

## Enterprise Membership FAQ's

### **What is HFMA Enterprise Membership?**

HFMA's Enterprise membership is an organizational membership that provides organizations with tools, resources, and education and aligns their career development goals and unique business goals.

### **What benefits do Enterprise Members receive?**

HFMA member benefits include: unlimited website content; community participation both online and at the local level; unlimited access to online e-learning courses, webinars, and certification programs; access to *hfm* magazine via print and mobile app; member-only e-newsletters; live education discounts; and more.

### **How does HFMA support Enterprise organizations and their members?**

HFMA has a dedicated team who support Enterprise organizations throughout their journey. Team members familiarize Enterprise organizations with member benefits, goal setting discussions, individual career pathing matching goals to education (as requested), and more.

The Enterprise team will reach out throughout the contract term for check-ins to ensure the organization has what they need to engage with their member benefits, improve knowledge, and continuously provide ROI. Additionally, the team will encourage and help facilitate conversations between Enterprise organizations and their local chapters.

### **When should my chapter get involved with Enterprise organizations in my area?**

Chapters are encouraged to join lunch and learn discussions facilitated by HFMA staff members. During those meetings, which typically occur a few weeks after onboarding, organizations discuss their specific goals – a great opportunity for chapter volunteers to learn more. Chapters will be provided member rosters along with contact details and are encouraged to communicate and connect with Enterprise members to address questions and encourage engagement.

### **How can HFMA Chapters support members in their area from Enterprise organizations?**

HFMA's Enterprise Client Services team is responsible for the overall engagement and growth of Enterprise organizations. Chapters can help support these efforts through tailored events at Enterprise organizations that support recruitment efforts, engagement, and content delivery. Additionally, several chapters have created a board position that exclusively supports organizations and members from Enterprise organizations.

Below are some examples of these efforts:

1. Access the [Enterprise Solutions Organizational Goals document](#) to understand organizational goals. You may learn an Enterprise organization has a goal of educating their entry level patient access employees. Targeted communication and programming to that organization on education the chapter is offering to support these functions would be a great way to support the organization.
2. Certification is a strong focus of many Enterprise organizations. Consider creating meetings that can help members study and learn from each other to help pass various certification assessments.

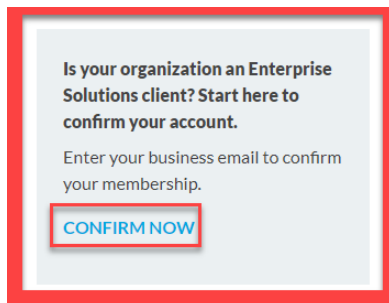
Feel free to contact the [Enterprise Client Service team](#) to help make connections with organizations you would like to engage with.

### How do Enterprise members enroll?

Enterprise organizations have two options to enroll their team members: 1) bulk upload via HFMA provided XLS sheet or 2) self-enrollment through HFMA's website.

Below are 3 easy steps for self-enrollment:

1. Go to <https://www.hfma.org/membership/enterprise.html>
2. Click the blue "confirm now" link to confirm your enterprise membership with your **business email**



3. Complete the form
4. Someone asking for their **Enterprise Key**? Direct those questions to [esmember@hfma.org](mailto:esmember@hfma.org) for support.

### What happens if an individual member converts to an Enterprise membership?

Members of HFMA will keep their original ID number and all education progress is kept permanently, regardless of membership type. The member will simply be added to their organization's Enterprise membership roster.

**What happens if an Enterprise member leaves their organization?**

Members who leave their Enterprise organization will be removed from the organization's membership roster by the Enterprise organization. The member will have a 90-day grace period with their HFMA membership to convert to an individual membership or join another Enterprise organization's roster.

**What happens if an Enterprise organization chooses to not renew their company's membership?**

If an Enterprise organization chooses to not renew their Enterprise membership, their organization's members will expire on the contract expiration date. HFMA will contact those members with information on how to convert to an individual membership.

All members who wish to keep their HFMA membership will need to convert to individual membership – this will be especially important for those who hold certifications.