PALMETTO STATE NEWS

In loving memory of Ray High





Palmetto State News is the official publication of the South Carolina Chapter of the Healthcare Financial Management Association. Opinions expressed here are those of the author and do not reflect the views of HFMA or the South Carolina Chapter.

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Our Vision

The South Carolina Chapter of the Healthcare Financial Management Association will continue to be the leading professional resource for individuals seeking excellence in the area of financial management of integrated health systems and other healthcare organizations.





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2021 Sponsors

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UCB Page 5

A Message from the Chapter President

Happy 2021 Chapter Members!

It's crazy to think how long yet how fast 2020 seemed to pass by and here we are walking into the last month of the first quarter of the year! I am looking forward to getting back to some semblance of normalcy in life like many of you are and with the promising outlook the COVID vaccine seems to be having, I am hopeful that by summertime we will all be returning to a somewhat modified yet more normal summer routine of gatherings on the lake, family vacations and weekend time with friends.



As a chapter, I am very excited to see us making progress in starting to move towards moving meetings back to in-person events. While we still must follow the state guidelines on proper social distancing, mask wearing and in-person capacity limits, knowing that we are a step closer to bringing us all back together really does the soul some good and I can't wait to see ALL of you!

This year, HFMA celebrates their 75th anniversary and will be reflecting on the notable events and individuals who contributed to HFMA's longevity. I would be remiss if I did not mention that we as a chapter recently lost one of our great leaders. Trudy Solomon was our Chapter President in 1981 and from all the truly heartfelt and amazing stories I have heard from all our great Past Presidents, she was certainly a force to be reckoned with. Be sure to check out our tribute page to her.

In celebrating the 75th anniversary of HFMA, one of the initiatives they are launching is asking their membership "What I love about HFMA is...". This is such an easy response for me because YOU are what I love most about HFMA – my HFMA family! Don't get me wrong, the educational opportunities are great, the certification opportunities are incredible and the networking events are fantastic and fun but getting the chance to get to know you all through serving on various committees, chairing events to eventually serving on the board and moving into this role has given me the opportunity to get to know you all and know your families on a much deeper level. I am so thankful for HFMA because without this organization I would have never met any of you and my life is so much richer because you all are a part of it!

As we begin to move towards our new HFMA fiscal year, I will begin planning my mini-LTC and I will be looking to all of you for your time and talents! Do you have a love of all things social media? Do you love to dabble in photography? Do you like writing articles or putting social events together? Reach out to me or any board member – I could definitely use your help for the 2021-2022 chapter year!

[Danielle's message is continued on the next page]

A Message from the Chapter President

We had a very exciting soft launch of our Diversity and Inclusion kickoff campaign on the 10th of February. We had over 40 attendees participate in this initiative and I cannot tell you how exciting it was to see names and faces of people I had never seen before! Thank you for your interest and your participation and I am so excited to watch this grow over the next year and a half! Like I mentioned on the call, I am committed to bringing this to the forefront of our meetings and events. If this topic is of interest to you, please get involved with the chapter – it starts with you! If you missed out on the discussion it will be posted on our chapter website and as always feel free to reach out to me directly if you have any questions.

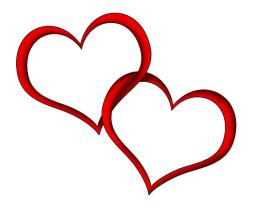
Our calendar has been updated on our chapter website for all of our upcoming events – please be sure to check our website frequently as we will be posting lots of updates in the weeks to come for upcoming events such as our Women's HERe Conference, Annual Institute in Myrtle Beach, Annual Conference (which has been postponed to November) and Fall Institute in Greenville as well as several networking social events that will be taking place throughout the state this year.

I will close my message in reminding everyone that we don't get anywhere from talking about ideas – we must take action on them. As I say, we all have to get uncomfortable to get comfortable so if it doesn't challenge you, it doesn't change you.

I hope you all stay healthy and stay safe and I look forward to seeing you at SC HFMA event VERY soon!

