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This program has been recommended for 15.50 CPE credits in the "Specialized Knowledge" Category.

**Delivery Method:** Group Live

**Prerequisites and or Pre Work:**

A minimum of two years working in the health care sector in a finance, management, or administrative role.

**Program Level:** Intermediate

**Duration of Training:** 2 days



**NACHC Trainings  
Are Green!**

Access all materials virtually on the online training platform:

[conferences.nachc.org](https://conferences.nachc.org)

**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 through its website: [www.nasbaregistry.org](https://www.nasbaregistry.org).

2020 TRAINING

# Financial Operations Management Seminar Level II (FOM 2)

NACHC is pleased to offer Health Center Financial Operations Management Seminars.

There are three levels of Health Center Financial Management Operation Management Seminars. Each level focuses on different topics that will help health center finance and operations staff understand and meet the unique challenges of operating a health center.

The FOM2 seminar provides health centers insight and understanding of the core qualities needed to approach the business aspects of financial operations, management, and service delivery. Level I is not required to attend this training.

**Learning Objectives**

By the end of this two-day training, the participants will be able to:

- Review the key business aspects of efficient health center financial operations.
- Discover approaches for favorable contract negotiations with managed care organizations.
- Develop and implement an impactful operations assessment.
- Leverage technology to produce quality data that leads to informed decision-making.

*Presenters:*

**Jeff Allen**, Partner, BKD Springfield, MO

**Curt Degenfelder**, President, Curt Degenfelder Consulting, Inc., Los Angeles, CA

**Jennifer Noltz**, Director, PCA and Network Relations, NACHC, Bethesda, MD

**Sherry Giles**, MSM, Cert. PM, Program Specialist, NACHC, Bethesda, MD

**Les Perkins**, Consultant, Perkins Solutions Sumter, SC

**Catherine Gilpin**, Director, BKD

**Level II Seminar**

**Virtual Only • April 15-16, 2020**

**Please note:** This event will take place LIVE in Eastern Daylight Time (EDT). To obtain credits and your certificate, you MUST take part in the live version of the event.

Experience the online virtual platform, as well as NACHC's Online Resource Library, at: [conferences.nachc.org](https://conferences.nachc.org)

Login using your credentials (use the 'Forgot Password' function if unsure of your password), or reach out to our team at [trainings@nachc.org](mailto:trainings@nachc.org) to get login assistance.

**Pricing Information**

- Early Bird Registration Fee: \$650 if received by April 1, 2020
- Regular Registration Fee: \$750 if received after April 1, 2020

**Registration cutoff date (Last day to register online): April 8, 2020**

To register online for these seminars, visit: [www.nachc.org](https://www.nachc.org) and click on Trainings & Events.

For questions and comments, email us at [trainings@nachc.org](mailto:trainings@nachc.org) or call (301) 347-0400.



# Training Information

## Who Should Attend?

We suggest that Health Center **CFOs, CEOs, COOs, Managers, and Board Members** attend this regional training.

## Virtual Learning Platform Information

Check out the virtual training platform, as well as NACHC's Online Resource Library, at:

[conferences.nachc.org](https://conferences.nachc.org)

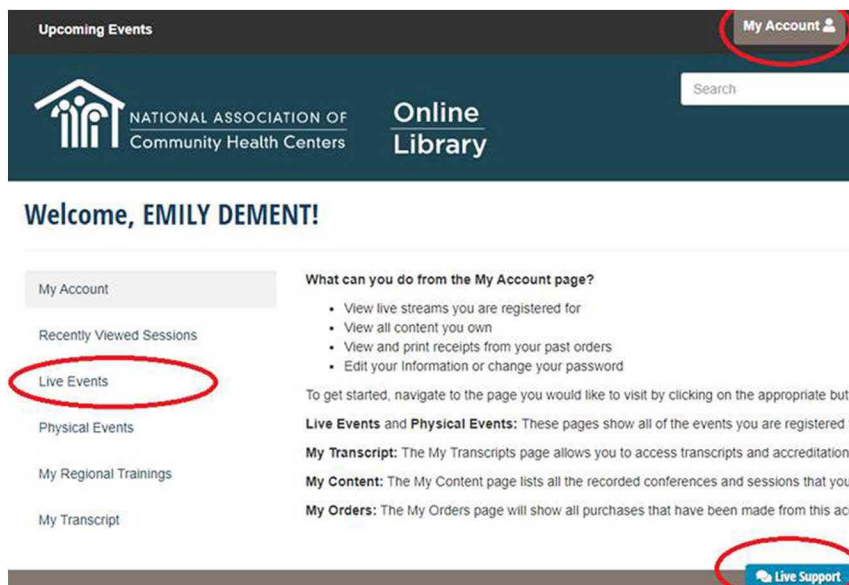
Login to the virtual training platform using the credentials you used to register for this training. Use the 'Forgot Password' function if unsure of your password, or reach out to our team at [trainings@nachc.org](mailto:trainings@nachc.org) to get login assistance.

