FOM/IT Conference
FINANCIAL, OPERATIONS MANAGEMENT, INFORMATION TECHNOLOGY
2016
Your Compass in Navigating the Health Care Revolution
PLANET HOLLYWOOD
LAS VEGAS, NEVADA
NOV 2-4
Become an Organizational Member before December 31 to receive our 20% team-up discount!

Contact Maurice Denis for additional information:
(301) 347-0400  mdenis@nachc.org  www.nachc.org
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2016-2017 NACHC Board of Directors

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Detroit, MI

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Welcome

Welcome to the NACHC 2016 Financial, Operations Management/Information Technology (FOM/IT) Conference – and to your opportunity to optimize the business of healthcare! The 2016 FOM/IT promises to offer strategies for America’s Health Centers to successfully strengthen and sustain community health center operations during these tough and challenging economic times.

The 2016 FOM/IT Conference is all about solutions, strategies, and best practices:

- **Educational Sessions**: Expand your professional development! Acquire new knowledge and skills through participation in education workshops relevant to the very issues and challenges that you and your health center face. This year’s educational content includes:
  - Leaping Forward to New Data Warehousing and Business Intelligence
  - How to Crack the Code of Employee Disengagement
  - Understanding FQHC Medicare Regulations: Recent Updates and Commonly Missed Opportunities

- **NACHC Electronic Health Record (EHR) User Groups and Forums**: These groups provide real-life opportunities in learning from the shared experiences of colleagues implementing and using similar health center technologies.

- **NACHC Learning Labs**: Three new labs have been developed for the 2016 FOM/IT. These three-hour, hands-on educational models enable you to develop new skills and best practices in innovative settings. These labs provide guidance on issues impacting today’s community health centers such as Payment Reform: Exploring Trends and the Health Center Experience.

- **EXPO: Your Solution Center**: Visit the FOM/IT EXPO to learn more about NACHC vendors and their solutions for helping you build a strong and sustainable health center for the future.

- **Two Dynamic Keynote Presentations**: Sponsored by

  Kurt Bartolich, founder of GUTS BRANDING, will present *Every Molecule, Every Moment*. While there are many roles and functions inside every organization that do not directly touch the brand in the traditional sense, they still leave their fingerprints all over client engagement, cultural congruency, and community perceptions. Kurt shows you how technology, operational and financial decisions and actions leave a mark on your reputation in the community.

  IBM’s Chief Health Officer, Dr. Kyu Rhee, will address the rapidly changing healthcare landscape and the opportunity to use data analytics technology to democratize access to the best patient care available, regardless of where individuals are being treated. He will also discuss IBM’s pro-bono program, *IBM Health Corps*, focused on tackling health disparities globally.

While at the 2016 FOM/IT, take advantage of the opportunities to network with industry experts and colleagues on topics relating uniquely to your business and management concerns, and enjoy the comfort and luxury of Planet Hollywood and the fun of Las Vegas! So if you’re responsible for optimizing the business of healthcare, you’ve come to the right place to discover ways to secure your center’s future success. Enjoy your time here!
Centene is committed to transforming the health of the communities we serve, one person at a time. Our experience has taught us that every individual, and every community, faces unique challenges. That is why each of our health plans are developed and staffed locally – with local healthcare professionals serving as our chief advisors.

Through our collaborative partnerships with FQHCs, RHCs, hospitals, physicians, and other providers, we bring solutions for better health outcomes at lower costs.
General Information

NACHC Has Gone Green
All conference presentations and handouts provided by speakers will only be available on the FOM/IT Mobile App and on MyNACHC. Hard copies of slides or handouts will not be provided on-site.

It will be your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. Please keep in mind that only those presentations provided to NACHC by speakers, prior to the conference, will be available on the Mobile App and on MyNACHC. All presentations that are provided to us after the submission deadline will be available on-site via the Mobile App and posted to MyNACHC following the conference.

What if I want copies of the course presentations to take notes?
Specific instructions for accessing course materials will be sent to you in advance of the on-site program. Presentations received by speakers will be available on the Mobile App and on MyNACHC one week prior to the start of the conference. You will be able to download the materials, print them, and bring them with you.

Mobile App
The Mobile App for the 2016 FOM/IT is here! Instructions on how to download this free app for Android, Apple, and BlackBerry users are in your registration packet and also listed below:

How to locate and download the App from Google Play Store for Android or App Store for Apple:
1. Launch the Google Play Store or App Store
2. Search the name NACHC Events
3. Tap the event App icon/listing
4. Tap the Install button
5. Enter Google ID or Apple ID password and click OK
6. Tap the Accept and Download button
7. App begins downloading and displays on your phone
8. Tap the NACHC Events app
9. Tap Main Menu at the bottom of the screen
10. Tap Meeting icon on the bottom of the screen
11. Tap FOM/IT 2016 - Financial, Operations Management/IT Conference

For attendees who don’t have access to the smartphones listed above, you may view our web version of the 2016 FOM/IT Mobile App by visiting: http://m4.goeshow.com/nachc/financial/2016/mobile_index.cfm.

Business Center
The Planet Hollywood Business Center can serve as your extended office while you’re in town. The business center, located on the Mezzanine Level, just inside the hotel Conference Center, offers a full range of services including: photocopying, faxing, word processing, computer workstation rental, and much more.

Cellular Telephones
PLEASE Turn OFF Your Cell Phone
Please be considerate of others. Ringers on cell phones and other electronic devices should be turned off or switched to vibrate mode in conference education sessions, meetings, and social events.

Conference Attire
We invite you to dress in comfortable business casual style for the conference. Hotel meeting rooms can sometimes be chilly, so you are advised to bring a sweater or light jacket as well.

Conference Hotel
Planet Hollywood
3667 Las Vegas Boulevard South
Las Vegas, NV 89109
(702) 785-5555 Phone
(866) 919-7472 Toll Free

NACHC gratefully acknowledges the following sponsor:
Tote Bags

2016 Financial, Operations Management/Information Technology Conference
Continuing Education

By attending education workshops, participants may qualify for continuing education units. Only full-paying participants and daily registrants are eligible for continuing education credits.

Accounting Professionals (CPE)

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN 37217-2417 or by visiting its website at www.nasba.org. (Sponsor #108392)

Other Health Professionals (CE)

The National Association of Community Health Centers, Inc. (NACHC) Certificate of Participation may be used toward state licensing requirements for a variety of disciplines requiring continuing education credits (i.e., health educators, nurses, physician assistants, doctors of osteopathic medicine, etc.). It is recommended that a Certificate of Participation and a copy of a conference program be submitted to your state-licensing agency.

MyNACHC Learning Center (MyNACHC)

Continuing education right at your fingertips

The world of NACHC events is just a click away! The MyNACHC Learning Center (MyNACHC) is your online portal to educational content from all NACHC events. All FOM/IT education sessions are FREE to ALL paid 2016 FOM/IT attendees.

This valuable online service provides access to meeting content on digital media – WHENEVER you need it – captured live and available to you via MyNACHC! View courses online (as released for inclusion), captured as true multimedia re-creations with synchronized slides, handouts, and much more. This is an excellent training tool and informational resource for missed courses.

The MyNACHC Learning Center (MyNACHC) provides:

- Quick and easy access to past and current content from NACHC conferences and other training events.
- The ability to earn additional continuing education (CME/CE) credits in the professional disciplines currently offered on site at NACHC conferences (including NACHC’s Certificate of Board Governance Program).
- Session audio recordings synchronized to PowerPoint presentations.
- The ability to track your own continuing education units and attendance certification.

This icon designates sessions that will be recorded in multimedia format and available online after the conference. These sessions are FREE to ALL paid 2016 FOM/IT attendees via the MyNACHC Learning Center (MyNACHC).

Lost and Found

Please check with the hotel’s front desk for lost and found items.

Messages

In case of an emergency, callers should contact the hotel directly and request that a copy of the message be given to the NACHC Registration staff. The telephone number for Planet Hollywood is (702) 785-5555. Messages will be posted on a designated message board near the NACHC Registration area in the Sunset Foyer.
NACHC Membership

Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth.

Registration

NACHC Registration is located in the Sunset Foyer on the Mezzanine Level of the conference hotel. Registered attendees can pick up their registration packets and badges during the following hours:

- Wednesday, November 2: 3:00pm – 5:00pm
- Thursday, November 3: 8:00am – 4:00pm
- Friday, November 4: 8:00am – 12:30pm

Speaker/Exhibitor Check-In

NACHC’s Speaker/Exhibitor Check-In is located in the Green Room. All speakers and exhibitors are asked to report to this room upon arrival at the conference. At this location, speakers will receive badges and review or upload presentations. Exhibitors will receive badges and booth packets. Speaker/Exhibitor Check-In hours are as follows:

- Wednesday, November 2: 3:00pm – 5:00pm
- Thursday, November 3: 8:00am – 4:00pm
- Friday, November 4: 8:00am – 3:45pm

Social Media and Twitter Contest

**Be a Part of the NACHC FOM/IT Conversation!**

Join the online conversation at the NACHC FOM/IT using #FOMIT16 when you post about the FOM/IT Conference on Facebook, Twitter, and Instagram. Share your conference experience with others in real time as events unfold. Also, be sure to follow @NACHC on Twitter ([www.twitter.com/nachc](http://www.twitter.com/nachc)) for important updates during the conference.

**Tweet using #FOMIT16 and You Could Be a Winner!**

Do you have a Twitter account? Then you have a chance at winning a $100 gift card by Tweeting at the NACHC FOM/IT.

**Twitter Random Drawing**

Simply Tweet using #FOMIT16 throughout the FOM/IT for your chance to win a $100 American Express gift card in a random drawing. The more you Tweet, the more opportunities you have to win! Remember to make sure your Tweets are public.

**Winners will be announced on Friday, November 4, 2016 at 1:45pm in the EXPO Hall.**

Be sure to follow all the news from NACHC on Twitter, go to [www.twitter.com/nachc](http://www.twitter.com/nachc) and follow us.

**RANDOM DRAWING RULES:**

1. No purchase is necessary.
2. The Twitter contest starts at 8:00am Wednesday, November 2, 2016 and ends at 12:00pm Friday, November 4, 2016.
3. Adults over the age of 18, registered to attend the National Association of Community Health Center's 2016 FOM/IT, with Twitter accounts that follow @NACHC on Twitter are eligible to win – NACHC employees and exhibitors are not eligible to win.
4. How to enter: a publicly viewable Tweet related to the FOM/IT and include "#FOMIT16" for the Twitter random drawing will count as one entry.
5. Individual Twitter accounts are limited to 100 non-identical, FOM/IT-related Tweet entries and individuals, primary care associations, or health centers are eligible to win only once.
6. Odds of winning are determined by total number of entries.
7. There is one prize of a $100 American Express gift card.
8. There will be one Twitter random drawing winner. (Winner will also be announced publicly on [http://twitter.com/nachc](http://twitter.com/nachc).)
9. You must be present to win. If you are not present, that prize will be awarded to another winner selected at random.
10. This is sponsored by the National Association of Community Health Centers, 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.

