

Northwest Outlook



hfma™ washington / alaska chapter
healthcare financial management association

September - October
2009

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Publication Objective

The NW Outlook is the official publication of the Washington/Alaska Chapter Healthcare Financial Management Association. Our objective is to provide members with information regarding Chapter and national activities, with current and useful news of both national and local significance to healthcare finance professionals and to serve as a forum for the exchange of ideas and information.

President's Message

by Grant Baumgartner, President



Chapter Status Report 10.23.09

Dear HFMA Washington – Alaska Chapter Members:

As I write this Chapter status report to you, I am in Anchorage attending our

Chapter's 6th annual Anchorage meeting, the most successful ever, attracting a record 129 people. I am writing this report to our Chapter membership to keep you updated on the extremely successful year, that you volunteers and participants are making happen!

Our Chapter truly is incredible, thanks to the strength and tenacity of our members. Despite being in the worst recession in decades and most of our organizations cutting back on budgets for association memberships and professional education, the Washington – Alaska Chapter of HFMA is having one of its strongest years ever! This is amazing and a testament to our Chapter.

The remainder of this letter will give you details on

the outcomes of our Chapter's educational programs and strategic initiatives **completed** in just over four months into our HFMA fiscal year.

Chapter Educational Programs

- July 2009 Summer Healthcare Summit – **record attendance at 105**; overall conference rating of 4.5 out of 5.
- September 2009 Joint Meeting with Oregon – **record attendance at 244**; overall conference rating of 4.5 out of 5.
- October 2009 Anchorage Meeting – **record attendance at 129**; overall conference rating of 4.4 out of 5.

This is an absolutely phenomenal achievement,

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Contributing Writers

Peggi Ann Amstutz
Grant Baumgartner
Marc Krimein
Walton Luke
Shawn Mimnaugh
David Morgan

THANK YOU!!!

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both in terms of attendance and quality of the conferences, particularly given the current economic environment!

National & Regional Education Programs

- Annual National Institute (ANI) – we were the host Chapter for ANI this year and provided a full team of course coordinators for the conference.
- Region 11 Symposium – we provided a team that assisted in planning the 2010 symposium program, which has been completed and the brochure is out.

Certification Support

- Study Guides – we purchased an additional set of certification exam study guides to further support our member's certification goals.
- Exam Access – we are now offering a venue and proctor to take certification exams at Chapter meetings to provide additional exam access for our members.
- Exam Reimbursement – we are now offering exam application reimbursement for one passed exam per member to further encourage certification.

Members, you can do it! Become certified.

New Members

- Welcome Call From a Board Member – we have initiated this to provide a leadership contact for new members.
- One Free Meeting During the First Year – we have initiated this to encourage new member participation and attendance and to get new members plugged in.
- New Member Ribbon – we have initiated at each new member's first meeting to function as a conversation starter to increase networking

Chapter members, please say hello to our new members!

Meeting Forums and Fees

- Provided our First Educational Program Web Cast – at our July 2009 Summer Healthcare Summit meeting; and plan to continue web casting our upcoming November, February and May programs.
- New Provider Rates – for members employed by healthcare provider organizations, we are giving reduced rates to encourage healthcare provider organizations' employee attendance at Chapter meetings.

Increased CFO Involvement

- CFO Panel Presentations – we have had three CFO panel presentations including 10 CFOs presenting; and more to come!

CFOs, you are the leaders of our profession. We welcome your continued participation and leadership! Please contribute your knowledge to our members.

Professional Development Tracks (Soft Skills)

- Leadership – 4 tracks in our conferences
- Professional Relationships – 1 track on improving professional relationships.

But wait, we're not done yet! Those are only the things that have already been implemented. Our Chapter is **working on** other exciting initiatives. Here is a peek at what is still to come.

New Chapter Web Site

- Document Access – for Chapter governance documents, presentations and technical material.
- Social Networking – either on the site or a portal for a Chapter group on Facebook, LinkedIn, etc.
- Chat Rooms – for discussion between members on healthcare or other topics.

