

**American Institute of Healthcare Compliance, Inc.**



# Guide to Member Benefits

Visit Our Website: [www.aihc-assn.org](http://www.aihc-assn.org)



Updated for 2020

**5000 Gateway Drive, Suite 202, Medina, Ohio 44256**



## Table of Contents

	Page Number
Mission, Vision, About Us & Corporate Office	1
Counseling Services, Career Courses & Certification	2
Short Courses, Webinars & Corporate Training	3
AIHC Committees and Corporate Structure: Board of Directors	4
Professional Development & Education Department	4
Certification Exam Board	5
Renewals Department & Grievance Committee	5
Code of Conduct	5
Member Benefits: Membership – What does it mean for you?	7
Annual Membership Fees	7
Navigating the AIHC Web Site: Homepage & Tool Bar	8
Tour of the Member’s Only Portion of AIHC’s Website	9
Fill in or Update your Profile	10
Members Tab on the Tool Bar	11
Renewing your AIHC Professional Credential	12
Online CEU Tracker	12



## **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.

## **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**

Our Corporate Office is located at 5000 Gateway Drive, Suite 202, Medina Ohio, which is 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 and offering PayPal Credit with 0% credit card payment plan assistance.

Career counseling services include discussing education level and professional 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.

## We are a web-based company

[www.aihc-assn.org](http://www.aihc-assn.org)

## Career Courses

Career Courses are offered online as web based training (WBT). Many are also periodically offered as classroom style 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
- Auditing – Conducting Investigations
- Comprehensive Clinical Documentation Improvement
- Computerized Physician Order Entry
- Corporate Compliance
- Cost Report Specialist
- Healthcare Collections
- HIPAA Privacy & Security
- Mastering ICD-10-CM





## Certification – Why it is Important?

When you receive a certification from AIHC, you are:

1. Confirming your commitment to provide quality healthcare
2. Validating your expertise in your professional area
3. Authenticating your responsibility to maintain high standards

## Short Courses

Short 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 within the allotted course time frame (typically 2-3 months). Below is a list of the short courses we offer:

- Effective Appeals Management
- Ethics and HIPAA Basics
- Ethics and Leadership
- Embezzlement
- Medical Office Coding
- Health Care Collections and Medicare Bad Debt Policies
- HIPAA Enforcement Basics
- HIPAA Security Basics
- New Hire and Annual HIPAA Training
- Patient's Rights and Release of Information
- 42 CFR Part 2
- Psychiatric Compliance
- Key to PCS Skills 2020

## Webinars

We offer Live and On-Demand Webinars at low cost. Live Webinars are offered at a specific date and time, while On-Demand Webinars are available at any time. For our On-Demand Webinars, you will have access to the webinar and associated materials for 6 months. Below is a list of the On-Demand Webinars we offer:

- Compliance and Elder Abuse
- Cybercrime, HIPAA and Healthcare
- Evaluation & Management Series
- Evaluation & Management Updates & Documentation
- Introduction to Mitigating HIPAA Security Risk
- Revenue Cycle Compliance Series



## 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 and on-site training with one of our professional staff.

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

## AIHC Committees and Corporate Structure

### Board of Directors

Our Board of Directors are all volunteers. The current board consists of:

- Board Chair (CEO)
- Legal Counsel (2)
- Physicians (2)
- Credentialed Member (3)
- HIPAA Expert in Privacy & Security (1)



### Professional Development Department

The Department of Professional Development provides guidance counselors who are available by phone, e-mail, or in-person 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 assistance to those who wish to register.



## **Education Department**

The Education Department includes the Enrollment Department which processes new membership and course registrations. They are also responsible for conducting research and development (R&D) related to new products, programs, courses, and continuing education requirements for our graduates.

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

## **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 the qualifications of members seeking to obtain certification.

This board convenes as needed to review how certification exams are executed, monitor the quality of exam proctoring, and provide oversight for 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 online at a location of your choice (security rules must be followed and full cooperation with the proctoring process is required)
- Proctored in person by appointment at our main office
- 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

## **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 when using our CEU Online Tracker and work with you during difficult times, such as unemployment or career changes.



## 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 for 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

### Membership – What does it mean for you?



1. Supporting the continuation of healthcare compliance
2. Being affiliated with an international non-profit organization
3. Receiving discounts on training and certification opportunities through AIHC
4. Ability to purchase discounted books and reference material through our vendors

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.”*
- *“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 Membership Fee \$115

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

All you need to do to maintain your membership in good standing is pay the annual membership fee by your renewal date! No matter how many credentials you hold with AIHC, to maintain your credential(s), you need to pay the annual membership fee and submit the required CEUs by your renewal date!