Danielle Gori, FHFMA, CHFP, CRCA
President of SC HFMA Chapter





Why I Love HFMA

Below are some of the comments posted on the chapter's LinkedIn page. If you don't currently follow our page on LinkedIn, here is the link information:

https://www.linkedin.com/company/healthcare-financial-management-association-south-carolina-chapter

I love having access to an expansive knowledge base of today's top professionals in the field. Someone is always available to answer questions or give insights on challenges facing the industry.



I like the educational opportunities that HFMA offers!



The network of friends that I can always call on. Plus the access to healthcare information that has always been relevant and timely. Volunteering is my way to give back to the industry.

Network of peers that support me not only professionally but personally as well! I can always count on their help when needed. Some of my best friendships I made through HFMA. They are the greatest group of caring individuals I have ever come across and I am so fortunate to know them!

Region 5 Update from Marc Carter

Hello HFMA Region 5 members! My name is Marc Carter and I currently serve as Regional executive for Region 5 representing all of you at the national level as a member of the Regional Executive Council (REC). Region 5 consists of the Alabama, Florida, Georgia, South Carolina, and Tennessee chapters and is known across the nation as one of the top performing and respected regions year and year out. This year has been no different with an outstanding group of Chapter Leaders. This group has maintained the successful



Chapter operations with outstanding education, sponsorship, and networking opportunities in spite of the challenges of operating in a virtual environment all Chapter Leaders should be commended and recognized for their efforts.

A member of the Tennessee Chapter since 1989 and Past President in 2012-13, my career envelopes 43 years experience in A/R management in beautiful East Tennessee with CBC, LLC located in Blountville TN. As a provider of business office services to healthcare systems and physicians, our utilization of award winning technology allows to offer revenue cycle solutions to hundred of clients across the country. My other fulltime job includes being a husband to my lovely wife, Libba, and our 4 children (Lindsay, Taylor, Jackson, Graham) ranging from 34-20 years of age.

As much of the country and many industries have experienced, the 2020-21 year has brought massive change to our operations both as chapters and as a Region. The REC adopted the move to retire the previous Chapter award program, the Yergers, and constructed the Chapter Success Award of Excellence program with the opportunity to recognize outstanding achievement of Chapter endeavors for year 2020-21. These awards will be presented at the Annual Institute. Originally scheduled for June in Boston MA, the Annual Institute has been moved to November 8-10 in Minneapolis MN.

Enterprise Membership continues to play a huge part in the Chapter's membership count as well as participation in education and certification. The early adopters of Enterprise Membership are now rolling up for renewal and HFMA is actively managing the successful renewal of these valuable members along with canvassing the desire of benefits expected for this membership with the respective Chapters setting the tone for engagement.

To assist with the transparency of HFMA's efforts on the Enterprise and Education front, a quarterly teleconference is being established with the Region 5 Leadership team (the President and President Elects from the 5 state Chapters along with the RE team) as well as the Chapters' Membership and Communication Chairs. Our representative on the national Association Education Committee will be included for sharing valuable information from the national perspective.

A new initiative offered by HFMA will supply support for Chapter website maintenance with several Chapters currently utilizing this service. As well, administrative support for organizing virtual conferences is also offered with the acknowledgement that virtual learning is not retiring following the calming of the pandemic.

Region 5 update continued...

The number one learning opportunity for the Chapter Leaders, Leadership Training Conference (LTC) is currently being planned for a hybrid event with a blend of onsite and virtual learning. LTC is typically held in April and provides the ground level basis for each Chapter Leader to lead a successful Chapter year. More information will be available in the future as HFMA solidifies the event planning.

Finally, as my year as your Regional Executive nears the finish line, the opportunity to offer the role of Regional Executive for the 2023-24 year is on the horizon. Nominations are complete and the interviews are in the process of being conducted as the RE2 and RE3 along with myself discuss the role and commitment with the nominees in preparation of a selection by vote in April for this important role. Regardless of the outcome, know that Region 5 recognizes the importance of this selection and you, (a member of Region 5) will be represented in the future by a Regional Executive you will be proud of.