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Remaining Chapter Meetings

- November 19, 2009 – Cedarbrook Conference Center, Sea-Tac, WA
- February 24-26, 2010 – Hilton Hotel, Sea-Tac, WA
- May 26-28, 2010 – Davenport Hotel, Spokane, WA

Okay, that's it for now. Our members have been very busy this year enhancing the value of our Chapter to all of our members. Again, our volunteer members are truly incredible and a HUGE thank you goes out to all the active volunteer participants who have made all of this happen!

I encourage all of you to get involved in advancing your career and helping advance the careers of others through HFMA. Looking forward to the rest of the HFMA fiscal year serving with you.

Sincerely,

Grant D. Baumgartner
 President
 HFMA Washington – Alaska Chapter

on the run?
 stay connected at
www.waakhfma.org

Recovering International Patient Account Reimbursement

by Marc Krimen | International Revenue Recovery Group
 and
 Shawn Mimnaugh | Director Third Party Liability Outreach Services

Everyone in the health care industry has experienced the frustration of revenue loss by international exposure. All too frequently, hospitals encounter obstacles to reimbursement after caring for an insured international patient and, even for the experienced financial worker, those obstacles prove difficult to overcome.

Dealing with international reimbursement presents unique issues not seen with domestic health insurance, and requires sensitivity to international laws, cultures and customs. One should not be surprised or discouraged when a patient from the Philippines purchased travel insurance in Japan, and the Norwegian claims office seems perpetually closed for a national holiday. However, the basic methodology for approaching international reimbursement claims is analogous to that used when pursuing reimbursement from domestic insurers: identification of coverage sources, establishment of liability, and preparation of supporting documents for the medical charges incurred.



International accounts can be broken into two basic categories: (1) the more common involving international travel or health insurance

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and (2) the less common where reimbursement is dependent upon establishment of third party liability. In the travel or health insurance scenario, the most difficult obstacle facing the provider is often the actual receipt of the medical payment. International insurers covet their option to reimburse the patient – not the providers. The complications arising from this scenario are only aggravated when the debtor/patient resides outside of the United States.

The latter scenario, with reimbursement arising out of third party liability, is even more complicated. The most traditional means of pursuing third party liability – litigation – is costly, time consuming and in many cases, ineffective, when the defendant lives abroad. International service of process is complicated and can take many months. Even if service is accomplished, the defendant may refuse to participate in the litigation. Although the provider can obtain a default judgment, there is no leverage to compel payment unless the foreign defendant has assets within the United States.

A disciplined approach to potential international



claims can help avoid the many difficulties that may arise, whether dealing with foreign health or travel insurance or third party sources of reimbursement. As part of the admissions

process, the provider should gather clear copies of the patient's visa, passport, government and / or country issued identification, and insurance information, including any insurance contracts or

documents the patient may have in their possession. Once a provider has confirmed that they will be dealing with an international claim, obtaining a *general information release* parallels a specific *medical release*, thereby lending access and credibility when contacting potential payers. Having the patient execute an *assignment of benefits* will help remove any ambiguity as to whom reimbursement should be issued.

Obtaining a local contact can simplify communication with the patient while at the same time facilitate – at no expense to the provider – translating an insurance contract which may be written in a foreign language. We recently encountered a situation which involved a patient with an extended visa. Our advocate identified a family friend during the screening process who assisted in translation of the insurance agreement. That translation revealed that visa extension periods were expressly excluded from coverage. It wasn't the news we wanted to hear, but it eliminated wasted time pursuing a payer that had no obligation to provide coverage.

Successful recovery of international claims requires both persistence and a willingness to think outside the box. The financial services worker must be willing to become familiar with world clocks, arrange for translators, e-mail in foreign languages and work odd hours to call foreign locations. However, patience, discipline and creative use of available resources will give rise to positive results. In one recent case, we sought assistance from a State Attorney General to obtain reimbursement from a travel insurer in China. In another matter, our persistence resulted in a Malaysian insurer issuing payment directly to our provider in Washington for a patient from Thailand.