## 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 camps are often featured on the left side of our homepage. Links to information about all of our course offerings are located on the right-hand side of the page. Scroll down the homepage 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 [sign up to join our Email ListServ by clicking here!](#)



## Utilizing the Tool Bar

The tool bar provides tabs, some with drop-down menus, linked to other pages for easy viewing. Access the drop-down menus by hovering over the tab of interest. The tool bar provides public access to the following information:

- Membership Forms (online or hardcopy membership application)
- Training (drop down menu of current educational offerings)
- Payment Options
- Refund Policy
- Contact Us
- My Cart
- Blog
- Jobs

As a member, once you are logged in, you will see these additional tabs:

- Promotions
- Exams/Students (drop-down menu to access to your course(s))
- Members (see below for more detailed information)
- Renewals (instructions for your annual renewal)
- My CEU Tracker (instructions to enter your CEUs)

## 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 in the upper right-hand corner. Enter your username and password.

Forgot your password? Click on “Reset Password” and enter your user name. If you entered your user name correctly, the system will send you an email containing a link to reset your password.

*Please Note: If you forgot your Username, you will need to contact the corporate office for assistance.*

Click on ***Reset Password***



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:

1. Enter your *Username*

2. 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 display name will appear on the far right side of the tool bar at the top of the page.

### ✓ **2. Manage Account tab**

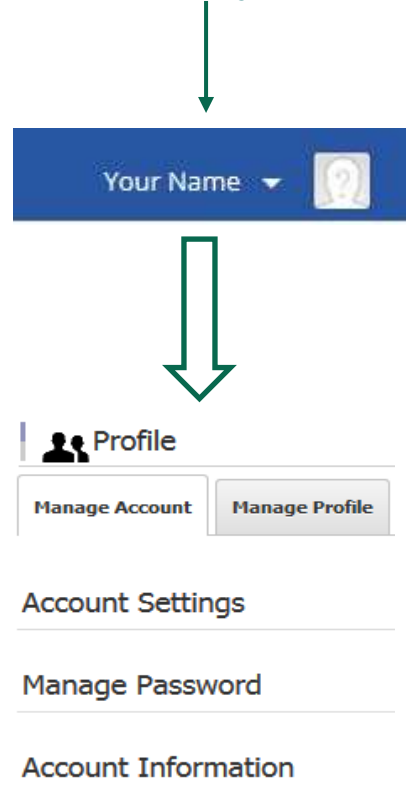
- ❖ Account Settings
  - ❖ Username
  - ❖ Display name – the name that appears on your toolbar display; can be changed or updated
  - ❖ E-mail address – e-mail address we currently have on file for you
- ❖ Manage Password
  - ❖ Change password
    - ❖ Your current password must be provided in order to change your password
    - ❖ Be sure to click “Change Password” to finalize your changes

### ✓ **Manage Profile tab**

- ❖ Update changes to your name, address, contact information, or employer
- ❖ Use Preferences to add a short biography and photo to be display by your display name

1. In the upper right hand corner, click on your display for the drop-down menu. Select

*Edit Profile*



### **DON'T FORGET!**




Scroll to the bottom left hand side of the page  
And click **“update”**  
To save any changes you made.

**Update**



## Members Tab on the Tool Bar

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:

- AIHC Red Flag Policy – our policy for protecting your credit card information and identity.
- THE CODING PLACE – Information links Coding and Documentation Compliance.
- CEU Professional Articles and Quizzes – a page with links and instructions to earn *free* Continuing Education Units (CEUs). 
- Member Information - a list of all our offered courses and member coupon codes! Use these coupon codes when registering for a course to receive deep discounted price just for bring a member! 
- Red Flag Toolkit – a PDF document, provided FREE to members, with step-by-step instructions to guide you through implementing an identity theft compliance program! 

## Renewing Your AIHC Professional Credential

**When you maintain your certification with AIHC, you are:**

1. Expanding your expertise by continuing to educate yourself in your chosen field
2. Reaffirming your commitment to providing quality healthcare and maintaining high standards
3. Continuing to exhibit your investment in your professional competence and compliance

Log on the AIHC website. From the far right-hand side of tool bar, click on "Renewals". This page provides instructions about paying your membership renewal fee online, by fax, or by mail. You will also find valuable information regarding required CEUs. The chart on this page provides an "at-a-glance" listing of CEU requirements for each credential's renewal. The Renewals Department is available to assist you by e-mail, phone, or through our "Contact Us" page.



## Online CEU Tracker

AIHC professionals are required to earn continuing education units, or CEUs, annually. Once you are logged in to the AIHC website, go to “My CEU Tracker,” located on the right-hand side of tool bar, to keep track of your CEUs. You can add your CEUs as you earn them, or enter them all at once. Be sure to enter all of them by your renewal date. Once you make your membership renewal payment, we will check your “My CEU Tracker” for the CEUs required for your credential(s).

## Your Career is Important to Us!



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