



*the **BUCKEYE** connection*

In This Issue:

Letter from the President	2
All Ohio Virtual Conference	5
COHFMA Certifications	6
New Members	9
Student Leadership Committee	13
Payer Accountability	15
Leadership Team	19
Member Spotlight	29
Chapter Calendar	30

Spring 2021

President, Central Ohio HFMA, James Monroe



Greetings, HFMA Members.

This is the last newsletter for the 2020-2021 fiscal year. The HFMA fiscal year ends May 31, 2021, and the education year ends April 30, 2021. That being the case, I would like to look back at this challenging year to share with you what your leadership team accomplished and where we are headed in the upcoming year.

There were a number of events where we had to pivot and either postpone, change, cancel, or take virtual. With All-Ohio, Women in Leadership, Spring Conference, mini leadership training, New Member Reception, Accounting and Auditing, networking, Student Leadership, and Board meetings, your leadership team responded. Not only did they respond, but they also went above and beyond to continue delivering quality events and valuable education.

All-Ohio was pushed to May 19-21, 2021, and your very own Patti McFeely and John Ziegler have led the way to make sure unbelievable education is still delivered, even though it will be 100% virtual. Katie Warren and the Women in Leadership Committee not only dealt with the postponement of that event but delivered 2 excellent conferences in its place; the Leadership Conference last August and an amazing Women in Leadership Conference this March. Lauree Handlon and the Membership Committee hosted an awesome virtual New Member Reception that was fun, engaging, and informative. Again, John Ziegler and Patti McFeely transitioned the Accounting & Auditing meeting from live to virtual and delivered one of the best, if not the best, education sessions we have ever hosted. The Student Leadership Committee also used our virtual environment to host several networking events where student involvement is at an all-time high. Officers and Directors transitioned to virtual Board meetings where we have maintained incredible participation. And last but certainly not least, Ken Stoll took a virtual networking event and turned it into a Central Ohio HFMA Gives Back initiative where a "river of socks" were donated to the homeless through Columbus Relief. You can read about that amazing effort here: [HFM River of Socks Article](#).

It is not only events where your leadership team delivered during challenging times. I would be remiss if I did not point out some critical initiatives that were not only key to our success this fiscal year but will also be key in future years. Lauree Handlon, Suzanne Griffin, Ashlee Solomon, Membership and Student Leadership Committees did an amazing job of driving membership, especially on the student membership side. Additionally, Christine Aucreman took the challenge of building out a metrics tool for the chapter to track its "Success Plans" objectives and goals. That has been critical for us to keep those goals in front of us and understand how we are truly performing as a chapter.

As you can see, our chapter leaders work tirelessly for the good of the chapter, all while being volunteers, on top of very demanding roles in major healthcare organizations or business partner companies. I am amazed at the passion and devotion our leaders have for this chapter. They truly do care about the value and benefits we provide our members. It is my hope that every member sees the fruit of our leaders and appreciates the investment into Central Ohio HFMA.

Continued on page 3 —

the *BUCKEYE* connection

Continued from page 2

That said, we continue building on the great leadership that has preceded us, the 2021-2022 year being no exception. We look to build on the Success Plans metrics to commit to realistic objectives and goals that are both a priority and attainable. We have learned a ton regarding events, education, and creative engagement. As we anticipate in person events in the near future, it is understood that remote engagement will be a bigger part of our new normal. The chapter will build on those lessons to enhance events, education, and networking. As a result of virtual engagement, our world has gotten a good bit smaller, and that opens up new opportunities in many ways, including the volunteers that serve our great chapter.

I am ecstatic about what we have accomplished and am thrilled about our future. Central Ohio HFMA is the best damn chapter in the land! This is not because of where we are located, the size of our member base, etc. Plain and simple, it is because of our people! Hats off and glasses up to everyone who gives to our chapter.

Cheers,
James Monroe, President, HFMA of Central Ohio



**From Registration to Reimbursement,
our sole focus is managing
your complex claims.**

Workers' Compensation
Motor Vehicle Accident
Veterans Administration



Day One Billing
Open A/R Follow Up
Zero Balance Recovery
Denials Management



615.791.4300
www.enablecomp.com



plante moran |

Audit. Tax. Consulting.
Wealth Management.

Make the mark.

Recognized healthcare leaders.

We're prepared to help you address any challenge and leverage every opportunity.

Jordan Pace, partner
jordan.pace@plantemoran.com

William Sharp, partner
william.sharp@plantemoran.com

Dawn Stark, partner
dawn.stark@plantemoran.com

plantemoran.com

the BUCKEYE connection

All Ohio Virtual Conference: Heartbeat of Progress



May 19th 4:00-5:30pm (Networking)

May 20th 8:00am-4:30pm

May 21st 8:00am- 1:00pm

OSCPA CPE Hours Earned: 12.60

HFMA Certification Credit Hours Earned: 10.50

Link to event agenda, speakers and registration:

<https://cvent.me/WYqwrk>

We invite you to attend the 2021 All-Ohio HFMA Virtual Conference: The Heartbeat of Progress.

The COVID-19 Pandemic disrupted all our lives and nowhere more profoundly than in Healthcare. One thing is certain, we are not going backwards. The 2021 All-Ohio Conference harnesses the combined strengths and resources from all four Ohio HFMA Chapters to provide 2-days of educational content designed to deliver a roadmap and inspiration for ensuring progress for our industry.

All-Ohio kicks off with HFMA President and CEO, Joe Fifer, who combines a frank assessment of healthcare and what we need from Leadership for the 2020's. We will hear directly from some of these industry leaders from the most respected companies in Ohio and nationally like The Cleveland Clinic, OhioHealth, University Hospitals, Bon Secours Mercy Health, and The Ohio State University Wexner Medical Center, and Ben Carter, COO of Trinity Health on how to address challenges presented by outside influences and amplified by a once-in-a-century event.

- Learn in detail about these outside influences, like the impact of politics and policy from a new administration, price transparency and telemedicine.
- Understand the tools available to ensure progress in a new normal, like leveraging analytics in strategic decision making and employing technology and strategies to deal with a remote workforce.
- Look forward with the vision of how the Healthcare Finance Workforce of the future fits in to drive progress in our industry.

Finally, the COVID pandemic illuminated the vast issue that is mental health. Be inspired by the individual story of Progress from former **Ohio State Football great and National Champion, Maurice Clarett**, as he shares his personal rise and fall and rise journey battling with mental health challenges.

We hope you can join us this May.

The All Ohio Steering Committee

COHFMA Certifications

Certifications - What's in it for me!!!!????

Certifications can lead to higher salaries, greater job fulfillment, and improved organizational performance

What do you want to accomplish in your profession? HFMA certifications can help you reach your career goals by enhancing your industry knowledge and proving proficiency to your colleagues and organization's leaders.