For additional information on the role of Regional Executive or this past year's efforts, I will be glad to share with anyone by simply reaching out to me at mcarter@cbcollects.com or 423-312-3388. Again, it is an honor to serve for you and with you on our HFMA journey. As a wise HFMA mentor once told me, "All chapter service is a trust, given in faith and accepted in honor"

Carpe diem

Marc A. Carter

ma C. A



IN LOVING MEMORY OF TRUDY SOLOMON

OCTOBER 31, 1943—JANUARY 28, 2021

Any long-time member in SCHFMA will immediately recognize Trudy Solomon by name and recall how important she has been to our chapter-for her entire career until retirement from the South Carolina Hospital Association. Trudy died Thursday January 28th, 2021 at the age of 77.

Trudy was a long-time member of our chapter and served as president in 1981. Anyone that knew her agrees that that she was truly one of a kind. Not only did she provide encyclopedic healthcare reimbursement knowledge and advocacy to our chapter, but she also commanded a strong voice in support of HFMA and South Carolina hospital's in every venue, yet, she humbly welcomed calls and questions from anyone at any time.

Trudy was the long-time chair of the UB committee. One of Trudy's major accomplishments for SCHFMA is her important contribution to The Certified Revenue Cycle Associate (CRCA) program which began in 2006. Trudy was responsible for writing the first study guides for the program. To date, 433 graduates can boast their CRCA credentials because of Trudy. Trudy's love for our chapter continued long after her retirement as she continued to participate in SCHFMA events well into her seventies.

Every new member of our association was an immediate close friend of Trudy and learned very quickly that they could depend on her for her support and friendship. Lawrence Laddaga, also a long-time SCHFMA member and close friend of Trudy said, "most of what I learned about health care I learned from Trudy. She was an amazing human being and we all stand on her shoulders." So many others South Carolina chapter members can attest to this as well.

Trudy was not resigned to working all the time either, at least not at our chapter functions. After five, she loved a good party with her HFMA family. Everyone knew to join Trudy's table to insure a great time.

Trudy's retirement cost us a strong pillar of the chapter. Now, her death creates a big hole in our hearts. It is such an unfortunate time to lose our Trudy as she has not received the big send-off she deserved. Let's all plan to lift a glass in her honor when we can at last have a real SCHFMA party. Sleep well Trudy. We miss you already. Notes of condolence can be sent to her son Steve Shroyer, shroyer6416@gmail.com



IN LOVING MEMORY OF TRUDY SOLOMON













WOULD YOU LIKE TO GET INVOLVED? PLEASE FEEL FREE TO REACH OUT TO ANY OF THE COMMITTEE CHAIRS.



Contact information is listed on the SC Chapter website: http://www.schfma.org/committees.html

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CORPORATE SPONSORSHIP

Jen Hayes

CRCA Trustee Council

Jen Hayes

Ken Scheller

Brian Earnest

EDUCATION

Jaime Baily

INFORMATION SYSTEM

Michael Bowe

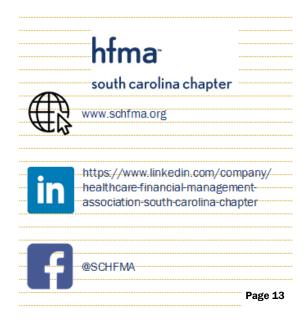
MEMBERSHIP

Tara Gibson

PROFESSIONAL EXCELLENCE/CERTIFICATION

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Save The Date!

Annual Institute Hilton Myrtle Beach June 2nd—4th, 2021

SC HFMA Women's Conference Ríverbanks Zoo Columbía, South Carolína March 26, 2021 Fall Institute

Westin Poinsett Hotel

Greenville, South Carolina

October 27th—29th, 2021



TRANSPARENCY FOR HFMA

By: Barney Osborne, Jr. FHFMA

Many SCHFMA members are finally taking a breath of fresh air after completing the Centers for Medicare and Medicaid Services (CMS) Price Transparency Initiative reporting that was required as of January 1, 2021. Others are now running a new race related to the risk of a CMS audit before their reports are complete. This summary, however, is intended for the lucky SCHFMA members that recognize the report's name from the water cooler, but really know little about it.

