What changes could you make with an extra $286,000?

The average health center collects only 71.4% of each $1 Million.

Visit us at our booth for a free assessment #504

Powered by:
SYNERGY BILLING
The Nation’s Leading FQHC Experts
synergybilling.com
# Table of Contents

## NACHC Board of Directors

2

## Welcome

3

### General Information

- Accessing Conference Handouts
  5
- Wi-Fi
  6
- Mobile App
  6
- Feedback/Polling
  7
- Conference Hotel
  7
- Continuing Education
  7
- Registration and Speaker/Exhibitor Check-In
  9
- Social Media and Conference Contests
  10
- What is a User Group?
  11

### EXPO

13

### Education Sessions At-A-Glance

14

### Education Sessions

17

### Key to Moderators and Presenters

38

### Ad Index

38

### Exhibit Guide

39

- Exhibitor Profiles
  43
- Exhibitor Indices by Name/Booth Number
  59
- EXPO Floorplan
  60

### Hotel Maps

61

### Upcoming NACHC Conferences and Trainings

64
2019-20 NACHC Board of Directors

EXECUTIVE COMMITTEE

Chair of the Board
Lathran Johnson Woodard
South Carolina Primary Health Care Association
Columbia, SC

Chair-Elect
Michael A. Holmes
Cook Area Health Services
Cook, MN

Immediate Past Chair
James Luisi
North End Waterfront Health
Boston, MA

Speaker of the House
Henry Taylor, MPA
Mile Square Health Center
Chicago, IL

Vice-Speaker of the House
Kimberly Chang, MD
Asian Health Services
Oakland, CA

Secretary
Paloma Hernandez
Urban Health Plan
Bronx, NY

Treasurer
John Santistevan
Salud Family Health Center
Fort Lupton, CO

Consumer/Board Member Representative
Yvonne G. Davis
Health Care Partners of South Carolina
Florence, SC

Parliamentarian
Allen J. Bennett, MPH, PD
Park West Health System, Inc.
Baltimore, MD

REGION I
John M. Silva
Greater Lawrence Family Health Center
Methuen, MA
Michael R. Taylor
Cornell Scott-Hill Corporation
New Haven, CT

REGION II
Isolina Miranda-Sotillo
COSMA, Inc.
Cidra, PR
Mary Ann Zelazny
Finger Lakes Community Health
Pittsford, NY

REGION III
Andrea Fox, MD
Squirrel Hill Health Center
Pittsburgh, PA
Vincent A. Keane
Unity Health Care
Washington, DC

REGION IV
Carla Belcher
Community Health Care Systems
Wrightsville, GA
Sue Veer
Carolina Health Centers
Greensboro, SC

REGION V
Kimberly Mitroka
Christopher Greater Area Rural Health Planning Corporation
Christopher, IL
Beth Wrobel
HealthLinc, Inc.
Valparaiso, IN

REGION VI
William Brent, III
Teche Action Board, Inc.
Franklin, LA
Santos Camarillo
Vida Y Salud Health Systems
Crystal City, TX

REGION VII
Denise Cyzman
Community Care Network of Kansas
Topeka, KS
Dennis Kruse
Family Care Health Centers
St. Louis, MO

REGION VIII
Lucy Loomis, MD
Denver Health’s Community Health Services
Denver, CO
John Mengenhausen
Horizon Health Care
Howard, SD

REGION IX
Richard P. Bettini
Waianae Coast Comprehensive Health Center
Waianae, HI
David B. Vliet, MBA
Tiburcio Vasquez Health Center
Union City, CA

REGION X
Anita Monoian
Yakima Neighborhood Health Services
Yakima, WA
Thomas Trompeter
HealthPoint
Renton, WA

NATIONALLY ELECTED REPRESENTATIVES

CLINICIAN BOARD REPRESENTATIVES
Daniel Miller, MD
Hudson River Community Health
Poughkeepsie, NY
Felix M. Valbuena, Jr., MD
Community Health and Social Services Center
Detroit, MI

HEALTH CENTER BOARD MEMBER REPRESENTATIVES
Virginia (Ginger) Fuata
Waianae Coast Comprehensive Health Center
Waianae, HI
Rita Sorrento
East Boston Neighborhood Health Center
Boston, MA
Welcome to the NACHC Financial, Operations Management/Information Technology (FOM/IT) Conference & EXPO. The FOM/IT is a key educational conference focused on keeping health centers operationally strong in a value-driven health care world.

We take pride that the nation has come to recognize the value of our community-based system of primary care that today provides high-quality, cost-effective care to 29 million people. Yet, health centers face challenges ahead in a competitive and demanding environment. Success in addressing those challenges will be determined, in large part, by how effectively we strengthen our in-house management and financial systems – applying the data analytics that will enable higher levels of performance, quality, cost savings, as well as accountability and compliance in all dimensions of operations. Much also depends on our continuous collaborative efforts working with our Health Center Controlled Networks to convert data into a strong knowledge base across the health center spectrum that can spur innovation and transformation in health care delivery.

The FOM/IT is an opportunity to hear and learn from experts in the field – to network with colleagues – and to gain insight into the trends, the new technologies, and issues impacting the health care industry. On behalf of the NACHC family, our thanks to all of you for your participation and your support as we advance community health centers into the future.

Tom Van Coverden
President and CEO
National Association of Community Health Centers
Designed for Health Centers

eClinicalWorks provides more than 800 health centers with integrated solutions for medical, dental, and behavioral health. From documentation to reporting, we have the experience and expertise to help you deliver quality care while improving compliance and controlling costs.

EHR & PRACTICE MANAGEMENT
starting at $599 per provider, per month
Includes on-site training*, data migration†, and 24/7 support
No upfront license fees

Please visit us at booth #101

eClinicalWorks
www.eclinicalworks.com • healthcenter.sales@eclinicalworks.com • 866-888-6929

*Initial five days of on-site training are included.
†Includes one data migration from your current EMR.
General Information

Accessing Conference Handouts

The NACHC Mobile App is only accessible on mobile devices such as a smartphone, tablet, or Kindle. You can download the app by searching for “NACHC Mobile” in either the Apple Store or Google Play Store. If your device does not have access to these stores, the mobile app cannot be installed on your device.

If you wish to access items such as session handouts, evaluations, and speaker bios, simply log in to the NACHC Conferences website (https://conferences.nachc.org/nachc/) from your device; you can do this both during and ahead of the conference. On the right side under Membership, click “Manage Your Account,” then click “Forgot Your Password” and enter your email address. You will immediately receive an email with your iMis login and password. Once you’ve logged in, click “My Account” at the top of the page, then click “Physical Events” on the left hand navigation bar on the page that follows. From here you can select the conference and then access additional information for that event including: handouts, session evaluations, and certificates, and even recorded sessions shortly after the conference concludes.

Finally, if you wish to complete a survey for a session that you attended, but do not have a computer or a compatible mobile device to access the NACHC Conferences website or NACHC Mobile App, visit the on-site Mobile App Help Desk in the 8th Street North Registration area, Lobby Level. You’ll be able to access your conference surveys on a dedicated computer with assistance from a NACHC representative.
Wi-Fi

Conference attendees will have Wi-Fi access during the 2019 FOM/IT Conference & EXPO. Thanks to a generous sponsorship on behalf of athenahealth, internet access will be available throughout the FOM/IT conference areas and the EXPO Hall.

Simply follow these easy steps for access:

To Log In:
1. Search for NACHC CONFERENCE and double click on it to connect.
2. Enter password: athenahealth
3. Open a web browser and the Welcome page and the Terms and Conditions of Use will appear.
4. 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 be reconnected immediately after three hours by opening a new browser window and accepting the Terms and Conditions of Use 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.

Mobile App

Interact with speakers and colleagues both on-site and online!

Questions for the presenters? DOWNLOAD the MOBILE APP and LOG IN.
Participate in real-time polls? DOWNLOAD the MOBILE APP and LOG IN.
Receive important updates? You guessed it - DOWNLOAD the MOBILE APP and LOG IN!

You will need your iMIS login and password to log in to the mobile app.

Forgot your iMIS login and password?
1. Go to a browser and type in NACHC.org
2. On the right side under Membership, click Manage Your Account
3. Click Forgot Your Password
4. Enter your email

You will immediately receive an email with your iMIS login and password. Still having problems? No worries. Stop by the Mobile App Help Desk in the NACHC Registration area.

How to locate and download the NACHC Mobile App from the Google Play Store or Apple:

1. Launch the Google Play Store or App Store
2. Search the name NACHC Mobile
3. Tap the event app icon/listing
4. Tap Install
5. Enter Google ID or Apple ID password and click OK
6. Tap Accept and Download
7. App will download and display on your phone
8. Tap the NACHC Mobile App
9. Tap the icon
10. Tap 2019 FOM/IT

Once you have downloaded the mobile app, you MUST log in to access presentations and participate in polls and feedback requests.

Note: Adobe Reader MUST be installed on your android device to open the presentations.
General Information, continued

**Feedback/Polling**
Participate in workshops using the Feedback/Polling feature in the mobile app. Submit questions to the presenter(s) and respond to poll questions in real time. You’ll see everyone’s comments and/or questions and you can up-vote the ideas you agree with.

**Business Center**
The Hilton Chicago Business Center can serve as your extended office while you’re in town. The business center, located on the Lobby Level, 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 or silent mode in conference education sessions, meetings, and social events.

**Conference Attire**
We invite you to dress in comfortable business casual attire 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**
**Hilton Chicago**
720 South Michigan Avenue
Chicago, IL 60605
(312) 922-4400  Hotel Direct

**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 through NASBA’s website at www.nasbaregistry.org. (Sponsor #108392)

Delivery Method: Group Live and Group Internet-Based
Program Level: Basic
Duration of Training: Two days

This program is being considered by the National Association of State Board of Accountancy (NASBA) for 12.6 continuing education contact hours in the “Specialized Knowledge” category.

For questions or complaints, please contact Helene Slavin at hslavin@nachc.com or (301) 347-0400.
INTEGRATED CARE REQUIRES INTEGRATED TECHNOLOGY

BELIEVE IN BETTER.

That's why NextGen Healthcare offers end-to-end solutions for the full continuum of patient care. For example:

- Mobile charting—document when and where you want, and save time
- Population health solutions—gather, organize, and analyze patient data
- Built-in behavioral health content—document mental health concerns more easily and more efficiently

Learn about our comprehensive approach to help your health center achieve better clinical and financial outcomes.

Visit us at booth 200 to talk to one of our community health experts.
Other Health Professionals (CEU)
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 (e.g., 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.

Scanning and Evaluations
To receive Continuing Education Units (CEUs) at this NACHC conference, ALL attendees must:
• Have their conference badges scanned by room monitors at the end of each education session attended.
  AND
• Complete session evaluations, via the NACHC Mobile App, at the conclusion of each session attended.

