

American Institute of Healthcare Compliance, Inc.



Guide to Member Benefits

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Visit Our Website: www.aihc-assn.org



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AIHC 431 W. Liberty Street Medina, Ohio 44256

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Our Mission

To provide classroom and web based training programs for professional development, education and certification to healthcare administrators to improve competency in the management of medical facilities in the increasingly complex regulatory environment at a reasonable cost.

Our Vision

To establish an international network of credentialed healthcare professionals for the purpose of promoting increased quality of administrative healthcare systems in the United States.

We are a web-based company

www.aihc-assn.org

About Us

AIHC is licensed as a healthcare education corporation with the Internal Revenue Service (IRS) operating as a Non-Profit 501(c)(3) organization. This means monies earned through the operations of AIHC are reinvested back into the company to benefit our members.

There are no shareholders or investors. Our dedicated employees and staff cannot earn bonuses or compensation based on revenue or profitability of the company.

Corporate Office

The physical location of our Corporate Office is at 431 W. Liberty Street, Medina Ohio, which is located between Cleveland and Akron. Walk-ins are welcome, but most of our inquiries and registrations occur online through our website.

Financial and Career Counseling Services

The corporate office provides both financial and career counseling services in-person, by phone, or by e-mail through the “Contact Us” page on our website.

Financial services include: providing group discounts, offering PayPal Credit with 0% credit card payment plan assistance, and providing low or 0% in-house financing options.

Career counseling services include discussing education level and work or career experience. Your career counselor will discuss your goals and help you choose a program or educational track to best suit your needs.

Healthcare compliance is a very broad and complicated topic. Compliance has become an important part of every healthcare worker’s job. Administrators and executives bear the burden of developing and enforcing compliance standards. AIHC is here to provide direction, education, and support.

Short Courses

Short or mini-courses are typically completed in just a few weeks and are lower in cost. These programs are offered online as web based training (WBT). You will be able to work at your own pace to complete training by the course expiration date (typically 2-3 months). Below is a list of short or mini-courses offered:

- Art of Medical Collections
- Appeals Management
- Medical Office – Clinical Documentation Improvement
- HIPAA Basics
- HIPAA Risk Analysis
- How To Code ICD-10-CM Refresher



Career Courses

Career Courses are offered on-line as web based training (WBT), and many are also periodically offered classroom style through training camps.

We offer education in a wide range of areas. Our courses are designed for those already working in the healthcare field with the desire to become a certified professional. Certification is approved by the National Certification Exam Board. Below is a list of our career courses offered with the option to certify:

- Auditing for Compliance
- Computerized Physician Order Entry
- Corporate Compliance
- HIPAA Privacy & Security
- Revenue Cycle Management

Corporate Training



When you have several members of your work force in need of training, we can come to you!

All short courses and career programs can be offered either on-site at your facility or as a combination of remote (online) study with training completed on-site by one of our professional staff.

- [Click Here](#) to view a listing of our professional training staff.
- [Click Here](#) for more information about on-site corporate training options.

AIHC Committees and Corporate Structure

Board of Directors

Our Board of Directors are all volunteers. The following positions are present:

- Board Chair (CEO)
- Legal Counsel (2)
- Physicians (2)
- Current Student / Credentialed Member
- Instructor*

*Because the instructor position is one with compensation, the instructor is not permitted to cast a vote on any issues which could result in instructor compensation.

Certification Exam Board

The Certification Exam Board consists of two board members, the Vice President of Client Services and two instructors. They provide guidance related to credentials, certifications and qualifications of members to obtain certification.



This board convenes as needed to review how certification exams are executed, monitor the quality of the proctoring of exams, and provide oversight of the certification exam process.

The Vice President of Client Services presides as Chair for this board. Certification exams are offered under the following conditions:

- Proctored in person after completing a classroom or training camp program;
- Proctored in person by appointment at our main office;
- Proctored online at a location of your choice (security rules must be followed and full cooperation with the proctoring process is required).
- All certification exam scores and proctor documentation are reviewed by at least two Certification Exam Board members before the official pass/fail status of the exam is announced.

Education Department

The Education Department consists of the Enrollment Department (processing new membership and registrations) which conducts research and development (R&D) related to new products, programs, courses and continuing education requirements of our graduates.

This department recruits, trains and oversees the Online Course Managers serving our clients. The CEO of AIHC is the Executive Director of the Education Department. The CEO is involved as an instructor for various training camps and programs with the goal of staying in touch with health care administrators and to help guide the direction of the research and development functions of the organization.

Scholarship Committee

The Scholarship Committee is comprised of at least one board member (Treasurer), one credentialed member in good standing of at least three years and the CEO of AIHC. The Vice President of Client Services acts as an advocate for scholarship applicants and is the primary person to communicate with applicants on behalf of the committee.

Professional Development Department

The Director of Professional Development provides well-trained guidance counselors who are available by phone, e-mail or in-person (or by appointment at our corporate office). Financial counseling is important to our guidance counselors. They strive to provide financing options with zero or low interest rates, combining various discounts, and providing financial assistance for those who wish to apply for scholarship funds.

