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healthcare financial management association

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gulf coast lines



February 20 Program

When the Unexpected Happens, What's the Plan? Business Continuity Planning

Terry Cooper, FACHE, MBA, MT
Director, Business Continuity Planning
The University of Texas M. D. Anderson
Cancer Center



It is impossible to plan for every operational disruption or potential disaster that could turn your business upside down. In the current economic environment, what can you do to reduce your risk and better protect your valuable resources? The old saying, "if you fail to plan, you plan to fail," is still true today. It is essential that your organization have documented business continuity plans and operational contingencies to reduce the potential impacts of disruptions and disasters. Here is how a Texas Medical Center healthcare institution is using business continuity planning to improve their operational resilience.

This session will give you a better understanding of business continuity as it relates to management of key operational areas. The time to think about what to do is before a disruption or disaster occurs. An investment in business continuity planning to develop operational contingencies and identify key supporting resources

[See "February Program" page 5](#)

March 27 Program

CHRISTUS Health – Futures Task Force Report - What the Future Holds in Store

Anne P. Messbarger-Eguia
Senior Director, Strategy, Research and
Innovation, CHRISTUS Health



Attend the March Luncheon to hear Anne Messbarger-Eguia discuss CHRISTUS Health's recently completed research project in which members of its governance and leadership teams explored emerging trends that will shape the world, the health care industry and the CHRISTUS Health ministry in 2018 and beyond. This presentation will review the process, the key findings and the resulting CHRISTUS Health long-term strategy.

Ms. Messbarger-Eguia will also discuss key trends shaping the future of health care:

- Social and Demographic Trends
- Physician Trends
- Global Health Care Trends
- Economic and Regulatory Trends
- Technology Trends

[See "March Program" page 5](#)

Meeting Location

Methodist Hospital
6565 Fannin
Houston, TX
Dunn Rio Grande
Conference Room

Valet Parking at
Methodist can no longer
be validated

Click [HERE](#) for detailed
parking information.

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Message from the President

By Cindy Price, FHFAM, Chief Operating Officer
HCA - Shared Services



Cindy Price, FHFMA is Chief Operating Officer for HCA-Shared Services. She also serves as the 2008-2009 President for the HFMA Texas Gulf Coast Chapter.


What an exciting year we have experienced. I cannot remember when we had so many critical events occur that impact our Nation, Industry and personal lives. From the National Elections, RAC Programs, Hurricanes and the Economy, we are set for an even more challenging year in 2009.

Individually, our New Year's resolution becomes critical to embrace and manage the change we as leaders will experience in the next several years. The 2008-09 HFMA National Chairman's theme "Making Connections" is the focus of my New Year's resolution. While each of us continues to have our unique situation/affiliation issues; the one area where we all can still benefit from is sharing our professionalism and knowledge through sharing our experiences and building new and stronger friendships through HFMA.

The 2009-10 year begins in June 2009. Melissa Fisher, our Chapter President Elect, is working with the Nominating Committee to present new Board Members that our Membership will be voting on 1st Quarter 2009. Additionally, Melissa has begun the process of placing Chairs and Co-Chairs for the critical volunteer committees that will be needed to provide quality benefits for our membership. This is the right time to get involved so please contact Melissa at 713-791-6205 or mfisher@giveblood.org to volunteer.

Again, it has been such an exciting year to be President of our Chapter. Thank you for your support and allowing us to make a difference in your organization and community.

Sincerely,

Cindy Price, FHMA 

Save the Date Calendar of Events

February 20 Monthly Luncheon

11:30a - 1p
When the Unexpected Happens, What's the Plan? Business Continuity Planning
Terry Cooper, U.T. M.D.
Anderson Cancer Center

March 27 Monthly Luncheon

11:30a - 1p
CHRISTUS Health - Futures Task Force Report - What the Future Holds in Store
Anne Messbarger-Eguia,
CHRISTUS Health

**March 29-31
HFMA Texas State
Conference**
The Driskill Hotel, Austin
www.hfmatexas.org

April 17 Monthly Luncheon

11:30a - 1p
Phil Robinson

May 14-15 Annual Meeting

Regular Luncheon meetings are generally held on the 3rd Friday of each month at 11:30 am. However, please confirm dates/times in advance.

