


We  our staff

Melissa Bruna is the newest member of the Business Office team for Nemaha Valley Community Hospital.

She has 17 years of customer service experience and is excited to expand her knowledge and experience in the health care world.



Caitlin Burns has been hired as a Radiologic Technologist to work in our Radiology Department as needed.

She is excited to do what she loves and is eager to expand her skills and knowledge in her profession.



Jayna Smith, RN has been hired as a floor nurse for the night shift.

She is looking forward to learning from each department and making a positive impact on our patients at NVCH.



## Employee of the Month



Congratulations to Kylee Feldkamp for being selected as our June Employee of the Month!

Kylee has a huge heart and her kind, caring and compassionate personality makes her one of our patients' favorite nurses. She is a team player who is always willing to help when needed. Kylee is a self-starter and a true leader; she

has taken the initiative on a few projects and has really succeeded and been a leader through each of them.

She is an amazing nurse and a great role model for our staff! We are very lucky to have Kylee on our team, thank you for all you do!

## You're Invited!

**August 8th**

*Greif Support Group*  
7:00pm at NVCH

Contact Sarah Kramer or Krista Stallbaumer at 785-336-6181

**August 14th**

*Alzheimer's Association Remote Learning Session*  
12:30pm-1:30pm at NVCH

Contact Courtney Schmelzle at 785-336-0426

**August 27th**

*Diabetic Support Group*  
3:00pm-4:00pm

Contact Karen Hynek at 785-336-6181

AUGUST 2019

## Message from the Administrator

In today's technology driven environment of easy access to almost any type of information a person might desire, it is hard to believe there are still a large number of people who do not have the protection of health insurance. Most often it isn't that they do not understand the need. It is a simple matter of economics. Health insurance is expensive. So is the cost of providing care.

This month I want to reiterate a message I shared in June related to knowing what you bought and knowing what you are being charged when it comes to health insurance and your coverage.

The buzz phrase is "surprise billing". We understand the concept of being charged for something you either didn't know about or agree to pay for. Unfortunately, however, many of our legislators are glossing over the fact that people are sold insurance policies and do not understand what they paid for.

I cannot adequately express the extent of my frustration with this. Some insurance companies have established predatory practices that take advantage of their consumer's trust. How often have you looked at your health insurance company's provider network before you bought a new insurance policy OR RENEWED your current policy? Have you ever looked to make sure your primary care physician or specialist is "in-network" for your policy? If you do not do this before you buy, you may be billed at a higher rate because your preferred doctors are not "in-network".

Health care providers contract with insurance companies to be "in-network". When we do this we often agree to take a lower rate of reimbursement. Patients expect to have less out-of-pocket expense because the health care professional has agreed to write off the difference between the charge and the insurance company's payment. The incentive to the health care provider is to encourage more people with that particular insurance to utilize our services.

It is not practical nor good business practice for a health care provider to contract with every insurance product on the market. Some of these agreements pay so little that we are forced to decline that insurance product. It isn't that we do not want to take care of these patients. We must be able to pay for the services the patient received. Too many of these low paying contracts will lead to financial problems and all will suffer.

My main message for you is to **please be pro-active**. Know the type of coverage you are buying. Know what you can expect to pay for out-of-pocket. Talk to the business office at your primary care provider or specialist. Make sure your doctor is "in-network". Hold your insurance company accountable. Do not let them pass you off to the hospital or doctor's office when asking questions about your insurance coverage. You are buying their product. They work for you!

As always if you receive a bill from Nemaha Valley Community Hospital or Seneca Family Practice and have questions, contact our Business Office Staff. They will be glad to answer your questions.

-Kiley Floyd

## Thinking About Becoming a NVCH Volunteer?

Volunteering is an excellent way to become an essential part of NVCH. Our volunteers have the opportunity to be of service to our patients, their families and staff. Our program builds meaningful connections, caring relationships and positive engagement between volunteers, patients and their families.

Volunteering also has many proven benefits. There are many tangible effects including learning new skill sets, developing better communication practices and building new relationships. It has also been proven to increase life expectancy, functional ability and overall physical and mental health for those giving of their time.

Whether you volunteer to achieve personal fulfillment or to learn new skills for professional growth, your time is a valuable contribution to NVCH and the entire community of care.

There are many needs throughout Nemaha Valley Community Hospital where volunteers can provide service and make a difference. Our goal is to find the perfect fit—matching your interests with a need of ours.

The volunteer opportunities that are available include Patient Support, Information Desk, Staff Appreciation, Patient Encouragement and Quilting, Knitting, Sewing.

If you are interested in becoming a volunteer for Nemaha Valley Community Hospital or would like additional information please contact Mary Sack, Krista Stallbaumer or Courtney Schmelzle at 785-336-6181.

*"We make a living by what we get, but we make a life by what we give." ~Winston Churchill*



## Thank You for Your Service!

Nemaha Valley Community Hospital would like to express its sincere gratitude to Steve Haverkamp and Jim Runnebaum for their nine years of service on the Hospital Board of Trustees. Board service is the toughest volunteer role. They took on the Board duties with dedication, poise and seriousness.

We all recognize and appreciate the unique roles our hospital board plays in promoting and advocating for quality healthcare. Our board members serve as advisers, decision makers, problem solvers and advocates for NVCH.

Steve and Jim both retired from the board and were honored by hospital staff and fellow board members during the June board meeting.