NACHC gratefully acknowledges the following sponsors:

- **Lanyards**: Benco Dental
- **Water Bottles**: eClinicalWorks

NACHC gratefully acknowledges the following sponsors:

#FOMIT16

2016 Financial, Operations Management/Information Technology Conference
Wi-Fi at the 2016 FOM/IT

Conference attendees will have Wi-Fi access during the 2016 FOM/IT! Internet access will be available in ALL NACHC meeting rooms and the NACHC Registration area. Simply follow the easy steps listed below for access.

To Log In:

1. Search for NACHC CONFERENCE and double click on it to connect.
   (No password will be required to connect to Wi-Fi)
2. Open a web browser and the Welcome page and the Terms and Conditions of Use will appear.
3. Once you have reviewed and accepted the Terms and Conditions of Use, you will be redirected to NACHC’s FOM/IT website, where you can begin browsing the Internet.

Time Limit:

Your internet access will have a time limit of three hours. You can reconnect immediately after the three hours by opening a new web browser window and accepting the Terms and Conditions of Use. If you are unable to access this page, disconnect the NACHC CONFERENCE network and connect again.

Note: NACHC cannot provide end-user support and personal assistance for PC configuration or troubleshooting; and does not screen or restrict access to any content placed on or accessible through the Internet.

Wi-Fi Access: Another way that NACHC is maximizing the value of your conference experience

The LEARNING LAB: An innovative way of learning at NACHC conferences

What is a NACHC Learning Lab?

A Learning Lab is a multi-hour, hands-on educational model for discovering new information, skills, and best practices in an innovative and creative setting. For the 2016 FOM/IT, NACHC has developed three interactive learning labs. During these labs, conference participants will exchange ideas and new learning as instructors actively engage them via critical thinking, problem-solving, and collaborative activities. Each learning lab is designed to yield measurable outcomes and learning that is easily shared with staff, and more importantly, easily implemented at your health center.

Discuss real-life business issues that you face day-to-day in your organization and identify real solutions that are proven practices at other health centers. Test theories, new ideas, and strategies for the workplace with industry experts and other professionals. NACHC Learning Labs are an opportunity for you and your staff to “think outside the box,” and craft strategies that are essential to the success of your healthcare facility.

All NACHC Learning Labs are limited in participant space and require special registration. Learning labs are open only to those who have purchased a full or daily registration. The $25 fee for lab participation partially subsidizes the snacks/light refreshments included in ALL labs. Preregistration and $25 fee are required by October 10, 2016. No on-site registration is available.

Note: Refer to the Education Sessions At-A-Glance to identify learning labs offered during this conference.
The waves of change never stop in the health care industry. Regulations are always evolving, and you can’t afford to tread water. BKD National Health Care Group is at ease in your world. **Our advisors help approximately 250 community health centers with a wide variety of accounting, tax and consulting issues.** Experience how our expertise can help your organization get ahead of the curve.

*BKD is pleased to be a 2016 Leader Sponsor with the National Association of Community Health Centers.*
EXPO: Your Solution Center

Don’t miss the opportunity to meet with NACHC exhibitors and discover new products and services to help you build and manage your healthcare business. And don’t forget to play NACHCopoly for the chance to win great prizes!

For details about FOM/IT exhibitors and the solutions they are providing community health centers nationwide, refer to the Exhibit Guide on page 35 of the conference program.

EXPO Schedule:

**Thursday, November 3**

10:15am – 6:30pm  EXPO Open
10:15am – 11:00am  Dedicated Exhibit Only Time and Refreshment Break
12:30pm – 2:00pm  Dedicated Networking Time (lunch on your own)
3:30pm – 4:00pm  Refreshment Break

5:30pm – 6:30pm  Conference Reception
Join health center colleagues and EXPO partners for cocktails and light fare at the 2016 FOM/IT Conference Reception. Make this an opportunity to collaborate with other health center professionals who face the same business challenges that you do. Discover innovative practices that are making a difference in health centers across the country.

**Friday, November 4**

8:00am – 2:00pm  EXPO Open
8:00am – 9:00am  Continental Breakfast
10:30am – 11:00am  Networking Break
12:30pm – 2:00pm  Lunch and Networking Time

The FOM/IT EXPO is Your Solution Center for innovative tools and technologies, information and education, and practical solutions in the community healthcare marketplace.

NACHCopoly!

While networking with colleagues and exhibitors at the FOM/IT EXPO, make sure to play NACHCopoly for the chance to win great prizes!

**It’s easy to play:**

**Step 1**
You’ll find the EXPO game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game pieces.

**Step 2**
Once you’ve collected all NACHCopoly game pieces from participating exhibitors, your game card is officially complete!

**Step 3**
Now just drop off your game card at the NACHC Booth, in the Celebrity Foyer, and you are automatically entered for a chance to go home with great prizes!

All completed game cards must be submitted by 1:30pm on Friday, November 4 to be eligible for the prize drawings.

Prizes will be awarded at 1:45pm on Friday in the EXPO Hall.
You MUST be present to claim all prizes.
Join the 3,500

That’s how many CHC/FQHC locations choose NextGen Healthcare as their trusted partner.

Empower your CHC/FQHC with our integrated, interoperable solutions:

• Population health and patient engagement
• CPC+ support
• Expert data analytics and UDS reporting
• MACRA support and consulting
• CCM, Care & Case Management

Reach out to Tom Farmer at tom.farmer@nextgen.com to learn why NextGen Healthcare is the leader in this market.

MORE THAN 40% of primary care clients ARE PCMH RECOGNIZED

OUR CLIENTS HAVE successfully attested $1 BILLION IN MU INCENTIVE DOLLARS

NextGen® supports THE CARE OF 20 MILLION CHC/FQHC patients
## Education Sessions At-A-Glance
(as of September 28, 2016 and subject to change)

### WEDNESDAY, NOVEMBER 2, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am - 9:30am</td>
<td>Project Management - A Requirement for Health Center Success*</td>
<td>Celebrity 1</td>
</tr>
<tr>
<td>10:00am - 11:30am</td>
<td>Financial and Operational Implications in a Clinically Integrated Network (CIN)*</td>
<td>Celebrity 4</td>
</tr>
<tr>
<td>12:15pm - 1:45pm</td>
<td>NACHC GE Centricty User Group</td>
<td>Wilshire Ballroom</td>
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<tr>
<td>2:30pm - 4:00pm</td>
<td>NACHC eClinicalWorks User Group</td>
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<tr>
<td>3:00pm - 5:00pm</td>
<td>NACHC NextGen Healthcare User Group</td>
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<tr>
<td>4:30pm - 6:00pm</td>
<td>NACHC Greenway Intergy User Group</td>
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</tbody>
</table>

*Separate registration and additional fee required. For more information, please visit our website at [http://www.nachc.org/usergroups.cfm](http://www.nachc.org/usergroups.cfm).

### THURSDAY, NOVEMBER 3, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am - 4:00pm</td>
<td>Registration</td>
<td>Sunset Foyer</td>
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<tr>
<td>8:00am - 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Green Room</td>
</tr>
<tr>
<td>8:30am - 10:15am</td>
<td>IGS1 General Session</td>
<td>Celebrity 1</td>
</tr>
<tr>
<td>10:15am - 11:00am</td>
<td>Dedicated Exhibit Only Time and Refreshment Break</td>
<td>Celebrity 5</td>
</tr>
<tr>
<td>10:15am - 11:00am</td>
<td>EXPO Hall Open</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThA1 Data Metrics for Preparation and Participation: The New Age of Healthcare Reimbursement</td>
<td>Celebrity 1</td>
</tr>
<tr>
<td>11:00am - 12:30pm</td>
<td>IThB1 Leveraging Health Information Technology for a Clinician-Engaged Learning Health System</td>
<td>Celebrity 4</td>
</tr>
<tr>
<td>11:00am - 12:30pm</td>
<td>IThC1 Behind the HIPAA Headlines: Strategies to Protect Your Health Center From Enforcement Actions and Audits</td>
<td>Wilshire Ballroom</td>
</tr>
<tr>
<td>11:00am - 12:30pm</td>
<td>IThD1 Becoming an Employer of Choice: One Health Center's Impactful Journey</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThE1 Creative Marketing at an Urban FQHC</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThA2 The New Federal Single Audit Under the Super Circular and How It Affects Community Health Center Audits</td>
<td></td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThB2 IT Budgeting for the Health Center of the Future</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThC2 There's Too Much to Do! Managing the Changing Environment in CHCs</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThD2 Culture, Sustainability, and Improvement: Shaking Up a Health Center's Culture to Benefit Patients and the Bottom Line</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThE2 Payment Reform: Exploring Trends and the Health Center Experience</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThA3 Leaping Forward to New Data Warehousing and Business Intelligence at GLFHC</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThB3 In-House 340B Pharmacy: A Strategy for Financial and Clinical Excellence</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThC3 Optimizing Operations and Learning From Denials</td>
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<tr>
<td>11:00am - 12:30pm</td>
<td>IThD3 Using the Electronic Health Record to Address LGBT Disparities in Healthcare</td>
<td></td>
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</tbody>
</table>

*Learning Lab

**Connect with your peers at a NACHC Electronic Health Record (EHR) User Group!**

NACHC supports several user groups, specifically for health centers, that utilize select Electronic Health Record (EHR) programs. These user groups provide a vehicle for health centers to meet and discuss common issues, share experiences, and gain valuable insight on accomplishments and best practices.