On the virtual training platform, you can download certificates and take evaluations for your online virtual training experiences, as well as access virtual training recordings within 3 weeks after the training.

All materials will be available for download on the **NACHC online virtual platform** one week prior to the event. 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. You can access course materials on the event page under "Handouts".

Should you have any other questions about the virtual training platform, such as how to access credits or the recordings, how to take the training evaluation or get your virtual experience certificate, please click on the blue "Live Support" button on the bottom right hand of the screen, or reach out the virtual experience team at the contact below.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)



## Credits, Certificates, and Evaluation

**Please note:** This event will take place LIVE in Eastern Daylight Time (EDT). To obtain credits and your certificate, you MUST take part in the live version of the event and complete an event evaluation.

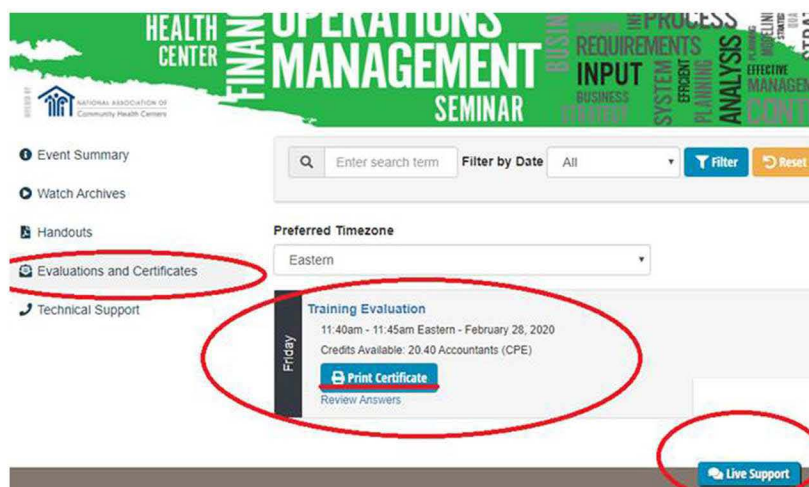
Throughout the live event, there will be randomized attention checks to ensure you are paying attention. These attention checks are required by the accrediting bodies. Please make sure you are paying attention so you can pass the required number of attention checks!

Please also ensure you are posing comments, asking questions, and engaging throughout the virtual experience so you can get the most out of it. Engagement on the virtual training platform is the best way to network, absorb the content, and learn how to apply the content to your own specific situation or questions.

After the virtual training, you must complete the training evaluation within the virtual training platform. First, go to the event page and click "Review Event" for this training. Next, go to the "Evaluations and Certificates" tab on the left side of the screen, where you will find the blue "Take Evaluation" button. After completing the evaluation survey, the blue button will change from "Take Evaluation" to "Print Certificate". Click that "Print Certificate" button to automatically get your certificate!

Should you encounter any issues, please click the "Live Support" blue button on the bottom right hand side of the screen, or reach out to the Virtual Experience Team at the contact info below to get your questions answered.

NACHC Online Support and Virtual Experience Team: [support@digitellinc.com](mailto:support@digitellinc.com)



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## FINANCIAL OPERATIONS MANAGEMENT SEMINAR LEVEL II (FOM 2) - GROUP LIVE

### Day One: April 15, 2020 from 8:30am – 4:30pm (EDT)

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**8:30am–10:15am**     ***The Business of Community Health***

This session will provide insight and understanding of the core qualities needed for health centers to approach the business aspects of operations, management, and service delivery.

*Speaker: Curt Degenfelder*

**10:15am–10:30am**     ***Break***

**10:30am–12:00pm**     ***Operations Assessment***

Discover practical management and operating techniques health centers can use to maximize financial performance before, during, and after the patient visit process.