These simple steps ensure that CEUs are accurately processed and that valuable feedback is provided for the development of future NACHC programs.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com. Certificates, with credits earned, will be available 3-4 weeks after the conference.

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 the Hilton Chicago is (312) 922-4400. Messages will be posted on a designated message board in the 8th Street North Registration area, Lobby Level.

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 (#117) in Salon D, Lower Level.

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 2019 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 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 in Health Center Governance Program).
• Session audio recordings synchronized to training presentations.
• The ability to track your own continuing education units and attendance certification.

To access the MyNACHC Learning Center (MyNACHC), visit mylearning.nachc.com and log in using your iMIS login and password (refer to page 6 for iMIS login). If you need login assistance or additional information, email learningcenter@nachc.com or call (301) 347-0400.

Registration
NACHC Registration is in the 8th Street North Registration area on the Lobby Level of the conference hotel. Registered attendees can pick up their registration packets and badges during the following hours:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday, Oct 23</td>
<td>3:00pm – 5:00pm</td>
</tr>
<tr>
<td>Thursday, Oct 24</td>
<td>8:00am – 4:00pm</td>
</tr>
<tr>
<td>Friday, Oct 25</td>
<td>7:30am – 12:30pm</td>
</tr>
</tbody>
</table>
Speaker/Exhibitor Check-In

NACHC’s Speaker/Exhibitor Check-In is in the 8th Street West Office, Lobby Level. 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, October 23: 3:00pm – 5:00pm
- Thursday, October 24: 8:00am – 4:00pm
- Friday, October 25: 7:30am – 3:45pm

Social Media and Conference Contests

#FOMIT19 Social Media

Join the online conversation at the NACHC FOM/IT Conference & EXPO using #FOMIT19 when you post about the FOM/IT 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) for important updates during the conference.

#FOMIT19 Twitter Contest

Tweet using #FOMIT19 throughout the FOM/IT for your chance to win a $100 Amazon gift card in a random drawing. The more you tweet, the more opportunities you have to win!

- Remember to follow @NACHC on Twitter (www.twitter.com/nachc).
- Make sure your Twitter stream is publicly viewable.
- Use #FOMIT19 to enter the random drawing, one entry per tweet.

The contest starts at 8:00am on Wednesday, October 23 and all tweets, using #FOMIT19, must be submitted by Friday, October 25, at 9:00am to be eligible for the prize drawing. The winner will be announced on Friday, October 25 at 10:15am at the NACHC Booth (#117) in Salon D, Lower Level. You MUST be present to win!

Mobile App QR Code Challenge

Explore the 2019 FOM/IT & EXPO with the conference mobile app and earn the chance to win one of three $100 Amazon gift cards! Tap the Mobile App QR Code Challenge icon on the dashboard of the mobile app. Look for posters throughout the conference designating the QR code for each Challenge location, then tap on QR scan and scan the code. Scan all the following six conference locations to be entered to win:

- General Session (50 points)
- EXPO Entrance (50 points)
- Registration (25 points)
- Thursday EXPO Reception (100 points)
- NACHC Booth #117 (25 points)
- CHV Booth #217 (25 points)

You must scan all six QR codes (duplicate scans will not be counted) and earn 275 points to be entered in this drawing. The Challenge starts at 3:00pm on Wednesday, October 23 and all scans must be completed by 7:00pm on Thursday, October 24. Winners will be announced on Friday, October 25, at 10:15am at the NACHC Booth (#117) in Salon D, Lower Level. You DO NOT have to be present to win! Follow the leaderboard on the mobile app to see where you and your fellow attendees stand in the game.

RANDOM DRAWING RULES: (1) No purchase is necessary. (2) The Twitter contest starts at 8:00am Wednesday, October 23, 2019 and ends at 9:00am Friday, October 25, 2019. (3) Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2019 FOM/IT Conference & EXPO, with Twitter accounts that follow @NACHC on Twitter are eligible to win the random Twitter drawing. NACHC employees and exhibitors are not eligible to win. (4) How to enter: post a publicly viewable Tweet, related to the FOM/IT, and include “#FOMIT19” for the Twitter random drawing which counts 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 Amazon gift card. (8) There will be one Twitter random drawing winner. (Winner will also be announced publicly on 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, Inc., 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.

NACHC gratefully acknowledges the following sponsor:

Lanyards

eClinicalWorks

NACHC gratefully acknowledges the following sponsor:

OSIS
Conference Code of Conduct

All attendees, speakers, sponsors, and volunteers at our conference are required to agree with the following code of conduct. NACHC will enforce this code throughout the event. We expect cooperation from all participants to help ensure a safe environment for everyone.

Our conference is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. We do not tolerate harassment of conference participants in any form. This also includes inappropriate physical contact and unwelcome sexual attention. Sexual language and imagery are not appropriate for any conference venue, including talks, workshops, social events, and all online social media/networking sites. Participants asked to stop any harassing behavior are expected to comply immediately. Conference participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of NACHC.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the conference staff immediately.

The National Association of Community Health Centers recognizes the 2019 FOM/IT Steering Committee members for their time and efforts. Thank you.

Robert Block, CPA
Chief Financial Officer
Community Health Center, Inc.

Angela Duncan Diop, ND, CHCIO
Vice President, Information Systems
Unity Health Care

Jason Greer
Chief Executive Officer
Colorado Community Managed Care Network

Javier Jimenez
Director
Asociación de Salud Primaria de Puerto Rico

Jonathan Lee
Chief Executive Officer
Signature Health, Inc.

Joban Singh
Director, Business Intelligence and Strategy
Johnson Health Center

Robin Tenenbaum, MBA, CHCIO
IT Consultant

Donna Thompson, RN, MS
Chief Executive Officer
Access Community Health Network

Lora Winchell, CPA
Chief Financial Officer
Hunter Health Clinics

NACHC Staff:
Ted Henson, April Lewis, Phillip Stringfield, Gervean Williams

What is a User Group?
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
- athenaOne
- Centricity
- eClinicalWorks
- Greenway Intergy
- NextGen Healthcare

Benefits
✓ Connect with other health centers that use the same EHR that you do
✓ Focuses 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
✓ Groups meet both virtually and in-person
✓ NACHC provides support via WebEx, conference calls, and meeting space at our major conferences

Wednesday, October 23
Room: Lake Erie, 8th Floor

8:30am – 10:00am NACHC NextGen Healthcare
10:30am – 12:00pm NACHC Centricity
12:30pm – 2:00pm NACHC athenaOne
2:30pm – 4:00pm NACHC eClinicalWorks
4:30pm – 6:00pm NACHC Greenway Intergy

To learn more or to sign-up for NACHC User Groups, please visit our website at http://www.nachc.org/health-center-issues/health-information-technologies-hit/
OCHIN improves the playing field for community health centers nationwide with technology, data analytics, research, and support services.

Please visit us in **Booth #212**

503.943.2500  |  info@ochin.org  |  www.ochin.org
Thursday, October 24 - Friday, October 25 • Salon D, Lower Level

Meet one-on-one with NACHC exhibitors for an introduction to products and services that can help you build and manage your health care business! Network with other industry professionals and discover innovative practices that are making a difference in health centers across the country. And don’t forget, there are great prizes to win just by visiting the EXPO floor!

Note: For details about FOM/IT exhibitors and the solutions they are providing community health centers nationwide, refer to the Exhibit Guide on page 39 of the conference program.

EXPO Schedule:

Thursday, October 24

9:30am – 6:30pm  EXPO Hall Open
10:00am – 11:00am Dedicated Exhibit Time and Refreshment Break
12:30pm – 2:00pm  Lunch provided in the EXPO Hall
3:30pm – 4:00pm Dedicated Exhibit Time and Refreshment Break
5:30pm – 6:30pm  Conference Reception in the EXPO Hall

Join health center colleagues and EXPO partners for cocktails and light fare at the 2019 FOM/IT Conference Reception. Make this an opportunity to collaborate with other professionals facing the same business challenges that you do, and explore unique solutions for tackling those challenges!

Friday, October 25

7:30am – 8:30am  Continental Breakfast in the EXPO Hall
7:30am – 10:30am EXPO Hall Open
10:00am – 10:30am Dedicated Exhibit Time and Refreshment Break
10:15am  Twitter Contest, Mobile App QR Code Challenge, and NACHCopoly prizewinners announced at the NACHC Booth (#117) in Salon D! You MUST be present to claim the Twitter Contest and NACHCopoly prizes. You DO NOT need to be present for the Mobile App QR Code Challenge prizes.

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 NACHCopoly game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game stamps.

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

Step 3: Now just drop off your game card at the NACHC Booth (#117), in Salon D, and you are automatically entered for a chance to go home with great prizes!

All completed game cards must be submitted to the NACHC Booth by 10:00am on Friday, October 25 to be eligible for the prize drawings.

Prizes will be awarded at 10:15am on Friday at the NACHC Booth (#117) in Salon D.

You MUST be present to claim the Twitter Contest and NACHCopoly prizes.

You DO NOT need to be present to claim the Mobile App QR Code Challenge prizes.
# Education Sessions At-A-Glance

**(as of September 20, 2019 and is subject to change)**

## Thursday, October 24, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Details</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am – 4:00pm</td>
<td>Registration</td>
<td>Salon A-1, Lower Level</td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Salon A-2, Lower Level</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>IGS1  General Session – The Future of Health and Medicine: Where Can Technology Take Us?</td>
<td>International Ballroom, Second Floor</td>
</tr>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
<td>Salon A-3, Lower Level</td>
</tr>
<tr>
<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Time and Refreshment Break in the EXPO Hall</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td>IThA1  Cybersecurity Practices: Manage Your Threats and Protect Your Patients</td>
<td>Salon C 3-4, Lower Level</td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td>IThB1  Leverage Text Messaging to Increase Access and Improve Health Outcomes</td>
<td>Salon C 3-4, Lower Level</td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td>IThC1  New Tech for Your Health Center’s Revenue Cycle: Robotic Processes, Machine Learning, AI, and More</td>
<td>Salon C 3-4, Lower Level</td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td>IThD1  Effective Strategy Deployment Utilizing Innovative Data Techniques</td>
<td>Salon C 3-4, Lower Level</td>
</tr>
<tr>
<td>11:00am – 12:30pm</td>
<td>IThE1  Financial Considerations for Developing an IT Roadmap</td>
<td>Salon C 3-4, Lower Level</td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>Lunch provided in the EXPO Hall</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>2:00pm – 3:30pm</td>
<td>IThA2  The Essential Role of Finance and Operations in Optimizing Value and Supporting Compliance of Your 340B Pharmacy Program</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>2:00pm – 3:30pm</td>
<td>IThB2  Utilizing Technology to Improve Access to Care: Best Practices</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>2:00pm – 3:30pm</td>
<td>IThC2  21st Century Marketing: How to Strategically Brand Your Organization to Attract and Retain Patients</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>2:00pm – 3:30pm</td>
<td>IThD2  How “Healthy” Is Your Center’s Departmental Financial Performance?</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>2:00pm – 3:30pm</td>
<td>IThE2  Integrating Inventory Management into the EHR</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>3:30pm – 4:00pm</td>
<td>Dedicated Exhibit Time and Refreshment Break in the EXPO Hall</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>4:00pm – 5:30pm</td>
<td>IThA3  Using Predictive Analytics to Reduce No-Shows</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>4:00pm – 5:30pm</td>
<td>IThB3  Health Centers and Telehealth: Surmounting Regulatory and Operational Challenges</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>4:00pm – 5:30pm</td>
<td>IThC3  From Spreadsheets and Files to Dashboards and Paperless Automation</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>4:00pm – 5:30pm</td>
<td>IThD3  Medication-Assisted Treatment Documentation and the Charge Capture Process</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>4:00pm – 5:30pm</td>
<td>IThE3  Operationalizing a Robust Integrated Care Team Model: A Case Study of One CHC’s Experience Amplifying Behavioral Health in Primary Care</td>
<td>Salon A-5, Lower Level</td>
</tr>
<tr>
<td>5:30pm – 6:30pm</td>
<td>Conference Reception in the EXPO Hall</td>
<td>Salon A-5, Lower Level</td>
</tr>
</tbody>
</table>