Our regular meeting location is:

Methodist Hospital
6565 Fannin
Dunn Rio Grande
Conference Room

Topics and Speakers subject to change.
Credit Cards accepted.



Save the Date HFMA Texas State Conference

March 29-31, 2009
The Driskill Hotel, Austin,
Texas

Join us in Austin for up to 18 hours CPE credit including National and Texas updates from the American Medical Association and Texas Hospital Association. AND - sign up for a special HFMA-Only performance of Austin's premiere comedy & parody troupe, Esther's Follies.

Conference sessions include:

Achieving Strategic Success in Turbulent Capital Markets
RAC: Education and Response Methods to Mitigate Revenue Reduction
Healthcare Fraud: Perspectives and Case Analysis
Medicare Reimbursement
Physician/Hospital Integration
Access to Capital Markets
A Managed Care Overview
Lean Healthcare
Thinking Outside the Healthcare Box
Courage in Leadership

www.hfmatexas.org

Apocalypse Now: Why Are VA Claims Not Being Paid?

By Scott C. Hilliard, Attorney for Hollaway & Gumbert

Is your hospital currently attempting to collect outstanding fees from the Veterans Administration (VA) for emergency care provided to a veteran? Be prepared for an uphill battle. In 2001, the Veterans Millennium Health Care and Benefits Act (also referred to as "The Mill Bill") was passed by Congress for the purpose of authorizing the VA to pay non-VA facilities for emergency treatment for certain qualified veterans with no other ability to pay. In practice, the Mill Bill is frustrating health care providers with millions of dollars in unpaid claims.

It should be noted from the outset, that this legislation was never intended to create universal health insurance for every person who has ever served in the military. Instead, eligibility to payment under the Mill Bill is complicated and dependent on a host of factors that may not be readily apparent at the time the treatment is provided to the patient. The governing factors which control Mill Bill reimbursement are laid out in Title 38 of the Code of Federal Regulations § 17.1000 to § 17.1008 inclusive.

A hospital's approach to handling VA Mill Bill cases should not be limited to efforts in the collection department alone. Proper patient screening, managing patient care, and improving billing procedures can result in dramatically improving a hospital's ability to collect VA claims. This article will briefly discuss some helpful solutions at each of these stages.

A critical first step to eliminating collection hassles down the road is to make sure a patient's eligibility for VA Mill Bill reimbursement is properly screened on the front end. The primary issue that will need to be established is that the

veteran has been actively enrolled and received medical services in a VA facility within a 24 month period prior to the veteran's admission. The hospital should document, to the extent practical, the VA facility at which the veteran has been seen, for what purpose medical attention was sought, and any physical proof the veteran can supply (medical records, appointment slips, pill bottles, etc.).

Another issue that must be screened is whether any other payer, aside from the VA, exists to pay any portion of this claim. Ruling out other payers requires the veteran (or the hospital on the veteran's behalf) to investigate, litigate, and pursue workers' compensation insurance carriers, liability policies for veterans involved in motor vehicle accidents regardless of fault, and any potential third parties who may be responsible to pay the veteran's hospital bill as a result of that parties' intentional or negligent act. This provision even requires an attempt to exhaust the Texas Crime Victim Compensation Fund for cases where the veteran was the victim of a crime. If the veteran retired from the Armed Forces and is eligible for TRICARE, CHAMPUS, or any coverage under any VA other program then they are not eligible for Mill Bill reimbursement of emergency health care expenses.

Managing a patient stay can be an instrumental tool in ensuring that the hospital is not providing care that will not be eligible for Mill Bill reimbursement. The hospital should document that all of the care rendered was only to stabilize the patient's

"A hospital's approach to handling VA Mill Bill cases should not be limited to efforts in the collection department alone. Proper patient screening, managing patient care, and improving billing procedures can result in dramatically improving a hospital's ability to collect VA claims."

New Chapter Members

Gustavo Alba
Paragon Hospital Services, LLC.