**EHRs Currently Supported**
- eClinicalWorks
- GE Centricty
- Greenway Intergy
- Greenway SuccessEHS
- NextGen Healthcare

**Benefits of EHR User Groups**
- Connect with other health centers that use the same EHR
- Focus on issues and enhancements that are most important to health centers
- Led by health center, HCCN, and/or PCA staff on a voluntary basis
- Online forums to exchange ideas, lessons learned, and best practices
- Virtual and face-to-face meetings
- NACHC provides support via WebEx, conference calls, and meeting space at our major conferences

To learn more or to sign-up for NACHC EHR User Groups, please visit our website at [http://www.nachc.org/usergroups.cfm](http://www.nachc.org/usergroups.cfm).
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00am – 12:30pm</td>
<td>Registration</td>
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<tr>
<td>8:00am – 3:45pm</td>
<td>Speaker/Exhibitor Check-In</td>
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<tr>
<td>8:00am – 9:00am</td>
<td>Continental Breakfast in EXPO Hall</td>
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<tr>
<td>8:00am – 2:00pm</td>
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<tr>
<td>9:00am – 10:30am</td>
<td>IFA1 Crossing the Aisle: Creating Unlikely Data Partnerships to Better Serve Medically Complex Patients</td>
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<tr>
<td>9:00am – 10:30am</td>
<td>IFA1 Coding - It’s Not Just the Provider’s Job: One Health Center’s Story</td>
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<tr>
<td>9:00am – 10:30am</td>
<td>IFA1 Understanding FQHC Medicare Regulations: Recent Updates and Commonly Missed Opportunities</td>
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<td>9:00am – 10:30am</td>
<td>IFA1 Managing and Motivating Teams for Finance Officer</td>
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<tr>
<td>9:00am – 10:30am</td>
<td>IFE1 The People, Technology, and Processes Needed to Compete in a Value- and Performance-Based Reimbursement Marketplace</td>
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<tr>
<td>11:00am – 12:30pm</td>
<td>IFA2 Managing Growth by Matching Supply and Demand</td>
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<td>11:00am – 12:30pm</td>
<td>IFB2 Special Exhibitor Session</td>
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<td>11:00am – 12:30pm</td>
<td>IFD2 Populations and PCMH: Strategies for Population-Based Care</td>
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<td>2:00pm – 3:30pm</td>
<td>IFA3 Centralizing Clinical Guidelines: The Implications of a Cloud-Based Clinical Guideline Repository for EMR End Users and Clinical Decision Support</td>
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<tr>
<td>2:00pm – 3:30pm</td>
<td>IFB3 Application of Predictive Analytics to Medication Adherence in Community Health Centers</td>
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<td>2:00pm – 3:30pm</td>
<td>IFC4 Utilizing Data to Prepare for the Changing Healthcare Reimbursement Environment; Understanding the Total Cost of Care</td>
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<td>3:45pm – 5:15pm</td>
<td>IFA4 Operational Site Visits: What Are the Hot Issues?</td>
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<tr>
<td>3:45pm – 5:15pm</td>
<td>IFB4 Maximizing HIT-Enabled QI: A Participatory Approach to Improving Performance and Achieving Value</td>
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<td>3:45pm – 5:15pm</td>
<td>IFC4 How to Crack the Code of Employee Disengagement</td>
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* ALL NACHC Learning Labs are limited in participant space and require special registration. Learning labs are open only to those who have purchased a full or daily registration. The $25 fee for lab participation partially subsidizes the snacks/light refreshments included in ALL labs. Preregistration and $25 fee are required by October 10, 2016. No on-site registration is available.
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**Education Sessions**

**Thursday, November 3, 2016**

*Education sessions do not have prerequisites/prework unless otherwise noted within their descriptions.*

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<td>10:15am – 11:00am</td>
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<td>Dedicated Networking Time (lunch on your own)</td>
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<tr>
<td>5:30pm – 6:30pm</td>
<td>Conference Reception</td>
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**8:30am – 10:15am**

**General Session**

**IGS1**

**Keynote Speakers**

**Kurt Bartolich**
Founder
GUTS BRANDING

Prior to establishing GUTS BRANDING, Kurt spent six years as a senior brand consultant with Frank N. Magid Associates, Inc., the global leader in media and entertainment research. He quickly became the firm’s go-to brand and positioning strategist, tackling some of the most challenging assignments like the Canadian Broadcasting Corporation and Azteca America, and spearheading brand development for lottery, utility, healthcare, banking, and food industry clients. Throughout Kurt’s 25-year career, which included stints in advertising and media, he has guided companies in a myriad of industries—retail, healthcare, technology, non-profit, media, and more—through brand transformation. He is also a guest instructor for the Kauffman Foundation’s FastTrac program for entrepreneurs and author of the book, You Can’t Ride Two Horses With One Ass.

**Kyu Rhee MD, MPP**
Chief Health Officer
IBM Corporation

Dr. Rhee serves as Chief Health Officer of IBM, where he has global responsibilities for Watson Health and assuring a culture of health at IBM. Prior to joining IBM, Dr. Rhee was Chief Public Health Officer at the Health Resources and Services Administration (HRSA), where he served on and led numerous national initiatives related to prevention, quality, and public health. Dr. Rhee also served as the Director of the Office of Innovation and Program Coordination at the National Institutes of Health (NIH), where he led initiatives related to eliminating health disparities and promoting health equity. Prior to his federal government service, he worked in community health settings as the Chief Medical Officer of Baltimore Medical System Inc. Dr. Rhee performed his medical residency training in both internal medicine and pediatrics at Cedars-Sinai Medical Center. He obtained his medical degree from the University of Southern California and holds a master’s degree in public policy from the John F. Kennedy School of Government, Harvard University.

**General Session Sponsored by**

![Sponsors Logos]
10:15am – 11:00am  
Dedicated Exhibit ONLY Time and Refreshment Break in EXPO Hall

11:00am – 12:30pm  
Education Sessions

### IThA1  
Data Metrics for Preparation and Participation: The New Age of Healthcare Reimbursement  
CPE: 1.8  
CME/CE/Governance: 1.5

**Level:** Intermediate  
**Topic:** Finance

Healthcare reimbursement is increasingly moving towards a payment model based on Triple Aim goals — quality, total cost of care, and patient experience. These goals require different metrics from the volume-based systems of today, including analysis of external reports. Some health centers already have some of this data, but tying it to pay-for-performance payments is often difficult. This session will cover the basics of these metrics including definitions for cost, utilization, quality, and engagement metrics.

**Learning Objectives:**  
- Identify key metrics to track in a pay-for-performance environment.  
- Review data sources for metrics.  
- Understand the meaning of “metrics” and how health center behavior may influence them.

**Presenter(s):**  
Curtis Degenfelder, President, Curtis Degenfelder Consulting, Inc.

### IThB1  
Leveraging Health Information Technology for a Clinician-Engaged Learning Health System  
CPE: 1.8  
CME/CE/Governance: 1.5

**Level:** Intermediate  
**Topic:** HIT

The Learning Health System model emphasizes a collaborative approach to utilizing data and health information technology (HIT) for insights across boundaries to drive higher quality, more efficient, evidence-based clinical practice and patient care. As community health centers enter a new era of payment reform and quality-based incentives in healthcare, clinician and patient engagement will be paramount in achieving strategies that drive better health and financial outcomes. This workshop will explore lessons learned and best practices of motivating CHC clinician engagement in successful utilization of evidence and HIT infrastructure to advance research, engage patients, and improve clinical care.

Presenters will explore the potential of CHCs to create a sustainable, learning healthcare system that delivers comprehensive care to people in a timely fashion and captures results and outcomes to inform quality improvement strategies. CHCs that engage clinicians in embracing the learning health system model in turn can support new methods of clinical research and data analysis. HIT can be further leveraged to manage and communicate data to guide decisions made at multiple levels including: health systems, providers, patients and families, and the broader ecosystem of stakeholders in health including social services and community-based organizations.

**Learning Objectives:**  
- Explore the principles of a Learning Health System and the significance for CHCs.  
- Develop strategies for CHCs to engage clinicians in the Learning Health System model.  
- Understand the financial and health benefits tied to leveraging HIT in CHCs.

**Moderator:**  
Fred Rachman, MD, CEO and Chief Medical Officer, Alliance of Chicago Community Health Services and Co-Executive Officer, Chicago HIT Regional Extension Center

**Presenter(s):**  
Nivedita Mohanty, Pediatrician and Director of Evidence Based Practice, Alliance of Chicago  
Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer, Alliance of Chicago Community Health Services

### IThC1  
Behind the HIPAA Headlines: Strategies to Protect Your Health Center From Enforcement Actions and Audits  
CPE: 1.8  
CME/CE/Governance: 1.5

**Level:** Intermediate  
**Topic:** Operations

This session is designed to help health centers meet their legal obligations, learn from recent enforcement actions, and turn “HIPAA Headlines” into learning opportunities for the entire organization. This session will examine current hot topics surrounding HIPAA including defining HIPAA compliance, maintaining compliance, and identifying business associates. The presenter will also provide background on the HIPAA audit program, describe the Office for Civil Rights’ (OCR’s) plans for the Phase Two audits, and offer health centers guidance to prepare for the Phase Two audits.
Learning Objectives:
- Understand the focus of recent HIPAA privacy and security enforcement actions.
- Identify health center business associates and implement an internal audit of business associate agreements.
- Incorporate lessons from HIPAA enforcement actions into your health center's compliance work plan.

Presenter(s):
Dianne Pledgie, Esq., Compliance Counsel, Feldesman Tucker Leifer Fidell LLP

IThD1 Melrose 3
Becoming an Employer of Choice: One Health Center’s Impactful Journey
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Operations

Session participants will learn, firsthand, from a community health center about its experience in becoming an Employer of Choice (EOC). The path to becoming an EOC starts with assessing the current state and role of each person in determining workplace culture. Participants will also gain an understanding of the emotional and physical engagement necessary to commit to becoming an EOC, as well as the importance of becoming an EOC and its impact on recruitment and retention efforts. Finally, attendees will discuss where they see themselves today as it relates to becoming an Employer of Choice and the opportunities in front of them.

Learning Objectives:
- Assess the current state of your workplace culture to prepare for the EOC.
- Explain the impact of EOC on recruitment and retention efforts.
- Evaluate your health center’s readiness in becoming an EOC.

Presenter(s):
Gary Campbell, MBA, SPHR, Chief Executive Officer, Johnson Health Center

IThE1 Wilshire Ballroom
Creative Marketing at an Urban FQHC
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Operations

Our staff members are integral to our marketing strategy. Our providers, nurses, and community health workers are actively engaged in marketing and patient recruitment; and our community health workers are integral to our patient outreach activities. Rutgers Community Health Center has 330i funding and works with a limited budget. Attend this session to learn how these limited finances resulted in creative, low-cost approaches to marketing.

Learning Objectives:
- Identify specific avenues for marketing.
- Translate the identified marketing strategies to your own location.
- Identify ways to increase your employees’ engagement in center operations.

Presenter(s):
Lucinda Sariti, Program Manager, Rutgers Community Health Center
Darcel Reyes, PhD, APN, Chief Clinical Officer, Rutgers Community Health Center

12:30pm – 2:00pm
Dedicated Networking Time in EXPO Hall (lunch on your own)

2:00pm – 3:30pm
Education Sessions

IThA2 Celebrity 1
The New Federal Single Audit Under the Super Circular and How It Effects Community Health Center Audits
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Finance

Effective December 26, 2014 for fiscal year-ends of December 31, 2015 and forward, the Uniform Grant Guidance (Super Circular), Subpart F replaces OMB Circular A-133 for the Federal Single Audit requirements. This resulted in reforms to the audit requirements, as well as the cost principles and administrative requirements under the Federal Single Audit. At the same time, HRSA has issued new guidance (Policy Information Notices-PINs) on budgeting and accounting, and sliding fee scale and billing that compliance is tested under the single audit. This session will assist CHCs in preparing for these new audit and compliance requirements for their external audits as well as their operational site visits (OSVs).

Learning Objectives:
- Understand the changes created by the Uniform Grant Guidance for the Federal Single Audit.
- Discuss the 330 grant compliance requirement and how it is tested in the Federal Single Audit.
- Relate 330 grant guidance (PINs) and how they impact the Federal Single Audit compliance testing.