**Legend:**
- **Finance**
- **HIT**
- **Operations/Management**

*This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,375,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.*
<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 8:30am</td>
<td>Salon D, Lower Level</td>
<td>Continental Breakfast in the EXPO Hall</td>
</tr>
<tr>
<td>7:30am – 10:30am</td>
<td>Salon D, Lower Level</td>
<td>EXPO Hall Open</td>
</tr>
<tr>
<td>7:30am – 12:30pm</td>
<td>8th Street North Registration area, Lobby Level</td>
<td>Registration</td>
</tr>
<tr>
<td>7:30am – 3:45pm</td>
<td>8th Street West Office, Lobby Level</td>
<td>Speaker Check-In</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Sala A-1, Lower Level</td>
<td>IFA1 The Practice of Practice Transformation: A Roadmap for FQHCs</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Sala A-2, Lower Level</td>
<td>IFB1 HIT Panel Discussion: Federal and State Perspectives to Advance Technology and Improve Health</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Sala A-3, Lower Level</td>
<td>IFC1 Radical Redesign to Decrease Abandoned Calls, Improve Patient Productivity, and Reduce Cycle Times: A Case Study on Improving Patient Access</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Sala A-5, Lower Level</td>
<td>IFD1 Grants Management Update and Lessons Learned: Highlights, Current Issues, Best Practices, and Reminders</td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>Sala A-5, Lower Level</td>
<td>IFE1 Organizations of High Reliability: Incorporating Daily Operations and Safety Briefings</td>
</tr>
<tr>
<td>10:00am – 10:30am</td>
<td>Salon A Foyer, Lower Level</td>
<td>Dedicated Exhibit Time and Refreshment Break in the EXPO Hall</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Sala A-1, Lower Level</td>
<td>IFA2 How to Increase Patient Engagement One Text at a Time</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Sala A-2, Lower Level</td>
<td>IFB2 Getting to the Cloud: Creating Your Next Generation Financial System</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Sala A-3, Lower Level</td>
<td>IFC2 Hire the Right People: Strategies to Attract High Performers</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFD2 Building and Operationalizing Your Organizational Data Strategy: The Process and Operations Plan for Networks and Health Centers</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFE2 FASB Revenue Recognition for CHCs: A Focus on Patient Service Revenue</td>
</tr>
<tr>
<td>12:00pm – 1:30pm</td>
<td>Sala A Foyer, Lower Level</td>
<td>Lunch on your own</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Sala A-1, Lower Level</td>
<td>IFA3 Reinventing the Front Desk</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Sala A-2, Lower Level</td>
<td>IFB3 Leveraging Lean Tools for Operational Improvement</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Sala A-3, Lower Level</td>
<td>IFC3 Tracking Enabling Services Provided to Respond to Social Determinant Needs</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFD3 Risk Adjustment for Community Health Centers</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFE3 Exploring Critical Success Factors for Telehealth Implementation</td>
</tr>
<tr>
<td>3:00pm – 5:00pm</td>
<td>Salon A Foyer, Lower Level</td>
<td>Pre-Happy Hour Half-Hour</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Sala A-1, Lower Level</td>
<td>IFA4 340B Compliance: Practical Strategies and Self-Assessment</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Sala A-2, Lower Level</td>
<td>IFB4 Government Audits and Investigations: Financial Risk Areas and Building a Proactive Response Team</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Sala A-3, Lower Level</td>
<td>IFC4 The Value of a Health Center-Embedded Care Management Model</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFD4 How to Develop a Patient Access and Clinical Efficiency Report Card</td>
</tr>
<tr>
<td>3:30pm – 5:00pm</td>
<td>Sala A-5, Lower Level</td>
<td>IFE4 Looking into that Crystal Ball: Preparing for Tomorrow with Today's Information</td>
</tr>
</tbody>
</table>

Colors: Finance, HIT, Operations/Management
True Partners in Care

Centene is committed to transforming the health of the communities we serve, one person at a time. And 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, hospitals, physicians, and other providers, we bring better solutions for better health outcomes at lower costs.
Thursday, October 24, 2019

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

NACHC is a nonpartisan and noncommercial organization. Conference speaker presentations may not necessarily reflect the views of NACHC and the presence of vendors, exhibitors, and sponsors does not constitute endorsement of their respective products or services.

This icon designates sessions that will be audiotaped with presentation for the MyNACHC Learning Center (MyNACHC).

### 9:30am – 6:30pm

<table>
<thead>
<tr>
<th>Time</th>
<th>EXPO Activities</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
<td>Salon D, Lower Level</td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>Lunch provided in the EXPO Hall</td>
<td></td>
</tr>
<tr>
<td>3:30pm – 4:00pm</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
<td></td>
</tr>
<tr>
<td>5:30pm – 6:30pm</td>
<td>Conference Reception in the EXPO Hall</td>
<td></td>
</tr>
</tbody>
</table>

### 8:30am – 10:00am

**GENERAL SESSION**

**IGS1**

**General Session – The Future of Health and Medicine: Where Can Technology Take Us?**

**Keynote Speaker**

Daniel Kraft, MD
Faculty Chair for Medicine, Singularity University and Founder and Chair, Exponential Medicine

This year’s keynote presentation comes from the perspective of a leading physician, scientist, inventor, and innovator – Dr. Daniel Kraft. His presentation will examine rapidly emerging, game-changing, and convergent technology trends and how they are and will be leveraged to change the face of health care and the practice of medicine in the next decade. Dr. Kraft will offer a fast-paced look at the next few years of innovations in medicine, powered by new tools, tests, and apps that bring diagnostic information right to the patient’s bedside and what all of this means for community health center leaders.

Dr. Kraft is a Stanford and Harvard trained physician-scientist with over 25 years of experience in clinical practice, biomedical research, and innovation. He has served as Faculty Chair for Medicine at Singularity University since its inception, and is the Founder and Chair for Exponential Medicine, a program which explores convergent, rapidly developing technologies and their potential to reshape the future of health and biomedicine.

He has conducted extensive research in stem cell biology and regenerative medicine with multiple scientific publications, medical device, immunology and stem cell-related patents through faculty positions with Stanford University School of Medicine and as clinical faculty for the pediatric bone marrow transplantation service at the University of California, San Francisco.

Dr. Kraft is also the inventor of the MarrowMiner, an FDA-approved device for the minimally invasive harvest of bone marrow, and founded RegenMed Systems, a company developing technologies to enable stem cell-based regenerative therapies. He is also the founder of Intelli-Medicine, focused on data-driven, precision medicine.

After graduating from Brown University and medical school at Stanford, Kraft was board certified in both internal medicine and pediatrics following residency at the Massachusetts General Hospital and Boston Children’s Hospital, and completed Stanford fellowships in hematology/oncology and bone marrow transplantation. He was also selected as a fellow of the inaugural 2016 class of the Aspen Institute Health Innovators Fellowship.
10:00am – 11:00am  
Salon D, Lower Level  
Dedicated Exhibit Time and Refreshment Break in the EXPO Hall

11:00am – 12:30pm  
EDUCATION SESSIONS

■ IThA1  
Salon A-1, Lower Level  
Cybersecurity Practices: Manage Your Threats and Protect Your Patients  
CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Basic  
Topic: HIT

In 2015, the United States Congress passed the Cybersecurity Act (CSA), and within this legislation is Section 405(d): Aligning Health Care Industry Security Approaches. As an approach to this requirement, in 2017 HHS convened the 405(d) Task Group leveraging the Healthcare and Public Health (HPH) Sector Critical Infrastructure Security and Resilience Public-Private Partnership. The Task Group’s charge was to develop a common set of voluntary, consensus-based, and industry-led guidelines, practices, methodologies, procedures, and processes that serve as a resource to meet three core goals: (1) Cost-effectively reduce cybersecurity risks for a range of health care organizations; (2) Support voluntary adoption and implementation; and (3) Ensure, on an ongoing basis, that content is actionable, practical, and relevant to health care stakeholders of every size and resource level.

This presentation is an opportunity to discuss the importance of cybersecurity practices and raise awareness that cybersecurity should be treated as an enterprise issue, not just an IT issue. This session will provide information on how organizations can leverage Health Industry Cybersecurity Practices (HICP) to apply mitigating practices to the five main cybersecurity threats.

Learning Objectives:
- Identify the five main cyber security threats facing the health care sector:
  1. Email phishing attacks
  2. Ransomeware attacks
  3. Loss or theft of equipment
  4. Insider, accidental or intentional data loss
  5. Attacks against connected medical devices that may affect patient safety
- Identify the HICP-proposed ten practices to safeguard against cybersecurity threats:
  1. Email protection systems
  2. Endpoint protection systems
  3. Access management
  4. Data protection and loss prevention
  5. Asset management

6. Network management
7. Vulnerability management
8. Incident response
9. Medical device security
10. Cybersecurity policies

■ IThB1  
Salon A-2, Lower Level  
Leverage Text Messaging to Increase Access and Improve Outcomes  
CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Basic  
Topic: Operations

Community health centers (CHCs) know that so much of what affects health outcomes happens outside of the clinic walls. But to reach and engage patients beyond the traditional medical visit, phone calls and emails simply aren’t working. When it comes to boosting access to care, closing care gaps, and engaging patients long-term, text messaging has a proven record of success. Not only have studies shown that text messaging is the preferred and most convenient means and communication channel for patients, it may be the best way to reach health center communities as many low-income patients are more likely to have a cell phone than a computer or landline.