Renewal Department

Whether you are renewing an annual membership or renewing credentials with our organization, the renewal department can assist you by answering membership, CEU, or renewal questions. They can provide guidance on using our CEU Online Tracker and work with you during difficult times, such as unemployment or career changes. This department is managed by the Director of Professional Development.

Grievance Committee

The Board Vice-Chair oversees the Grievance Committee. This committee will review formal complaints or concerns brought to our office. The CEO and Vice President of Client Services work with the Board Vice-Chair to convene a committee relevant to the area being reviewed.

Code of Conduct

The Code of Conduct is a guide to the ethical conduct expected of students and certified professionals of the American Institute of Healthcare Compliance, Inc. (AIHC). The code also aims at informing the public of the principles to which healthcare compliance professionals are committed.



The healthcare industry operates in a heavily regulated environment with a variety of identifiable risk areas. In addition to the challenges associated with patient care, healthcare providers are subject to voluminous and often complex sets of rules governing administrative operations. Over the last decade, risks associated with non-compliance have grown dramatically. Those serving in a position of compliance in a healthcare organization have assumed great responsibility and should be concerned with the manner in which they carry out their duties as compliance professionals. Students and those certified through AIHC are viewed by employers and the public as compliance professionals. The very word ***professional*** implies you are an ***expert***. The following competencies are expected:

1. Take action to satisfy the mission and vision of your organization.
2. Influence others to do the right thing; you are serving as a role model.
3. Work to achieve the highest standards of quality while being fiscally responsible.
4. Become an expert in the skills and tools necessary to do your job.
5. Always perform to the best of your abilities.
6. Appreciate and support those you work with.
7. Practice good manners and use proper etiquette at all times.
8. Demonstrate high ethical and moral standards.
9. Be honest and fair in all of your dealings with others.
10. Respect and acknowledge the talents of your peers.
11. Professionals are humble and generous in their praise of others.
12. Professionals are pleasant even during trying times.
13. Recognize any shortcomings you might have and work on your professional improvement.
14. Obey the law.
15. Keep your knowledge up to date through self-teaching and maintaining continuing education efforts.

Member Benefits

General Overview



What does it mean to become an AIHC member? Our members have been telling us what it means to them! Here are just a few comments we receive:

- *I am proud to be part of a non-profit organization.*
- *Membership dues are reasonable and course content is more than worth what I received for my training.*
- *Although I am not a certified professional, I love reading the professional articles, and downloading the free articles from the bookstore which helps me with my professional growth.*
- *Online, even with an instructor, it is difficult for me due to my busy schedule at work and home. I am so thankful that I am able to start my training Online and convert to a classroom camp to finish and certify! Best of both worlds – immediate start with benefits of classroom participation and interaction with qualified instructors.*
- *After my first certification through AIHC, I received a promotion. Over the years I have continued my professional growth and appreciate the guidance counseling to point me in the right direction.*
- *I belong to several professional organizations. AIHC accepts CEUs from most national organizations, making it easier for me to keep my coding, HIM and AIHC credentials all up to date. I love the opportunity to earn free CEUs!*

Annual Dues \$85

No matter how many credentials you may have through AIHC, earning the required CEUs and paying one annual membership fee is all you need to maintain your membership in good standing!

Our membership dues remain lower than other organizations because we strive to be “green”, by communicating through electronic means (website, e-mail, and internet).

Navigating the AIHC website

Whether you are a member or just visiting our web site for the first time, many resources are available to you without requiring membership.

Our Homepage

Classroom training camp(s) are featured on our homepage. Scroll down to view a few testimonials from our students and professional graduates.

We are accredited with the
Better Business Bureau (BBB).
We have an A+ rating!

[See for yourself...](#)



Not receiving our electronic news or special offers? You can easily [click to sign up to join our Email ListServ!](#)

We have partnered with InGauge, a book vendor offering special discount pricing for coding and other professional books when you order through the AIHC website. AIHC does not receive any monies from sales made through InGauge. This is an offer to you for visiting our website!

Utilizing the Horizontal Tool Bar

The tool bar provides drop-down menus for easy viewing. The homepage provides access to anyone (without logging in) to the following information:

- Membership Forms (online or hardcopy membership application)
- Training (drop down menu of current educational offerings)
- Payment Options Page
- Refund Policy
- Scholarship Application
- Contact Us

Already an AIHC Member?

Let's take a tour of the members-only portion of the website!

[Click Here](#) to go to the login page. You can also access this portal from the home page by clicking on "login". Enter your username and password. Forgot password? Click on "Reset Password" and the system will send you an email link to reset your password.

The image shows two screenshots of the AIHC website's login and password reset process. The top screenshot is titled "AIHC Member Login" and features input fields for "Username:" and "Password:". Below these are buttons for "Login", "Cancel", "Remember Login" (with an unchecked checkbox), "Register", and "Reset Password". A large green arrow points from the "Reset Password" button down to the second screenshot. The second screenshot is titled "Reset Password" and contains a light blue box with the text: "If you forgot your password, you can create a new one by providing your User Name. An email with a password reset link will be sent to your registered address. Click on the link and you will be taken to a page where you can then create a new password." Below this box is a "User Name:" input field and buttons for "Send Reset Link" and "Cancel". Annotations with green arrows point to the "Reset Password" button in the first screenshot, the "Reset Password" button in the second screenshot, the "User Name:" input field in the second screenshot, and the "Send Reset Link" button in the second screenshot. A blue callout box with a wavy border contains the text: "If you forgot your Username you will need to contact the corporate office for assistance".