The Patient Protection and Affordable Care Act, more commonly known as the Affordable Care Act (ACA) or Obamacare was signed into law by President Obama on March 23, 2010. The Price Transparency Final Rule established by that act became effective January 1, 2021 would require only 150 hours of provider labor. It was quickly recognized to become one of the most complicated undertakings CMS has every initiated. The rule consists of two components. A machine-readable listing of the entire charge master and a report of selected "shoppable services" for the facility. The rule requires the online reporting of five charge master standards:

Gross charges (including individual supplies, drugs
Discounted cash price (the charge that applies to an individual
who pays within a given time)

Payer-specific negotiated charge (the contracted amount)

A de-identified minimum negotiated charge (the lowest charge that a hospital has negotiated among all third-party payers for an item or service).

A de-identified maximum negotiated charge (the highest charge that a hospital has negotiated among all thirdparty payers for an item or service).

The final rule's sister report of "Shoppable Services" is a report of the total costs of selected services provided by each hospital or network. A shoppable service is any service that can be scheduled in advance and allow time for price comparisons between providers. CMS identified 70 services that must be included as shoppable services. The remaining 230 services on the report may be selected by the hospital from services commonly provided by the hospital.

CMS' official intention of price transparency and shoppable services is to introduce healthcare to consumerism and direct consumers to cost-efficient providers. But rather, it is widely expected that this information will have very little influence on a patient's choice of providers. Many other concerns usually direct a patient to a provider such where the ordering physician practices, the location of the facility, and the facilities reputation to name a few. Probably more likely, many in the industry however expect the program

will have several reciprocal effects (planned or unplanned) as time moves forward. One clue that stands out above all others is CMS' insistence on the charge master being posted in a machine-readable format. This likely indicates that a primary use of the data will be for the evaluation of charges and costs by CMS and others waiting in the bushes.

Providers and software vendors soon realized that CMS' instructions to create one listing of the entire charge master charges matched with the associated negotiated prices with each individual payer's payments in the following columns was functionally impossible. What was never given much consideration during CMS' planning was that one listing of charge master codes and descriptions would not accommodate the many designs and structures third parties use to determine payment amounts. Particularly for grouped payments as there is no specific payment assigned to each CDM line item.

CMS agreed to accept DRG and other grouped rates, however this approach created a new hurdle as there are many different types of grouped charges such as the DRG, MS-DRG, AP-DRG, APR-DRG and others specifically determined by payers. Eventually, CMS' response to this roadblock was to allow separate listings by percentage payment and each separate grouped contracted payment structures. Many available in the contract itself and not obtainable from a simple download of paid accounts. This last-minute instruction led many provider's to be noncompliant on New Year's Day.

CMS is wasting no time in finding noncompliant reports on hospital websites. CMS has already begun auditing a sample of hospitals for compliance. Additionally, CMS is investigating reports of providers believed not in compliance with the rule. If found negligent, a hospital has 30 calendar days to appeal the decision. If found negligent, CMS can request a corrective action plan. If the corrective plan is not determined to be acceptable, CMS can levy a monetary penalty of up to \$300 per day.

Even considering a potential annual penalty of \$109,500, many hospitals nationwide are delaying publishing their reports and instead taking the chance of being found out of compliance with the rule. The cost of creating what may become a noncompliant report may easily exceed the \$100k penalty and prove worth the risk. If this is recognized as a trend, CMS will likely react with respect to enforcement and further action.