By integrating text-based communication systems with EHRs, CHCs can implement a cost-effective approach to boosting access to care and health outcomes. CHCs can deliver automated outreach (in the patient’s language of choice) to attributed or assigned patients. Furthermore, by leveraging EHR integration, CHCs can identify and reach patients with hyper-targeted, clinical messages. This session will include a speaker and case study from a large, multisite CHC that has leveraged this technology to meet complex primary care goals.

Learning Objectives:
- Determine the impact text messaging can have on access to care and health outcomes.
- Assess how text-messaging applications can interface with EHRs to generate targeted, clinical messaging and understand the relevant legal considerations.
- Establish a care messaging program that leverages clinical data to boost access and outcomes.
More Products, More Choice

Distribution You Can Count On

Solutions to Enhance Your Center

Support Every Step of the Way

Delivering what your community needs is what we do best. You can count on us to provide the right products and services to help you meet today’s challenges and prepare for what’s ahead.

Call us to learn more. 866.MCK.ANSWer (866.625.2679)
mms.mckesson.com/chc

LEADER SPONSOR OF NACHC & Community Health Centers 2019
Thursday, October 24, 2019, continued

Presenter(s):
Alexandra Harris, MSPH, Head of Community Health, Luma Health
Tashfeen Ekram, MD, Chief Medical Officer, Luma Health

IThC1 Salon A-3, Lower Level
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: A basic understanding of claims submission and denial processes, and standard HIPAA file formats.
Topic: Finance

Data in health care is exploding. A recent report published by Seagate projects that health care data will experience a compound annual growth rate of 36 percent by 2025 and that the health care data sphere is expected to grow 13 percent faster than other industries. The report goes on to state that “hypercritical data” is expected to more than double every other year.

The phrases big data, machine learning, and artificial intelligence (AI) are everywhere and there’s a tangible gap between those who understand what they actually mean and how to benefit from them, and those who don’t. The largest health data companies in the world are building tools for clinical operations performance improvement, clinical decision support, consumer/patient engagement, and more. But who has their eye on revenue cycle data that can be used to improve efficiencies, cut costs, and increase collections?

Attend this session to learn which data sources are “hypercritical” to your billing and revenue cycle team, and how to apply these technologies to maximize efficiency and cash collections.

Learning Objectives:
- Describe the difference between technologies such as Robotic Process Automation, Machine Learning, AI, and Business Intelligence and how they apply to your revenue cycle.
- Identify the “hypercritical” billing and revenue cycle data in your practice and how to put it to work for you, and understand its benefits.
- Create a plan for deploying these technologies in your health center.

Presenter(s):
Jeffrey Diliddo, Chief Operating Officer, PMG, Inc.

IThD1 Salon A-5, Lower Level
Effective Strategy Deployment Utilizing Innovative Data Techniques
CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Health center executives will provide an overview of linking clinical and non-clinical operations outcomes with the multiyear strategic plan. This program will demonstrate utilizing data and analytics, gaps in care innovations, and collaboration and leadership approaches to drive improved outcomes based on the health center’s short- and long-term strategic plan.

Learning Objectives:
- Strategic Planning: Setting the strategic plan with the board of directors and leadership team and communicating and creating alignment with the plan.
- Data and Data Analytics: Identifying, utilizing, and developing innovative tools to monitor and improve upon cohorts to address business outcomes.
- Business Outcomes: Setting organizational outcomes at the onset of strategic planning, linking data and data analytics to day-to-day operational oversight while monitoring and achieving results.

Presenter(s):
Garrett Olin, MBA, Chief Quality Officer, Hidalgo Medical Services
Darrick P. Nelson, MD, Chief Medical Officer, Hidalgo Medical Services

IThE1 Salon C 3-4, Lower Level
Financial Considerations for Developing an IT Roadmap
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: A general knowledge of budgeting and IT infrastructure.
Topic: Finance

Organizations of all types struggle with information technology (IT) budgeting. This often happens because the IT team doesn’t understand the budgeting process, and the finance team doesn’t understand IT. The planning process should be a joint effort between IT and Finance. This session will cover planning for IT projects from the financial and IT viewpoint. It will also outline how to make IT budgeting meaningful and an ongoing management process.
Thursday, October 24, 2019, continued

Learning Objectives:
- Understand IT planning strategies to help streamline the budgeting process.
- Understand the three main IT budget categories.
- Identify the risk involved in launching IT projects.

Presenter(s):
James Sinkoff, MBA, CPA, Deputy Executive Officer and CFO, HRHCare
Les Perkins, Owner, Perkins Solutions

12:30pm – 2:00pm Salon D, Lower Level
Lunch provided in the EXPO Hall

2:00pm – 3:30pm EDUCATION SESSIONS

■ IThA2 Salon A-1, Lower Level
The Essential Role of Finance and Operations in Optimizing Value and Supporting Compliance of Your 340B Pharmacy Program
CPE: 1.8 CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: An understanding of 340B basics.
Topic: Operations
Access to effective and affordable pharmacy services is a key driver of improved clinical outcomes, and therefore essential to providing a high-quality, comprehensive primary care medical home. In order for patients to realize the full value of the health center’s pharmacy services – whether provided in-house or through a contract arrangement – the pharmacy program must not be operated in isolation but instead, aligned and integrated with the overall health care program. This session will explore the specific roles that individuals in operations, finance, and other health center support divisions can play in optimizing the value of the pharmacy program to the benefit of both the patients served and the organization.

Learning Objectives:
- Recognize that access to effective and affordable pharmacy care is a key driver of improved clinical outcomes and essential to the comprehensive primary care medical home model.
- Recognize the need for an integrated organizational framework; understand the specific contributions that health center operations, finance, and QA/compliance staff can make; and develop operational strategies, policies and procedures, and tools to optimize the performance, value, and compliance of the health center’s pharmacy program.
- Evaluate and implement data-driven solutions for driving, measuring, and reporting the value the 340B Drug Pricing Program brings to your patients and the communities your health center serves.

Presenter(s):
Sue Veer, MBA, President and CEO, Carolina Health Centers, Inc.
David W. Christian, RPh, Pharmacy Director, Central Virginia Health Services, Inc.

■ IThB2 Salon A-2, Lower Level
Utilizing Technology to Improve Access to Care: Best Practices
CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: HIT
This presentation provides best practices of three FQHCs in Florida, Arizona, and North Carolina that are using telehealth technology to increase access to care for behavioral health and chronic conditions—specifically behavioral health with virtual visits, CCM using virtual visits, time tracking modules and health coaches as well as remote patient monitoring for patients with uncontrolled diabetes with HbA1C greater than nine percent. These FQHC leaders will share their experiences in utilizing web-based telehealth solutions including direct to patient RPM for patients with diabetes, providing statistics and addressing any challenges including information on billing. The presentation will also cover the changing reimbursement landscape including new opportunities to bill for CCM/BHI for Medicare patients.

Learning Objectives:
- Understand best practices for telehealth.
- Understand how to implement an RPM program in your health center.
- Identify the new codes and revenue opportunities under CCM/BHI/CoCM.

Presenter(s):
Huzefa Dossaji, MD, Vice President, Business Development/CSO, Certintell Inc.
Jonathan Leonard, Chief Executive Officer, Desert Senita Community Health Center
Biswas Pradhan, MPH, MSW, Population Health Analyst, Friend Health, Inc. (an affiliate of University of Chicago Medicine)

■ IThC2 Salon A-3, Lower Level
21st Century Marketing: How to Strategically Brand Your Organization to Attract and Retain Patients
CPE: 1.8 CME/CE/Governance: 1.5
Level: Basic
Topic: Operations
According to Hubspot, 78 percent of people watch online videos every week, and 55 percent view online videos every day. This hands-on session will break down the evolution of online marketing and help you craft a video marketing strategy designed to fit your unique needs. Attract and retain patients, connect with new donors, and expand your reach through the power of video.
Artful expertise.

Value rarely means simplicity. You’ve put in the time and effort to build a successful organization, and we’re dedicated to understanding your craft. Our health care buffs can help guide you through complex regulatory changes and perfect the masterpiece that is your community health center.

Everyone needs a trusted advisor. Who’s yours?

bkd.com/chc | @BKDLLP
**Thursday, October 24, 2019, continued**

### Learning Objectives:
- Optimize your Facebook page to help attract and retain clients.
- Create strong calls to action to connect potential donors to your mission and vision.
- Increase awareness of service offerings and quality of care through an effective video marketing strategy.

**Presenter(s):**
LaShonda Delivuk, Corporate Film Producer, Life Focus Pictures

### IThD2  
Salon A-5, Lower Level

**How “Healthy” Is Your Center’s Departmental Financial Performance?**

-CPE: 1.8  
-CME/CE/Governance: 1.5  
-Level: Basic  
-Topic: Finance

The current world in which health centers operate is complex and challenging with constantly changing policies, accounting standards, and compliance requirements. Also, more complications include limited resources, competitive funding, rigid reporting requirements, and high employee turnover. In a complex world, health centers need to understand their financial performance at a much more granular level than in the past. A health center’s ability to prepare departmental budgets and set up a working accounting and reporting framework to monitor its cost centers’ financial health can make the difference between operational success or failure.

This session will address the challenges usually faced by health centers when establishing departmental budgets and setting up cost center accounting, and what can be done to address those challenges. Presenters will discuss ways to utilize cost center accounting and monitoring to enhance financial viability and operational success of programs, including the development of departmental dashboards to monitor operating metrics and their impact on business performance.

**Learning Objectives:**
- Identify the resources needed to establish meaningful departmental budgets.
- Identify the steps needed to set up cost center accounting and performance monitoring.
- Develop action plans to respond to challenges typically faced by health centers when establishing departmental budgets and setting up cost center accounting and performance monitoring.

**Presenter(s):**
Peter R. Epp, CPA, Partner and Community Health Centers Practice Leader, CohnReznick LLP
Janet Salazar, CPA, Senior Manager, CohnReznick LLP

### IThE2  
Salon C 3-4, Lower Level

**Integrating Inventory Management into the EHR**

-CPE: 1.8  
-CME/CE/Governance: 1.5  
-Level: Intermediate  
-Prerequisite: An understanding of inventory management and costs.  
-Topic: HIT

Valley-Wide Health Systems, Inc. (VWH) started to work on a system in 2015 to better track and understand what was going on with their clinic supplies as well as helping to meet a need in regards to tracking 340B medications. Over the course of the last four years, they’ve created a system that works inside of their EHR, enables them to ‘attach’ supplies and medications to a patient via a barcode scanner, and compile data that better allows them to reduce waste and improve patient care. This Clinical Inventory Control System (CLICS) has created tracking and reports for 340B audits, reports for internal usage monitoring, wastage logs, and review of coding and billing for supplies.