Value for individuals: Increase your earning potential and stand out among your peers. The job market is highly competitive. Maintain the skills, confidence, and proficiencies you need to give yourself an edge in healthcare finance.

Value for organizational leaders: Build a culture of learning and position your organization for success. Increasing your team's knowledge of industry terminology helps them meet the demands of department leadership and provides the tools they need to exceed the expectations of your clients, patients, and partners.

A credential from HFMA authenticates your education. One of the many benefits of pursuing an HFMA certification is earning a digital badge. Your HFMA digital badge will contain metadata describing your qualifications and credentials, including how you earned this achievement. You can share your credential easily with your peers, boss, or prospective employers.

Learn more about HFMA certifications and digital credentials to help you decide what path is right you or your team. For more information, contact careerservices@hfma.org or reach out to Patti McFeely at pmcfeely@outlook.com for more information.

Congratulations to our Central Ohio HFMA Members as they have achieved these Certifications!!! Way to go!

First Name	Last Name	Badge Name	Awarded Date
Lauren	Bochkor	CRCR	1/11/2021
Anna	Miller	CRCR	1/12/2021
Stephanus	Saputra	CSBI	1/16/2021
Mary	Laile	CRCR	1/18/2021
Jackie	Thornton	CRCR	1/23/2021
Gail	Walls	CRCR	1/31/2021
Krishna	Tummalapalli	CRCR	1/5/2021

Continued on page 7 —

the BUCKEYE connection

Certifications continued-

First Name	Last Name	Badge Name	Awarded Date
Nicole	Fentiman	CRCR	1/8/2021
Cassandra	Walls	CRCR	1/9/2021
Pamela	Proudfoot	CRCR	2/13/2021
Heather	Drummond	CRCR	2/16/2021
Jody	Geier	CRCR	2/16/2021
Jule	Wygum	CRCR	2/16/2021
Crystal	Myers	CRCR	2/19/2021
Brandee	Adams	CRCR	2/21/2021
Lisa	Kegler	CRCR	2/22/2021
Patricia	Knollinger	CRCR	2/22/2021
Beverly	Peyton	CRCR	2/24/2021
Nikki	Reichardt	CRCR	2/24/2021
Christine	Krile	CRCR	2/4/2021
Edward	Thomas	CRCR	2/4/2021
Britney	McSweeney	CRCR	2/8/2021
Cynthia	Powers	CRCR	2/9/2021
Justin	Kortyka	CRCR	3/11/2021
Joseph	Gross	CSBI	3/14/2021
Carley	Cundiff	CRCR	3/21/2021
Cierra	Holt	CRCR	3/3/2021
Kial	Welsh	CSBI	3/3/2021
Kial	Welsh	CRCR	3/4/2021
Brittany	Johnson	CSBI	4/12/2021
Angela	Hasley	CRCR	4/20/2021
Marcia	Parker	CRCR	4/21/2021
Augusta	Fisher	CRCR	4/22/2021
Deanna	Hausmann	CRCR	4/22/2021
Michael	Davis	CHFP	4/23/2021
Brandi	Salyers	CRCR	4/23/2021
Crystal	Nicholas	CRCR	4/24/2021
Heather	Wollett	CRCR	4/4/2021
Darcy	Leach	CRCR	4/8/2021

Congratulations Members!

the *BUCKEYE* connection



**WE ARE HEALTHCARE
ACCOUNTING AND
CONSULTING.**



In the ever-changing healthcare landscape, you need a firm that can not only solve the complex problems of today, but can also help you plan and innovate for the future.

At Blue & Co., LLC, we do just that. Our experienced professionals serve you with a deep and comprehensive understanding of the healthcare industry's administrative, organizational, and financial needs.

Healthcare is our largest niche. It's what we're known for. And that's why so many providers choose Blue & Co.

Assurance Services

We do more than simply audit financial statements. We seek meaningful, practical, and profitable solutions.

Consulting Services

Our experienced healthcare advisors are dedicated exclusively to serving healthcare providers in specific, functional areas.

Medical Coding/Billing Services

From revenue optimization and compliance to technology, reporting, and more, we've got you covered.

Tax Services

Understanding IRS Tax Code, staying abreast of changes, and finding opportunities takes a full-time commitment — we have that commitment.

Alliant Purchasing - GPO

National materials management services and programs for healthcare providers.

450+ Professionals | 10 Offices | 3 States
blueandco.com | 614.885.2583

HFMA New Members

Spring 2021



Brandee Adams, CRCR
Ensemble Health Partners
Epic Optimization Specialist

Grace Adams
Memorial Health System
Registration Clerk

Pattie Alden
Memorial Health System
Outpatient Technician

Lyle Alexander, CRCR
Ensemble Health Partners
Sr Spec HIM

Bayan Al-Hindi
The Ohio State University
Student Member

Tiffany Allen, CRCR
Ensemble Health Partners
Spec Public Benefit

Cindy Allman
Memorial Health System
Patient Financial Representative

Leslie Anderson
Cleverley + Associates
Marketing & Comms Manager

Rachael Arix
Memorial Health System
Patient Access Coordinator

Cynthia Armstrong
Trinity Health
CSR II

Rachael Arthur
Trinity Health
medical billing specialist

Suzanne Ashbaugh
Memorial Health System
Certified Professional Coder

Melissa Athey
Memorial Health System
Revenue Cycle Supervisor

Casie Atkinson
Memorial Health System

Andrea Avery
BKD, LLP
Senior Consultant

Mary Bailey
Memorial Health System
Pre-certification Assistant

Michelle Baldwin
OHIO HOSPITAL ASSOCIATION
A/R Specialist

Darcey Balog
Memorial Health System
Certified Outpatient Coder

Amy Battise
Ensemble Health Partners
Spec Denials

Linda Bauerbach
Memorial Health System
Patient Registration Clerk

Kim Baumgard
Memorial Health System
Revenue Cycle Supervisor

Barbara Beck
Trinity Health
Supervisor Billing & Follow-up
MedGrp

Stephanie Becker
Memorial Health System

Stephanie Berg
Memorial Health System
Patient Access Coordinator

Charles Beverly
Columbus Community Hospital
customer service rep

Carson Bishop
Trinity Health
Billing Follow-up Rep

Donna Blair, CRCR
Ensemble Health Partners
Spec Coding I

Amanda Blair
Memorial Health System
Outpatient Technician

Lauren Bochkor, CRCR
Ensemble Health Partners
Spec Accounts Receivable

Chaffe Bolin
Trinity Health
Manager - Billing & Follow-up

Katie Bolin
Mount Carmel Health System
Data Integrity Specialist

Hannah Bonnell
Memorial Health System
Outpatient Technician

Jimma Bookman
Memorial Health System
Outpatient Technician

Rayonna Booth
The Ohio State University
Student Member

Marcia Boyd
Trinity Health
Billing and followup

Elizabeth Bradley
Memorial Health System
Patient Registration Clerk

Pamela Brockmeier
Memorial Health System

Mindy Brookover
Memorial Health System
Cancer Care Coordinator

Tammie Brooks
Memorial Health System
Patient Registration Clerk

Giving you another **reason to believe.**

When it comes to your health and the health of your loved ones, the trust you have in your physicians and caregivers makes all the difference. That's why at OhioHealth, we're proud of our 29,000 physicians, associates and volunteers who are dedicated to sharing their medical expertise and compassion for the health of our patients and our community.