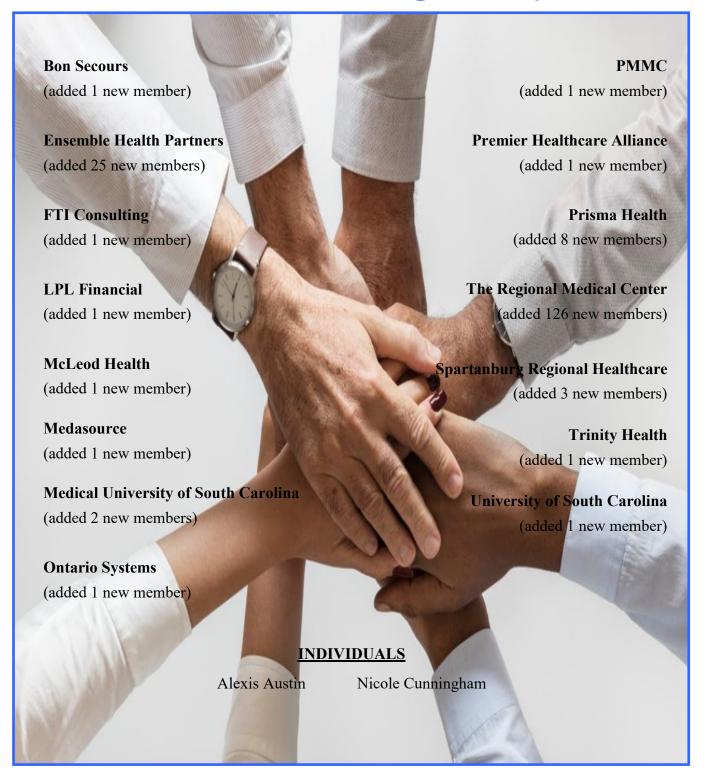
Only time will tell the true impact unmasking hospital chargemasters will have on hospital pricing, reimbursement, and overall healthcare costs. While not in the magnitude of the DRG system, hold on as we may be in for another bumpy ride.



Your Challenge. Our Mission. 20-21

SC HFMA Welcomes New Members

Joined October through January



2021 HFMA South Carolina Chapter Women's Event Friday March 26th 2021 Riverbanks Zoo Ndoki Lodge Conference Center

500 Wildlife Parkway Columbia, SC 9:00 am to 5:00 pm

Network with other professional women in healthcare finance and attend educational session on topics to include building professional career skills, overcoming adversity, women's health and wellness and more.

COVID-19 protocols will be followed including mandatory mask wearing, social distancing and attendees must not exhibit any COVID symptoms. Temperature will be checked at the door.

REGISTER AT THE FOLLOWING LINK: https://web.cvent.com/ event/24637664-7101-462c-94c8-3227ec10294b/regProcessStep1

> **Cost:** \$75 per person for HFMA member \$99 for non-HFMA member

Lodging:

We have secured a special rate of \$149 at the Hotel Trundle in Columbia. This special rate is good until 3/5/2021. Use promotion code: womens conference

Hotel Trundle 1224 Taylor Street, Columbia, SC 29201 https://www.hoteltrundle.com/

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HFMA celebrates 75th anniversary



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Revenue Analyst

Medical University of South Carolina Charleston, South Carolina

Vice President of Hospital Financial Operations Integrated Health System Kentucky, Indiana

Administrative Director of Finance Central Texas Hill Country

Chief Financial OfficerThe Regional Medical Center

Orangeburg, South Carolina

Managed Care Senior Analyst

McLeod Regional Center/McLeod Health Florence, South Carolina



Chief Financial Officer

Bon Secours
Greenville, South Carolina

Controller

Tidelands Health Rehabilitation Hospital Little River, South Carolina



For details regarding these positions, please visit the chapter website:

http://www.schfma.org/job_bank.html

Anniversary Milestones

October through January

Celebrating 40 Years

Ronnie Hyatt * Mary Hubble

Celebrating 35 Years

Rick LaForge * Lisa Montgomery

Celebrating 25 Years

Kenneth Miller

Celebrating 20 Years

Teresa Finch

Celebrating 15 Years

Bradford Rogers

Celebrating 10 Years

Matt Stufflebean * Scott Yandle * Stacy Coleman * Alice Rigdon

Celebrating 5 Years

Patricia Jordon * Cheryl Sanguinetti * Kelli Clement

Ann Farnsworth * Julie Fowler * Susan Weesner

Certified Members

Abby Birch, CRCR
Amanda Bowman, CSBI
Amorette Camille Raymes, CHFP
Andrew Irwin, CSBI,CHFP, CRCR
Angela Devinney, CRCR
Ann Cornatzer, CRCR
Ashleigh Aukerman, CRCR
Ashley Brown, CRCR