During its first year, CLICS was able to save VWH $100,000 by reducing overstock, limiting wastage, and causing some changes to supply ordering practices. In addition, the external 340B auditor has been impressed with the reporting available from the system and lauded it as a best practice.

**Learning Objectives:**
- Identify key points of what should be tracked both 340B and non-340B and the pros and cons of each. Where is the fine line of gathering data and creating more work for clinical care teams?
- Better understand wastage reporting and how waste is driving expenses in the clinic. Understand the types of waste and which are a cost of business and which are avoidable.
- Understand near misses in documentation, e.g., injections scanned out, but no documentation found and DME scanned out without corresponding documentation or charges; point of care testing supplies being scanned out without documentation (order being placed) and not prompting for results due to this.

**Presenter(s):**
Jason Brokaw, MS, NCP, Director, Business Intelligence, Valley-Wide Health Systems, Inc.

**3:30pm – 4:00pm**

**Salon D, Lower Level**

**Dedicated Exhibit Time and Refreshment Break in the EXPO Hall**
Thursday, October 24, 2019, continued

4:00pm – 5:30pm
EDUCATION SESSIONS

■ IThA3 ▶ Salon A-1, Lower Level
**Using Predictive Analytics to Reduce No-Shows**
CPE: 1.8
CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

Other industries have tackled scheduling problems in sophisticated ways, it is time that the health care industry follows suit – increasing patient access, building a reliable schedule for clinicians, and improving productivity.

Machine learning is a very effective tool to predict no-shows, but then you need to put the operational processes and procedures in place to take advantage of this new insight. Learn how seasoned health care executives are modifying their operations to take advantage of this new technology. Presenters will take you through the steps of machine learning and explain how to integrate it into your solution set.

**Learning Objectives:**
- Understand how you can improve your clinical capacity through the use of machine learning and predictive analytics.
- Identify lessons learned and best practices to implement machine learning and predictive analytics in your organization.
- Get familiar with the building blocks of machine learning and predictive analytics.

*Presenter(s):*
- **Joseph Caruso**, Chief Executive Officer, COMPASS Family and Community Services
- **Quentin Fisher**, Chief Executive Officer, Health Care Analytics LLC
- **Jonathan Lee**, LICDC, Chief Executive Officer, Signature Health, Inc.

■ IThB3 ▶ Salon A-2, Lower Level
**Health Centers and Telehealth: Surmounting Regulatory and Operational Challenges**
CPE: 1.8
CME/CE/Governance: 1.5
Level: Basic
Topic: HIT

Community health centers are increasingly adopting telehealth and remote patient monitoring strategies to address provider shortages, expand access to a broad range of high-quality services, and improve patient health outcomes. The important and growing role of such technology within the Health Center Program is increasingly recognized by the Health Resources and Services Administration. In fact, several recent funding opportunities explicitly contemplate the provision of key services via telehealth. In addition, the UDS reporting methodology was updated for 2019 to capture all in-scope telehealth visits. Despite its many clinical benefits, telehealth raises a number of significant legal considerations that must be addressed prior to adoption.

This presentation will highlight the key legal considerations applicable to telehealth arrangements, including HRSA scope of project, FTCA coverage, contractual pitfalls, and payment barriers. Presenters will provide real-world examples of telehealth arrangements and tips on how a health center manager can develop and implement a telehealth strategy that complies with applicable requirements. They will also discuss various state Medicaid programs’ approaches to including FQHCs in payment for telehealth encounters and other e-health services.

**Learning Objectives:**
- Identify key legal considerations applicable to telehealth arrangements.
- Identify strategies for ensuring FTCA coverage of telehealth services and structuring sound telehealth contractual arrangements.
- Understand key considerations in Medicaid coverage of e-health services.

*Presenter(s):*
- **Susannah Gopalan, Esq.**, Partner, Feldesman Tucker Leifer Fidell LLP
- **Carrie Bill Riley, Esq.**, Partner, Feldesman Tucker Leifer Fidell LLP

■ IThC3 ▶ Salon A-3, Lower Level
**From Spreadsheets and Files to Dashboards and Paperless Automation**
CPE: 1.8
CME/CE/Governance: 1.5
Level: Basic
Topic: Finance

Has growth and complexity buried your finance team in paper and spreadsheets? Stakeholders require and expect information about performance, spend, and impact -- and at a moment’s notice. Digging through dated spreadsheets, emails, and paper files is time consuming, error-prone, and inefficient. In this workshop, we will share community health care transformations that will give you insight and perspective (and a little inspiration) to help you define your organization’s future road map.

In this session you will: (1) Hear how your peers are leveraging technology to move from spreadsheets and paper to real-time dashboards and paperless automation; (2) Learn how a data-driven approach will empower finance teams and key stakeholders to gain huge efficiencies and cost savings -- allowing them to become more strategic and proactive; and (3) Experience the power of real-time visibility to lead your organization to greater impact -- using your data and modern technology.
Thursday, October 24, 2019, continued

Learning Objectives:
- Hear how your peers are leveraging technology to move from spreadsheets and paper to real-time dashboards and paperless automation.
- Understand how a data-driven approach will empower finance teams and key stakeholders to gain huge efficiencies and cost savings—allowing them to become more strategic and proactive.
- Experience the power of real-time visibility to lead your organization to greater impact—using your data and modern technology.

Presenter(s):
Lora Winchell, CPA, Chief Financial Officer, Hunter Health Clinics
Michael Norris, Principal Sales Engineer, Sage Intacct

■ IThD3  
Salon A-5, Lower Level
Medication-Assisted Treatment Documentation and the Charge Capture Process
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: An understanding of MAT services and complications associated with administering sliding fee requirements.
Topic: Finance

The opioid crisis continues to escalate nationwide. Community health centers are providing a vital service in the form of Medication-Assisted Treated (MAT) programs. This session will cover several critical aspects for implementing a successful MAT program, including: (1) Outlining key service lines in a MAT program; (2) Reviewing three key case management functions; (3) Reviewing billing and compliance considerations; and (4) Identifying the role of a MAT leadership team.

Learning Objectives:
- Identify the key role effective case management processes play in developing and growing a MAT program, and learn about three case management pathways.
- Identify the internal care coordination opportunity between primary care and MAT program services to capture patients early in the process.
- Understand billing and compliance considerations relevant to a MAT program.

Presenter(s):
Shellie Sulzberger, LPN, CPC, ICDCT-CM, President, Coding & Compliance Initiatives, Inc.
Patrick Sulzberger, CPA, Partner, Total Solution Partners

■ IThE3  
Salon C 3-4, Lower Level
Operationalizing a Robust Integrated Care Team Model: A Case Study of One CHC’s Experience Amplifying Behavioral Health in Primary Care
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Integrating behavioral health into the medical practice has many promising benefits including improved health outcomes and quality of care. But, it’s not as easy as it sounds. One health center will share its experience integrating behavioral health into its workflow. While the initial launch was successful, as time went on and volume increased, a number of underlying issues related to poor workflow surfaced which impacted the success of the program and employee retention. Long patient cycle times and disorganization caused significant frustration amongst staff and led to dissatisfied patients. Things turned around quickly once the organization focused on workflow and implemented rapid and intense changes.

The changes resulted in the organization redefining what success looked like for integrated care, with an increased focus on care team (medical provider and behavioral health consultant) productivity and quality. Patient cycle times decreased from 68 minutes to 46 minutes and staff turnover decreased. Health center executives will share their challenges and successes integrating behavioral health into their medical practice as well as a step-by-step plan for what health centers can try to reach a truly integrated behavioral health model.

Learning Objectives:
- Understand key indicators for successful behavioral health integration, the definition of each indicator, and how to measure performance.
- Identify tactics to improve the key indicators.
- Understand how to replicate this behavioral health integration model at your own site.

Presenter(s):
Amy Feimer, MBA, Chief Executive Officer, Hunter Health
Kaitlin Boger, EdD, LMSW, LMHC, Director, Integrated Care, Hunter Health
Jessika Cooks, RN, BSN, Chief Clinical Operations Officer, Hunter Health
Amanda Laramie, Coach and Trainer, Coleman Associates

5:30pm – 6:30pm  
SPECIAL EVENT
Conference Reception in EXPO the Hall  
Salon D, Lower Level

Since 2018, Nonstop saved community health centers over $20 million dollars in health insurance premiums and over $5 million in employee out-of-pocket costs.

nonstopwellness.com

Nonstop is a proud participant in the Value in Benefits program from Community Health Ventures, business affiliate of the National Association of Community Health Centers.

CA #0111857

For a complete list of states and license numbers, please visit nonstopwellness.com/licenses.
Friday, October 25, 2019

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

<table>
<thead>
<tr>
<th>7:30am – 10:30am</th>
<th>EXPO Activities</th>
<th>Salon D, Lower Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast in the EXPO Hall</td>
<td></td>
</tr>
<tr>
<td>10:00am –10:30am</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
<td></td>
</tr>
<tr>
<td>10:15am</td>
<td>Twitter Contest, Mobile App QR Code Challenge, and NACHCopoly prizewinners announced at NACHC Booth (#117) in Salon D! You MUST be present to claim Twitter and NACHCopoly prizes. You DO NOT have to be present to claim the Mobile App QR Code Challenge prizes.</td>
<td></td>
</tr>
</tbody>
</table>

8:30am – 10:00am
EDUCATION SESSIONS

- **IFA1**
  - **Salon A-1, Lower Level**
  - **The Practice of Practice Transformation: A Roadmap for FQHCs**
  - CPE: 1.8  CME/CE/Governance: 1.5
  - Level: Intermediate
  - Prerequisite: An understanding of advanced concepts of quality improvement and basic understanding of value-based reimbursement.
  - Topic: Operations

LA Care Health Plan, the Community Clinic Association of Los Angeles County (CICALAC), Elevation Health Partners, and Harbor Community Clinic will share their journey in achieving large-scale, sustainable practice transformation among the largest scale practice transformation cohort in the country involving 23 FQHCs (over 800 providers) demonstrating achievement of 15 practice dimensions over five phases of transformation in three years. To date, the Los Angeles Practice Transformation Network has achieved an overall 46 percent improvement across transformation domains, outperforming all 38 TCPI initiatives by 7.3 percent with savings of over $130 million.

Learn about the innovative strategies and coaching model of the 13 practice transformation and quality improvement coaches guiding the effort and how coaching and clinic teams worked shoulder to shoulder to use the CMS assessment to drive improvement in primary care and specialty care operations, finance, human resources, quality improvement, and health IT to achieve CQM targets for patients with diabetes and depression, contribute to the evidence base of practice transformation strategies, and join value-based reimbursement programs.

