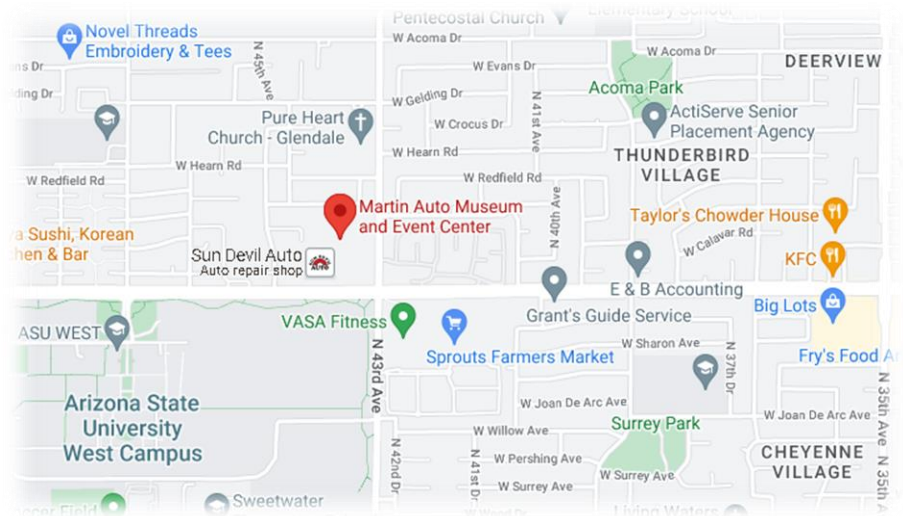


Arizona Association of Healthcare Access Management AzHAM Issue No. 39 Fall 2022

STRONGER **TOGETHER** EMBRACING THE **FUTURE**



SAVE THE DATE
2022 AzHAM Conference
Thursday September 29, 2022
8:30 AM- 4:30PM



We are excited to get back to an in-person conference this year! We are going to have a great agenda with an exciting Keynote Speaker located at the unique venue of the Martin Auto Museum!



Our Gold Sponsors



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It is going to be a ***GREAT*** day of educational information,
inspiration and Patient Access fun!

Keynote Speaker

"It Takes a Team to Achieve a Dream"

Dave Stevens



Dave has an amazing story, his words will inspire you!

Stevens is a highly sought after professional motivational speaker who shares his inspirational story with audiences of all ages, worldwide. His message of hope: You can overcome any obstacle and live your "impossible" dream.

Our Silver Sponsor



Arizona Association of Healthcare Access Management

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Conference Agenda:

Registration - 8:30 - 8:55

Welcome - 9:00 - 9:15

- Introduction of AzHAM Board



Interested in a Board position

- Please send your resume to: Jarrod.Brown@bannerhealth.com

- Review conference agenda

- Housekeeping rules

Keynote Speaker: Dave Stevens **9:15 - 10:15**

"It Takes a Team to Achieve a Dream"

Drawing - 10:15 - 10:25



Gold Sponsor Presentation: Centauri **10:25 - 11:10**

Sara Sheats Director, Betsy Moore VP of Operations



Break - 11:10 - 11:25

AzHAM Presentation: 11:25 - 12:10

Educating our Teams thru RevUp University

Amber Hermosillo, Jo Ferguson & Bianca Moroyoqui



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Lunch/Vendor Booths/Drawings - 12:10 - 1:10



Gold Sponsor Presentation: Curea 1:10 - 1:55

Becky Funk Regional VP, Mark Starr Executive VP

CHAM/CHAA Certifications - 1:55 - 2:10

Becky Peters, Regional Delegate



Gold Sponsor Presentation: Experian - 2:10 - 2:55

Megan Bell and Miles Denovchek

Break - 2:55 - 3:10



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AzHAM Presentation: 3:10 - 3:55

Using DISC Personality Profiles to Strengthen Teams

Michelle Brinkley, Wickenburg Community Hospital

Dede Schmallen, De2Consulting

Round Table Discussion: 3:55 - 4:15

Working with your internal customers

Candace DeWitt, Copper Queen Community Hospital

Drawing: 4:15 - 4:30

Where are you?



Bronze Sponsor

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Speaker: Amber Hermosillo

Educating our Teams thru RevUp University

Amber Hermosillo currently leads strategy and operations for Banner's Corporate Education & Quality Department for multiple areas of the Revenue Cycle such as Patient Access Services, Billing and Collections, Quality and Vendor Management.

This department is responsible for the success of all revenue cycle education needs that impact Revenue Cycle Operations and daily cash.