Cole Bennett
Northstar Healthcare

Shelby Bloom-Stefka
Northstar Healthcare

Cecilia Borza
HCA Houston Revenue Service Center

Karmelda Bradford
U.T. - M.D. Anderson Cancer Center

Mark Davies
Methodist Hospital

Bruce Deskin
First Southwest Company

Jerry Dominguez, CPA
East Texas Medical Center - Crockett

Donna Donathan
St. Luke's Episcopal Health System

Anita Fluharty
CHRISTUS Health

Scott Froehlich
U.T. Medical Branch

Catherine Giegerich
Methodist Hospital

Karol Hopkins
Scott & White University Medical Campus

Lisa Jonte

Laura Kaufman
St. Luke's Episcopal Health System

Jessica Kitchens
VHA

Donna Koeppen
Baylor College of Medicine

Scott Lockhart
TXHH, Inc.

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See "VA Claims" page 9

In Memory of Ron Dietrich

Past Director, HFMA Gulf Coast Chapter

by Tim Eng, Corporate Compliance and Internal Audit
Valley Baptist Health System



Tim Eng is VP of Corporate Compliance and Internal Audit for Valley Baptist Health System. He serves as 2008-09 Newsletter Editor for the HFMA Texas Gulf Coast Chapter.

Like so many others, I didn't get the privilege and honor of knowing Ron on a very personal level, but through his work with me via the HFMA Gulf Coast Chapter, I did get a chance to be touched by his life. No matter what my interaction was with Ron, I always came away impressed by his intelligence, his inner strength and his kindness. They say you haven't lived, unless you have regrets. One of my regrets is that I didn't get to spend more time with Ron when he was here with us in order to know him better. However, for some reason, I get the feeling he is watching our meetings from above and chuckling right along with all of us.

Below is a reprint on Ron's obituary and colleague memories in case you didn't get to read them the first time. The next time you are gathered with a group of HFMA Gulf Coast Chapter members during a happy hour, don't forget to give a toast to Ron's memory. I know, I will



Ronald Lee Dieterich, 62, respected colleague in healthcare finance and the Texas Gulf Coast Chapter of HFMA, died on October 25, 2008 at home after battling colon cancer since 2002.

He is now living in peace and without pain with his Lord. Ron was born on January 23, 1946 in Hagerstown, MD to Fred and Mildred Dieterich. After graduating from South Hagerstown High School in 1964 and the University of Maryland in 1968, he was drafted into the Army. He completed Officer Candidate School and was sent to South Korea, where he met Nancy Kelly, a Red Cross Donut Dolly from Hapeville, GA. Ten months later, on June 5, 1971, they were married in Hapeville.

GA. Ten months later, on June 5, 1971, they were married in Hapeville.

They lived in Laurel, MD near Fort Meade, where Ron attained the rank of captain and completed his military service. Ron then went back to the University of Maryland for his MBA. After his graduation, he and Nancy moved to Greensboro, NC, where Ron earned his certification as a CPA and worked for the public accounting firm Peat Marwick Mitchell (now KPMG). In January 1977 their daughter Laurie was born, and son Paul was born in April 1980. The family moved in 1986 to Macon, GA where Ron was the Executive Director of Internal Audit for the Charter Medical Corporation.

Four years later, Ron joined St. Luke's Episcopal Hospital in Houston, TX as the Senior Vice President, Management Services and Internal Audit in a newly-created financial oversight position for St. Luke's and Texas Children's Hospital. In 1991 he added Chief Quality Officer to his responsibilities and in 1995 was named Senior Vice President, Management Services and Controller. During Ron's 16 years at St. Luke's the organization grew and was renamed St. Luke's Episcopal Health System. He retired in 2006 as the Senior Vice President, Controller and Compliance Officer at St. Luke's Episcopal Health System.

Ron was a member of the Healthcare Financial Management Association and the American Institute of Certified Public Accountants. During his time at St. Luke's Ron was active in his and Nancy's church, The Woodlands Community Presbyterian (WCPC). After his retirement he was able to do much more; he served on a number of different committees, completed the 50-hour Stephen Ministry training, and was commissioned as a Stephen Minister in 2008. He particularly enjoyed his WCPC Wednesday morning book study group meetings. For a number of years he and Nancy participated in the American Cancer Society's fundraiser Relay For Life, and in 2008 Ron was the top fundraiser for Montgomery County.

New Chapter Members

continued from page 3

Thong Luu

HCA Healthcare, Inc.

Alison McKell

First Southwest Company

David Noiro

Oakbend Medical Center

Jonathan Pierce

John Powell, Jr.