*Speakers: Jeff Allen and Catherine Gilpin*

**12:00pm–1:00pm**     ***Break for Lunch***

**1:00pm–2:30pm**     ***Operations Assessment (cont.)***

*Speakers: Jeff Allen and Catherine Gilpin*

**2:30pm–2:45pm**     ***Break***

**2:45pm–4:30pm**     ***Managing the Care of Your Patients from the Payer Perspective***

This session will provide valuable insight into the contracting world of managed care organizations and help health centers prepare and position themselves to respond effectively. This includes: an overview of strategies and metrics payers use when evaluating and contracting with new and existing providers; an exploration of what motivates their business decisions; and approaches to new markets and products, such as QHPs. We will also examine the various care models in the marketplace as payers hold providers accountable for the cost and quality of each patient's care.

*Speaker: Jen Nolty*

### Day Two: April 16, 2020 from 8:30am – 4:30pm (EDT)

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**8:30am–10:00am**     ***Using Technology to Manage Information***

This session will review the technological state of information systems in health centers nationally, with specific reference to the accounting, billing, practice management, and electronic medical records systems. You will learn how systems can be used for maximizing seamless data flow among health center departments and sites. Additional attention will be paid to the need for health centers to leverage technology to better manage information.

*Speaker: Les Perkins*

**10:00am–10:15am**     ***Break***

**10:15am–12:00pm**     ***Operational Issues Within Health Centers***

This session will review synergy between financial and operational processes, and the impact of each on the other. Additional focus on best practices, including the revenue cycle, will be provided.

*Speaker: Curt Degenfelder*

**12:00pm–1:00pm**     ***Break for Lunch***

**1:00pm–3:30pm**     ***Management Reporting in Health Centers***

This session will outline the different levels of financial and operational reporting in health centers, based on the impact of each; and, examine their individual key performance indicators.

*Speaker: Curt Degenfelder*

**3:30pm–4:15pm**     ***Introduction to Project Management for Health Centers***

This session will provide an introduction to project management for health center finance managers, including an overview of the triple aim of project management, including the project scope, cost, and timing.

*Speaker: Sherry Giles*

**4:15pm–4:30pm**     ***Wrap up***

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***Note: Topics and presenters are subject to change as of 4/8/20***



## REGISTRATION FORM

# Financial Operations Management Seminar Level II (FOM 2)

## PARTICIPANT INFORMATION

Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_

## COST INFORMATION\*

### Financial Operations Management Seminar Level II (FOM 2)

Early Bird Registration	\$650 per person (if received by April 1, 2020) \$ _____
Regular Registration	\$750 per person (if received after April 1, 2020) \$ _____

## PAYMENT INFORMATION

☐ Check (payable to NACHC) ☐ MasterCard ☐ Visa ☐ American Express

Total amount enclosed \$ \_\_\_\_\_

Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Print name as it appears on credit card \_\_\_\_\_

Cardholder's signature \_\_\_\_\_

**Note: Registration is not final until NACHC confirmation is received. This may take up to two weeks from NACHC's receipt of REGISTRATION FORM. DO NOT mail or fax your forms after March 25, 2020.**



NATIONAL ASSOCIATION OF  
Community Health Centers

## Financial Operations Management Seminar Level II (FOM 2)

April 15-16, 2020

**Virtual Only**

### Three Ways To Register:



#### ELECTRONICALLY

Online registration is available. Go to [www.nachc.org](http://www.nachc.org) Click Trainings, find the date and name of the training and click "register now."



#### MAIL

Mail Registration to:  
NACHC Meetings/Acct. Dept.  
7501 Wisconsin Avenue  
Suite 1100W  
Bethesda, MD 20814  
**Mail registration by March 25, 2020.**



#### FAX

Send registration form with credit card information to (301) 347-0457. **Fax registration by March 25, 2020.**

**NOTE: Registration forms will not be processed without payment.**

**NACHC CANCELLATION POLICY:** All Cancellations must be in writing and must be received at NACHC on/before April 8, 2020.

- Cancellations received on/before April 8, 2020 will be assessed a \$100 processing fee.
- Cancellations received after April 8, 2020 are not refundable.
- Cancellations after the conclusion of the training are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.

To cancel your reservation, please send a request in writing to [trainings@nachc.org](mailto:trainings@nachc.org)