Barbara I Cook, CHFP Barney E Osborne, Jr., FHFMA Betty McGowan, CRCR Brittany Mcmillian, CRCR

Bill Gay, CHFP, CPA, CIA, CRCR Blake Kyzer, CHFP,CSBI Blix M Rice, CHFP Bridgette Tinsley, CHFP Bruce Davis, FHFMA Bruce Pulver, CRCR

Bryan Cox, CHFP Camie S Patterson, CPA, CMA, FHF-MA Carmalena Blakely, CRCR Carmen Sessoms, FHFMA Carolyn Moffitt, FHFMA

Charles R Hyatt, CHFP Chetara Brisbon, CHFP Cheryl K Sanguinetti, CHFP Chiquita Frank, CRCR

Christian Soura, CHFP Christine M Pearson, CPA, FHFMA Christine Wagner, CRCR Crystal Junious-Green, CSAF

Danielle Gori, FHFMA David C Dugan, FHFMA David Catoe, FHFMA David Counts, CRCR

Donald C Lewis Jr., FHFMA

Donna Ford, CRCR

Donna Kelly Ramicone, CHFP David Sierra, CPA, FHFMA

David Vigil, CRCR

Derrick Durant, CRCR

Diane Marcengill, CRCR

Dianne Gambrell, CRCR

Don Hale, CRCR

Douglas B Burrell, CHFP, CRCR Dudley B Harrington, FHFMA Elizabeth Cunniffe, CSAF, CHFP

Erik Kilbo, CRCR

Faith Brownlee Hartley, CHFP Felicia Kolasi, CRCR

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Gwen F Stubbs, CHFP J David Sudduth, FHFMA

J. Scott Yandle, CHFP Jaime Bailey, CRCR

Janet Howell, CRCR Jasper A Powell, CRCA, FHFMA, CRCR

Jeff Green, CHFP

Jeffrey L Perkins, CHFP, CPA

Jen Hayes, CHFP

Jeraud G Hammond, FHFMA Jessica M Curtis, CHFP, CRCA Joe C Martin Jr., FHFMA

John Langley, CHFP

Jordan L Heavner, MHA, CHFP Jorge Llopis, CRCR,CHFP Julie M Fowler, CHFP Justin King, CRCR, CHFP

Kam Mok, CHFP

Kathleen M Stapleton, CHFP

Kathryn Davis, CHFP

Katie Koller, CRCR Kellie Clement, CHFP, CSBI Kelly Morgan, CHFP

Kenneth Miller, CHFP Kevin Moore, CHFP

Kia Edwards, CSMCCHFP, CSAF

Kimberly Farmer, FHFMA

Kimberly B Green, CHFP Kiran Batheja, FHFMA Koshina Legette, CHFP

Kyle E Herbert, CPA, CMA, FHFMA

If you have any questions or would like to obtain additional information regarding the national certifications programs, please contact Steve Lutfy, FHFMA at

Certified Members Continued

Laura B Varn, CPA, CHFP Lauren Adams-Coker, CRCR Lawrence A Laddaga, Esq., FHFMA

Lawrence A Melita, FHFMA Lee Ann Burney, CPA, FHFMA

Leslieanne Robinson, CRCR

Lisa Cox, CRCR

Linda R Kornman, CHFP

Lisa Oliver, CHFP, CSMC, CRCR

Lisa Y Landreth, CHFP Liza Porterfield, CHFP Lynwood White, FHFMA, CPA

Lynnwood H Young, FHFMA Mabel Stephens, CSPPM

Marcia Furtick, CRCR

Marie H Evans, CHFP

Marshall Todd, CHFP, CSAF

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Mary Beth Briscoe, FHFMA

Matt Whitener, CHFP

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Michael E Jebaily, FHFMA

Michael Shields, CHFP

Michael Moore, CHFP

Mitzi Winters, FHFMA

Natalie Heidrich, CHFP

Nelda D Fields, FHFMA

Phillip Stuntebeck, CRCR

Rachel Woods, CRCR

Raymond E McCulloch, FHFMA, CPA

Rebecca J Brugler, CHFP

Richard Caffrey, FHFMA Richard Childs, FHFMA Robert Anthony, CRCR Robert Broadway, FHFMA