OhioHealth

BELIEVE IN WE™

HFMA New Members

Spring 2021 (continued)

Linda Butcher

Memorial Health System
Patient Registration Clerk

Destiny D. Butler

Memorial Health System

Nora Callison, CRCR

Mount Carmel Health System
Patient Access Shift supervisor

Amy Camp

Memorial Health System
Patient Access Coordinator

Jennifer Campbell

Memorial Health System
Patient Registration Clerk

Randi Caprita

Wheeling Hospital
ER Registration

Keyna Carter

MT CARMEL EAST HOSPITAL
AUDITOR

Inge Chenoweth

Memorial Health System
Manager of Contracting & Managed Care

Erin Cheung

The Ohio State University
Student Member

Bailey Church

The Ohio State University
Student Member

Ross Cirincione

Mount Carmel Health System
ACO Program Manager

Melissa Coffey

OhioHealth
Project Manager

Belinda Coffman

Memorial Health System

Candice Coleman

Mount Carmel Health System
Manager, Community Benefit

Danyan Collins

Memorial Health System
Pre-certification Assistant

Katie Collins

Memorial Health System
Outpatient Technician

Mark Conley

OhioHealth
Patient Services Coordinator

Paula Copenhaver

Memorial Health System

Tina Corp

Memorial Health System
Patient Registration Clerk

Sydney Cottrell

Memorial Health System
Patient Registration Clerk

Jodi Coulter

Memorial Health System
Patient Financial Advocate

Shanea Crabbe

OhioHealth
Consultant, Provider Relations

Hillarie Creamer-Bauman

Memorial Health System

Kerstin Creech

Memorial Health System
Patient Registration Clerk

Mariah Crislip

Memorial Health System

Scott Cross

Memorial Health System
Interim Senior Director Revenue Cycle

Carley Cundiff, CRCR

Holzer Hospital
Acute Business Office Manager

Jessica Danison

Ensemble Health Partners
Spec HIM

Erika Davis

WHEELING HOSPITAL
outpatient registration

Hannah Deems

Memorial Health System
Patient Registration Clerk

Ann Deerhake

The Ohio State University
Asst Professor, Clinical Practice

Barbara Denig, CRCR

Mount Carmel Health System
Financial specialists

Beth Dennis

Memorial Health System
Certified Outpatient Coder

Joni Dennis

Memorial Health System
Patient Registration Clerk

Jessica Dodd

Memorial Health System

Victoria Douglas

Memorial Health System

Brenda Drumm

Memorial Health System
Patient Registration Clerk

Heather Drummond, CRCR

Trinity Health
PATIENT ACCESS TEAM LEAD

Rita Dye

Memorial Health System
Denials Management Coordinator

HFMA New Members

Spring 2021 (continued)

.....

Julie Dye

Memorial Health System
Patient Registration Clerk

Delynn Edgell

Memorial Health System

Loren Elliott

Memorial Health System
Patient Registration Clerk

Stephanie Elliott

Memorial Health System
Scheduler

Diana Ellis

OhioHealth
Coder II

Lynn Erb

Memorial Health System
Patient Financial Advocate

Jessica Evans

Memorial Health System
Pre-certification Assistant

Kimberly Farley

Memorial Health System
Inpatient Coder

Kim Fife

Memorial Health System
Patient Registration Clerk

Lisa Finnie

Memorial Health System
Patient Registration Clerk

Augusta Fisher, CRCR

Holzer Hospital
Revenue Cycle Systems Specialist

Seminole Flesher

Memorial Health System
Outpatient Technician

Katina Forrester

Memorial Health System
Patient Registration Clerk

Marianne Freeland, CRCR

Mercy Health
Coding Manager

Marie Frye

Memorial Health System
Pre-certification Assistant

Doug Full

Memorial Health System
Sr. Director of Finance

Greta Gaines, CRCR

Ensemble Health Partners
RN Clinical Documentation Spec

Christina Gallagher

The Ohio State University
Student Member

Tammy Gaskins

Memorial Health System
Patient Financial Advocate

Megan Gilbert

Memorial Health System
Patient Registration Clerk

Lori Gilles

Trinity Health
Payment Resolution Specialist

Kathy Glidden

Memorial Health System

Joanna Gorrell

Memorial Health System

Sheena Gourley

Memorial Health System

Karen Grasley

Memorial Health System
Scheduler

Jennifer Greene

OhioHealth
Staff Accountant

Josh Greenwalt

Olive LLP
Market Development Executive

Kayla Greer

OhioHealth
Patient Service Representative

Mandy Greiner

Memorial Health System
Pre-certification Assistant

Shanell Griffin

Mount Carmel Health System
Billing and Follow up Rep II

Lorie Grosklos

Memorial Health System

Joseph Gross, CSBI

The University of Arizona
Student Member

Alyssa Guerini

The Ohio State University
Student Member

Cara Hall

Memorial Health System
Patient Registration Clerk

Whit Hall

Memorial Health System
Patient Registration Clerk

Bonnie Hallowell

Memorial Health System
Pre-certification Assistant

Stephanie Hamilton

Memorial Health System
Patient Financial Advocate

Mary Hamilton

Memorial Health System
Patient Financial Advocate

Joel Hammer

EPIC
Consultant

Continued on page 20 —

Student Leadership Committee

Year-In-Review for the Student Leadership Committee

Central Ohio's Student Leadership Committee (SLC) is finishing our inaugural year and we are excited about where we have come from and where we are going! Beginning in May of 2020, there were 24 student members. Today, we are up to 47 student members representing 9 institutions and have obtained 12 HFMA certificates. Our Committee began with an SLC Chair, led by Ashlee Solomon, and 3 executive members: Communication Chair - Veronica Roth, Membership Chair - Allison Williams, and Programming Chair - Paige Snyder.

Our Committee:



Ashlee

Veronica

Allison

Paige

Progress:

When the committee began, we started by establishing the core of our committee with a mission and first year goals. Our mission:

"The Student Leadership Committee of Central Ohio Chapter of HFMA commits to develop and engage students of future healthcare financial professions, collaborate with local colleges and universities, and support the overall chapter's mission."

Our first-year goals consisted of creating a monthly newsletter, connecting with 9 schools, and hosting networking/social events. We launched the monthly student newsletters in December 2020 which has featured students with certifications, events, tips from professionals, and opportunities. We have met our goal of reaching 9 institutions and continue efforts to expand our reach. The SLC participated in the Women in Leadership Conference and have hosted 3 events.