Presenter(s):
Gil Bernhard, Partner, CohnReznick LLP
Steven Schwartz, Partner, CohnReznick LLP
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Booth #105
IT Budgeting for the Health Center of the Future
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: HIT

With the Affordable Care Act, community health centers became early adopters of electronic health record technology. However, over the years many CHCs have struggled to adopt and optimize the latest tools and technologies available in the industry. With growing pressures from healthcare reform and alternative payment models, health centers need to be aware of the bottom line and ensure they are budgeting for IT appropriately. This session will review what resources, human and technological, are necessary to build the health center of the future and how best to budget for them. Additionally, the presenter will focus on challenges such as retaining quality resources and how economies of scale can be leveraged by partnering with outside organizations.

Learning Objectives:
▪ Develop a forward-thinking IT budget.
▪ Identify what resources should be in-house vs. partners.
▪ Plan IT needs 3-5 years from now.

Presenter(s):
Fernan Caparas, RN, Cloud Applications Lead, CCI Health & Wellness Services

There’s Too Much To Do! Managing the Changing Environment in CHCs
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Finance

Increasing requirements from the ACA, PCMH, and Meaningful Use have led to more work to see each patient. This increased work has lowered visits per FTE, and pushed staff to the breaking point. In order to be successful moving forward, centers need to learn to control and manage this workload – adding more staff may not be the answer. This session will address how we have gotten to the point of excessive work, and how to recognize it in your organization. The presenter will also discuss tools for reducing work and streamlining operations and investigate how PCMH/practice redesign can impact the distribution of work.

Learning Objectives:
▪ Recognize the signs of too much work in your organization and the inefficiency that it breeds.
▪ Identify techniques for reducing work/errors.
▪ Understand how PCMH/practice redesign can impact the distribution of work to other staff.

Presenter(s):
Curtis Degenfelder, President, Curtis Degenfelder Consulting, Inc.

Culture, Sustainability, and Improvement: Shaking Up A Health Center’s Culture to Benefit Patients and the Bottom Line
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Do you want to witness an investigation into a South Carolina CHC's experience with dramatic performance improvement? Then you don't want to miss CSI: Culture, Sustainability, and Improvement. This session will closely examine and scrutinize the tactics and solutions Uptown Family Practice (Carolina Health Centers, Inc.) used to dramatically improve their patient experience, broaden their workforce roles within the health center, boost the role of leadership through a management development tract, and ultimately improve their bottom line. A health center can’t sustain dramatic, transformational change to their patient experience without undergoing a culture shift to support the new process. Miriam Ferguson (COO/CIO of Carolina Health Centers, Inc.) will be joined by Coleman Associates to share the story of their experience — where they started and where they are now, over a year into their sustainability efforts.

Learning Objectives:
▪ Identify proven principles to dramatically improve the patient experience at your health center.
▪ Review tested strategies for broadening and re-thinking support staff work roles to maximize performance and appointment slot-utilization.
▪ Discover immediately implementable techniques to inform and produce transformative leadership growth in order to sustain cultural change in providers and other front-line staff.

Presenter(s):
Amanda Laramie, Coach and Trainer, Coleman Associates
Miriam Ferguson, MPH, RN, Chief Operations Officer and CIO, Carolina Health Centers, Inc.
**Payment Reform: Exploring Trends and the Health Center Experience**

CPE: 3.6  
CME/CE/Governance: 3.0  

Level: Intermediate  
Topic: Finance

*Learning labs are open only to those who have purchased a full or daily registration.  
Preregistration required by October 10, 2016.  
No on-site registration available. Limited to 50 participants.*

Health centers, through their mission, structure, and programmatic focus, have a unique ability to provide high-quality, cost-effective care that engages patients and thus contributes substantially to the achievement of the Triple Aim. At the same time, payment and delivery system reform efforts have critical implications for health centers’ financial performance, sustainability, and their mission of providing high-quality, patient-centered care to underserved populations in an increasingly competitive market. This session will explore recent trends in payment reform and provide participants with an opportunity to connect with peers to learn how other health centers are charting their path in a value-based environment, as well as to share their own experiences.

**Learning Objectives:**
- Gain a better understanding of current policy, market, and operation trends related to payment reform.
- Identify promising practices and lessons learned for participating in value-based payment arrangements.
- Identify tools and resources available to help health centers prepare for and engage in a value-based environment.

**Moderator:**  
Gervean Williams, Director, Health Center Financial Training, NACHC

**Presenter(s):**  
Michael B. Schnake, CPA, CGFM, Partner, BKD, LLC  
Kersten Burns Lausch, MPP, Manager, State Affairs, NACHC

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**Celebrity 1**

**Leaping Forward to New Data Warehousing and Business Intelligence at GLFHC**

CPE: 1.8  
CME/CE/Governance: 1.5  

Level: Basic  
Topic: HIT

The chief information and chief quality officers of the Greater Lawrence Family Health Center (GLFHC) will describe the evolution of GLFHC’s Business Intelligence (BI). As co-directors of this project, they will present an overview of many years and iterations of progress toward a comprehensive approach to BI, culminating in 2015 with the selection of a new vendor (Information Builders, Inc.) and Phase I of technological development through June 2016. (Information Builders, Inc. granted permission to the presenters for the use of their name in this presentation.)

The BI development decision-making process will be outlined, with focus on the following: (1) building consensus among members of the senior management team; (2) seeking external support for the initial investment into the program; (3) determining requirements; (4) vendor assessment planning and implementation; and (5) consultant assessment and contracting. Examples of the Phase I deliverables will include: (1) selected specifications of the data warehouse contents; (2) initial dashboard reports including drill downs; (3) dashboards and innovations in delivery of dashboard information; (4) training options and expectations; and (5) plans for Phase II and further development of BI capacity. The session format will be peer-to-peer discussion in order to intersperse presented content with questions, comments, and dialogue.

**Learning Objectives:**
- Identify GLFHC’s lessons related to developing stakeholder consensus.
- Discuss GLFHC’s elevated capacity for data mapping and integration of multiple databases into a BI system.
- Identify new innovations possible through GLFHC’s BI vendor such as the user-focus capacity to drill down and manipulate data behind a dashboard from an email, while not connected to the BI system.

**Presenter(s):**  
Dean Cleghorn, EdD, SVP and Chief Quality Officer, Greater Lawrence Family Health Center  
Patrick Grotton, MBA, SVP and Chief Information Officer, Greater Lawrence Family Health Center
Celebrity 3

In-House 340B Pharmacy: A Strategy for Financial and Clinical Excellence

CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Operations

The 340B Drug Discount Program provides an excellent opportunity for health centers to improve access to affordable prescription medication for their patients. Of the three basic models for implementing 340B pharmacy services, the community health center owned and operated “in-house” model offers the best opportunity to integrate clinical pharmacy into the primary care medical home model, with the added benefit of a positive financial impact for the health center. An added value of the in-house pharmacy model is flexibility in serving health center patients and control of the compliance framework. Despite these attributes, many health centers hesitate to consider implementing in-house pharmacy due to concerns about investment, planning, and operational challenges. This program will detail the value of an in-house pharmacy, provide a comprehensive guide to planning and implementing an in-house pharmacy including guidelines for space, equipment, and staffing, and discuss strategies for operational success including clinical integration and the impact on patient outcomes. Woven throughout this session will be real-life health center examples.

Learning Objectives:

- Evaluate the financial contribution and added value of in-house 340B pharmacy services.
- Develop a strategic and operational plan for implementing and operating an in-house 340B pharmacy.
- Understand the infrastructure and compliance framework necessary for operating an in-house 340B pharmacy.

Presenter(s):
Sue Veer, MBA, CMPE, Chief Executive Officer, Carolina Health Centers, Inc.

Celebrity 4

Optimizing Operations and Learning From Denials

CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Finance

Even newcomers to healthcare finance know healthcare providers don’t get paid for every claim submitted to third parties. CHCs are no different as they struggle to master straight Medicaid, Managed Care Entities (MCEs, both Medicaid and commercial), Medicare, and numerous commercial payers. Each has unique remittance advice (RAs), Explanation of Benefits (EOBs), and sometimes seemingly senseless (almost endless) denial or suspense reason codes. Attend this program to learn how you can garner powerful knowledge from denial data. Hear how it’s possible to find the source of denials by identifying patterns within your denial data. For example, how many are front desk issues (e.g., eligibility or demographic), clinic operations (e.g., coding or prior authorizations), or issues with credentialing? Understanding how to recognize and act on this information can have a powerful impact on your CHC’s bottom line.

Learning Objectives:

- Understand what an 835 file is and why a CHC wants to receive as many ERAs as possible.
- Correlate denials to related clinic operational tasks.
- Understand possible tracking options and how to maximize vendor (e.g., clearinghouse) data.

Presenter(s):
Ray Jorgensen, MS, CPC, CHBME, Co-Founder and CEO, PMG, Inc.
Using the Electronic Health Record to Address LGBT Disparities in Healthcare

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

LGBT people face stigma and related health disparities in healthcare. In spite of the advancements in LGBT acceptance and policy, many LGBT people remain largely invisible to their providers. Meaningful Use Stage 3 includes the requirement that all certified EHR systems have the capacity to record sexual orientation (SO) and gender identity (GI). HRSA now requires that all FQHCs report SOGI data on their annual Uniform Data Systems (UDS) report. Collecting SOGI data of patients is critical for healthcare organizations to provide a welcoming, inclusive environment and allow healthcare providers to better understand their LGBT patients.

Routine SOGI data collection in the EHR can be used to measure and track health outcomes at the individual and population level. The EHR is an important tool for managing quality for populations and developing quality and monitoring reports, like a Transgender Dashboard, that can help reduce health disparities. Experiences and processes of implementing changes within the EHR and workflows will be shared. Training all staff, including non-clinical staff, is key to the successful implementation of SOGI data collection and creating a LGBT inclusive environment in primary care.

Learning Objectives:
- Describe how the customization to an EHR can improve communication, data, and quality management activities including the collection and reporting of patient-level information, clinical outcomes, and better care coordination.
- Understand the impact SOGI data collection will have on key stakeholders (patients, staff, and management).
- Identify methods to actively engage and educate staff on the importance of collecting SOGI data and how to do so, and its impact on health disparities.

Presenter(s):
Chris Grasso, MPH, Associate Director for Informatics and Data Services, The Fenway Institute
Working with Benco on our new Vista Community Clinic Dental expansion project was an excellent experience.

Once we had a basic structural design in place, we were able to visit the Benco equipment showroom in Orange County to gain firsthand knowledge of all of our options. Everyone we met and continue to work with at Benco was and continues to be extremely helpful and supportive. Throughout the process they were available for questions at all times and have helped us navigate through the construction and outfitting of the operations with our best interest and needs in mind. The final product is something that I am very proud of. Esthetically, it is beautiful! We have far surpassed the expectations of our patients and continue to be able to offer the highest quality of dentistry in a beautiful and functional space. It is an awesome place to care for the patients in need in our community.”