Recovery from international sources is often quite arduous, but if attended to properly, will result in substantial increases to your revenue.



Alaska Healthcare Watch



This column is intended to share and inform the Chapter Members about Alaska healthcare financial news

by David Morgan,
Director of Reimbursement
Southcentral Foundation



Congressional leaders continue their internal negotiations in a push to reach consensus among senate leaders and 60 of their members and House leaders and 218 of their members' continues. For the State of Alaska policy makers and the Legislators are waiting to see what happens on the federal level.

Representative Wes Keller, Chair of the Health Committee was the featured speaker at the September 10, 2009 Alaska Primary Care Association Fall Conference and Legislative Summit. This transcript has been lightly edited for length and clarity to the question of the next legislative session.

I can't and won't do any predictions about what the next session is going to do or pass in health care. There's too much here, going up in the air, you know, being danced around. The Denali KidCare, SCHIP, it's meaningless if something

passes on the Federal level, that's similar to what some of the things I've seen. So, it would be kind of ridiculous to waste a lot of time. I know, it's in Representative Herron's and my committee, health care, and I don't know where it's going to go, and what it's going to do. But we're working on it, but we all got to kind of hold back here until we see what happens on the federal level. The Legislature is waiting to see what happens!!!

Alaska Health Care Commission Update:

The next Commission meeting is schedule for Friday, November 6 – Saturday, November 7, 2009. You will be able to obtain an agenda at the following website; <http://www.hss.state.ak.us/healthcommission/meetings.htm>.



Incentive Payments for Meaningful Use of EHR; the American Recovery & Reinvestment Act (ARRA) contains provisions which will provide incentive

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Medicare and Medicaid payments (up to \$44,000 for individual providers and up to \$2 million for hospitals) starting in 2011, if the facilities demonstrate "Meaningful Use of



Electronic Health Records." All of us can get more information at the Alaska eHealth Network (www.ak-ehealth.com/).

Medicaid Update: The Alaska Department of Health and Social Services propose to adopt regulation changes in Title 7 of the Alaska Administrative Code that will result in a near total replacement of existing Medicaid regulations in Chapters 105 -160. The proposed regulations are a comprehensive reorganization and rewrite of all coverage and payment regulations governing Medicaid program in Alaska, with the exception of certain mental health related sections. The comment period has closed and we should have the complete new regulation in the next 30 days.

I am scheduled to Interview Governor Parnell on his legislative agenda for 2010 session for use in the December Newsletter next week at the Region Republican Health Policy Conference. Sadly that will be my last Column. I have accepted the Chairmanship of the Municipality of Anchorage Health and Human Services Commission.



October 2009 Meeting in Anchorage, Alaska

Leadership That Makes ¢ent\$ Making It Count: You Can Be A Change Agent!

The 6th annual Anchorage Meeting can only be described as a triumph! Participation was record breaking, the topics stimulating, speakers enthusiastically received, and the



knowledge sharing immeasurable. The overwhelming

success is attributed to the combination of the attendee's enjoyment, the generosity of the sponsors, and the speaker's experience and expertise. Above all the achievement is the result of the planning committee volunteers' tireless determination to present a high quality professional and educationally valuable event. This meeting's success demonstrates how important quality learning opportunities are to our Alaskan members and the Alaskan healthcare community at large. What a tremendous show of support for our Chapter! ■

WEBINAR: EDUCATION FOR THE FUTURE - Attending Via Internet

by Walton K. Luke FHFMA, MBA
L.H. & Associates, LLC
E Learning Committee Co-Chair

A Successful Webinar Beginning

On Monday, August 24th, 2009 from 1:00pm to 4:00pm, Region 11 (the 7 chapters of Northern California, Nevada, San Diego & Imperial County, Washington~Alaska, Hawaii, Oregon, and Southern California) presented a "Live Internet Video Streaming/Webinar" CFO Panel Discussion on "Health Care Reform—What are you doing to prepare for it?" And, for only \$15.00 per facility with minimal promotion (a lot of the effort was spent on insuring the quality of the presentation using the new webinar and presenter strategies), 67 participants, and who knows how many Chapter Members-Nonmembers/facility were in attendance, gave the event above average to excellent reviews (especially for the price).

