

## Schedule of Events

### Wednesday 2:00pm

Certification Testing  
CHAA and CHAM

### Wednesday 6:00pm

Welcome Reception

### Thursday 7:00am - 5:00pm

Education and Networking

### Friday 7:00am - 12:15pm

Education and Networking



## Event Registration Fee

Member.....\$ 75.00

Non Member.....\$125.00

Register at [www.gama-online.org](http://www.gama-online.org)

## Lodging

### Oceanside Inn and Suites

912-635-2211

Mention GA Access Management Association  
when making booking to get below rates

**\*\*\*MUST BOOK BY AUG. 31 FOR RATES\*\*\***

**\$113.00** Superior Guestroom.....Oversized oceanfront w/ microwave, small fridge & private patio or balcony

**\$122.00** Oceanfront Efficiency.....Oversized oceanfront w/ kitchenette and private patio or balcony

**\$140.00** Lanai Guestroom.....Oversized oceanfront guestroom with Jacuzzi and private balcony or patio

**\$ 77.00** Island side Guestroom....Standard size on island side of hotel

**\$ 95.00** Oceanfront Guestroom...Standard size on ocean side of hotel

## Airports

- Jacksonville Airport is usually cheapest, 40 min. drive
- Brunswick Golden Isles Airport (BQK) 20 min. drive, but **Delta only flights**



## *Annual Event*

*Sept 21—23, 2011*

*Jekyll Island, GA*

*Oceanside Inn  
and Suites*

*1-866-5Jekyll*



## Learning Labs

### **Creating Loyal Employees and customers—For Life!**

Real and executable actions to increase Employee and Patient Satisfaction

—Brian Shannon

### **No Excuses! Removing Barriers and Enabling POS Collections**

Learn how Valley Presbyterian increased POS Collections by 150% in one month!

—Amanda McManus

### **Self Service and Healthcare—An Oxymoron?**

Enhance Patient Satisfaction thru streamlined self check-in, registration, and POS Collections

—Tripp Sims

### **Charity: Validation or Litigation? You Choose!**

National Healthcare Bill effect on Charity Validation Processes and potential litigation issues.

— Stephen Smith

## Learning Labs

### **Medicaid Integrity Contractors—Preparing for and Surviving the Audits**

Learn how to identify potential risks and best practices to prepare for and survive these audits.

—Tanja Twist

### **Now—I Have Your Attention! Evaluating for Outcomes.**

Creating and delivering effective performance evaluations.

—Vanessa Carter

### **Creating Collection Opportunities and Consistency at Point of Service**

Leveraging technology to bolster your bottom line thru accuracy in patient financial liability estimates at the point of service

—Jason Lewis

### **Delivering Healthcare to Our Nation's Heroes**

An amazing story of the history of healthcare delivery during war and disaster.

—Cindy Dullea

## Certification

### NAHAM Certifications

**CHAM:** Certified Healthcare Access Manager

**CHAA:** Certified Healthcare Access Associate

### AAHAM Certifications

**CPAM:** Certified Patient Accounts Manager

**CPAT:** Certified Patient Accounts Technician

**CCAT:** Certified Clinical Accounts Technician

**CCT:** Certified Compliance Technician

### Georgia HFMA Certifications

**CPAR:** Certified Patient Account Representative

**ACPAR:** Advanced CPAR

**CFC:** Certified Financial Counselor