**Learning Objectives:**
- Calculate the business case for practice transformation and link to capability in value-based reimbursement and alignment with PCMH and the merit-based incentive payment system.
- Understand how the presented toolkit and roadmap can be adapted to any willing FQHC despite resource and staffing challenges. Learn achievable approach to empanelment, risk stratification methods, and data validation that have been tested across five different EHR systems and 23 distinctly different FQHCs.
- Identify methods to improve diabetes care management and performance on quality measures highlighting shared medical visits, care coordination strategies, and tools; and proven methods to reduce utilization and hospitalizations including increasing collaboration with health plans and payers.

**Presenter(s):**
- Natalie Martin, MBA, SHRM-SCP, TCIF, Chief Executive Officer, Elevation Health Partners
- Deena Pourshaban, MPH, PCMH CCE, Senior Managing Consultant, Elevation Health Partners
- Lauren Philp, MSHI, Project Manager/Coach, Community Clinic Association of Los Angeles County

- **IFB1**
  - **Salon A-2, Lower Level**
  - **HIT Panel Discussion: Federal and State Perspectives to Advance Technology and Improve Health**
  - CPE: 1.8  CME/CE/Governance: 1.5
  - Level: Basic
  - Topic: HIT

The Office of the National Coordinator for Health Information Technology (ONC) is at the forefront of the administration’s health IT efforts, and is a resource to the entire health system to support the adoption of health IT and the promotion of nationwide health information exchange to improve health care. This session will provide a federal update from the ONC with reaction and perspective from two innovative Health Center Controlled Networks. Participants will learn why partnerships and collaborations are critical to improving outcomes.
Learning Objectives:
- Understand the role of the ONC.
- Identify current and emerging trends in health IT.
- Understand the importance and impact of partnerships when implementing a data/business intelligence strategy.

Moderator:
April Lewis, Director, Health Center Operations and Human Resources Training, NACHC

Presenter(s):
Donald Rucker, MD, National Coordinator, Health Center Technology, U.S. Department of Health and Human Services
Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer, AllianceChicago
Javier Jiménez-Jirau, Director, Asociación de Salud Primaria de Puerto Rico, Inc.

**IFC1**
**Salon A-3, Lower Level**

**Radical Redesign to Decrease Abandoned Calls, Improve Patient Productivity, and Reduce Cycle Times: A Case Study on Improving Patient Access**

CPE: 1.8  
Level: Basic  
Topic: Operations

Many health centers face issues with low productivity that impact finances and long waits to be seen or waits on the phone to speak with a staff member. We attempt new strategies and initiatives, hoping they’ll work, but they never quite stick. This presentation will include a case study of one health center that reduced cycle times by 24 percent, decreased their call abandonment rate by 43 percent, improved real-time charting documentation, and put a plan in place to sustain the operational improvements that were responsible for this change. Attendees will learn tactics they can use to improve each of these data points, which will also improve patient and staff satisfaction.

Attendees will leave the workshop with both an understanding of the roadmap to success and concrete tactics that can be implemented immediately to improve operations, and learn which tools and tactics were responsible for sustaining and improving these results over the course of one year and beyond.

**Learning Objectives:**
- Identify the tools and tactics needed to achieve results in call answer rates as well as reduced cycle times.
- Identify ways to improve productivity reducing missed opportunities or the number of slots that go unused.
- Understand the leadership behaviors needed to make these process improvements successful.

**Presenter(s):**
Amy Feimer, MBA, Chief Executive Officer, Hunter Health  
Jessika Cooks, RN, BSN, Chief Clinical Operations Officer, Hunter Health  
Amanda Laramie, Coach and Trainer, Coleman Associates

**IFD1**
**Salon A-5, Lower Level**

**Grants Management Update and Lessons Learned: Highlights, Current Issues, Best Practices, and Reminders**

CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Intermediate  
Prerequisite: An understanding of the statutory requirements of the 330 grant program.  
Topic: Finance

During this session, presenters will provide insight into grant compliance issues facing CHCs based on observations from CHC audits, operational site visits, and information available from the financial capacity reviews being utilized by the Division of Financial Integrity (DFI). The compliance risks for CHCs continues to grow, and with competing priorities organizations are struggling to make the necessary changes.

The Uniform Grant Guidance is almost five years old and the CHC Compliance Manual was released in August 2017 and CHCs have room for improvement. The DFI Financial Capacity Review document contains 17 management control areas that HRSA believes will ensure that grant recipients have policies in place that are compliant with the Uniform Grants Guidance and the Department of Health and Human Services (HHS) Grants Policy Statement. Session presenters will share observations and provide action items on steps your CHC can take to be more compliant.

**Learning Objectives:**
- Identify key struggles that CHCs are having in fully complying with the Uniform Grant Guidance, specifically procurement.
- Gain insight into common sliding fee program mistakes and opportunities to reconsider policy decisions to enhance compliance.
- Identify the portions of the financial capacity reviews from DFI that CHCs can still improve upon.

**Presenter(s):**
David Fields, CPA, CMA, CFM, Partner, BKD, LLP  
Justin Kensinger, CPA, Partner, BKD, LLP

**IFE1**
**Salon C 3-4, Lower Level**

**Organizations of High Reliability: Incorporating Daily Operations and Safety Briefings**

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

As an institution preoccupied with evolving as a highly reliable organization, Ryan Network sought to incorporate the tool of Daily Operational Safety Briefings (DOSBs) to sustain such efforts. A DOSB is one of the JACHO hallmarks for high-reliability organizations which calls for daily safety huddles or check-ins to facilitate effective safety communication. Through planning and
research, Ryan Network discovered key briefing points to address the daily concerns of an FQHC.

They outlined common safety/security issues that they felt were important to track, trend, and analyze transparently across the network. In addition, they also included key areas where resources might be shared to improve response to operational shortages. Their data reporting further captured urgent IT and facilities issues. As a result, Ryan Network was able to openly share lessons which reduce risk and improve network engagement in a multi-platform health care system.

**Learning Objectives:**
- Understand characteristics of organizational high reliability, benefits of increased situational awareness, and improved organizational safety awareness.
- Demonstrate how to structure daily safety huddles and implementation strategies for organizations.
- Understand how to integrate safety briefing data into operational strategic planning and forecast resource needs.

**Presenter(s):**
Ronald Jean, MHA, PMP, ATC, OTC, Network Practice Facilitator, Ryan Health Center
Jessina Wachtelhausen, RN, BSN, Chief Nursing Officer, Ryan Health Center

**10:00am – 10:30am**  
Dedicated Exhibit Time and Refreshment Break in the EXPO Hall

**10:30am – 12:00pm**  
**EDUCATION SESSIONS**

**IFA2 **  
Salon A-2, Lower Level

**Getting to the Cloud: Creating Your Next Generation Financial System**

CPE: 1.8  
CME/CE/Governance: 1.5

Level: Basic  
Topic: Finance

Disparate, on-premise, redundant solutions are common throughout the health care industry. Many organizations are acutely aware of how their current financial systems fail them, but are unsure of how to move beyond their current technology limitations. This session will focus on best practices and approaches for developing a vision for your current financial systems landscape that allows you to embrace cloud capabilities while increasing efficiency and capabilities.

The presenter will address how to develop a cloud strategy for your organization, assess your cloud readiness, and manage common risks that arise in this process. She will explore best practices when approaching system requirement and selection conversations to help you guide your organization to the cloud.

**Learning Objectives:**
- Describe the components and importance of a cloud strategy for financial systems.
- Analyze the aspects of assessing cloud readiness for your organization.
- Identify common risks that develop in financial system implementation and migration.

**Presenter(s):**
Christina Phillips, Director, BKD Technologies
Sara E. Grenier, CPA, Director, BKD, LLP
Friday, October 25, 2019, continued

**IFC2**  
Salon A-3, Lower Level  
**Hire the Right People: Strategies to Attract High Performers**  
CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Basic  
Topic: Operations  
The session is focused on attracting and retaining high-performing staff. Learn how FQHC leaders have implemented new approaches to the recruitment model. These strategies include the branding and communication of the organizational message, to potential new hires, to ensure candidates align with the organizational mission before applying. Participants will also learn how to develop competitive compensation packages to attract ideal employees who will be engaged and committed to their teams.  
**Learning Objectives:**  
- Design a branding strategy to recruit ideal candidates.  
- Align benefits and compensation packages with industry standards.  
- Create new approaches to work with the community to attract new hires.  
**Presenter(s):**  
Michele Ottley, Director, Total Rewards, Unity Health Care  
April Lewis, Director, Health Center Operations and Human Resources Training, NACHC

**IFE2**  
Salon C 3-4, Lower Level  
**FASB Revenue Recognition for CHCs: A Focus on Patient Service Revenue**  
CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Intermediate  
Prerequisite: A general understanding of the FASB revenue recognition changes.  
Topic: Finance  
This session will consider how to apply the new FASB revenue recognition standard to your community health center's traditional patient service revenue. Presenters will walk you through the model for conventional patient service revenue, make suggestions for improvements in the timely posting of contractual adjustments, and cover other essential topics. The goal will be to take this standard from the abstract to the concrete as we work through the most significant revenue source for most CHCs.  
**Learning Objectives:**  
- Build on the basic knowledge of revenue recognition and illustrate the new standard by explaining how to apply it to traditional CHC patient service revenue.  
- Explain the practical expedient in detail and how using a portfolio approach will work for CHC patient service revenue.  
- Recognize how CHCs can use their current practice management systems to obtain the information necessary to apply this standard to financial records.  
**Presenter(s):**  
David Fields, CPA, CMA, CFM, Partner, BKD, LLP  
Ray Jorgensen, Co-Founder, RevenueHealth, Inc., PMG Credentialing, Inc., and PMG RCM, Inc.

**IFD2**  
Salon A-5, Lower Level  
**Building and Operationalizing Your Organizational Data Strategy: The Process and Operations Plan for Networks and Health Centers**  
CPE: 1.8  
CME/CE/Governance: 1.5  
Level: Intermediate  
Prerequisite: A basic knowledge of HIT and data management.  
Topic: Operations  
Collecting complete data used to be a primary goal for many organizations, but the evolution of technology now makes almost too much data available. Having a data strategy will provide a foundation to collect, store, protect, and use the information you have and enable you to make sound decisions around services, patient care, and health outcomes. This session will provide a high-level look at data strategy models and components.  
**Learning Objectives:**  
- Describe the components of a comprehensive data strategy.  
- Describe how an effective strategy can support collection, validation, protection, and utilization of data.  
- Identify tools and resources to support the development and operationalization of a data strategy.  
**Presenter(s):**  
Lynda Meade, MPA, Senior Operations Consultant, OSIS  
Ashley Ballard, RN, BSN, Director, Clinical Quality, Ohio Association of Community Health Centers  
Jessica Schaner, Health IT Specialist, Ohio Association of Community Health Centers

12:00pm – 1:30pm  
Lunch on your own
Optimizing Reimbursement & Evolving Care Management

The Privis Penguin Difference

Chronic Care Management is challenging, but Privis Health's technology and staff solutions provide efficiency...and simplification.