Events/Involvement:

Student Leadership Committee Information Session - November 4th & January 21st
Our first event was held on November 4th, a Student Leadership Committee Information Session. This provided an opportunity for current and interested student members to learn the possibilities that HFMA has to offer for them. We went through certification possibilities, networking, and the features and capabilities of the website. With the remarks from this event, we decided to host it again on January 21st in the hopes to continue to spread the word.

Central Ohio HFMA Speed Networking Event - April 15th

On April 15th SLC hosted our first Speed Networking event. This event provided the opportunity for students and professional members to connect through speed rounds of career and life prompt questions.

Student Leadership Committee (continued)

Beyond hosting events, we wanted to create opportunities in the way of scholarship. With the expansion of the existing SLC Chair Scholarship and SLC Member Scholarship, we were able to propose and establish a CHFP award providing a 50% off professional membership to a student looking to upgrade their membership upon graduation to complete the CHFP Certification.



Future Goals and Transition:

The SLC has many goals beyond their first year that will allow them to continue their growth and outreach. We would like to continue our involvement in HFMA events and conferences, increase scholarship funding and opportunity, and connect with other Student Engagement Committees. We are working on launching a Mentorship Program that will provide students the opportunity, on varying levels, to connect with professional members for advice and direction.

Looking forward to our second year, we hope to continue to grow in our outreach and push for our future goals with the transition of the committee.

Payer Accountability - A Critical Element in Your Denial Management Process

Stacy Smith, Esq and Gloriann Sordo, Esq • April 15, 2021



The Buzz in Healthcare Finance

Denial management has been the buzz in healthcare finance for years. An entire industry of IT services and solutions has been built to track claim denial reasons, identify the source of the denials, and quantify the financial impact of the denials. Hospitals nationwide have formed denial management teams or committees to review and analyze the information gathered by these IT solutions and implement processes to prevent future denials. Yet, the denials and lost revenue opportunities keep occurring.

Clinical Denials are on the Rise

A recent study concluded that denials have risen by over twenty percent in the past five years. Why? A lack of accountability.

Much has been documented about the need to hold the various department heads within a hospital organization accountable for their department's role in the hospital's revenue cycle. However, there is not enough attention placed on the payer as an essential stakeholder in your hospital's revenue cycle and the need to hold the payer accountable for its actions. Claims denied in error, delays in reviewing appeals, and untimely release of payment on overturned denials all wreak havoc on your balance sheet.

Continued on page 16 —

Payer Accountability - A Critical Element in Your Denial Management Process (continued)

How to Combat Rising Clinical Denials

To make your denial management efforts more effective, Advicare suggests the following four measures:

1. **Understand the payers' commitments.** To do business, a payer commits to transact business according to various guidelines. It is vital that hospital staff members understand the existence of these guidelines and that they govern how claims are to be processed. These guidelines are set out in:
 - The state insurance rules and regulations,
 - The summary plan description,
 - The members' policy documents,
 - The contract with the hospital
2. **You can't manage what you don't measure.** Payer report cards can be a potent tool. Develop key metrics to measure your payers' performance and share the results with the payers and your internal stakeholders every month. Metrics to be measured, quantified based on volume and dollars include:
 - Number of denials received
 - Drilldown to the denial specifics:
 - Type of denial: clinical versus technic
 - Type of service/admission: ER, inpatient, outpatient
 - Number of denials appealed
 - Number of denials overturned/upheld
 - Number of accounts and dollars with appeals and payments outstanding more than a specified period
 - Average time between denial overturn date and payment issue date

Everyone wants to be top of the class. Compare payers in the key metric measurements and share the results with each of the payers.
3. **Holding others accountable is 90% communication, 10% consequences.** Consistent communication with your payers is vital to decreasing denials and increasing revenue capture.
 - Provide the report cards to your payers every month
 - Establish a set schedule with your payers to review the results of the report cards together.

Continued on page 18 —



Cleverley + Associates

We don't have a one-size-fits-all consulting package.

We have YOUR goals
for YOUR hospital
→ And we have
Bryan! →



Managing prices at your hospital doesn't need to be stressful. We work with hundreds of hospitals nationwide to create strategies to meet each hospital's goals.

Are you planning to:

- Lower prices to meet market demands while still maintaining budgetary goals
- Renegotiate contract terms with managed care payers
- Create budget projections based on pricing and payment adjustments
- Establish a defensible and transparent pricing strategy

Think Cleverley!

- We use line-item detail that provides the most accurate results
- We consult with your team to create models to meet management objectives
- We examine ALL your commercial payer contracts, allowing analysis of payment impact based on price and/or contract changes
- We use our extensive proprietary database of comparative charge data

For a **free** report that shows how your hospital's prices compared to other hospitals in your market, call Bryan at **888-779-5663**.

For more information, visit www.thinkcleverley.com

Payer Accountability - A Critical Element in Your Denial Management Process (continued)

The frequency of scheduled meetings should be dictated by the results of the report cards, not by the convenience of the payer.

- Prepare an agenda for the meetings and lead the discussion. This requires additional work on the hospital's part, but there are tremendous payoffs.
- Meetings by conference call can be effective but consider holding face-to-face meetings via Zoom or Teams until in-person meetings can resume.

4. **Establish a collaborative relationship with your payers.** Providers and payers don't necessarily have different objectives in the claims adjudication process. Common ground exists in that both parties want to avoid or reduce the administrative expenses associated with getting to the final adjudication of claims. Leverage that common ground to develop mutual understandings of factors resulting in denied claims, such as differing interpretations of contract terms and medical necessity reviews

- Escalate clinical denials to your provider representative at the payer companies, as necessary, to ensure your claims are being reviewed for the patient-specific factors resulting in the level of care or services rendered
- Track trends in clinical denials and bring the data to the quarterly JOC meetings for discussion between both parties.

A Formula that Works

Allowing the payers to dictate the denial resolution process will result in adverse consequences of continued unjust denials and aging accounts receivables. Implementing a system of consistent payer accountability is another means of taking control of your denials and will allow consistent communication to ensure that your payers are effectively and fairly administering clinical and reimbursement policies. The result will be a decrease in claim denials, thereby decreasing write-offs of uncollectible dollars and an increase in cash collections.



Artful expertise.

We're dedicated to understanding your craft. Our health care pros can help guide you through complex regulatory changes and perfect the masterpiece that is your organization.

Everyone needs a trusted advisor. Who's yours?

BKD
CPAs & Advisors

513.621.8300 | bkd.com/hc

firstsource

Helping customers *stay ahead* of the curve through transformational technologies and capabilities

Firstsource Healthcare Providers is a division of Firstsource Solutions Limited, a global leader in digital-first Business Process Management (BPM) solutions. Firstsource Healthcare Providers brings together two industry-leading brands – MedAssist and PatientMatters – helping hospitals and health systems unlock their revenue cycle potential while elevating the patient financial experience.