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9:00am – 10:30am
Education Sessions

IFA1

Celebrity 1

Crossing the Aisle: Creating Unlikely Data Partnerships to Better Serve Medically Complex Patients

CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: HIT

Medically complex patients consume a disproportionate share of healthcare resources, yet often experience substandard outcomes. Patient care can be further impacted by the complex relationships between health plans and healthcare delivery systems. Partnership HealthPlan of California dispelled the common mythology of plan-health center relationships to form deep and lasting partnerships with health centers, with the goal of improving care for medically complex patients, while also improving patient experience and reducing costs. Leveraging a state-wide care coordination initiative out of the Pacific Business Group on Health, called the Intensive Outpatient Care Program, the health plan and health centers jointly built a regional care coordination program, developing a technological infrastructure, and sharing analytics on program and patient data across healthcare settings.

This session addresses the shared experience between Partnership HealthPlan and Santa Rosa Community Health Centers, focusing on the program evolution, impact of funding changes, and critical technology and data elements pivotal to program success. Presenters will also address the lack of consistent payment models for care coordination services, despite demonstrated utilization reduction and improve outcomes for participating patients.

Learning Objectives:
- Identify critical data elements and systems for engaging and tracking medically complex patients.
- Identify strategies to engage health plan and other community partners in improving outcomes for the medically complex population.
- Define current payment mechanisms for care coordination of medically complex patients.

Moderator:
Margie Powers, Director, Pacific Business Group on Health

Presenter(s):
Barbara Scherrer, RN, BSN, Director of Healthcare Innovations, Santa Rosa Community Health Centers

IFB1

Celebrity 3

Coding - It’s Not Just the Provider’s Job: One Health Center’s Story

CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

We’ve all heard the quote, “Insanity: Doing the same thing over and over again and expecting different results.” Unfortunately, this is often our approach to coding improvement as we tend to just focus on the provider and what they didn’t do right. This can lead to provider disengagement, coupled with a shortage of primary care physicians and an increase in patient demand – it’s not a good business plan. Session presenters will focus on strategies to improve provider engagement and the pros and cons of different coding and compliance improvement approaches utilized by the Greater Lawrence Family Health Center. This health center’s strategies resulted in an increase in revenue per encounter and risk score for enhanced reimbursement over a two year period.

Learning Objectives:
- Provide examples of different strategies to improve provider engagement in coding and compliance initiatives.
- Identify the pros and cons of different approaches to coding and compliance improvement.
- Describe how coding and compliance improvement approaches can result in an increase in revenue per encounter and risk score for enhanced reimbursement.

Presenter(s):
Lyn Triffletti, CPCO, CPC, CCS-P, PCS, Chief Compliance Officer, LogixHealth
Robert Urquhart, Senior Vice President and CFO, Greater Lawrence Family Health Center
Lauren Hartigan, CPC, PCA, ICDCT-CM, Senior Auditor, Stericycle Healthcare Compliance Solutions and COO and Co-Founder, Scribe Partners, Inc.
Understanding FQHC Medicare Regulations: Recent Updates and Commonly Missed Opportunities

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate  
Topic: Finance

The Medicare program is frequently overlooked as a payer of value and significance for health centers. In addition, the rules surrounding Medicare reimbursement, billing, and related opportunities are often confusing and not fully understood. In order to ensure appropriate reimbursement, compliance, and position for an organization for the future, it is vital to stay current on FQHC program specifics including: Medicare PPS reimbursement and other Medicare revenue opportunities, the recently released Medicare FQHC cost report form (Form CMS-224-14), and Medicare Advantage.

Learning Objectives:
- Identify new Medicare revenue opportunities for 2016.
- Review issues of significance related to preparation of the new Medicare FQHC cost report.
- Understand all the advantages of the Medicare Advantage Program.

Presenter(s):
Rebekah Wallace Pardeck, CPC, CMPE, MCS-P, Director, BKD, LLC  
Michael B. Schnake, CPA, CGFM, Partner, BKD, LLC

Managing and Motivating Teams for Finance Officers

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate  
Topic: Finance

If every day feels like a Monday in your organization, then perhaps it’s time for some new approaches to managing and motivating teams. This session will offer some insight on diagnosis, testing, and development of a treatment plan that will help you affect more engaged and motivated teams.

Learning Objectives:
- Understand motivation through the framework of emotional intelligence.
- Increase awareness of individual styles, temperaments, and associated motivators.
- Conduct a team diagnosis - a mechanism for ‘testing’ the motivational status of a team.

Presenter(s):
Michael Tracy, MBA, Managing Principal, OMNI Employment Management Services, LLC

The People, Technology, and Processes Needed to Compete in a Value- and Performance-Based Reimbursement Marketplace

CPE: 3.6  CME/CE/Governance: 3.0

Level: Advanced  
Topic: HIT

Learning labs are open only to those who have purchased a full or daily registration.  
Preregistration required by October 10, 2016.  
No on-site registration permitted. Limited to 50 participants.

FQHCs must deliver cost-effective care coordination strategies to compete in the new marketplace. Aggregation of health information and claims data must unite data sources from disparate organizations including exchanges, registries, payers, hospitals, and specialists. This transition requires significant investment, partnerships, and expertise. To meet this need and not just survive, but thrive in a value-based, highly competitive marketplace, health centers and health center controlled networks must focus on quality metrics, managed care financial performance, and population health management platforms.

Key first steps include identifying tools required for successful population health management and selecting technology partners with proficiencies in population health management and financial analysis. Attend this interactive lab to learn how OCHIN and ARcare/KentuckyCare are assisting their member sites in this endeavor – the challenges and barriers faced and how they’ve been overcome.

Learning Objectives:
- Identify tools FQHCs will need to compete in a performance/value- and risk-based reimbursement environment.
- Describe the components FQHCs will need to master to become providers of choice.
- Identify current trends in managed care that impact FQHCs.

Presenter(s):
Ned A. Mossman, MPH, Program Manager, Payment Reform and Social Determinants of Health, OCHIN, Inc.  
Greg L. Wolverton, FHIMSS, Chief Information Officer, ARcare/KentuckyCare

Networking Break in EXPO Hall
Managing Growth by Matching Supply and Demand

Celebrity 1

Managing Growth by Matching Supply and Demand

CPE: 1.8  CME/CE/Governance: 1.5

Level: Advanced

Topic: Operations

The Institute of Medicine report, Transforming Health Care Scheduling and Access - Getting to Now (2015) lists a set of “Basic Access Principles for all Settings.” The first principle is “Supply-demand matching through formal ongoing evaluation.” In preparation for the Affordable Care Act, community health center leaders at Denver Health set out to create operations dashboards to match appointment supply and demand for a system of eight community health centers, providing care to 150,000 patients and 600,000 visits annually. Several visual tools were developed to evaluate performance at the system, division, clinic, and provider levels. These tools provided valuable insights into cause-and-effect relationships that were leveraged to expand practices across the organization while simultaneously maintaining good patient access.

Developing and using operational dashboards to align supply and demand is a challenge for many organizations. The goal of this workshop is to streamline this effort for others by tracing the course of our institutional learning within a context of an analytic progression. The workshop scope will not be limited to the past, but will include future operational analytic tools and dashboards in development to support population health and take advantage of Big Data, predictive, and prescriptive analytics.

Learning Objectives:

- Develop and use operational dashboards and other analytical tools for data-driven decision (DDD) making.
- Establish a streamlined process for data collection.
- Create pull for advanced analytics by partnering with clinical leaders to resolve ongoing issues.

Presenter(s):

Fred Kampe, Director of Innovation and Analytics, Denver Health and Hospital Authority

Rebecca Hanratty, MD, Director of General Internal Medicine, Denver Health and Hospital Authority

The Certified Community Behavioral Health Clinic: How Your FQHC may Play a Vital Part in Improving the Overall Health of the Community

Celebrity 3

The Certified Community Behavioral Health Clinic: How Your FQHC may Play a Vital Part in Improving the Overall Health of the Community

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate

Topic: Operations

Learn more about the Certified Community Behavioral Health Clinic (CCBHC) initiative and how your FQHC may operate alongside this program or as a CCBHC. What services are you required to offer as a CCBHC? What if your FQHC does not meet the requirements? How will it impact your reimbursement? Take an active part in this relevant discussion on the impacts CCBHCs may have on your organization.

Learning Objectives:

- Obtain general information about the CCBHC model and its current status.
- Distinguish between the CCBHC and designated collaborating organization (DCO).
- Determine if this is a reimbursement model your organization is able and willing to adopt.

Presenter(s):

Chris Miley, Senior Program Manager, NextGen Healthcare

Sponsored by NextGen Healthcare

11:00am – 12:30pm

Education Session

Populations and PCMH: Strategies for Population-Based Care

Celebrity 3

Melrose 3

Populations and PCMH: Strategies for Population-Based Care

CPE: 1.8  CME/CE/Governance: 1.5

Level: Basic

Topic: HIT

This session will include information about how using Patient-Centered Medical Home and Population Health strategies can benefit your health center. Topics will include strategies for defining your patient population and how you can best serve patients in order to improve their health and prepare for the changes to the current healthcare landscape.

Learning Objectives:

- Determine who your health center organization is serving.
- Explain why PCMH/Population Health is important to patients and staff.
- Understand how caring for populations can help you with your current strategy in an ever-changing healthcare industry.
IFB3  ▶  Celebrity 3
Application of Predictive Analytics to Medication Adherence in Community Health Centers
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: HIT
Healthcare is fast embracing the power of advanced/predictive analytics. While these advanced technologies are specialized and expensive, the demonstrated return on investment can be immeasurable. As an integral component of our healthcare system today, community health centers must keep pace with the movement to refine decision making consistent with enhancing quality and performance. This session will examine the background information on predictive analytics, and how this is currently being applied at a leading California community health center, La Maestra Community Health Center. Join your colleagues for a panel discussion of La Maestra’s experience in applying predictive analytics to improve medication adherence among diabetics.

Learning Objectives:
- Describe familiarity with predictive/advanced analytics in healthcare.
- Identify how predictive analytics may be applied in a community health center.
- Describe how predictive analytics has impacted medication adherence at La Maestra Family Health Center.

Presenter(s):
Mark Rivera, MPH, CHTS-IM, President, Managed Care Consulting, Inc.
Byron Jones, PharmD, Director of Pharmacy Services, La Maestra Community Health Center, Inc.
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Peter R. Epp, CPA, Partner and Community Health Centers - Practice Leader

Gil Bernhard, CPA, Partner, Healthcare Industry Practice

Steven D. Schwartz, CPA, Partner, Healthcare Industry Practice
The Best of Both Worlds: Risk-Based Managed Care Contracts in Compliance With Federal Rules

CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Topic: Finance

To encourage the shift from volume to value, risk-based payments are increasingly becoming the norm in provider contracting. In the context of Medicare and Medicaid, however, federal law protects FQHCs when managed care payments fall below amounts that FQHCs would have otherwise received under the Prospective Payment System (PPS). Can these two payment systems co-exist? This session will explain federal law and policy applicable to the calculation of supplemental (wrap-around) payments under the PPS. It will illustrate how these rules should apply to commonly-encountered risk and incentive payment models such as pay-for-performance, shared savings/shared risk for total cost of care, and primary care, professional, and global capitation. Lastly, presenters will explain when federal law permits program income to cover down-side losses.