Pictured L-R: Steve Haverkamp, Vice-Chairman Fred Henry and Jim Runnebaum

## Why Vaccinate?

Parenting is an amazing, but often challenging journey. With every milestone, you face new questions. How can you keep your child safe? How can you help them grow? The right choices aren't always clear.

Like many parenting topics, vaccinations can feel overwhelming at first. The good news is there are clear recommendations, backed by extensive research to validate the necessity of vaccinating children, adults and the elderly.

- Vaccinations are a highly effective, easy way to keep your family healthy.
- On-time vaccinations throughout childhood are essential because it helps provide immunity *before* children are exposed to potentially life-threatening diseases.
- Vaccines are tested to ensure that they are safe and effective for children to receive at the recommended ages.

Seneca Family Practice's Immunization Clinic is available to patients of all ages. Contact Alex or Julia at 785-336-0350 to see if you and your family are current with your recommended vaccinations.

*Article reference*  
CDC – *Center for Disease Control and Prevention*



School is many things—a place where kids learn and grow cognitively, develop social skills, and become independent individuals. It can also be a place where they pick up germs and illnesses and bring them home.

At school, children spend a lot of time in classrooms where they can easily transfer infections to one another. But by teaching kids some important healthy habits, parents can help make school and health a priority during the school year. Here are some great tips on how to keep your kids healthy.

### Teach Your Child About Proper Handwashing

Hand washing is one of the most important ways we can prevent the spread of illness in the classroom and elsewhere. By teaching your child how to wash their hands properly—and to especially wash after blowing their nose, using the bathroom and before eating—you can help them reduce the risk of getting sick, and keep them from infecting others if they catch an infection or illness.

### Boost Your Family's Immune System Health

Keeping your child's immune system strong is an important way to stay healthy and ward off illness during the school year. Getting enough sleep, maintaining a healthy diet, managing stress, exercising, making time to laugh and emphasizing hand

washing can help reduce your child's risk of getting colds, flu, and other infections.

### Teach Good Hygiene Habits

Does your child know the important healthy habits to prevent colds, flu, and other infections? Healthy habits such as remembering not to keep touching their eyes or refraining from sharing cups and utensils with friends are important to learn.

### Set Good Sleep Habits

Making sure your child gets enough sleep is a crucial part of keeping them healthy. Sleep is important not only for a child's physical and emotional health but it can play an important role in how well they do in school, too.

### Help to Manage Stress

Back-to-school season is stressful for kids and parents alike, but too much stress can lead to a variety of health issues, like insomnia and sluggish immune systems. Help manage stress by talking to your children about anything that's bothering them, and take care not to overload anyone's schedule, including your own. Schoolwork and after-school activities are important, but it's also essential to take time to relax, play and spend time as a family.

### Eat Healthy and Stay Active

Eating a healthy breakfast is associated with improved cognitive function. Young people aged 6-17 should participate in at least 60 minutes of physical activity every day. Research shows that physical activity can help cognitive skills, attitudes, concentration, attention and improve classroom behavior – so students are ready to learn.

*Article courtesy of the CDC and [www.verywellfamily.com](http://www.verywellfamily.com)*

## From Beginning to End our Business Office Has You Covered!



**Standing L-R:** Amy Spielman; Linda Schmitz; Denise Koch; April Gee; Lori Huerter, Director; Stacey Steinlage, Supervisor; Melissa Bruna & Rachel Dodd;

**Sitting L-R:** Brenda Haug, Assistant Office Manager/Supervisor; Myra Haverkamp, Tiffany Kramer, Lorna Farrell, Nanette Farwell & Lori Burdick.

From preregistration and admitting to billing and filing insurance claims, Nemaha Valley Community Hospital's knowledgeable business office staff is here for you from the beginning through the end of your hospital experience.

Our business office staff is focused on providing you with the same high level of care and compassion as you receive from our patient/clinical care areas. The business office is comprised of multiple areas including SFP scheduling, registration (both hospital and clinic), insurance verification, eligibility, billing and claim filing, customer service, patient accounting, financial assistance, collections and corporate compliance.

We understand that healthcare pricing and billing can be a confusing process for patients and family members therefore we are committed to providing accurate, patient-friendly billing statements, quality customer service and financial assistance where needed. Please feel free to contact a member of our business office team at 785-336-6181 if you have any questions regarding your account.

## 23rd Annual Charity Golf Classic a Great Success!

Thank you to all the golfers and attendees of the 2019 Charity Golf Classic, held on Friday, June 21<sup>st</sup> at Spring Creek Golf Course. Together, we raised nearly \$20,000! The Foundation raises funds to contribute to enhancing technology, supporting the Hospital's core medical programs, and most importantly, improving patient-centered services.

Thank you to the hardworking tournament volunteers and the Planning Committee. Each year they work diligently to make this a successful event. We would also like to express our sincere gratitude for our partners who have faithfully supported our work over the years, as well as our new friends who have joined in our shared commitment to health care in our community. We can't do it without you!

Mark your calendar for June 19, 2020 for next year's tournament.



### Tournament Winners

Congratulations to Justin Burdick, Drew Olberding and Dane Brinker for winning the championship flight.



### Planning Committee

Back Row L-R: TJ Haverkamp, Lee Copeland, Travis Stallbaumer & Eric Osterhaus  
Front Row L-R: Courtney Schmelzle, Lois Crosier, Jeff Kidd, Kris Enneking, Sandy Koelzer