Our *Digital First, Digital Now* approach coupled with the human touch heightens engagement across the patient journey, rapidly maximizing reimbursement, increasing cash flow, and reducing bad debt.

We currently help over a thousand hospitals, health systems, and physician group practices across the US personalize patient engagement and drive revenue excellence.

Visit <https://www.firstsource.com/healthcare/healthcare-providers> for more information.

Central Ohio HFMA Leadership Team

President: James Monroe

President-Elect: Christine Aucreman

Secretary: Lauree Handlon (temp)

Treasurer: Jeffrey Carranza

Board Chair: John Ziegler

Board Members:

Jamie Cleverley	Jackie Nussbaum
Jonathan Kelly	Dick Schrock
Chris Hardgrove	Dawn Stark
Mary Laile	Lynette Vermillion
Brian McCallister	



Find Us Here:



[@CentralOhioHFMA](https://twitter.com/CentralOhioHFMA)



[HFMA Vimeo](https://vimeo.com/HFMA)



www.CentralOhioHFMA.org



[Central Ohio HFMA](https://www.facebook.com/CentralOhioHFMA)



[HFMA LinkedIn](https://www.linkedin.com/company/HFMA)

Programming Chair: Katie Warren, Patti McFeely

Communications Chair: Stephen Saputra, John Ziegler

Membership Chair: Lauree Handlon, Suzanne Griffin

Sponsorship Chair: Kayla Howell, Richard Hernandez

Student Leadership Chair: Ashlee Solomon

Regional Executive: William Sharp

Regional Executive Elect: David McCullough

Regional Executive Elect-Elect: Nadia Vincenti

Comments, Suggestions, Articles?

Do you have comments or suggestions regarding the Central Ohio HFMA newsletter, programming ideas or other chapter matters? Have an article you would like to see published in a future newsletter? We would love to hear from you! Please send all correspondence to Stephen Saputra at stephen.saputra@ohiohealth.com

For information regarding corporate sponsorship, please contact Kayla Howell at khowell@keybridgemed.com

or

Richard Hernandez at richard.hernandez@trinity-health.org

HFMA New Members

Spring 2021 (continued)

Kim Hammer

Memorial Health System
Scheduler

Darla Hammons

Memorial Health System

Rachel Hanlon

Memorial Health System
Certified Outpatient Coder

Brooke Hanson

Memorial Health System
CDM Analyst

Shawnya Hardiman

OhioHealth
Office Specialist

Brandice Harding

Memorial Health System

Tina Harding

Memorial Health System
Scheduler

Carla Harmon

Memorial Health System
Patient Financial Representative

Haylee Harper

Memorial Health System

Brenda Harra

Memorial Health System
Patient Access Coordinator

Amber Hasley

Memorial Health System

Jonie Haught

Memorial Health System
Patient Registration Clerk

Deanna Hausmann, CRCR

Trinity Health
Billing and Follow Up
Representative

Tonya Hayes

Washington St. CC
Student Member

Jeffrey Hays

West Liberty
Student Member

Karen Henz, CRCR

Kettering Health Network
CDS

Emily Hess

Memorial Health System
Outpatient Technician

Allison Hesson

Memorial Health System
Accountant

Lacey Hesson

Memorial Health System
Patient Registration Clerk

Charles Hesson

Memorial Health System
Practice Management Supervisor

Lisa Hill

Memorial Health System
Patient Registration Clerk

Bethany Hinton

Memorial Health System
Director HIMS

Jamie Hoffer

Memorial Health System

Bailey Hogue

Memorial Health System
Patient Registration Clerk

Phaedra Holcomb

Memorial Health System
Pre-certification Assistant

Alexandra Hoschar

Memorial Health System
Patient Registration Clerk

Jena Huffer

Memorial Health System
Financial Analyst

Shelia Hummell

Trinity Health
Billing and follow up Representative

Robin Hutchinson

Memorial Health System
Revenue Cycle Supervisor

Gisela Isner

Memorial Health System
Cancer Care Coordinator

Lisa Johnson, CRCR

Ensemble Health Partners
Sr Revenue Integrity Analyst

Blake Johnson

Mount Carmel Health System
Patient Access Manager

Angelic Johnson

Memorial Health System
Pre-certification Assistant

Kiara Jones

The Ohio State University
Student Member

Tracey Jones

OhioHealth
PAS

Susan Jones

Memorial Health System
Scheduler

Lisa Jordan, CRCR

Ensemble Health Partners
Supv Clinical Documentation

Glenna Kaltenecker

Memorial Health System
Revenue Cycle Supervisor

Michelle Kaufman

OhioHealth
RN, BSN

HFMA New Members

Spring 2021 (continued)



Lisa Kegler, CRCR
Mount Carmel Health System
Charge Capture Auditor

Amy Kegley
Memorial Health System
Certified Outpatient Coder

Gwendolyn Kelby
Memorial Health System

Megan Keller
The University of Arizona
Student Member

Amy Kimball
Memorial Health System
Certified Outpatient Coder

Andrea Kinzer
Memorial Health System

Patricia Knollinger, CRCR
Wheeling Hospital
Financial Counselor

Clarissa Knowlton
Memorial Health System

Jill Krause
Memorial Health System

Christine Krile, CRCR
Ensemble Health Partners
RN Clinical Documentation Spec

Kwesi Lane
Memorial Health System
Patient Registration Clerk

Jonathan LaPolla
Ensemble Health Partners
Revenue Cycle Associate

Michelle Lapp
Memorial Health System
Patient Registration Clerk

Saronna Lawrence
Trinity Health
Billing follow up

Gloria Layne
Memorial Health System
Patient Registration Clerk

Darcy Leach, CRCR
Ensemble Health Partners
Spec HIM

Amy Lent
Memorial Health System
Patient Registration Clerk

Rebecca Lewis
Memorial Health System
Patient Access Coordinator

Kimberly Little
Memorial Health System

Teresa Locher
Ensemble Health Partners
Dir Revenue Cycle 3

Sheryl Locke
Memorial Health System
Patient Registration Clerk

Kathy Lovett
Memorial Health System
Pre-certification Assistant

Terry Lyons
Memorial Health System
Outpatient Technician

Michelle Madden
Trinity Health
payment poster

Tassy Malacsics Yates
Memorial Health System
Patient Registration Clerk

Bernice Malone
Memorial Health System
Patient Registration Clerk

Kathy Maning
Ensemble Health Partners
Spec Denials

Tara Marvin
Memorial Health System

Julie Mason
Memorial Health System
Patient Registration Clerk

Christie Matherly, CSAF
Memorial Health System
Financial Analyst I

Whitney Mayle
Memorial Health System
Pre-certification Assistant

Peggy McAtee
Memorial Health System
Patient Financial Representative

Alana McCoy
OhioHealth
Patient Registration

Amy McCracken
Memorial Health System
Patient Access Coordinator

Lacy McMaster
Memorial Health System
Outpatient Technician

Debbie McMurray
Trinity Health
Customer Service Rep II

Vada McPeck
Memorial Health System
Patient Registration Clerk

Audrey Mercer
Memorial Health System
Outpatient Technician

Darcie Middleton
Memorial Health System
Patient Registration Clerk

HFMA New Members

Spring 2021 (continued)

