

AHDAM

The Association for Healthcare Denial & Appeal Management

ANNUAL REPORT

2025

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ABOUT US

- The Association for Healthcare Denial and Appeal Management (AHDAM) is a public benefit corporation focused on bringing education, resources, and recognition to those working in the field of healthcare denial and appeal management.
- The increasing growth of healthcare insurer audits and claim denials has created an increasing need for providers of healthcare (hospitals, physician's offices, home health care agencies, and the like) to include staff skilled in denial and appeal management as part of their revenue cycle, health information management (HIM), or compliance departments. Yet, today, there exists no nationally recognized standards for education or certification for persons working directly in denial and appeal management. Such persons would include clinical and technical denial appeal writers, utilization management and case management staff, physician advisors, contract management staff, and managed care representatives among others.
- The purposes for which the corporation was formed, as stated in the articles of incorporation are:
 - (a) To create a general public benefit through a material and positive impact on society and the environment through activities that promote a combination of specific public benefits described in Section (b) below.
 - (b) To promote education and knowledge sharing in the field of health care insurance denial and appeal management.
 - (c) To promote the interests of people who manage insurance claims and claim appeals as an incident to the purposes stated above.
 - (d) To provide services, resources, and knowledge regarding medical insurance appeals to patient communities.

GENERAL PUBLIC BENEFIT

AHDAM has an overall vision of creating general public benefit through creating an even playing field where patients and healthcare providers are successful in persuading medical insurers to make proper payment decisions. Creating success for providers begins with educating providers on the rules of engagement in working with medical insurance payers. The end goal is for providers to obtain appropriate payment for appropriate services with as little expenditure of costly resources to achieve that goal.

Healthcare providers are not the only parties affected by healthcare insurance denials. Insurance policy beneficiaries also may incur additional expenses for healthcare that is denied payment by the insurance plan. The vast majority of beneficiaries do not know that in certain circumstances they have a legal right to appeal the decision of an insurance carrier to deny coverage of healthcare benefits. AHDAM has a vision to help patients appeal inappropriate insurance denials to avoid the unexpected additional liability that can occur from denied claims. AHDAM would like to provide help through pro bono filing of appeals on behalf of the patient. Thus, the word patient appears in AHDAM's vision statement regarding creating an even playing field with medical insurance payers.

Investing AHDAM profits into providing pro bono work on behalf of beneficiaries is a future goal of AHDAM that will require creation of the platform and processes needed to provide this important work. Members of the denial and appeal community with the right expertise will assist beneficiaries in filing their appeal or will file the appeal on the beneficiary's behalf. We believe success in creating this general public benefit will occur in time when the association has a well-established member base and support from interested parties in creating this benefit.





SPECIFIC PUBLIC BENEFIT

AHDAM set out to provide a specific public benefit. That benefit is articulated in our mission statement. AHDAM exists to support and promote professionals working in the field of healthcare insurance denial and appeal management through education and collaboration. AHDAM has been successful in attracting members and providing educational benefit to those members.

Here are some examples of AHDAM's specific public impact, sent to us from webinar attendees:

* "This validated what I've been doing and valuable information to help with writing appeals on these topics."

* "These have helped emphasize the need for collaboration of physicians and departments to help dispute denials and help prevent denials."

* "I really appreciate the case examples! It helps me apply the information in my appeals."

* "This helped identify the self-funded commercial plans that would be under the ERISA statute. This impacts the way I would write an appeal for these cases."

EDUCATIONAL OFFERINGS

AHDAM has created a specific public benefit through its educational offerings.

Nine (9) complimentary 60-minute webinars were offered to both AHDAM and non-AHDAM members in 2025. The webinar recordings and handouts were made available on the AHDAM website.

AHDAM procured Continuing Education Units (CEUs) for its member attendees participating in webinars.



CEUs offered included:

- **Association of Clinical Documentation Improvement Specialists (ACDIS):** Certified clinical documentation specialist (CCDS)
- **National Association of Healthcare Revenue Integrity (NAHRI):** Certification in Healthcare Revenue Integrity (CHRI)
- **Commission for Case Manager Certification (CCMC):** CCM board certified case managers
- **American Health Information Management Association (AHIMA):** Certified health information management professionals
- **NEMSD:** Nurses, nurse practitioners
- **AMEDCO:** Physicians, nurse practitioners, physician assistants

In total, 858 individual CEU certificates were awarded to webinar attendees, a decrease of 1,924 CEU certificates from 2024. The breakout of CEUs was:

AHIMA: 157
ACDIS: 131
CCMC: 153
NAHRI: 44
NEMSD: 275
AMEDCO: 27

In total, the webinars hosted 2,723 attendees, a decrease of 488 attendees from 2024.

Requesting feedback from webinar participants is a requirement for issuing CEUs. The feedback from webinar attendees was overwhelmingly positive.

MEMBER SUPPORT



* AHDAM had 1,631 members as of 12/31/2025, up 562 members from 12/31/2024. A member's survey for 2025 was emailed to all members in February 2026. 96.5% of members were very satisfied and satisfied in 2025, an increase from 94.9% in 2024. 96.5% would recommend AHDAM membership to others

MEMBER SATISFACTION

2024

94.9%

2025

96.5%



* Webinars were a clear favorite of AHDAM offerings while the Knowledge Center and Ask the Expert were felt to need the most improvement. Free webinar CEUs, available for AHDAM members, was very important to 66.7% of the respondents.

IMPORTANCE OF FREE CEUS FROM WEBINARS

2024

89.9%

2025

66.7%

ASSESSMENT OF SOCIETAL AND ENVIRONMENTAL PERFORMANCE



AHDAM was established as a benefit corporation in the state of Maryland. Maryland State Code, § 5-6C-08, regarding corporations and associations requires benefit corporations to annually complete an assessment of the societal and environmental performance of the benefit corporation. The assessment must be completed in accordance with a third-party standard. Annual benefit corporation assessments using a third-party standard is also a recommended best practice for benefit corporations. The assessment helps benefit corporations understand how they are meeting the intent of benefit corporations which is to provide a positive impact on societal or environmental needs. To meet this requirement, AHDAM recently completed the B Impact Assessment[1] created by B Lab, a global network that creates standards, policies, and tools for business and certifies B Corps[2]. The results of the assessment were shared with AHDAM's Board of Directors on 2/28/2026.

As required by Maryland code, this report was shared with AHDAM's stockholders on 2/28/2026.

[1] <https://bimpactassessment.net/>

[2] From their website, <https://bccorporation.net/>