Heritage Health System

Donna Price-Ludden

Methodist Hospital

Matthew Racer

Memorial Hermann Baptist Hospital

Louis Rico

Terry Russell, Jr.

CHRISTUS Health

Elizabeth Smalling

University Of Houston-Clear Lake

Kimberly Smelley

Paragon Hospital Services

Florence Songs

Calvary Care Group. Inc

Natasha Stanley

Carl Stewart

Harris County Hospital District

Sadhia Swati

Karen Willey

Paragon Hospital Services, LLC

Michelline Woo

Memorial Hermann

[See "Ron Dietrich" page 8](#)

Members on the Move


By Carolyn A. Gay, Administrator, Hollaway & Gumbert



Carolyn Gay is the administrator of the law firm of Hollaway & Gumbert. She also serves as a Director on the Board for the HFMA Texas Gulf Coast Chapter and is a Newsletter Committee Co-Chair for 2008-2009.

The "Members on the Move" column highlights recent achievements for our members, such as career advancements, scholastic achievements, awards, and other new ventures. Share your recent successes with Carolyn Gay at cgay@houstonlaw.com, so she can share them with the Texas Gulf Coast Chapter of HFMA.


Recent success stories include:

Rosanna Sharp was recently promoted to reimbursement manager at CHRISTUS. Her colleague, Julie Rabat-Torki said, "That is an amazing and wonderful accomplishment that we are all really proud of!" Rosanna was a senior analyst and has been with CHRISTUS for 38 years! Rosanna is also an invaluable asset to our Chapter in her role as an active participant on the Community Services Committee. 

February Program

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can have a direct effect on your bottom line. It is important to know what your level of readiness for operational disruptions is.

Terry Cooper is Director of Business Continuity Planning at The University of Texas, M.D. Anderson Cancer Center. In this position, he is responsible for providing an enterprise-wide business continuity solution that allows M. D. Anderson to continue to provide quality, research-driven patient care and services to our patients, their families and the community. Terry has a clinical background as a certified medical technologist (MT) and associate director in Laboratory Medicine and Pathology with BS in medical technology and Master of Business Administration (MBA). He is a fellow in the American College of Healthcare Executives (ACHE). He serves on the advisory board of the Clinical Laboratory Management Association (CLMA) for the Greater Houston chapter. 

March Program


from page 1

Anne Messbarger-Eguia is the Senior System Director of Planning, Research and Innovation for CHRISTUS Health, a not-for-profit health system based in Texas. In this position, Anne is responsible for strategic planning, including future trend identification and monitoring. Anne leads the CHRISTUS Health strategic planning process which includes both short and long-term strategy development at the system and regional levels. Anne oversees the management of an extensive "data bank" of demographic, economic, utilization, competitor and quality data, ensuring that the system and regional strategic direction is based upon sound and current data as well as analysis. Additionally, Anne serves as the director of the CHRISTUS Innovations Institute. In this capacity, Anne is responsible for identifying and supporting innovative initiatives that strengthen CHRISTUS Health's ability to positively impact local and global health and wellness.

Anne most recently led the CHRISTUS Health Futures Task Force II, an expansive, year-long effort to research emerging global and domestic trends that will shape our world in 2018 and beyond. Anne has worked in health care strategic planning for nearly 20 years. She has a Bachelor's Degree from the University of Illinois and two Master's Degrees from the University of Texas at Austin. Anne lives in San Antonio, Texas with her husband and three young children. 

Chapters Helping Chapters: \$500 Donation to American Red Cross For Hurricane Relief in Honor of HFMA Texas Gulf Coast Chapter

The local American Red Cross recently received a \$500 donation from the HFMA Florida Chapter and Greater Florida Buccaneer Chapter of AAHAM, in support of the HFMA Texas Gulf Coast Chapter and the AAHAM Texas Bluebonnet Chapter and their Texas communities impacted by Hurricane Ike.