This was all done as a sponsored event by the Hawaii Chapter with the HFMA Region 11 Presidents' Meeting held at the Orchid Hotel in Kailua Kona, on the Big Island of Hawaii. But there is more to this event that you are not aware of, and that the Northern California Chapter Volunteer Leaders assisted in playing an important role in making all of this happen. For a better perspective, we need to start at the beginning.

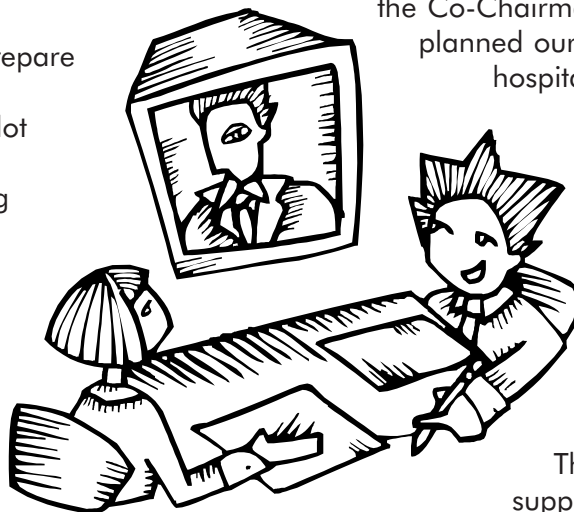
2008 HFMA Region 11 Presidents' Meeting

In August of 2008, this meeting was held at the Turtle Bay Resort in Kahuku, Oahu Hawaii. There

the Region 11 Executive-Elect Mickey Duke discussed a need for 24/7 education that was inexpensive and accessible at anytime for those HFMA members who were known insomniacs with a need for education that could be accessed from Chapter websites and for us, our newly improved Northern California Chapter website.

This led to a discussion with Chuck Acquisto, Past President of our Chapter at the December, 2008 Chapter Board Meeting. There Steve Thompson FHFMA, PFS Director of SutterHealth Marin General Hospital and I, spoke to Ken Jensen CFO of ValleyCare Health System, Livermore and Chapter President-Elect, about this need, and he approved the formation of our 24/7 Webinar Committee. Steve became the Chairman and I

the Co-Chairman of this Committee, and we planned our first event to be held at a hospital site in Reno, Nevada with the Nevada Chapter as the Host for our Yerger Award winning PFS Roadshow. Back then, the Nevada Chapter contracted on a short term basis with a healthcare webinar service that the 2 chapters shared costs and activity.



That event was sponsored and supported by the Region 11 Treasury and although successful, the webinar service provided had a number of glitches that were not satisfactory to us. This was reported back to the Region 11 Presidents and President-Elects, and the Northern California Chapter made a decision to take a more active role in selecting a better, more stable webinar service that was also less expensive and better manageable in assisting the region for the upcoming 2009 Presidents' Meeting at the Orchid Hotel on the Big Island, as well as provide an education program that would be attractive to a webinar audience of Hawaii Chapter Members as well as other Region 11 Chapter members.