Mary Beth Miller
Memorial Health System
Charge Auditor

Jessica Miller
OhioHealth
administrative nurse manager

Ashley Miller
Memorial Health System
Outpatient Technician

Lisa Miller
Memorial Health System
Patient Registration Clerk

Nicole Miller
Memorial Health System
Pre-certification Assistant

Wendy Mills
Memorial Health System
Pre-certification Assistant

Farrah Minney
Memorial Health System
Outpatient Technician

Laura Mitchell
Memorial Health System
Patient Registration Clerk

Teresa Moore
Memorial Health System
Patient Registration Clerk

Ashley Moore
Mercy Health
Supervisor Patient Access

Bridget Morris
Memorial Health System
Outpatient Technician

Pamela Morris
Memorial Health System
Outpatient Technician

Jansen Mossack
Memorial Health System
Patient Registration Clerk

Michael Mueller
Olive LLP
Partnership Program Lead

Christine Musgrave
Memorial Health System
Scheduler

Jilli Nash
Memorial Health System

Sheila Naylor
Memorial Health System
Patient Registration Clerk

Heather Neill, CRCR
Ensemble Health Partners
Sr Dir Revenue Cycle

Misty Nichols
Memorial Health System
Certified Outpatient Coder

Kara Nichols
Memorial Health System
Patient Registration Clerk

Candy Noe
Memorial Health System
Scheduler

Robin Offenberger
Memorial Health System
Scheduler

Chowanda Olumo
Trinity Health
Credit Resolution

Ashley O'Neill
The University of Arizona
Student Member

Jane Osborne
Memorial Health System
Patient Registration Clerk

Marcia Parker, CRCR
Ensemble Health Partners
Outpatient Coder

Jessica Parsons
Memorial Health System
Pre-certification Assistant

Karen Parsons
Memorial Health System
Patient Registration Clerk

Teresa Pemberton
Ensemble Health Partners
Revenue Recovery Spec

Michelle Perdue
Memorial Health System
Patient Registration Clerk

Beverly Peyton, CRCR
Ensemble Health Partners
Quality Assurance Analyst

Pam Pfalzgraf
Memorial Health System
CDM Analyst

Karen Phelan, CRCR
Ensemble Health Partners
Supv HIM

Jan Phillips
Memorial Health System

Angela Pierce
Memorial Health System
Cancer Care Coordinator

Brittany Pope
The Ohio State University
Student Member

Amy Powell
Ensemble Health Partners
Spec Rel of Info

Joyce Predmore
CHI-MATIC INC
Sr. Consultant

Marie Price
Trinity Health
Customer Service Representative



WHY CHOOSE JP RECOVERY?

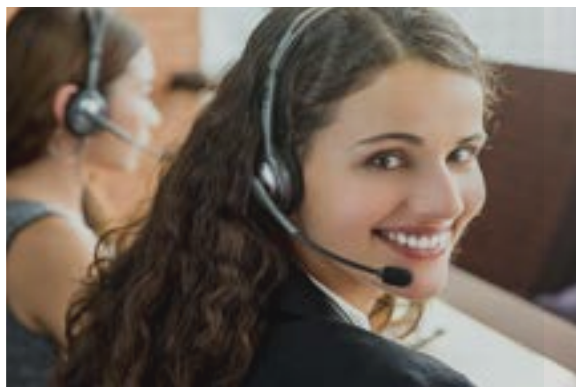
PROVIDING VALUE THROUGH A POSITIVE PAYMENT EXPERIENCE

Our nationally licensed team of healthcare professionals works with hospital systems, physician groups and private practices to achieve optimum recovery on any type of account. For over 20 years we have shared our client's vision of excellence when working as an extension of their business office (early-out), collections, and medical billing.

All of our revenue cycle solutions are customized to provide a seamless and unique product, based on the client's needs. Our company integrates cloud based technology, analytical recommendation software, and multi-channel communications to assure that we are offering the best options to patients. We pride ourselves on being a true, all encompassing, revenue cycle organization designed to provide our clients with a peace of mind.

CONTACT US

Phone: 440.331.2200
Fax: 440.331.2228
Email: sales@jprecovery.com
Mail: JP Recovery Services, Inc
Attn: Sales Department
20220 Center Ridge Rd Suite #200
Rocky River, OH 44116



DEDICATION. COMPASSION. PERFORMANCE.

Our staff members have extensive experience with IDX, AS400, Star Navigator, OAS Gold, Rumba, Envision, Soarian, Practice Plus, and the following:



JPRECOVERY.COM

HFMA New Members

Spring 2021 (continued)

Brittany Price*OhioHealth*

Patient Access Registration Rep

Michelle Pride*OhioHealth*

A/R Specialists

Monique Proctor*Trinity Health*

adjuster

Phyllis Ratliff*Ensemble Health Partners*

Spec Cash Application

Erica Rauch*Memorial Health System***Kathryn Reed***Memorial Health System*

Scheduler

Sheri Reese, CRCR*Mercy Memorial Hospital*

Public Benefits Specialist

Melynda Reese*Memorial Health System*

Patient Registration Clerk

Pamela Reinhard*Mount Carmel Health System*

Charge Capture Auditor

Amanda Richards*Memorial Health System*

Certified Outpatient Coder

Andrew Ricks*OhioHealth*

Patient Service Representative

Cansas Riggerbach, CRCR*Memorial Health System***Kathy Rinard***Memorial Health System***Alesha Risch***Ensemble Health Partners*

Mgr HIM

Diana Roach*OhioHealth*

A/R Specialist

Trina Robson*Trinity Health*

Billing and follow up

Christina Rollings*OhioHealth*

Patient Access Supervisor

Raina Ruble*Memorial Health System*

Outpatient Technician

Victoria Rue*Trinity Health*

Reconciliation Analyst

Rachel Rusk*The Ohio State University*

Student Member

Charesse Rutherford*Memorial Health System*

Patient Financial Advocate

Ranae Rutter*Memorial Health System*

Patient Registration Clerk

Meredith Saboley*Memorial Health System*

Patient Registration Clerk

Georgina Sadek*OhioHealth*

Staff Accountant

Brandi Salyers, CRCR*Ensemble Health Partners*

Spec Credit Balance

Kyle Sams*Memorial Health System*

Patient Registration Clerk

Linda Scales*Memorial Health System***Christina Schaad***Memorial Health System*

Patient Access Coordinator

Sue Schellin, CRCR*Ensemble Health Partners*

Spec Billing

Alexis Schigner*Memorial Health System*

Outpatient Technician

Donna Schilling*Memorial Health System*

Revenue Cycle Supervisor

Kathryn Schnauffer*OhioHealth*

DNFB Coordinator

Jill Scott*Memorial Health System*

Patient Registration Clerk

Dionna Searfass*Memorial Health System*

Patient Registration Clerk

Brittany Seevers*Memorial Health System***Nikki Shaulis***Memorial Health System*