In their response letter, Cindy Price, FHFMA, President of HFMA Texas Gulf Coast Chapter and Marji Henry, CCAM, President of AAHAM Texas Bluebonnet Chapter wrote, "This gesture is indicative of the character and heart of people of healthcare in general and the people in healthcare in Florida in particular. We are grateful for your generous and thoughtful donation on behalf of the members and neighbors in the Houston/Galveston area. Your support is recognized and appreciated." 



hfma florida chapter
healthcare financial management association

www.flordahfma.org

American Association of Healthcare Administrative Management

American Red Cross
Greater Houston Area
2700 Southwest Freeway
Houston, Texas 77098

Greetings:

Being residents of Florida, the members of both the HFMA Florida Chapter and the Greater Florida Buccaneer Chapter of AAHAM know first-hand how devastating the effects of a hurricane can be.

In support of our friends and colleagues in the HFMA Texas Gulf Coast Chapter and the Texas Bluebonnet AAHAM chapter, please accept this gift of \$500.00 for hurricane relief.

On behalf of our membership,

Johnny L. Holland, FHFMA
Program Director, HFMA Florida Chapter
Board Member, Gr. Florida Buccaneer AAHAM

CC: Cindy Price, FHFMA
HFMA Texas Gulf Coast Chapter

Marji Henry, CCAM
Texas Bluebonnet AAHAM Chapter

Program Director:
Johnny L. Holland, FHFMA
18331 Pines Blvd., Ste. 206
Pembroke Pines, FL 33029

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www.hfma.org and select
"Education & Events"
from the left-hand
toolbar. Then select "E-
Learning Courses".

Community Services Corner

by Lisa Dixon, Client Services Director
Cardon Healthcare Network



Lisa Dixon is a Client Services Director for Cardon Healthcare Network. She serves as the HFMA Gulf Coast Chapter's 2008-09 Community Service Co-Chair, Programs Co-Chair, and as a Director on the Board

HFMA's Gulf Coast Members made Christmas wishes come true for 102 CPS children in the Houston area

Mary Green, the director of BEAResources for CPS children in Houston, and I were overwhelmed and overjoyed at the incredibly generous donations our membership made to the BEARing Gifts program that we adopted as our 2008 Christmas community service project. When Mary Green came to kick off this project in October she brought 100 wish list cards with her that contained 3 items that the CPS children were asking for Christmas. All 100 cards were taken by many of our members and an additional 2 more cards were requested after that date. We even had one of our board members request 11 cards so that he and his department could go shop for these kids and make the delivery to BEAResources by way of car, van and truck. My personal thanks to many of our members who took their donation directly to the BEAResources Warehouse so that we could be sure the gifts were received by the deadline.


As you can imagine, with 102 CPS children's wishes being granted, to list all the gifts purchased (or at least the ones I know about) would require several pages of this newsletter rather than just the space provided for this article. How fabulous!

The Community Services Committee wants to thank every one of our members (and their staff) who participated in this project and made it such a great success. What a wonderful way to end 2008!!!!



February Community Service Project: Shriners Hospital for Children

We will be hosting a Valentine's Party for the children in Shriners Hospital in February as our fourth and final Community Service Project for the 2008-2009 year. Vikki Pennington, Child Life Specialist at Shriners Hospital, kicked off this project for us at the January 16 luncheon meeting. We will be accepting monetary donations to purchase prizes for the kids, holiday decorations as well as food, drinks and holiday candy. If you are interested in volunteering at this event, please contact me at ldixon@cardonhealthcare.com. Let's make this a Valentine's Day these children will always remember.

If you couldn't attend the January meeting but would like to donate to the project, please make checks payable to **Shriners Hospital** and mail to Lisa Dixon, c/o Cardon Healthcare Network, 25231 Grogans Mill Road, Suite 100, The Woodlands, TX 77380. 

Has Your Contact Info Changed?


If you are relocating, changing jobs, changing e-mail addresses or phone numbers, don't forget to update your information on the National HFMA website at www.hfma.org, or e-mail your new contact info to memberservices@hfma.org

Also, please notify the Chapter office of your changes at 713.776.1314 or info@htmatxgc.org

Nomination Deadline for the 2008-09 Most Motivated Member Award is January 31

Would you like to nominate a colleague for the Most Motivated Member Award? The deadline is approaching! The only criteria for nomination are that the nominee is not currently serving as a Board Member or Officer, and that the nominee is active in committee volunteer work in 2008-09.