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Behind The Scenes Planning For The Upcoming 2009 Region 11 Presidents' Meeting

In February, 2009 at the Northern California Chapter Board Retreat, Kathy Cain, CFO/VP of Finance at St. Agnes Medical Center Fresno, CA and upcoming Chapter President-Elect, discussed her interest in putting a CFO Panel presentation together for this webinar event if we were interested (Kathy used to be the CFO/VP of Finance at Maui Memorial Medical Center in Kahalui, Maui.) The Region 11 Executives discussed this with the Hawaii Chapter Volunteer Leadership, and they were very interested in a high level CFO Panel led by Kathy as the Moderator. Within several months, Kathy put together the CFOs who were hand-picked and at the upcoming Regional meeting: Ken Jensen our Chapter President to discuss "Reform and Physician Relations;" Diana Gernhardt FHFMA, Hospital CFO for Oregon Health & Science University, Oregon Chapter President to discuss "One State's Response to Reform;" and Jim Heilsberg, CFO Whitman Hospital, Colfax, Washington and Washington~Alaska Chapter President-Elect to be the last speaker before questions and answers, to discuss "Reform as It Applies to Community Access Hospitals (CAH)."

Simultaneously, Jayne Kroner Marketing Director for The Cyrius Group and Chapter Secretary, who at that time was responsible for 24/7 Webinar Committee and now renamed E Learning Committee, requested that we do a "due diligence" review of several webinar service providers before committing the chapter to a contract for webinar services. As time was getting short, I reported to both Mickey Duke of the Nevada Chapter and upcoming Region 11 Executive as well as David Epstein of the San Diego and Imperial County Chapter and upcoming Executive-Elect of our Chapter decision, and within a month+ we selected the webinar service provider, "WebEx," a Cisco Company service operating out of Fremont, California. It was one of the webinar services that Jayne's company also used with great success.

Steve, myself, the Chapter Executive Committee and Geli Argao, the Chapter Executive Administrative Assistant, all previewed a demonstration before contracting with WebEx that was much to our liking, and provided what we wanted to see in a webinar service plus technical support for any webinar training the chapter decided upon.

The Changing Location of the Webinar Broadcast

Initially, the broadcast itself was to be at the Orchid Hotel, but it suddenly became too expensive to hold there with all the added costs that was needed for the presentation. Instead, the Hawaii Chapter was able to get the North Hawaii State Hospital an hour away, and we were able to hold a dry run the day before the event. There were a number of technical concerns to address; but with Geli Argao, the Chapter Executive Administrative Assistant in control of the event from her location in Northern California, Cisco Technical Support assisting from another site, along with having the Hawaii Chapter President Tammy Dumlao and David Epstein, Region 11 Executive-Elect, become the on-site reviewers/monitors, the webinar was effectively produced with good results.

The Conclusion—It Is Just The Beginning

For those in attendance on the webinar—it was well executed; the speakers were very good if not great, the subject matter "hot topic/ongoing concern", and all in all, a fantastic 1 1/2+ hour educational event.

This is something that the Chapter can build on successfully for future successful webinar productions and bring to Region 11 a successful culmination of collaborative efforts by not just Region 11 Volunteer Leaders but also the Northern California Chapter Volunteer Leadership without whose active roles and involvement, such successful educational events just wouldn't happen. ■

CORPORATE SPONSORS

The Chapter would like to thank the following companies for 2008 - 2009 sponsorships:

PLATINUM LEVEL

Audit and Adjustment Company
Bennett, Bigelow & Leedom, P.S.
Coopersmith
Dingus, Zarecor and Assoc.
Foster Pepper PLLC
Healthcare Resource Group
Merchants Credit Association
Moss Adams LLP
Outreach Services
Triage Consulting Group

GOLD

Case Mix Analysis
The Data Systems Group
Derry, Nolan & Associates, LLC
Emdeon Business Services
Garvey Shubert Barer
HealthFirst Financial, LLC
KPMG LLP
Michael R Bell & Company PLLC
Newman Dierst Hales, PLLC
PNC Healthcare
Professional Credit Service
Protiviti
R&B Solutions
RelayHealth
Siemens Healthcare
U.S. Bank

SILVER

Clark Nuber PS
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J&L Teamworks
NCO Financial Systems Inc
Ogden Murphy Wallace, PLLC
Passport Health Communications
Perot Systems Healthcare
Piper Jaffray & Co.
Red Cedar Partners, LLC
The SSI Group, Inc.
West Asset Management, Inc.