Just as a community of penguins huddle to gain and conserve heat to protect their population's health, Privis Health's software and care management team help your practice gain reimbursement and conserve healthcare expenses by coordinating the right interventions for the right patients at the right time.

The Privis Penguin Difference is risk-free, and includes a configurable care management platform combined with an experienced team of care coordinators to help providers optimize reimbursement and improve their patients' health outcomes.

Does your practice currently treat Medicare patients?

If so, this is a conversation you can't afford to miss.

Contact us today! info@privishealth.com
Friday, October 25, 2019, continued

1:30pm – 3:00pm
EDUCATION SESSIONS

■ IFA3  Salon A-1, Lower Level
Reinventing the Front Desk
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: An understanding of front desk operations.
Topic: Operations
Managing diverse populations of patients, especially those who are non-English speakers, is more challenging than ever before. Now, intelligent, multilingual “chatbots” embedded in the electronic medical record are a new solution for efficiency, cost-effectiveness, and patient management. Using these innovations for conversational two-way patient communications, community health clinics can achieve new levels of compliance and better health outcomes, while lowering the burden on staff.

Learning Objectives:
- Understand how patient management impacts operations and how front desk inefficiencies waste time and resources.
- Discuss the connection between patient communication and clinical outcomes.
- Identify the capabilities of intelligent, automated chatbots to lower costs, improve compliance, and manage communications with the diverse populations served by community health clinics.

Presenter(s):
Amanda Heidemann, MD, FAAFP, Chief Medical Information Officer, CMIO Services, LLC and Advisor, asparia
Kamal Anand, MBA, MS, Chief Executive Officer and Co-Founder, asparia

■ IFB3  Salon A-2, Lower Level
Leveraging Lean Tools for Operational Improvements
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations
This session will discuss how Open Door Health Services embraced Lean methodologies to drive efficiencies within their organization. By using a variety of tools, Open Door Health Services tackled projects including patient scheduling/access, medical assistant workflows, and implementation of a chronic care management (CCM) program. These initiatives have led to significantly increased access, decreased patient cycle time, and improved patient engagement related to chronic diseases.

Learning Objectives:
- Identify Lean tools that can be readily used within health centers.
- Understand how Lean Daily Improvement tools are used to sustain the changes made during improvement events.
- Discuss the impacts of implementing the use of Lean methodologies within a health center.

Presenter(s):
Allison Bryan-Jungels, MS, CHES, Senior Advisor, Purdue Healthcare Advisors
Ashley Wilson, MHA, BSN, RN, Director, Clinical Operations, Open Door Health Services
Laura Medows, Director, Clinical Information Systems, Open Door Health Services

■ IFC3  Salon A-3, Lower Level
Tracking Enabling Services Provided to Respond to Social Determinant Needs
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: HIT
Enabling services, defined as non-clinical services that aim to increase access to health care and improve health outcomes, are a hallmark of community health centers, connecting vulnerable patients to supports that enhance their ability to become active partners in their own health care. Patients with chronic conditions may require enabling services such as care coordination, language assistance services, transportation, and/or other supports to help them fully adhere to their clinical treatment plans. Community health centers effectively address patients’ social determinants of health (SDH) barriers and can benefit from a standardized protocol to systematically document those interventions.

The ability to track and evaluate these services is essential in order for health centers to demonstrate their value in meeting and addressing patient social risks. The Association of Asian Pacific Community Health Organizations (AAPCHO) offers an enabling services data collection (ESDC) tool and best practices for community health centers.
**Learning Objectives:**
- Explain the importance of enabling services data collection and documentation in order to understand the SDH needs of patients and demonstrate the value of enabling services that address them.
- Identify training and technical assistance resources to launch or expand an ESDC initiative in your own community health center.
- Describe the updated ESDC standardized protocol and identify the role of enabling services in supporting value-based care payment models.

*Presenter(s):*
Joe Lee, MSHA, Training and Technical Assistance Director, Association of Asian Pacific Community Health Organizations
Albert Ayson, Jr., MPH, Senior Program Manager, Training and Technical Assistance, Association of Asian Pacific Community Health Organizations

**IFE3**  
**Exploring Critical Success Factors for Telehealth Implementation**

*CPE: 1.8  CME/CE/Governance: 1.5*

*Level: Basic  
Topic: HIT*

The National Consortium of Telehealth Resource Centers (NCTRC) works to support providers in starting or growing telemedicine programs. Our regional center in California developed a concrete and accessible Telehealth Implementation Roadmap. It was designed to help individuals identify the critical steps and their logical order of completion towards successful program implementation. This panel will identify and discuss in detail the critical steps every program should consider when planning for a telehealth program.

A successful telehealth program integrates leadership and ensures adequate capacity across all four sectors: (1) Telehealth Operations, (2) Technology, (3) Clinical Services, and (4) Business and Sustainability. The panelists will address some often-overlooked challenges, including structured relationships, contracting models, and policy, and reimbursement. They will also share their unique perspectives as they relate to each portion of the Roadmap.

*Learning Objectives:*
- Gain an understanding of the five critical steps for telehealth program design.
- Acquire insights into the distinct leadership roles required of telehealth operations, technology, clinical services, and business sustainability staff and managers.
- Develop an awareness of the benefits and challenges related to leadership integration.

*Presenter(s):*
Kathy Chorba, Executive Director, California Telehealth Resource Center
Deb LaMarche, Program Director and PI, Northwest Regional Telehealth Resource Center
Mei Kwong, JD, Executive Director, Center for Connected Health Policy

**3:00pm – 3:30pm**  
**Pre-Happy Hour Half-Hour**  
Salon A-5, Lower Level
The National Association of Community Health Centers (NACHC) is the leading national advocacy organization for Community Health Centers and the more than 27 million patients they serve. Membership is open to health centers, professionals, non-profits, corporations, and students. Our members make us stronger. Join the movement.

Organizational Membership is open to any non-profit or public health center that provides comprehensive primary care services, is governed by a representative consumer-directed Board of Directors, and that shares the mission and goals of NACHC.

Corporate Membership is open to for-profit organizations that provide services or products to primary health care programs.

Associate Membership is open to non-profit primary health care affiliated organizations that support the mission of NACHC.

HCCNNetwork Membership is open to any health center controlled network that supports the mission of NACHC.

Individual Membership is open to individuals who support the mission and goals of NACHC.

Benefits of Membership

- Members receive a range of services designed to support organizational growth, including exclusive access to resource and development grant opportunities.

- With five annual conferences, and a wide variety of online and in-person training opportunities, NACHC provides comprehensive training and technical assistance for your health center’s needs.

- Members receive exclusive discounts on medical, dental, and office supplies.

- Share best practices with colleagues and connect with industry experts while receiving discounts on NACHC conferences and meetings.

JOIN TODAY!
Friday, October 25, 2019, continued

3:30pm – 5:00pm
EDUCATION SESSIONS

■ IFA4  ➤  Salon A-1, Lower Level
340B Compliance: Practical Strategies and Self-Assessment
CPE: 1.8  CME/CE/Governance: 1.5
Level: Intermediate
Prerequisite: A basic knowledge of 340B Program operations.
Topic: Operations

The 340B Program has been the subject of intense scrutiny in the last few years from all fronts. As a result, HRSA’s Office of Pharmacy Affairs has significantly ramped up the audit process and the quality of their audits is improving each year. This session will provide a self-assessment of where your program compliance stands today and provide tools to test your audit-readiness.

There will also be a discussion and review of recent HRSA audit findings and solutions to prevent adverse findings in your health center, including self-audit tools to enhance compliance. Finally, we will review common oversights during self-audits so you can avoid audit findings.

Learning Objectives:
- Accurately assess your health center’s compliance with 340B Program rules and regulations.
- Provide an in-depth review of recent HRSA audit findings and discuss opportunities to enhance compliance to reduce the risk of an audit finding.
- Review strategies for enhancing audit readiness.

Presenter(s):
Matthew Atkins, CPA, CIA, 340B ACE, Manager, Draffin & Tucker, LLP
Judy Lapinski, PharmD, Principal, JL Healthcare Solutions

■ IFB4  ➤  Salon A-2, Lower Level
Government Audits and Investigations: Financial Risk Areas and Building a Proactive Response Team
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Finance

Due to their participation in multiple federal health care programs (such as Section 330 of the Public Health Service Act, Medicaid, and Medicare), health centers are subject to scrutiny from a number of different sources: HRSA’s Division of Financial Integrity, Medicare Administrative Contractors (MACs), CMS’s Unified Program Integrity Contractors (UPIC), State Medicaid Fraud Control Units (MFCUs), and the Office of Inspector General (OIG), just to name a few. Fortunately, there are a number of proactive steps a health center can take to minimize the potential of an audit or investigation taking place or for reducing their scope or duration.

This session will address those proactive steps such as establishing an “advance team,” reviewing billing policies and procedures, identifying common risk areas, and conducting self audits. Health centers also need to know how to respond in the event that they receive a notice of an audit or investigation. When a health center has been armed in advance with the knowledge of who should be involved in responding to an audit or investigation, the health center can do a better job of responding in an organized and thoughtful fashion.

Learning Objectives:
- Identify key risk areas applicable to your center and propose potential areas or topics for self audits.
- Access key resources for developing a self-audit plan.
- Develop teams responsible for self-audit efforts and for responding to actual audits and investigations.

Presenter(s):
Kathy Ghiladi, Esq., Partner, Feldesman Tucker Leifer Fidell LLP

■ IFC4  ➤  Salon A-3, Lower Level
The Value of a Health Center-Embedded Care Management Model
CPE: 1.8  CME/CE/Governance: 1.5
Level: Basic
Topic: Operations

Effective care management can help health centers improve clinical quality metrics, health outcomes, and for those in value-based arrangements, control patients’ costs of care. This session will detail a health center-embedded care manager model in which the managers serve as the population health champion and direct the care coordination efforts for specific high-risk patients.

The presenter will outline how a care manager can work in collaboration with the providers and utilize a data-driven approach to identify and address high-cost and high-risk patients with impactable needs. She will also detail how a population health technology platform, such as the Aledade “App”, can help care managers identify appropriate patients for enrollment in care management.