Nominations should be submitted via email to Cindy Price at cindy.price2@hcahealthcare.com with "**Most Motivated Member Award Nomination**" in the subject line and must include the following information:

- Name of Nominee
- 1-2 paragraphs describing why you believe this person should receive this award
- Your Name and Contact Information 

Ron Dietrich

from page 4

Ron played some golf in college, and in Greensboro he had the opportunity to play frequently. While working at Charter and St. Luke's he had little time for golf, but once he retired he joined a group of friends who played every Friday. Ron also enjoyed going to Astros and Rockets games with Paul. Last fall Ron, an avid Green Bay Packers fan, flew with Paul to Green Bay to attend a Packers game at Lambeau Field. Ron was preceded in death by his father, Fred, and is survived by his mother Mildred, wife Nancy, children Laurie and Paul, and sister Lois Herchenrother.

"I didn't know Ron very well, as I was relatively new to being an active HFMA member, but I can say that Ron was a very kind, and well respected person. He was soft spoken, and very intelligent, the kind of person who was hard working, full of great ideas, but didn't like to be the center of attention. Since Ron took ill with cancer, we have all felt his absence. I was hopeful that he would have lots more time, but I think he made the absolute best of the time he had. Ron is missed and remembered always." — **Julie Rabat-Torki**

"Ron was the treasurer for many years and served as a board member too. He will certainly be missed by many." — **Steve Hand**

"Since 1991, I have known and admired Ron. We first met during an interview in which he took a giant leap of faith and hired me to work as a summer intern at St. Luke's Internal Audit department. As a Vice President, Ron was a very busy young and energetic executive. But he was always very kind to me and took the time to say hello and ask how the family was doing whenever we accidentally met in the hallway. Over the next decade, I grew in my profession and eventually had the pleasure of sitting on the Board of Directors while Ron was still actively participating. While quiet and attentive, you could count on Ron to get straight to the heart of a discussion. Always smiling, gently smiling." — **Mary Ann Missman**

"Ron was the reason I became active within the Chapter and its' Board. It saddened me to share news of his passing with the Chapter." — **Mark Evard**

[See "Thoughts about Ron" page 10](#)

Member Snapshots



Scott McBride, Partner Baker & Hostetler LLP, discussed the management of overpayment issues and disputes at the January 16 Luncheon Meeting.



Lisa Dixon (left) listens to Scott McBride at the January Luncheon.

Join a Committee - Get Involved!

The Texas Gulf Coast Chapter of HFMA has many opportunities to get involved. Every January, the Strategic Planning Committee begins looking at things we need to do in the next fiscal year for our chapter. Additionally, the Nominating Committee gathers to nominate members to the Board, Officer positions, and Committee Chair and Co-Chair positions. Our chapter has 14 different committees, so any interest you have can probably be found amongst those committees. You can find a list of them on our website at www.hfmatxgc.org. Your participation in your chapter makes the Chapter stronger. Please let us know if there is a particular area in which you are interested. You can e-mail your interest to Eric Depew at edepew@mcctx.com, Cindy Price at Cindy.Price2@HCAHealthcare.com, or Melissa Fisher at mfisher@giveblood.org.



The Texas Gulf Coast Chapter Managed Care Committee hard at work.



VA Claims

from page 3

emergency condition and that the hospital began to make efforts to transfer the patient to a VA facility as soon as practical. The VA highly recommends that if a hospital admits a veteran on an inpatient basis for a medical emergency, the hospital should begin to contact the VA within 48 hours after admission. The purpose of this contact is to begin to facilitate the process of transferring the veteran to a VA facility. Therefore, hospitals should make sure they have all the contact information for the nearest VA facilities and work to establish relationships to ensure the safe and expeditious transfer of veterans once their condition has stabilized.

Proper screening of a VA Mill Bill claim and efficient management of patient care is only half of the battle. Correct billing and including the proper documentation will greatly improve the odds of a VA claim being paid. Hospitals need to do a better job of ensuring the bill is being mailed to the correct place. Do not assume that the bill should be mailed to the nearest VA hospital because that is almost never the case.

