Newport News, Virginia**  
CHAM since October 24, 2005



## Next Up...

The next CHAM Certification Maintenance period will be open from June 1-30, 2013 for those who certified or recertified in 2011 or any previous odd-numbered year.

In the meantime, you may upload the required sixty (60) contact hours into your Certification Central homepage.

The non-member maintenance price remains at \$100 and member maintenance at \$50.

For help with this process please visit [www.naham.org/CertMaint](http://www.naham.org/CertMaint)

### What drew you to the NAHAM credential program?

Since NAHAM is a nationally recognized certification, it was important to be in touch with the latest happenings in the Patient Access arena. Becoming certified has allowed access to that.

### What is the most rewarding aspect of having the CHAM?

One is serving as Proctor for our Health system. We offer the CHAA quarterly for individuals that meet our criteria program. This allows me interact and network with Patient Access individuals in many other healthcare organizations.

### Would you recommend NAHAM to others?

Absolutely! Having a national certification in your field of work shows that you are invested in what you do as a professional. I also offer and encourage all of my staff to take the CHAA exam. This has tremendously increased their level of professionalism and they no longer feel that they are "just a registrar".

### How does certification distinguish you from other patient access healthcare professionals?

It shows an added commitment to the position. I think the certification shows that you take what you do seriously, and don't mind doing the extra to make sure that you're up to date on the latest and greatest.

### Was earning a credential in healthcare something you aspired for?

Most definitely, having the credentialing adds an extra value to the validity of what it is that we do in patient access areas every day.

### What were your reasons for seeking certification?

I take great pride in what I do. I feel having this certification just helps to demonstrate my commitment. This certification helps to give professional validity to the area of Patient Access.

### Was the NAHAM Certification process what you expected?

I expected it to be more time consuming and difficult than it was. It is not "easy" you have to have in depth knowledge of the Patient Access field.

### What have been the rewards of earning your credential?

I feel I have obtained that high mark of professional achievement and knowledge in my healthcare field.

### What advice would you give those seeking to earn their credential?

Go for it! I think you will gain in-depth knowledge of Patient Access functions and management practices.

### What does your hospital's executive management think of your earning of the CHAM credential?

The NAHAM CHAA and CHAM credentialing programs has assisted with our entire organization realizing and understanding what Patient Access does on a daily basis. And the impact our teams have on the entire health system and our customers. Our executive leadership is very supportive of both the CHAA and CHAM certifications and continuously encourages us.



## Facility Spotlight:

# Cape Fear Valley Health System

## Fayetteville, North Carolina

Over 95 Certified CHAM & CHAA Individuals

*Cape Fear Valley is the 9th largest health system in the state with 765 patient beds, serving a six-county region of Southeastern North Carolina and more than 935,000 patients annually. CFVMC specializes in heart care, cancer treatment and surgical services. We have a full-service Family Birth Center as well as a Level-III Neonatal Intensive Care Unit (NICU) to care for the tiniest members of our community. A half-century after its opening day, Cape Fear Valley Medical Center is the healthcare provider of choice for thousands of families in the Cape Fear region.*

*Special thanks to Karla Sessoms, CHAA, CHAM, Patient Access Manager and Penny Smith, for their contribution to this article. Please visit [www.capefearvalley.org](http://www.capefearvalley.org) for more information!*

### What drew you to the NAHAM credential program?

The decision was made to implement a career ladder for our registration staff, providing them with an opportunity to strengthen their current skills and knowledge within Patient Financial Services. After investigating various certification programs, we found NAHAM met our needs.

### What aspect of working with NAHAM have you enjoyed the most?

Webinars, as they provide us with an opportunity to enhance our current skill level and stay in tune with the latest trends and events.

### What are the benefits to your employees?

Employees are able to obtain a certification they can take with them, no matter where they go. Even if they go to a facility without a career ladder, it will prompt discussion regarding certification opportunities.

### How is the patient access healthcare profession changing?

People are realizing that patient access is not as



simple as they thought. Staff must juggle a massive amount of knowledge that changes constantly. This requires employees to stay abreast of current policies, procedures, and practices, of not only their individual department but the entire facility and healthcare as a whole.

### Do you see credentialing as being mandatory for hospital patient access workers in the future?

Some hospitals already require credentialing for patient access staff. As more facilities incorporate Career ladder programs for patient access staff, it will eventually become commonplace.

### What benefits does certification bring to your hospital?

Employees undergo extensive training in preparation for their roles in the department. Certification exemplifies their knowledge; while continued certification demonstrates their dedication. Employees now embody a sense of ownership in what they do and in the service they provide within the department.

### Do you believe having credentials will help employees adjust to changes in healthcare?

It is very possible. Obtaining credentials within your field continuously exposes you to the changing environment, new policies, regulations, etc ...; thus, strengthening the skill level with each transition. That exposure provides us with the opportunity for preparation of changes while promoting a positive experience during change.

### How do you believe having credentialed professionals will benefit your hospital?

It exhibits that staff obtained the knowledge and accepted challenges to continue to grow with the health system. Becoming CHAA certified has really seemed to give our team a sense of empowerment and accomplishment which in turn benefits our entire Health System.

Have your hospital highlighted in an upcoming issue of CertAlert!

Contact us at [info@naham.org](mailto:info@naham.org) and tell us why your facility should be profiled in an upcoming issue.



## *Dates to Remember...*

- **August 31, 2012**  
Deadline to sign-up for the examinations in the October testing window.
- **November 30, 2012**  
Deadline to sign-up for the CHAM & CHAA examinations in the January testing window.
- **February 29, 2013**  
Deadline to sign-up for the examinations in the April testing window.
- **April 1-30, 2013**  
Those who earned their CHAA certification in an odd year to participate in the CHAA Certification Maintenance Program.
- **May 15-18, 2013**  
NAHAM's 39th Annual Educational Conference & Exposition, Atlanta, GA ([www.naham.org/conference](http://www.naham.org/conference)). *Earn up to 22 contact hours!*
- **June 1-30, 2013**  
Those who earned their CHAM certification in an odd year to participate in the CHAM Certification Maintenance Program.

*Have a special date you want to see in CertAlert?*

*Send the information to [info@naham.org](mailto:info@naham.org) or give us a call at (202) 367-1125.*

## *Save the Date...*

Please join NAHAM for its 39th Annual Educational Conference & Exposition

Atlanta, Georgia

May 15-18, 2013

Hyatt Regency Atlanta

*Earn up to 22 Contact hours!*

*For more information please visit [www.naham.org/conference](http://www.naham.org/conference)*