BRONZE LEVEL

AR Systems, Inc.
Cymetrix
Legend Data Systems
Mark Hugh & Associates PLLC
Parker Smith Feek



Mark Your Calendar

Nov. 19, 2009

Chapter Meeting



Cedarbrook
Conference Center
Sea-Tac, Washington

SEE YOU THERE!

Join us for the
February 24-26th,
2010 Meeting!

at the

Hilton Hotel
Sea-Tac, Washington

Keep up-to-date on your education hours!

Certification Maintenance

Here is another reason to attend a HFMA chapter meeting!

Along with great educational sessions and networking opportunities, chapter meetings provide necessary education hours for certification maintenance. Along with your CPA or other designation, don't forget that HFMA certification (as either a CHFP or FHFMA) also requires ongoing education hours.

Per the HFMA requirements: "The HFMA Board of Directors requires that all CHFPs and FHFMA's complete continuing education activities to demonstrate they are maintaining their technical and professional competence." This evidence for designation is due to National every three years. Failure to meet the maintenance requirements by May 31st of your "third year" will result in removal of the designation. The designation will then need to be re-earned by successfully completing the requisite exams.

The continuing education requirements are as follows:

- 90 contact hours total in eligible programs over the three-year period.
- A minimum of 20 contact hours per maintenance reporting year.
- A minimum 50% of the total contact hours (45 hours) must be in healthcare finance. The remaining contact hours may be from attending other eligible programs and professional activities. A listing of all eligible programs and activities is available at www.hfma.org/certification/certmaintenance/.

As a reminder, HFMA National maintains a listing of National programs you have attended (e.g., ANI, National Clusters, etc). Each member is responsible for reporting their own chapter, regional and other education hours to National. The certification site above has directions for reporting your educational sessions.

Prior to the end of your three-year education period, National HFMA will send out a reminder E-mail on your certification hours. Don't get caught up in a reporting or training scramble. Keep up-to-date on your education hours!

Your next opportunities to earn local chapter education hours are:

- November 19th at the Cedarbrook Conference Center in SeaTac, WA.
- February 24th – 26th at the Hilton in SeaTac, WA.
- May 26th – 28th at the Davenport Hotel in Spokane, WA.

In addition, don't forget the Region 11 Symposium, January 25th – 27th at Caesars Palace in Las Vegas!

Greetings from Council 1 Chairperson

by Peggi Ann Amstutz

We are halfway through our 2009-2010 HFMA year and I wanted to let everyone know what Council 1 aka Chapter Operations is doing or has done thus far.

Sponsorship: Under Gail Sarchet's awesome leadership our chapter has secured over \$60,000 in vendor sponsorship for the 2009-2010 year. Our sponsors are a key success factor to our chapter; they help us keep our conference fees low which enables our members to partake in great HFMA educational opportunities at reasonable rates.

Registration: Norma Pearce has spearheaded our chapter's successful launch of Cvent. This program allows us to have on-line registration, send email blasts and helps streamline our registration process. Norma also coordinates the volunteer's who 'man' the registration desk at all of our meetings.

Program Evaluations: Lori Nomura continues to lead the charge in making sure we always have evaluations available for all of our events. She tabulates the results and sends them out to the Committee Chairs and Officers in a timely manner. This is vital feedback from our attendees which allows us to continually improve our educational offerings as well as ensure our venues are meeting everyone's needs.

Facilities & Social Events: Maryann Yates has helped secure some excellent facilities and awesome social events for our chapter meetings. Our meeting locations are often a 'key' component of the decision making process in whether or not folks decide to attend. If the location is convenient, priced competitively and agenda jammed packed with current events we know we will have awesome attendance.