Revenue Cycle Supervisor

Stephani Shirk*Memorial Health System*

Cashier

Kristi Shook*Ensemble Health Partners*

Spec Cash Application

Wendy Sites*OhioHealth*

Patient Access Representative

AdviCare's denial management solution takes a multi-dimensional approach to resolution and prevention:

- Staff collaboration – legal, clinical, payer, and industry experts working for you
- Payer accountability – holding payers to the terms of their contracts
- Data driven approach – change occurs when data is analyzed and acted upon



To learn more, contact Michele at msudina@myadvicare.com or (863) 267-8008.

www.myadvicare.com

There is a better way to ~~collect~~ ^{care}.
Revolutionizing the post-visit patient experience.



Patient Balance Recovery
Medical Bad Debt Recovery
Revenue Cycle Ancillary Services
Master Classes

Kayla Howell
419.303.0479
khowell@keybridged.com
KeyBridgeMed.com



rsmus.com



Visit rsmus.com/lob/out for more information regarding RSM US LLP and RSM International.

HFMA New Members

Spring 2021 (continued)

Toni Sloan

Memorial Health System

Sally Small

Trinity Health

payment resolution specialist

Elicia Smith

Equitas Health

Sr. Director of Clinical Services

Deidra Smith

Memorial Health System

Julia Snider

Ensemble Health Partners

Spec HIM

Jennifer Sosa

OhioHealth

Registration

Bhanumathy Sriram

Ohio Health Physician Group

Financial Analyst

Shelby Stack

Memorial Health System

Scheduler

Robin Starkey

Memorial Health System

Patient Financial Advocate

Nicole Starr

Memorial Health System

Revenue Cycle Supervisor

Michelle Steele

Memorial Health System

Michele Stenger

Trinity Health

Medical Biller

Frances Stephens

Memorial Health System

Patient Access Coordinator

Mary Stewart

OhioHealth

AR Specialist

Megan Stimpert

Memorial Health System

Certified Outpatient Coder

Jessica Stoke

Memorial Health System

Outpatient Technician

Robin Stone

Memorial Health System

Scheduler

Opal Streight

Memorial Health System

Outpatient Technician

Carly Strickler

Memorial Health System

Patient Registration Clerk

Nathan Strome

Avita Health System

Revenue Integrity manager

Michele Stump

Memorial Health System

Patient Registration Clerk

Lori Stutler

Memorial Health System

Deborah Styer

Memorial Health System

Patient Financial Representative

Nichole Sunderman

Memorial Health System

Outpatient Technician

Amanda Sutton, CRCR

Wheeling Hospital

Lacey Svarda

Memorial Health System

Patient Registration Clerk

Sherry Swain

Memorial Health System

Coding Auditor

Andrea Sweeney

Memorial Health System

Certified Outpatient Coder

Steve Tarbet

OhioHealth

Patient Access Registration

Julie Taylor

Memorial Health System

Denials Management Coordinator

Stephanie Thibodeau

OhioHealth

HIM Coding Supervisor

Jennifer Thomas

Genesis HealthCare System

Director of Accounting

Candace Thomas

Nationwide Children's Hospital

scheduling coordinator

Jackie Thornton, CRCR

Ensemble Health Partners

RN, CDI

Morgan Tidd

Memorial Health System

Lilli Treadway

Memorial Health System

Erin Tucker

Memorial Health System

Patient Access Coordinator

Lindsay Vallo

OhioHealth

Pharmacy Charge Analyst

Courtney Vance

Cleverley + Associates

Sr. Consultant



The health of your business is our business.

When your mission is to protect and improve people's health, you don't want to worry about the fiscal health of your organization. That's where Huntington comes in. Our team of experienced healthcare banking professionals customizes banking, lending, and investing solutions to help you reduce expenses, increase efficiency, and simplify your organization's finances.

Huntington knows healthcare. Just ask the 5,000 healthcare organizations who already work with us.



Member FDIC. ®, Huntington® and ® Huntington. Welcome.® are federally registered service marks of Huntington Bancshares Incorporated. ©2021 Huntington Bancshares Incorporated.

HFMA New Members

Spring 2021 (continued)

.....

Darla Vanhorn

Memorial Health System
Scheduler

Kathryn Vermillion, CRCR

Mercy Health
CDI Manager

Rachel Vuksic

Memorial Health System

Gloria Walden

The Ohio State University
Student Member

Anjanette Waters

Memorial Health System

Lisa Watkins, CRCR

Ensemble Health Partners
Spec HIM

Julie Watkins

Memorial Health System
Patient Registration Clerk

Kathryne Weber

Trinity Health
Billing & Follow Up Supervisor

Kathy Weckbacher

Memorial Health System
Patient Financial Advocate

Kial Welsh, CRCR, CSBI

OhioHealth
Sr Patient Financial Accounts Rep

Angela Welsh

Memorial Health System
Cancer Care Coordinator

Amanda Weppler

Memorial Health System
Outpatient Technician

Jennifer West

Memorial Health System
Outpatient Technician

Nicola Westbrook

Memorial Health System
Outpatient Technician

Jetta Westbrook

Memorial Health System
Revenue Cycle Supervisor

Ayla White

Memorial Health System
Patient Registration Clerk

Johnna Whitehair

Memorial Health System
Coding Auditor

Julia Whitt

Holzer Hospital
Patient Accounts Manager

Stella Wilke

Wheeling Hospital
ER Registrar

Vickie Williams

Memorial Health System
Registration Clerk

Hollie Williamson

Memorial Health System
Denials Management Coordinator

Emily Willits

The Ohio State University
Student Member

Heather Wogan

Memorial Health System
Outpatient Technician

Faye Wolfert

Memorial Health System
Patient Financial Advocate

Heather Wollett, CRCR

Ensemble Health Partners
Spec Billing

Cheryl Worthington

Memorial Health System
Patient Financial Advocate

Carolyn Wright

Memorial Health System
Registration Clerk

Jule Wygum, CRCR

Ensemble Health Partners
Scheduler

Ariel Yoho

Memorial Health System
Pre-certification Assistant

Tamara Zehnder

Trinity Health
supervisor

Shannon Zlacki

Memorial Health System
Scheduler

**"We are excited to have
all the new members that
joined our Central Ohio
Chapter in the last few
months! We look forward to
seeing you at future events."
-L Handlon**

Member Spotlight

Kayla Howell

Name: Kayla Howell

Organization: KeyBridge Medical Revenue Care

Position: Regional Director, Business Development

Hometown: Lima, OH

First Post-Collegiate Job: Verizon Wireless as a Customer Service Rep.