Her team consist of multiple roles where through a combination of auditing, reporting, and education they provide innovative resources to inspire end users for an efficient and successful Revenue Cycle experience. Amber has spent most of her career at Banner Health for the last 16 years holding various positions across Revenue Cycle with an intentional focus on education and continuous improvement roles.

She is dedicated to fostering an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

In her free time, you will find her enjoying travel, her family and attending sporting events of any kind!

The \$75.00 Conference fee includes an annual AzHAM membership!

Speaker: Michelle Brinkley & Dede Schmallen

Using DISC Personality Profiles to Strengthen Teams

Michelle has worked in the revenue cycle in healthcare over 30 years and is currently the Revenue Cycle Applications and Data Analyst at Wickenburg Community Hospital. She earned her CHAM Certification & joined the AzHAM Board of Directors in 2019. Her passion is helping cross departmental teams create more cohesive & efficient workflows resulting in better patient care & experience with improved financial outcomes.

Dede has worked in HR for over 35 years, she recently retired from her position as CHRO at Wickenburg Community Hospital and is now doing part-time consulting while enjoying retirement. She is passionate about helping people be the best they can be.

Speaker: Candace DeWitt

Working with your internal customers

Candace DeWitt – Health care for over 40 years. Owned CEO Services Corporation in Chicago. Worked at Mayo Clinic for about 13 years as a supervisor in the billing department. Works for a CAH hospital on the border of Mexico and Arizona in the town of Bisbee as a manger.

Become a Member!

If you would like more information about becoming a member?

Please see our website at <http://www.AzHAM.org/> or contact any AzHAM board member. AzHAM is currently offering annual memberships for all Healthcare professionals.

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Speaker: Jo Ferguson

Educating our Teams thru RevUp University

Jo has been with the Banner family since 1997. Throughout her journey, she has worked mostly in a front office setting within a clinic or facility. She has held many positions during this time as a HIMS associate, multi physician scheduler, PFS rep, Sr Rep, Educator and Supervisor. In 2018, Jo's passion for education brought her back to our PAS Education team.

Jo is a mother of 2, Joshua and Kaylan. The family enjoys weekend getaways including hiking and shopping. She enjoys spending time with her family and friends and playing games.

Speaker: Bianca Moroyoqui

Bianca began her journey in patient access in 2005 at Banner Health. She worked at one of our oldest facilities, Banner Mesa Medical Center, that facility would eventually be replaced with Banners' state-of- the-art facility, Banner Gateway Medical Center.

Bianca began as a part time patient access representative and her love for the process would soon lead her to a full-time roll with Banner Health.

After learning PAS across multiple departments Bianca moved into different roles within Revenue Cycle.

Including PAS Educator across our acute patient access departments and a PAS Outpatient Supervisor at yet another Banner facility, Banner Baywood Medical Center.

Speaker: Becky Peters

CHAM/CHAA Certifications

Becky Peters, Executive Director Patient Access Services at Banner Health.

Becky has been a RC leader in healthcare for over 30 years. Becky is with Banner Health as the Executive Director of PAS which includes over 28+ Acute Care hospitals, 300+ Banner Medical Group clinics,

Banner Imaging, RC Education and Quality team as well as Acute and Ambulatory PreAccess Financial Clearance Centers. Becky has led Banner PAS in a large RC Modernization Transition which included multiple technology, process and people changes in the last 2 ½ years. Prior to Banner,

Becky has been a Corporate Director of PAS for Sutter Health and Hartford Health, as well as a Rev Cycle Consultant for various healthcare organizations. Becky is active in NAHAM and HFMA and has been a frequent speaker over the years.

Becky's passion is PAS and building a team of motivated and confident leaders/staff that have a focus and mission of providing excellent customer service to our teams and patients.

Becky is a proud wife, mother and grandmother and loves to travel, cook and spend time with her Granddaughter.



Send to: adraine.newell-bauer@commonspirit.org

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Check out the AzHAM Career Center for full access to jobs in your field.

The AzHAM [Career Center](#) is a great resource for those looking for a position in the Patient Access field.



Wickenburg Community Hospital

2 – Scheduling positions – Full – Time

2 – Registration – Full – Time

<https://www.wickhosp.com/> Career Center



Yavapai Regional Medical Center

East Campus Emergency Room - Full-Time Prescott Valley , Arizona

West Campus Emergency Room - Full-Time Prescott, Arizona

Supervisor Authorization/Referral Department - Remote

<https://www.yrhc.org/> Career Center



Any future educational opportunities
you'd like to see let us know!

Any suggestions, feedback or request for the
next Newsletter please send to:

adraine.newell-bauer@commonspirit.org