Learning Objectives:
- Articulate how supplemental (wrap-around) payments are calculated under the PPS.
- Recognize common risk and incentive payment models in provider contracting.
- Identify permissible uses of program income to fund down-side risk.

Presenter(s):
Adam Falcone, Esq., MPH, Partner, Feldesman Tucker Leifer Fidell LLP
Edward T. Waters, Esq., Managing Partner, Feldesman Tucker Leifer Fidell LLP

Chart Your Leadership Path for the Healthcare Revolution

CPE: 3.6  CME/CE/Governance: 3.0
Level: Basic
Topic: Operations

Learning labs are open only to those who have purchased a full or daily registration.
Preregistration required by October 10, 2016.
No on-site registration available. Limited to 75 participants.

The Healthcare Revolution is here. We can no longer work in our own silos while we prepare for the future of our health centers. What worked yesterday will not work today and certainly not in the near future. The health center of today and tomorrow will require a high-performing, collaborative approach to success. In this three-hour interactive workshop, participants will have the chance to hear about emerging roles, share ideas, learn from others, dream of the opportunities, and plan for this inevitable transformation. This learning lab will include panelist discussions with forward-thinking CHC C-Suite leaders and small-group peer discussions focusing on the CHC of tomorrow. Transformational leadership, technology, workforce, and patient workflows will be up for discussion and review.

Learning Objectives:
- Identify new possibilities and learn about emerging roles in CHCs as technology advances and payment changes and triple aim considerations become front and center in our c-suite.
- Define the expectations about the future of CHCs and begin the process of re-thinking the current leadership roles and responsibilities in order to engineer a thoughtful path to the future.
- Relate a clear plan to aid in decision making around technology investments, partnerships, workforce development, and a completely new approach to wellness, metrics and the future.

Moderator(s):
Faz Bashi, MD, Deep Dive Trainer, Technologist, and Coach, Coleman Associates
Melissa Stratman, CEO and Trainer/Coach/Innovator, Coleman Associates

Presenter(s):
Greg L. Wolverton, FHIMSS, Chief Information Officer, ARcare/KentuckyCare
Henry Och, PMP, Chief Information Officer/COO, Lowell Community Health Center
Gary Campbell, MBA, SPHR, Chief Executive Officer, Johnson Family Health Center
3:45pm – 5:15pm
Education Sessions

**IFA4**

**Operational Site Visits: What Are the Hot Issues?**

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: Operations

Over the years, HRSA has significantly increased its scrutiny of health centers’ compliance with the 19 key Health Center Program requirements through the on-site Operational Site Visit (OSV) process. The following are important points to review in preparation for this process:

- Are you providing all required services and does your scope of project accurately identify the mode of delivery?
- Do you have appropriate and compliant contracts and agreements in place with other healthcare providers?
- Have you fully implemented the new sliding fee discount program requirements?
- Do your billing and collection policies maximize reimbursement while maintaining optimum access?
- Is your board of directors exercising all of its authorities and meeting other governance requirements?

**Learning Objectives:**

- Understand the key Health Center Program requirements addressed in the Health Center Program Site Visit Guide that result in common concerns.
- Identify common high-risk areas from the finance, operations, and governance perspectives.
- Develop an action plan for preparing for the OSV and for attaining and maintaining compliance consistent with current trends.

**Presenter(s):**

Marcie H. Zakheim, Esq., Partner, Feldesman Tucker Leifer Fidell LLP
Warren Brodine, President, W. J. Brodine & Co.

**IFB4**

**Celebrity 3**

**Maximizing HIT-Enabled QI: A Participatory Approach to Improving Performance and Achieving Value**

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: HIT

The Health Information Technology, Evaluation, and Quality (HITEQ) Center will lead a discussion on leveraging health information technology (HIT) for quality improvement (QI) related to business imperatives such as improving care and patient outcomes. Many value-based incentives (and potential penalties) are based on reported quality metrics. Health centers have long been reporting out data, but today there is more financial incentive tied to these metrics—health centers must show they are improving patient outcomes while controlling costs. From HRSA’s Quality and EHR award monies to the impending Quality Payment Program from CMS, reporting on quality measures and financial well-being are more closely linked than ever before.

High-quality, HIT-enabled QI is the key to measuring and monitoring key metrics to ensure that any issues with performance or data are known BEFORE reporting is due. This includes the ability to stratify data in order to identify sites, providers, or groups that are excelling or lagging. This session will include best practices and tips for taking on this task, as well as how to leverage HIT-enabled QI to maximize value across payers and funders. Presenters will also include an orientation to the HITEQ website and service offerings.

**Learning Objectives:**

- Gain an understanding about optimizing HIT systems and related staffing to support quality improvement and value-based payment models.
- Identify useful tools and resources to support HIT-enabled QI.
- Utilize the HITEQ Center as a resource to optimize your HIT structure for realizing value and quality improvement.

**Moderator:**

Suz Friedrich, Consultant, JSI Research & Training Institute, Inc.

**Presenter(s):**

Jillian Maccini, Consultant, JSI Research & Training Institute, Inc.
Celebrity 4  

Utilizing Data to Prepare for the Changing Healthcare Reimbursement Environment: Understanding the Total Cost of Care  

CPE: 1.8  
CME/CE/Governance: 1.5  

Level: Intermediate  
Topic: Finance  

Many articles have been written, sound bites given, and rumors have circulated about the future of healthcare reimbursement in America. The only certainty is that there will be changes as payers focus on rewarding value and cost containment over volume of services provided to beneficiaries. Health centers have experienced recent change with implementation of the Medicare Prospective Payment System (PPS) reimbursement model during 2014 and more changes are anticipated in the future. Given the foregoing, how should health centers prepare for the future when the reimbursement picture is uncertain? The key will be to utilize data to improve operational decision making.  

During this session, presenters will identify the key components of the total cost of care and common misconceptions. They will also address ways health centers can prepare for the discussions internally with management and providers, the board of directors, and external parties. Since the reimbursement system is largely outside of a health center’s control, the key to being prepared for change is to understand the drivers of total cost of care so that changes can be made as necessary for the improvement of patient outcomes and maintenance of financial sustainability.  

Learning Objectives:  
- Understand how to better utilize data to make decisions.  
- Identify the key drivers of total cost of care.  
- Identify strategies to prepare for the changing healthcare reimbursement environment.  

Presenter(s):  
David C. Fields, CPA, CMA, CFM, Senior Manager, BKD, LLP  
Jeffrey E. Allen, CPA, Partner, BKD, LLP  
Michael B. Schnake, CPA, CGFM, Partner, BKD, LLC

Melrose 3  

How to Crack the Code of Employee Disengagement  

CPE: 1.8  
CME/CE/Governance: 1.5  

Level: Intermediate  
Topic: Operations  

Want to boost patient satisfaction scores and ensure you receive 100 percent of your government reimbursements? One of the best ways to drive clinical excellence, improve the patient experience, and ensure their return if they need care again is to make sure your employees are engaged. As Towers Watson’s research shows, when you create an engaging work experience, it improves patient satisfaction and quality of care outcomes. Currently, however, this is a challenge for many U.S. healthcare providers: (a) 56 percent of healthcare workers are disengaged, meaning a large proportion of employees feel disconnected from their employer and its goals, and unsupported in doing their jobs well; and (b) 43 percent of disengaged healthcare workers are interested in other employment options versus 17 percent of engaged workers. How do you inspire employees to get off the sidelines and get into the game? You will learn four simple principles to turn your disengaged workforce into a unified high-performing team, resulting in increased profits, patient satisfaction, and employee retention.  

Learning Objectives:  
- Identify the “Number One” reason employees don’t engage and why that’s important to you.  
- Understand the leadership skills you need to possess to stage an employee engagement revolution.  
- Identify a practical four-step process you can apply immediately to re-engage your employees.  

Presenter(s):  
Jill Christensen, Founder and President, Jill Christensen International
Thank you again for everything you folks have done for us. You have no idea the positive impact Visualutions has made on our center.

Scott Casler, CIO
North Country Family Health Center

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- Health Center CEO

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EXPO Schedule:

**Thursday, November 3**

10:15am – 6:30pm  EXPO Open
10:15am – 11:00am  Dedicated Exhibit Only Time and Refreshment Break
12:30pm – 2:00pm  Dedicated Networking Time (lunch on your own)
3:30pm – 4:00pm  Refreshment Break

5:30pm – 6:30pm  Conference Reception

Join health center colleagues and EXPO partners for cocktails and light fare at the 2016 FOM/IT Conference Reception. Make this an opportunity to collaborate with other health center professionals who face the same business challenges that you do. Discover innovative practices that are making a difference in health centers across the country.

**Friday, November 4**

8:00am – 2:00pm  EXPO Open
8:00am – 9:00am  Continental Breakfast
10:30am – 11:00am  Networking Break
12:30pm – 2:00pm  Lunch and Networking Time

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All completed game cards must be submitted by 1:30pm on Friday, November 4 to be eligible for the prize drawings.

Prizes will be awarded at 1:45pm on Friday in the EXPO Hall.

You MUST be present to claim all prizes.

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Phone: (615) 553-3368  
Email: rick.mcgraw@cardinalhealth.com  
www.cardinalhealth.com

Centene Corporation  

Centene is the leading multi-line healthcare enterprise that provides programs and services to the uninsured and underinsured.

Helen Bryson, 7700 Forsyth Blvd., St. Louis, MO 63105  
Phone: (803) 960-1947  
Email: hbryon@centene.com  
www.centene.com

Certintell Telehealth  

Sometimes a patient misses a follow-up appointment, which can lead to a lapse in care and decreased engagement. Certintell is a cloud-based telehealth software platform designed to extend the reach of your providers while optimizing your existing workflows, enabling communication and elevating your brand. Enable continuity of care by connecting your patients to your care team, from any location at any time. From scheduled visits to urgent care, patients are seeking convenient access to care.

Benjamin Lefever, 321 E. Walnut St., Ste. 202, Des Moines, IA 50309  
Phone: (515) 802-1281  
Email: benjamin@certintell.com  
www.certintell.com

ClaimRemedi  

ClaimRemedi is the ultimate solution for every stage in the insurance claim lifecycle. We streamline the beginning of the claim lifecycle through smarter eligibility verification and offer payer-specific claim scrubbing and edits to drastically reduce denied claims. Our online claims management delivers powerful analytics and executive level controls to put our clients in charge of their entire claims process.