Operations Manual: Eric Teshima is heading up this huge task. It is safe to say that this manual is in serious need of a 'dust off' and revision. The purpose of the manual is to outline what our chapter does and how we carry out these tasks. It will be nice to have an up-to-date resource that anyone can reference. Our goal is to have in available on-line for everyone.

By-Laws: Gregg Terreson helps to keep these reviewed and up-to-date. These need an annual check-up to make sure they are current with our operations.

Vendor Faire: We have a cadre of volunteers who make this happen! Mark Flaten is the Ring Leader in charge of infrastructure and booth contractors. Greg West leads the charge in producing mass mailings to our vendors. Patti Peterson is the party planner; arranging for vendor packets and handling the administration tasks for the group. Rik Lewis handles booth assignments and secures the Entertainment for Thursday evening. Of course this group handles many more details than you and I will ever know! All we know for sure is that our Vendor Faire is a Premier event for our chapter and it wouldn't happen without these terrific volunteers!!

So as you can see, Council 1 has loads of opportunities for volunteers. We can use volunteers all year round, for specific events or behind the scenes work. Feel free to contact any of us if you would like to help ensure the continued success of our wonderful chapter!!





New Members

The Washington/Alaska Chapter is pleased to announce the following new members:

Stephanie Aplin
Stevens Hospital

Cheryl Arndt
Whidbey General Hospital

Mitch Bowman
GHX

Mary Jo Callahan

Joan Carr
Southeast Alaska Regional
Health Consortium

Sager Chowlera
Apollo Data Technologies

Richard Christensen
YCCS

Verd Demers
Whidbey General Hospital

Tim Evenson
Philips Medical Capital

Sarkis Garabedian
Piper Jaffray & Co.

Chad Gehring
Group Health Cooperative

Michael Gordon

Cynthia Greiner Holmes
Charter College

Nancy Hendrickson
Frontier Medical

Leslie Hiebert
Klickitat Valley
Health Services

Siri Hill
First National Bank Alaska

Angela Hull
Group Health Cooperative

Riley James
Wells Fargo

D. J. Johnson
Compass Health

Thomas Kelley
McKinstry

Scott Kennedy
Group Health Cooperative

David Kosloff
Frazier Healthcare Ventures

Julie Lundvall
Evergreen Healthcare

Sean Lyman
Sound Inpatient Physicians

Elizabeth Masnari
Providence Health & Services

Terrence McGreevy
KeyBank

John Melton
Landstuhl Regional
Medical Center

Brian Moore
Varolii Corporation

Katherine Murphy
MedAssets

Andrew Nelson

Julie Nelson
Franciscan Health System

Kat Ong
Clark Nuber, PS

Juna Penney
Providence Health & Services

Virginia Peterson
Multicare

Jessica Radakovich
Southcentral Foundation

Heather Rogers
Banner Health - Fairbanks
Memorial Hospital

Megan Ryan
Clark Nuber

Michael Schmitz
Stockamp, A Huron
Consulting Group Practice

Norman Siegel
AdvanceMed

Michelle Smith
Kadlec Regional Medical Center

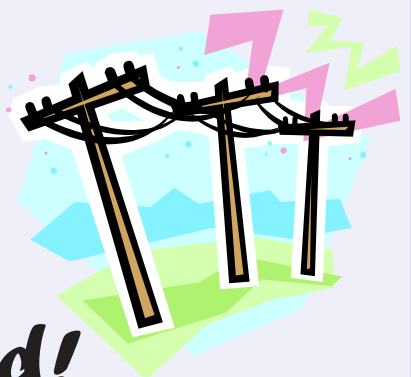
Rhonda Stewart
Virginia Mason Medical Center

Anna Strickland
SEARHC

Barbara Wagner
Southcentral Foundation

Mike Wright
Columbia Ultimate

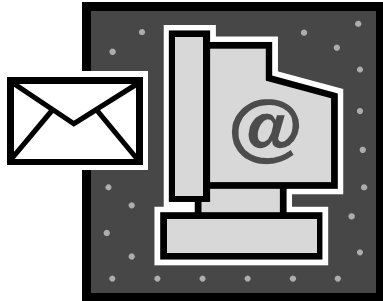
Sylvia Zellmer
Franciscan Health System



Get Connected!