Robert G Hetrick, FHFMA

Robert Reardon, CRCR, CSBI, CHFP

Sabrina Kovacik, CRCR

Sandra Edwards, CHFP, CRCA

Sandy Fowler, CRCR

Sarah Thibodeaux, CRCR

Sharon Morell, CRCR

Shawn Kent, MHSA, FHFMA

Shereka Walton, CRCR

Stanley E Smith, FHFMA, MHA, CRA

Stephen G Lutfy, FHFMA Steven Currie, CSBI, CHFP

Susan Clark, FHFMA

Sydney Johns, CHFP

Tammy Gordon, CRCR, CHFP

Taylor Seafross, CHFP

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Thomas D Cockrell, FHFMA

Tim A Durden, CHFP

Timothy Pollard, FACHE, FHFMA

Todd M Heckmkan, CHFP Tracy Coeyman, CRCR Trudy P Soloman, CHFP

Wendy L Dukes, CHFP

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William N Phillips, FHFMA, CPA

William Rankin, CHFP, CSAF

William R Koprowski, Ph.D, JD, FHFMA

Wm. Paul Kearns III, FHFMA, CPA

Yulia V Milli, FHFMA

CRCA PROGRAM

The CRCA program has transitioned to an eLearning platform that allows you to study and obtain the certification on-line.

The course is currently open and will close on March 21st. Testing will occur the week of March 22nd and Retesting will occur in April. Additional sign up will be required for the CRCA Exam.

Link for registration is listed below:

https://hfma-sc.litmos.com/online-courses/

The e-learning platform for the CRCA program will close after the retesting in April to allow educational updates to the material. The next round for the CRCA program will reopen in June/July and will test in October which is the normal cycle for the SC HFMA program.

If you should have any questions, please contact Jen Hayes at <u>jshayes@lexhealth.org</u> or 803-935-8781.







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CERTIFICATIONS

Validate your expertise and demonstrate your commitment to the profession by earning an HFMA Certification.

Included
with your
Membership
Dues

WHY GET CERTIFIED?

Establishing and maintaining a clear competitive edge is a prerequisite for today's changing economy – for individuals and organizational leaders. You can gain and demonstrate your edge by enhancing your knowledge and proving proficiency with HFMA's certification programs. Explore and choose your area of focus from the wide-range of certification options available to you.

*While membership in HFMA is not required for these certifications, except for Certified Healthcare Finance Professional, earn as many as you like when you join HFMA – they are all included with your member dues.

Certified Healthcare Financial Professional (CHFP)

Certified Revenue Cycle Associate (SC Chapter Exclusively) (CRCA)

Certified Revenue Cycle Representative (CRCR)

Certified Specialist Accounting & Finance (CSAF)

Certified Specialist Business Intelligence (CSBI)

Certified Specialist Managed Care (CSMC)

Certified Specialist Physician Practice Management (CSPPM)

Fellow of HFMA (FHFMA)

Take the next step in your professional development—check out the certifications at https://www.hfma.org/education-and-events/certifications.html

HFMA REGION 5 CHFP CERTIFICATION LUNCH & LEARN SERIES

February 24th, 2021 - April 7th, 2021 Weekly Session from 12:00PM - 1:00PM

HFMA Region 5 is pleased to offer a virtual Lunch & Learn as you work to obtain your CHFP certification. Please join us beginning on February 24th as presenters John Lloyd, CHFP, CRCR and Christine Fontaine, CRCR, CHFP walk through each section of Module 1 over the course of 7 weeks.

We hope that this professional certification and series will give you insight and information that you can use within your organization that will help you do your job better, get issues resolved more quickly, and give you direction on where to turn for certain issues.

The registration information is available on the chapter website: http://www.schfma.org/events.html