Enter your **Username**

Click on **Reset Password**

"If you forgot your Username you will need to contact the corporate office for assistance"

Reset Password

If you forgot your password, you can create a new one by providing your User Name. An email with a password reset link will be sent to your registered address. Click on the link and you will be taken to a page where you can then create a new password.

User Name:

Confirm your **Username**

Click **Send Reset Link**

If your username was entered correctly, you will receive an email with a link to reset your password. The link will come to the email address you provided during registration. The reset link is temporary for security reasons and can only be used once.

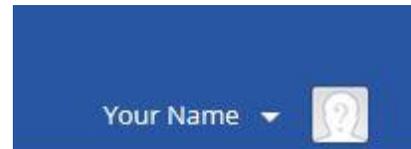
Fill in or Update Your Profile

Once logged in, keep your profile updated! Your name will appear on the far right side of the tool bar. Click on it to update your profile!



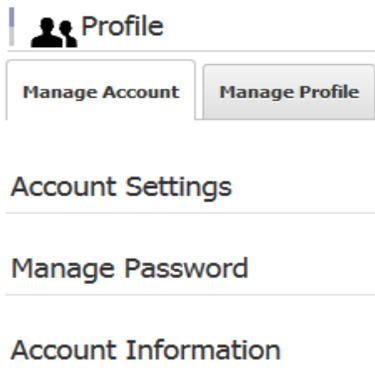
Upper right hand corner,
click on your name to

Edit Profile



You can also Manage Profile

- ❖ Update name changes
- ❖ Address changes
- ❖ Phone and fax changes
- ❖ Employer information



✓ *Manage Account tab*

- ❖ Account Settings
 - ❖ Username
 - ❖ Display name – can be changed or updated
 - ❖ E-mail address – e-mail address we currently have for student

✓ *Manage Password*

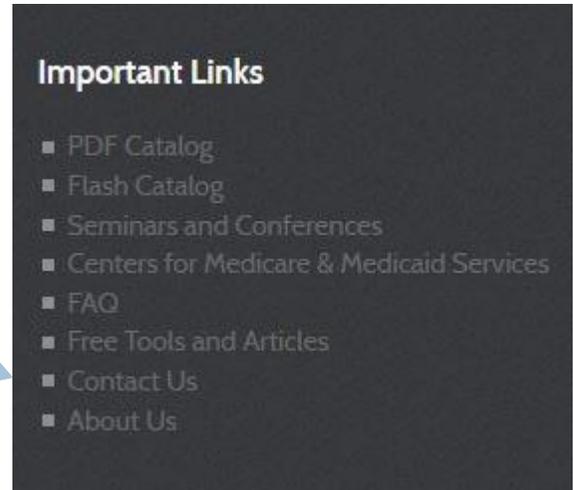
- ❖ Change password
 - ❖ Current password must be provided in order to change
 - ❖ Be sure to click "Change Password"

BE SURE TO CLICK "**UPDATE**"
TO SAVE CHANGES.
"UPDATE" is
LOCATED AT THE BOTTOM
LEFT HAND SIDE OF THE PAGE



Once logged in as a member, there are additional resources available to you through your membership. Let's find "Members" on the main tool bar – when you hover over "Members" a drop down menu will appear, showing:

- Our adherence to the Red Flag Policy to protect your credit card information and identity.
- The Bookstore has items for purchase – but let us show you how to gain access to FREE publications!
- - Choose "Bookstore" from the drop down menu, now scroll all the way down to the bottom of the main Bookstore page on the right to locate "Important Links" and choose "Free Tools and Articles"
 - Free Tools and Articles page provides various topics – choose the topic(s) of interest to find lists of free PDFs to download and read!



- CEU Professional Articles and Quizzes are next in the drop down menu taking you to a current listing of topics and instructions to earn *free* CEUs.



- [Click here](#) – To view the list of all our Course Offerings and Coupon Codes! Use these coupon codes when registering for a CEU short course or career program to receive deep discount prices included in your membership!

- A FREE Red Flag Toolkit is provided to our members! It is a PDF document with step by step instructions to guide you through implementing an identity theft compliance program.



Renewing Your Professional Credential and/or Annual Membership

Locate “Renewals” on the main tool bar – far right next to “My CEU Tracker”. When you choose this icon from the tool bar, the page provides valuable information regarding required CEUs, and renewing online by mail or fax. A chart provides an “at-a-glance” table listing CEU renewal requirements. Locate your professional credential and “Contact Us” with any questions. The Renewal Department is available to assist you by e-mail or phone.

Online CEU Tracker

AIHC professionals are required to log continuing education units, or CEUs, annually. Post the CEUs as you earn them, or enter them all at once by your renewal date.

Your Career is Important to Us!



**[Click Here](#) for More Information
or Assistance!**