HOW DO I CHANGE MY HFMA INFORMATION?

All of our chapter directory information including e-mail and addresses for the



newsletter are received from the National HFMA database.

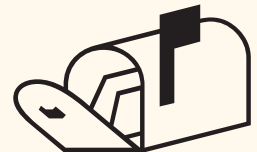
The easiest way to make changes is via the internet. Simply follow these steps to change any of your personal information.

- 1. Log on to <http://www.hfma.org>**
- 2. Go to the membership section**
- 3. Log in using the username and password prompts**
- 4. Follow instructions to access your Profile**
- 5. Edit information.**



You could win \$100 by writing an article for N.W. Outlook! Share your knowledge & experiences with other HFMA Members. You can help make a difference!

Please send information & articles for upcoming newsletters to:



Fredrik Andreasson
Outreach Services
1120 Cherry Street, Ste 300
Seattle WA 98104

Phone: 206-215-2333
FAX: 206-215-2344

E-mail:
fandreasson@outreachservices.com



hfma washington / alaska chapter
healthcare financial management association

Job Opportunities

TITLE	ORGANIZATION	LOCATION	CONTACT
Chief Financial Officer	Columbia Valley Community Health	Wenatchee, WA	dewey@deering-associates
Controller	Mee Memorial Hospital	King City, CA	lbutler@meememorial.com
Director of Accounting	Cascade Healthcare Community	Bend, OR	karen.turner@expresspros.com
Director of Financial Planning	Legacy Health	Portland, OR	503-415-5405
Director, Internal Audit	Sterling Life Insurance Company	Bellingham, WA	Allison.hanegan@sterlingplans.com
Director of Hosp. Patient Financial Services	Valley Medical Center	Renton, WA	faubionassociates@msn.com
Director of Performance Analytics	Cascade Healthcare Community	Bend, OR	karen.turner@expresspros.com
Director, Revenue Cycle	Kadlec Regional Medical Center	Tri-Cities, WA	Kris.Gauntt@kadlecmed.org
Senior Reimbursement Analyst	Legacy Health	Portland, OR	www.legacyhealth.jobs

For more information on these listings or to include a listing, please contact Kimie Delos Reyes at (360) 567-3594 or email at: kimie@hawesfinancial.com

See also National HFMA's website (www.hfma.org) for additional job listings.

[Last Update: Oct 30, 2009]



Would you like to check your progress toward a Founders Merit Award?

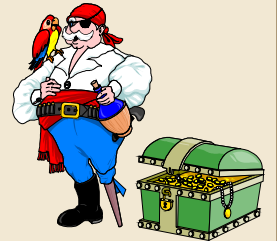
Individual scoring records for the

Founders Merit Award program are maintained for chapter members by LCC Council III.

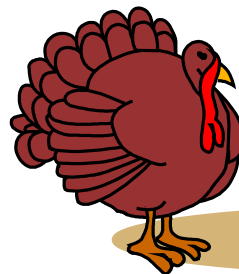
To receive a copy of your record, please contact Tom Muller

Telephone: (360) 459-8994
Email: tjwashington@reachone.com

Share the Wealth



Share your wealth of knowledge by submitting an article or experience for the Northwest Outlook newsletterthat way, we are all enriched!



Happy Thanksgiving from your HFMA Board Members!

UPCOMING CHAPTER MEETINGS

DATE	EVENT	LOCATION
Nov 19, 2009	One Day Workshop	Cedarbrook Conf. Ctr, Sea-Tac, WA
Feb 24-26, 2010	Meeting	Hilton Hotel, Sea-Tac, WA
May 26-28, 2010	Meeting	Davenport Hotel, Spokane, WA



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