Spent 10 years total with them and most of my time as an Assistant District Manager & then Business Account Manager supporting Transportation, Construction, Manufacturing, etc. industries! Sounds different than what I do today but, it is all about relationships!

HFMA Experience: Member since 2017 – CRCR Certified, Involved in Ohio, MI & PA chapters, Communications Committee for SWOH HFMA, Program Committee for NWO HFMA, Sponsorship Committee for COHFMA

Great HFMA Memory: Tri State 2019 Golf Outing (although it seemed to be the longest scramble ever, haha!) it was a GREAT time!

If someone wrote a biography about you, what do you think the title should be? This is a hard one, haha! I had to ask for help and someone suggested - Love, Faith & Success: Becoming Kayla Howell – I love my family/friends, involved in my faith & and a very driven person to reach success, almost a perfectionist to a fault!

What do you enjoy most about working in healthcare? The Healthcare industry is all about serving and helping people in some of their most difficult times. Trouble with our Health can be scary! In addition, finances and money can be a huge topic of concern. Blend those two together and what I enjoy about working in this specific section of Healthcare is being a positive part of the Financial Patient Experience. Our team at KeyBridge provides Patients with the highest level of satisfaction & service, proven by our 97% Patient Satisfaction Survey Scores – most recently actually 98%! Those are practically perfect scores & we are dealing with two sensitive trains colliding – Health & Finances!

Aside from a busy work schedule, what else keeps you busy? My family & friends! My kids are involved in sports every season, so it seems we always have a practice, game, etc. to attend plus, we love to hang out with friends and socialize!

What is your favorite vacation spot? Ft. Myers Beach, FL. It is my “second home” and I know all the places I enjoy going, eating and there’s always great people watching on the beach! But, really, anywhere with a beach I am game for.



UPCOMING EVENTS 2021-2022

19-21
MAY

2021 All-Ohio Conference - Virtual

2021 Mini LTC 4-6pm Hybrid - Brio's Easton

10
JUNE

26
AUGUST

2021 New Member Reception 6-8pm
Hofbrauhaus

2021 Accounting & Audit Conf. - Virtual

18
NOV

3
DEC

2021 Holiday Gala 7-11pm TBD

2022 Women in Leadership
Renaissance - Polaris - Westerville

21
APRIL

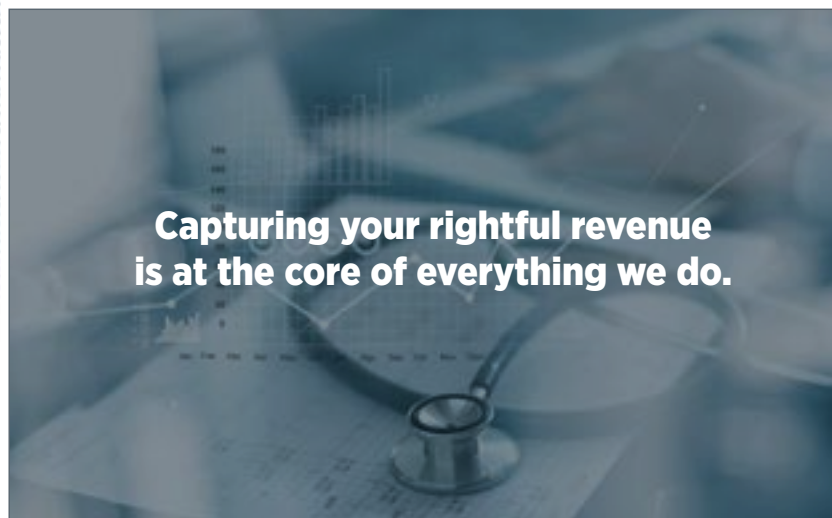
MAY

2022 Region 6 Conference



- COLLECTIONS & A/R DEBT RECOVERY •
- EARLY OUT/SELF PAY SERVICES •
- REVENUE CYCLE MANAGEMENT •

REVCOSOLUTIONS.COM



We Help Solve Your Most Complex Reimbursement Challenges

Recovering proper reimbursement is exceedingly difficult and complex, especially right now. According to some estimates, many providers are leaving as much as 1-10% of net patient revenue on the table. The most pronounced areas of revenue leakage are in the specialty areas where we focus - Underpayments, Denials and Complex Claims.

Managing these niche claims requires sophisticated and specialized expertise. The combination of our people, technology, and data-driven insights help improve your processes and your financial position. This is all we do and have been doing for more than twenty years.

Specialized RCM Solutions

Revenue Integrity Solutions

- Underpayment Review and Recovery
- Denial Recovery and Prevention
- Transfer DRG

Complex Claim Solutions

- Motor Vehicle Accident
- Workers' Compensation
- Veterans Affairs

 **REVECORE**
revecore.com

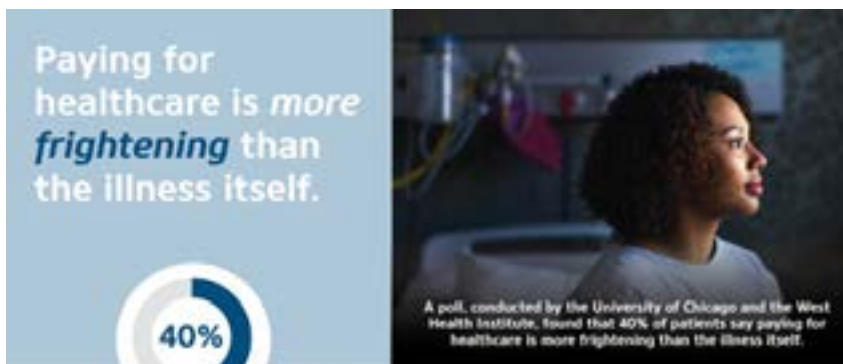


Revecore's Underpayment Review and Complex Claims Management Solutions are HFMA Peer Reviewed

*HFMA staff and volunteers determined that these healthcare business solutions have met specific criteria developed under the HFMA Peer Review process. HFMA does not endorse or guarantee the use of these healthcare business solutions or that any results will be obtained.



Committed to Building a Healthy Community.
IN THE COMMUNITY. FOR THE COMMUNITY.



Alleviate Financial Toxicity.

Empower your patients with a personalized financial wellness program and cost estimation tools. RevSpring can help.

learnmore@revspringinc.com
www.revspringinc.com
248.567.7300



Central Ohio HFMA Corporate Sponsors

Platinum Sponsors



Gold Sponsors



Silver Sponsors



Bronze Sponsors