Chris Culbertson, 8215 W. 108th Ter., Overland Park, KS 66210  
Phone: (913) 971-4373  
Email: cculbertson@esolutionsinc.com  
www.esolutionsinc.com/claimremedi
CohnReznick LLP

As one of the leading accounting, tax, and advisory firms in the United States, CohnReznick understands the fiscal and operational issues that community health centers face in light of healthcare reform. Our dedicated healthcare industry partners and professionals provide a wide range of audit, tax, and financial advisory services to help them address Affordable Care Act regulations, streamline costs, strengthen reimbursement and compliance processes, and improve performance.

Peter Epp, 1301 Ave. of the Americas, New York, NY 10019
Phone: (646) 254-7411   Email: peter.epp@cohnreznick.com
www.cohnreznick.com

Community Health Ventures

Come visit us to see how to get discounted pricing on staffing, medical, dental, laboratory, office supplies and services, insurance benefits, capital equipment and injectables. ViP, ViS, ViL, and ViB Partners offer the deepest discounts and the best products and services supporting community health centers.

Danny Hawkins, 102 South Alfred St., Alexandria, VA 22314-3002
Phone: (703) 684-3982   Email: djhawkins@nachc.com
www.communityhealthventures.com

Council Connections

Council Connections, a national group purchasing organization and Premier Affiliate offers free access to a comprehensive savings portfolio that includes thousands of contracts covering all aspects of an organization’s purchasing from med/surg supplies to office furniture, car rentals, and cell phone services. Without compromising quality, we strive to leverage the lowest possible price on contracted services and products for our 6,000+ members, allowing them discounts and services specifically designed to enhance their financial strength.

Katie Johnstone, 7535 Metropolitan Dr., San Diego, CA 92108
Phone: (619) 542-4328   Email: kjohnstone@councilconnections.com
www.councilconnections.com

Dentrix Enterprise

Dentrix® Enterprise, from Henry Schein, is the best-in-class dental software for public health organizations. Its dental-specific workflow, complete feature set, and interoperability with over 40 medical solutions through HL7 interface increase organizational efficiency. A robust database facilitates federal reports required for organizations to receive funds for quality patient care.

Todd Greenway, 1220 South 630 East, Ste. 100, American Fork, UT 84003
Phone: (801) 763-9300   Email: todd.greenway@henryschein.com
www.dentrixenterprise.com
eClinicalWorks offers ambulatory clinical solutions consisting of EMR/PM software, patient portals, and a community health records application. With more than 115,000+ physicians and 600,000+ users across all 50 states using its solutions, customers include physician practices, outpatient departments of hospitals, health centers, departments of health, and convenient care clinics.

Kelli Smith, 2 Technology Dr., Westborough, MA 01581
Phone: (508) 836-2700  Email: sales@eclinicalworks.com
www.eclinicalworks.com

Emerald A/R Systems

Emerald A/R is committed to developing solutions that ease the burdens and costs associated with billing patients. Our solutions are designed for easy implementation and zero capital expense, allowing FQHCs to quickly achieve their goals.

Tom Jensen, 1850 N. Central Ave., #1010, Phoenix, AZ 85004
Phone: (623) 242-2060  Email: tjensen@emeraldar.com
www.emeraldar.com

Equiscript, LLC

Reach the patients you’re missing. Equiscript helps find patients who aren’t using your contract pharmacies and recruits them to a home delivery option with personalized patient care. Different than a TPA or pharmacy, Equiscript creates a home delivery option to complement your existing pharmacy network.

Tyler Klozotsky, 1360 Truxton Ave., Ste. 300, North Charleston, SC 29405
Phone: (843) 574-8194  Email: tklozotsky@equiscript.com
www.equiscript.com

Feldesman Tucker Leifer Fidell LLP

For over 20 years, the attorneys at Feldesman Tucker Leifer Fidell LLP (FTLF) have provided face-to-face and online training to health centers, state/regional primary care associations, as well as other national organizations. FTLF’s HealthCenterCompliance.com provides health centers with access to a broad range of compliance and FTCA resources in a single location. From the NACHC Compliance Toolkit to in-depth articles and research libraries, the resources at HealthCenterCompliance.com have been developed by FTLF attorneys in collaboration with NACHC.

Jaime Hirschfeld, 1129 20th St., NW, 4th Fl., Washington, DC 20036
Phone: (202) 466-8960  Email: jhirschfeld@ftlf.com
www.ftlf.com
First American Healthcare Finance

First American Healthcare Finance provides community health centers with simple, innovative leasing and financing solutions for projects ranging from dental, medical, and pharmacy equipment to IT and software services to facility upgrades and build-outs. First American is the U.S. equipment leasing and financing division of one of the country’s most stable banks, and is the first equipment financing service to achieve the HFMA Peer Reviewed designation and the AHA endorsement.

Jessica Kerner, Kimberly Moore, Emily Cole, 255 Woodcliff Dr., Fairport, NY 14450
Phone: (800) 801-3830 Email: financing@fahf.com
www.fahf.com

GE Healthcare - EMR and Practice Management Solutions

GE Healthcare is a leading provider of IT solutions that help your community health center more efficiently deliver holistic care, dramatically streamline UDS reporting, and lead your organization through industry changes such as PCMH, ICD-10, and Meaningful Use. Stop by our booth to see how Centricity™ Practice Solution, an integrated EMR and practice management solution that is customizable, interoperable, and progressive, enables your community health center to connect productivity with care.

Charles Neimeth, 40 IDX Dr., South Burlington, VT 05403
Phone: (802) 859-6711 Email: charles.k.neimeth@ge.com
www.gehealthcare.com

Greenway Health/SuccessEHS

Greenway Health delivers smarter solutions for smarter healthcare. Our certified and fully-integrated electronic health record, practice management, and interoperability solution helps improve care coordination, quality, and cost-efficiency as part of a smarter, sustainable healthcare system. Thousands of providers across 30 specialties and sub-specialties use on-premise or cloud-based Greenway solutions in physician practices, clinics, and health systems.

Susie Stevens, One Metroplex Dr., Ste. 500, Birmingham, AL 35209
Phone: (888) 879-7302 Email: susie.stevens@greenwayhealth.com
www.greenwayhealth.com

Health Information Technology, Evaluation, and Quality Center

The Health Information Technology, Evaluation, and Quality (HITEQ) Center collaborates with HRSA partners including health center controlled networks, primary care associations, and national cooperative agreements to support health centers in full optimization of their electronic health record/health information technology (HIT) systems. HITEQ identifies and disseminates promising practices and resources for using HIT to improve quality and health outcomes. HITEQ services include a searchable web-based HIT knowledgebase, workshops and webinars on HIT and quality improvement topics, and technical assistance.

Jillian Maccini, 501 South St., 2nd Fl., Bow, NH 03304
Phone: (603) 573-3355 Email: jmaccini@jsi.com
www.hiteqcenter.org
HITCare

HITCare offers valuable expertise in all aspects of health information technology and provides complete project management, coordination, and engineering services. HITCare provides highly skilled EHR and IT services.

Madeline Brown, 775 Baywood Dr., Ste. 314, Petaluma, CA 94954
Phone: (707) 324-4870 Email: mbrown@hitcare.com
www.hitcare.com

i2i Population Health

A KLAS Leader for population health management, i2i Systems’ integrated PHM and Analytics solutions are used in over 2,000 healthcare delivery sites across 35 states and optimize the clinical, financial, and operational success of physician group practices, community health centers, health center controlled networks, hospitals, health plans, and systems. Its flagship product, i2iTracks, is 2014 PCMH NCQA prevalidated with numerous autocredits, igniting real-time, proactive care management by identifying patients at risk and eliminating missed opportunities.

Rhonda Metze, 3663 N. Laughlin Rd., Ste. 200, Santa Rosa, CA 95403
Phone: (707) 575-7100 Email: rhondam@i2isys.com
www.i2ipophealth.com

KaVo Kerr Group

KaVo Kerr Group represents a broad portfolio of industry-leading equipment, consumable, and specialty brands. With more than 500 years of combined experience, our brands are market leaders and represent the very best in the world. We are proud to serve 99 percent of dental practices worldwide. We are committed to delivering cost-effective, efficient, and program-relevant products to meet the needs of healthcare facilities.

Karen and Adam Lauder and Dickson, 11727 Fruehauf Dr., Charlotte, NC 28273
Phone: (318) 259-8055 Email: karen.lauder@kavokerrgroup.com
www.kavokerrgroup.com

McKesson Medical-Surgical

McKesson Medical Surgical is pleased to continue our support this year. Bringing you more than 350,000 products you need, when you need them. We offer tools that help you manage costs and enhance patient care - all while providing insights and expertise to guide you through the changing world of healthcare. We deliver the right products and the right solutions to address today's challenges, while preparing for tomorrow's.

Kathryn Gray, 9954 Mayland Dr., Richmond, VA 23233
Phone: (804) 553-2241 Email: kathryn.gray@mckesson.com
www.mckesson.com
MEDCOR Revenue Services, Inc.  
Booth 206

MEDCOR Revenue Services, Inc. is recognized as an industry leader in revenue cycle management and is an FQHC/CHC-centric solution driven company with full comprehension of sliding scale, indigent programs, managed care, medical and dental RCM with specific coding/split billing issues and its impact on revenue. We have extensive expertise in billing platform setups in All Scripts, NextGen, and eClinicalWorks for FQHC/CHC clinics. MEDCOR was established in 1988. No outsourcing.

Jonathan Gerber, 725 W. Town and Country Rd., Ste. 550, Orange, CA 92868
Phone: (714) 221-8511  Email: jon@medcorinc.com
www.medcorinc.com

Midmark Corporation  
Booth 309

Midmark Corporation is committed to providing innovative products and solutions to healthcare professionals around the world. Offering full lines of exam and procedures tables, as well as workstations, casework, instrument processing, digital diagnostic solutions, and more. Midmark is focused on continuously improving physician workflows and enhancing patient-caregiver interactions.

Fred Elsass, 60 Vista Dr., Versailles, OH 45380
Phone: (937) 526-8244  Email: felsass@midmark.com
www.midmark.com

National Association of Community Health Centers  
Celebrity Foyer

The National Association of Community Health Centers (NACHC) is the leading membership organization representing the nation’s network of community-based health centers. Through NACHC, health centers have direct access to benefits and services tailored specifically to their needs and unique environments. Stop by our booth to learn more about NACHC and discover some of our new and exciting benefits, products, programs, and services.

Maurice Denis, 7501 Wisconsin Ave., Ste. 1100W, Bethesda, MD 17074
Phone: (301) 347-0400  Email: mdenis@nachc.com
www.nachc.com

National Cooperative Bank  
Booth 701

National Cooperative Bank (NCB) has over 30 years of experience serving the capital needs of healthcare, senior living, and aging services throughout the United States. NCB possesses the expertise to tailor transactions to meet its clients’ short- and long-term strategic objectives, and is always seeking new innovations in long-term care. Complementing this financing capability, NCB provides a full suite of depository and cash management services.