Finally and most importantly, the biggest issue associated with VA claim denials is the allegation that the provider failed to timely respond to a VA request for medical records. Most VA Mill Bill claims are initially denied because the provider did not timely submit medical records in response to a VA request. Failure to produce requested information and/or failure to request additional time to comply with the request within thirty days will result in a provider's claim being considered abandoned. Therefore, make sure your hospital provides the VA medical records as early as possible and keep proof that the medical records were timely sent to the VA (e.g. a certified mail return receipt).

The sacrifice made by the men and women who serve in our armed forces should not be lost or forgotten. The VA Mill Bill was meant to honor that sacrifice by allowing eligible veterans the opportunity to seek emergency care at a non-VA facility in the event they could not reach a VA facility. From some perspectives, the Mill Bill has resulted in an attempt by veterans to use non-VA facilities as primary care givers. Regardless of perspective, the fact remains that hospitals are losing millions of dollars a year on these claims. Hopefully this article will assist providers in avoiding the pitfalls that make VA Mill Bill claims so frustrating.

Scott Hilliard joined *Hollaway & Gumbert* in August 2008. He is an accomplished attorney with seven years of professional experience in the representation of health care providers. Scott earned a Bachelor of Arts in Political Science and International Studies from Baylor University in 1997. He also was a Dean's List recipient and graduated in 2000 from McGeorge School of Law, with a Juris Doctor. Additionally, Scott was awarded a Certificate in International Legal Studies in Salzburg, Austria from United States Supreme Court Justice, Anthony Kennedy.



HFMA Texas Gulf Coast Chapter Job Bank

Contact Dianne Love, PhD at love@cl.uh.edu to post job opportunities and/or to be added to the HFMA e-mail distribution group for future job opportunities.

HFMA National Job Bank

http://www.hfma.org/careers/job_bank_new.cfm

Arden and Richard Rodriguez, 2005-06 HFMA National President

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Chapter Administration
Non-Profit Services Corp.
Dean & Terry Newton
Tel: 713.776.1314
Fax: 713.776.1308
info@hfmatxgc.org

Thoughts about Ron


from page 8

After I moved over to Payroll, Ron stopped by late one night and rang our Payroll bell. He must have seen our interior light on and thought that he ought to check on me/us. I was surprised to see him at our service window. He said that he was just checking to make sure that I was okay. I was so touched that Ron did that for me. Ron was a very kind person and he simply did not hesitate to show it in big and small ways." — **Lynn Christopher**

"I don't know if you knew this or not, but my husband became seriously ill about the same time Ron first discovered he had cancer. Even though Ron was also very ill at the time, he always asked about my husband's health and his recovery. His interest was truly genuine, and he helped me through some very trying times. Ron was a true people's person and his concern for his staff members was always sincere. I will remember Ron always, and deeply treasure his acquaintance." — **Mary Garcia**

"In a very general conversation with Ron one time, I mentioned a gentleman (vendor or the like) that had been rather curt with me on the phone and was not being cooperative with my request, or whatever the situation was. Ron immediately wanted to call the guy back right there on the spot and tell him that "you don't speak that way to a lady". I told Ron that he didn't need to intervene and that I had handled the matter; it really was no big deal! This situation was one of many that depicted Ron's Southern Gentleman ways. He was most respectful towards women in general, always, more than any other man I've ever met !" — **Leanne Smith**

"One of our annual budget Management Forums was not going well from an audio/visual stand point. It seemed as though there was glitch after glitch which I had to address while on stage during the meeting... and there was Ron, my boss, right there on the front row. He was up next to speak and ...he gives me a high-five right there on stage, in front of the entire auditorium! What a powerful moment that was. I don't know if he knew it then, but with that brief gesture, he made me feel so honored ... That was a great moment and one I will never forget." — **Anne Browning**

"After our recent Sunday visit with Ron at his home, I started laughing in the back seat and shared what Ron whispered in my ear when he hugged me goodbye, 'Now you keep those Davids in line!' and I was left wondering which ones he meant, David Gruener, David Pate and/or David Fine. Ha!" — **Pat Ramirez** 

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<u>Editions</u>	<u>Submissions Deadline</u>
July/Aug/Sept	June 1
Oct/Nov/Dec	September 1
Jan/Feb/Mar	December 1
Apr/May/Jun	March 1

Submit articles (MS Word) or advertising (.jpg or .tif files) to the newsletter editor, **Tim Eng at tim.g.eng@gmail.com**.

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