Bob Montanari, 2011 Crystal Dr., Ste. 800, Arlington, VA 22202
Phone: (703) 302-1942  Email: bmontanari@ncb.coop
www.ncb.coop
Neenan Archistruction

The Neenan Company designs and builds community health centers nationwide. In our 20+ years working with CHCs, we have also helped secure HRSA grants and new market tax credits. Our CHC facilities deliver more points of care without increasing staff, operating costs, or clinic size. Your healthcare facility can be more than just a building. Whether you need a new facility or a remodel of an existing facility, Neenan can help!

Steve Barnes, 3325 S. Timberline Rd., Ste. 100, Ft. Collins, CO 80525
Phone: (303) 710-1601 Email: steve.barnes@neenan.com
www.neenan.com

Netgain

Netgain is a healthcare-focused IT provider delivering private cloud solutions to community health centers across the country. We have devoted ourselves to helping healthcare providers leverage IT toward their desired outcomes.

Bill Hafdal, 720 W. Saint Germain St., St. Cloud, MN 56301
Phone: (877) 797-4700 Email: bill.hafdal@netgainhosting.com
www.netgainhosting.com

Nonstop Insurance and Administration Services, Inc.

Nonstop Administration and Insurance Services, a proud participant in Community Health Ventures’ Value in Benefits (ViB) pilot program, delivers premium healthcare benefits to community health centers through its Nonstop Wellness program. Nonstop Wellness is a partially self-insured program that deflates the annual costs of healthcare while improving employee benefits and eliminating all deductible costs, copays, and coinsurance – with no cost-shifting, changes to carriers, or unnecessary financial obstacles.

Natasha Orozco, 2300 Clayton Rd., Concord, CA 94520
Phone: (949) 632-7129 Email: norozco@nonstopwellness.com
www.nonstopwellness.com

NP Solutions, Inc.

For the past 25+ years, NP Solutions has been helping community health centers improve their fiscal transparency, raise more funds, and receive more grants through the use of our affordable and easy-to-use software and services. We encourage you to stop by our booth and learn more about the benefits NP Solutions brings to your organization.

Bill O’Brien, 11651 Sterling Ave., Ste. J, Riverside, CA 92503
Phone: (951) 351-3115 Email: bill@NPSol.com
www.npsol.com
OCHIN, Inc. Booth 606

OCHIN is a nonprofit healthcare innovation center designed to provide knowledge solutions that promote quality, affordable healthcare for all.

Kim Klupenger, 1881 SW Naito Pkwy., Portland, OR 97201
Phone: (503) 781-7929   Email: klupengerk@ochin.org
www.ochin.org

OSIS Booth 106

OSIS is a nonprofit health center controlled network offering technology services that enable federally qualified health centers nationwide to fully adopt NextGen Healthcare’s financial and clinical solutions, as well as support the delivery of patient care and help automate initiatives including Meaningful Use, Patient Center Medical Home, and Population Health.

Jeff Lowrance, 8790 Governor’s Hill Dr., Ste. 202, Cincinnati, OH 45249
Phone: (513) 677-5600   Email: jeffl@osisonline.net
www.osisonline.net

PMG, Inc. Booth 501

PMG offers a revenue cycle management solution built especially for community health centers. We work to enhance and strengthen the processes, systems, and people that make up the CHC revenue cycle, ensuring that you are positioned for success. PMG gets results for our clients, including increased revenue, quickened cash flow, and the alleviation of the headaches associated with the revenue cycle. In fact, PMG has produced increased revenue for every one of our clients.

Paul Correia, 700 School St., Pawtucket, RI 02860
Phone: (401) 616-2041   Email: pcorreia@gompg.com
www.gopmg.com

PointCare Booth 509

PointCare is a nationally-recognized leader in eligibility screening that’s helped over a million people discover their health coverage options. PointCare’s mobile-friendly software, has the MOST comprehensive screening capabilities available, allowing staff to screen patients for EVERY available U.S. public and private health coverage option in under 90 seconds. And our robust enrollment tracking and case management features allow our partners to run instant, real-time reports on eligibility, patient demographics, assists, and enrollment activity.

Nicole Cartwright, 1299 Newell Hill Pl., Ste. 100, Walnut Creek, CA 94596
Phone: (925) 378-5946   Email: ncartwright@pointcare.com
www.pointcare.com
Practice Insight
Booth 402

Practice Insight: A partner-centric EDI technology company that focuses on developing/supporting EDI technology for our partners to deliver revenue cycle management tools such as Eligibility Manager, ERA Manager, Lockbox, eStatements, and Patient Payment Portal for medical facilities nationwide. Our solutions suite optimizes the revenue cycle in conjunction with your billing software application.

Jim Goerlich, One Greenway Plz., Ste. 350, Houston, TX  77046
Phone: (214) 912-6125     Email: jgoerlich@practiceinsight.net
www.practiceinsight.com

Practice Management
Booth 506

Practice Management combines state-of-the-art technology with aggressive revenue cycle management, resulting in increased revenue for your clinic. We specialize in billing for FQHCs and can work within the practice management system of your electronic health record. Experience lower overhead, faster payments, increased cash flow, higher revenues, improved patient satisfaction, and have more time to focus on patient care.

Vera Loftin, 415 W. Golf Rd., Ste. 16, Arlington Heights, IL  60005
Phone: (847) 385-0660     Email: vloftin@maximizedrevenue.com
www.maximizedrevenue.com

Relevant
Booth 407

Relevant builds simple, powerful analytics tools that provide community health centers with actionable insights into clinical quality and utilization trends, financials, and more. We launched in 2014 after working as health center data analysts for a decade and becoming frustrated with the limitations of existing software. Our products are elegant, easy to understand, transparent, and customizable.

Jacob Hodes, 222 Broadway, 19th Fl., New York, NY  10038
Phone: (646) 801-0155     Email: jhodes@relevant.healthcare
www.relevant.healthcare

RxPREDiCT, Inc.
Booth 207

RxPREDiCT provides predictive healthcare solutions designed specifically for community health centers and FQHCs. RxPREDiCT modules plug-into EMR and care coordination systems to generate proactive and preventive “Intervention Call Lists” targeting “Rising Risk” patients most likely to drive up future costs. RxINSIGHTS provides hidden insights on correlated factors that affect outcomes and future costs and automate risk segmentation, clinical decision support, and proactive care coordination. For more information on RxPREDiCT CHC solutions email us at info@rxpredict.com

Ran SenGupta, 9820 Bob White Pl., Mason, OH  45040
Phone: (513) 459-1076     Email: r.sengupta@rxpredict.com
www.rxpredict.com
SerraFund Nonprofit Accounting, built for NetSuite’s Cloud ERP Solution, offers FQHC organizations features and functionality to fully automate their financial departments’ budgeting, tracking, and reporting functions. NetSuite is the world’s leading cloud ERP provider and offers nonprofit grants and pricing for their software. The NetSuite and SerraFund integrated solution offers nonprofit organizations an opportunity to acquire a robust financial and CRM-Donor solution for an investment amount substantially less than other solutions.

Robert Schilling, 3725 National Dr., Ste. 115, Raleigh, NC 29492
Phone: (919) 821-1244   Email: bschilling@capitalbusiness.net
www.serrafund.com

Texas Association of Community Health Centers

The Texas Association of Community Health Centers (TACHC) coordinates a pharmacy purchasing program called 340Better for community health centers to purchase drugs and other related items at or below 340B pricing. TACHC has been helping health centers since 1988 with pharmacy purchasing. This national program can assist and improve the access to discounted pricing for your patients.

Lynn Ford, 5900 Southwest Pkwy., Bldg. 3, Austin, TX 78735
Phone: (512) 329-5959   Email: lford@tachc.org
www.tachc.org

THMED, LLC

THMED, LLC is a complete solutions provider of healthcare staffing resources. Its combined services include permanent physician placement, locum tenens staffing, nurse and allied permanent placement, allied travelers, executive and academic placement, candidate matching technology, and other consulting services.

Daryl Fowler, 1603 Lyndon B. Johnson Fwy., Ste. 700, Dallas, TX 75234
Phone: (949) 441-1434   Email: dfowler@fidelismp.com
www.thmedstaffing.com

Vision Data Technologies, Inc.

Vision Data Technologies, Inc., better known as BridgeIT Solutions, provides healthcare facilities with comprehensive reporting and data management solutions to enhance their PM and EMR systems.

Dennis Thompson, 1632 W. San Lucas Dr., Tucson, AZ 85704
Phone: (520) 954-1539   Email: dthompson@bridgeitsolutions.com
www.bridgeitsolutions.com
Visualutions, Inc.  ●  Booth 301

Visualutions is a healthcare technology company providing clinical, financial, and IT solutions to enterprise organizations such as federally qualified health centers, community health centers, PCPs, accountable care organizations, ambulatory facilities, and freestanding emergency rooms. Our products and services are as diverse as the customers we service, and include revenue cycle management/consulting, PM/EHR software enhancements, system implementation, training and support, data conversions/interfaces, Microsoft-Certified Cloud Hosting Services, PCMH management and consulting, and data analytics software/warehousing.

Mark McCracken, 7440 Mintwood Ln., Spring, TX 77379
Phone: (818) 620-5998  Email: markm@visualutions.com
www.visualutions.com

Welch Allyn, Inc.  ●  ●  Booth 607

Welch Allyn is a leading global manufacturer of physical examination instruments and accessories and EMR-connected vital signs and cardiac monitoring solutions. The company has a steadfast commitment to delivering superlative medical products, services, and solutions that help healthcare professionals provide better care for their patients. Now a division of Hill-Rom, Welch Allyn is headquartered in Skaneateles Falls, NY and employs more than 2,500 people in 26 different countries.

Tom Cosgrove, 4341 State Street Rd., Skaneateles Falls, NY 13153
Phone: (315) 313-4541  Email: tom.cosgrove@welchallyn.com
www.welchallyn.com
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EXPO HOURS

Thursday, November 3
10:15am – 6:30pm

Friday, November 4
8:00am – 2:00pm

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ABOUT US

The Value in Purchasing (VIP) program is the only national group purchasing program endorsed by the National Association of Community Health Centers (NACHC). The program is simple to access and seamless to implement.

WHY CHOOSE US?

CHV/NACHC has leveraged the national purchasing power of health centers to negotiate discounted prices for the products and services they use.

Value in Purchasing Program

VIP is the only GPO that saves health centers money on their purchases and directly supports the organizations that support community health centers.

More than 800 health centers are enrolled in VIP, saving CHCs millions of dollars to better serve their communities.

Take advantage of over 1 million products and services under contract, including Medical Supplies, Capital Equipment, and Office Supplies.

Take advantage of superior CHC tiered-contract pricing negotiated exclusively by VIP with companies such as BD, Welch Allyn, TIDI Products, Gojo, HemoCue, Midmark, Benco Dental, and Quidel.

Work with your choice of medical distributors, including, Henry Schein, NDC, McKesson, Medline, Concordance, and many more.

KEY FEATURES

- Average Savings of 18%-38%
- No Membership Fees
- No Contractual Obligation
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- Ease of Use and Implementation

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