The session will also address how care managers can leverage admission, discharge, and transfer (ADT) data to drive timely interventions after patients’ ED and hospital visits to prevent readmissions and further utilization. Finally, participants will learn how care managers can identify and address specific risk factors. Using this model, health centers can engage patients in billable care management with the goals of patient activation and mitigation of modifiable risk factors that have led to high utilization patterns.
Learning Objectives:

- Understand how care management can help health centers improve clinical quality metrics, health outcomes, and control patients’ costs of care.
- Understand how health centers can leverage a center-embedded care manager approach to care management for high-cost and high-risk patients.
- Understand how to leverage patients’ claims, real-time ADT, and other data sources to inform care management.

Presenter(s):
Catherine Olexa, Vice President, Product Transitions of Care and High Risk, Aledade Inc.

How to Develop a Patient Access and Clinical Efficiency Report Card

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate
Prerequisite: An understanding of your health center’s access, quality, and financial goals and data capturing/reporting. Topic: Operations

A Patient Access and Clinical Efficiency Report Card provides a framework for middle management clinical leaders to engage clinical teams (providers, managers, and staff) to work together to improve access, quality, and financial measures. This session will guide health centers in utilizing middle management clinical leaders and their teams to use existing health center data and programs to work collaboratively and enthusiastically towards achieving operational and quality goals such as improving productivity, clinical attendance, patient satisfaction, cost containment, and staff performance duties.

Learning Objectives:

- Understand how to develop a Patient Access and Clinical Efficiency Report Card using your health center’s existing data.
- Utilize a Patient Access and Clinical Efficiency Report Card to objectively achieve your health center’s clinical operational and quality goals.
- Utilize a Patient Access and Clinical Efficiency Report Card to engage clinical teams to work collaboratively and enthusiastically towards achieving your health center’s access, quality, and financial goals.

Presenter(s):
Denise Della-Sabas, MPH, MHA, Clinical Operations Project Analyst, Waianae Coast Comprehensive Health Center

Looking into that Crystal Ball: Preparing for Tomorrow with Today’s Information

CPE: 1.8  CME/CE/Governance: 1.5

Level: Intermediate
Prerequisite: At least five years’ experience working in a health center. Topic: Finance

As expectations for health care providers continue to increase and evolve, health centers are responsible for a growing, broader array of services. Health centers continue to seek the impact of these internal and external influences on sustainability while experiencing change and complexity.

To better prepare for these initiatives, health centers can use readily available information in making data-driven decisions and developing actionable strategies; thus proactively reducing uncertainty and minimizing risk. This session will utilize health center financial and productivity trends while introducing scenarios and approaches to establishing and better assessing operational interactions and goals.

Learning Objectives:

- Further understand your health center’s unique business model utilizing available tools and data.
- Explore various scenarios to gauge the impact of select aspects of that model on your operations and ensure your health center’s sustainability in a changing environment.
- Strategically plan for opportunities and challenges using basic scenario models and exercises.

Presenter(s):
Jonathan Chapman, Chief Project Officer, Capital Link
OPTIMIZE PERFORMANCE

CohnReznick’s advisory, assurance, and tax professionals serve C-suites and boards of FQHCs, community health centers, and other organizations across the healthcare spectrum. We can help you improve financial management, implement federal compliance programs, and transition to new reimbursement methodologies.

Are you ready to achieve your vision? Let’s get going.

𝐯 𝐆 𝐂𝐨𝐧𝐭𝐚𝐜𝐭:

Peter Epp, Partner  
Healthcare Industry Leader  
✉ peter.epp@cohnreznick.com

Gil Bernhard, Partner  
✉ gil.bernhard@cohnreznick.com

James LaCroix, Partner  
✉ james.lacroix@cohnreznick.com

Steven Schwartz, Partner  
✉ steven.schwartz@cohnreznick.com

Visit us at Booth #411
Key to Moderators and Presenters

Abramson, Steve - IFA2
Anand, Kamaal - IFA3
Atkins, Matthew - IFA4
Ayson, Jr., Albert - IFC3

Ballard, Ashley - IFD2
Boger, Kaitlin - IThE3
Brokaw, Jason - IThE2
Bryan-Jungels, Allison - IFB3

Caruso, Joseph - IThA3
Chapman, Jonathan - IFE4
Chobes, Kathy - IFE3
Christian, David W. - IThA2
Chua, Julie - ITHA1
Cooks, Jessika - IThE3, IFC1

Decker, Erik - IThA1
Degenfelder, Curtis - IFD3
Delivuk, LaShonda - IThC2
Della-Sabas, Denise - IFD4
Diliddo, Jeffrey - IThC1
Dossaji, Huzefa - IThB2

Ekram, Tasheen - IThB1
Epp, Peter R. - IThD2

Feimer, Amy - IThE3, IFC1
Fields, David - IFD1, IFE2
Fisher, Quentin - IThA3

Ghiladi, Kathy - IFB4
Gopalan, Susannah - IThB3
Grenier, Sara E. - IFB2

Hamilton, Andrew - IFB1
Harris, Alexandra - IThB1
Heesters, Nicholas - IThA1
Heidemann, Amanda - IFA3

Jean, Ronald - IFE1
Jiménez-Jirau, Javier - IFB1
Jorgensen, Ray - IFE2

Kensinger, Justin - IFD1
Knight, Lacy A. - IThA1
Kraft, Daniel - IGS1
Kwong, Mei - IFE3

LaMarche, Deb - IFE3
Lapinski, Judy - IFA4
Laramie, Amanda - IThE3, IFC1
Lee, Joe - IFC3
Lee, Jonathan - IThA3
Leonard, Jonathan - IThB2
Lewis, April - IFB1, IFC2

Martin, Natalie - IFA1
Meade, Lynda - IFD2
Medows, Laura - IFB3

Nelson, Darrik P. - IThD1
Norris, Michael - IThC3

Olexa, Catherine - IFC3
Olin, Garrett - IThD1
Ottley, Michele - IFC2

Perkins, Les - IThE1
Phillips, Christina - IFB2
Philp, Lauren - IFA1
Pourshaban, Deena - IFA1
Pradhan, Biswas - IThB2

Riley, Carrie Bill - IThB3
Rucker, Donald - IFB1

Salazar, Janet - IThD2
Schaner, Jessica - IFD2
Schlo, Maridette - IFA2
Sinkoff, James D. - IThD1
Sulzberger, Patrick - IThD3
Sulzberger, Shellie - IThD3

Veer, Sue - IThA2

Wachtelhausen, Jessina - IFE1
Wilson, Ashley - IFB3
Winchell, Lora - IThC3

Ad Index

2020 NACHC Financial, Operations Management/Information Technology (FOM/IT) Conference & EXPO ........................................ Inside Back Cover
BKD, LLP ........................................................................................................... 22
Centene Corporation .......................................................................................... 16
CohnReznick .................................................................................................... 37
Community Health Ventures ........................................................................ Back Cover
eClinicalWorks ........................................................................................................ 4
HRSA’s National Cooperative Agreements ....................................................... 47
McKesson .......................................................................................................... 19
NACHC 2020 Regional Training Events ......................................................... 42
NACHC Health Center Resource Clearinghouse ........................................ 48
NACHC Leadership Coaching Services for Health Centers ........................ 58
NACHC Membership ...................................................................................... 34
NACHC Telehealth Office Hours ...................................................................... 57
NextGen Healthcare .......................................................................................... 8
Nonstop Wellness .............................................................................................. 26
OCHIN ............................................................................................................... 12
Privis Health ..................................................................................................... 31
Synergy Billing .................................................................................................. Inside Front Cover

38 2019 FINANCIAL, OPERATIONS MANAGEMENT/INFORMATION TECHNOLOGY CONFERENCE & EXPO #FOMIT19
The National Association of Community Health Centers Would Like to Thank the Following 2019 FOM/IT Sponsors for Their Support
Thursday, October 24 - Friday, October 25 • Salon D, Lower Level

Don’t miss the opportunity to meet with NACHC exhibitors and discover new products and services to help you build and manage your health care business. And don’t forget, there are great prizes to win just by visiting the EXPO floor!

EXPO Schedule:

**Thursday, October 24**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
</tr>
<tr>
<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
</tr>
<tr>
<td>12:30pm – 2:00pm</td>
<td>Lunch provided in the EXPO Hall</td>
</tr>
<tr>
<td>3:30pm – 4:00pm</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
</tr>
<tr>
<td>5:30pm – 6:30pm</td>
<td>Conference Reception in the EXPO Hall</td>
</tr>
</tbody>
</table>

Join health center colleagues and EXPO partners for cocktails and light fare at the **2019 FOM/IT Conference Reception**. Make this an opportunity to collaborate with other professionals facing the same business challenges that you do, and explore unique solutions for tackling those challenges!

**Friday, October 25**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast in the EXPO Hall</td>
</tr>
<tr>
<td>7:30am – 10:30am</td>
<td>EXPO Hall Open</td>
</tr>
<tr>
<td>10:00am – 10:30am</td>
<td>Dedicated Exhibit Time and Refreshment Break</td>
</tr>
<tr>
<td>10:15am</td>
<td>Twitter Contest, Mobile App QR Code Challenge, and NACHCopoly prizewinners announced at the NACHC Booth (#117) in Salon D! <strong>You MUST be present to claim the Twitter Contest and NACHCopoly prizes. You DO NOT need to be present for the Mobile App QR Code Challenge prizes.</strong></td>
</tr>
</tbody>
</table>

**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 **NACHCopoly** game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game stamps.

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

**Step 3:** Now just drop off your game card at the NACHC Booth (#117), in Salon D, and you are automatically entered for a chance to go home with great prizes!

**All completed game cards must be submitted to the NACHC Booth by 10:00am on Friday, October 25 to be eligible for the prize drawings.**

**Prizes will be awarded at 10:15am on Friday at the NACHC Booth (#117) in Salon D.**

**You MUST be present to claim the Twitter Contest and NACHCopoly prizes. You DO NOT need to be present for the Mobile App QR Code Challenge prizes.**
Ready, Set, Go!
NACHC 2020 Regional Training Events
Now Open for Registration

Visit http://www.nachc.org/trainings-and-conferences/ for details!

**Starting with Success: Building and Enhancing Your Health Center**

January 14 – 15
Long Beach, CA
Join NACHC and the Community Clinic Association of Los Angeles County (CCALAC) for this two-day “Health Center 101” overview of the Health Center Program.

**2020 Revenue Cycle 360° (RevCycle 360°)**

January 22 – 23
San Diego, CA
Take a deeper dive into the unique and complex world of revenue cycle for Federally Qualified Health Centers (FQHCs) and get tips and tools to improve coding, documentation and reporting!

**Practical Art of Health Center Operations (PAHCO)**

February 11 – 13
New Orleans, LA
Register now to reserve your seat for two-and-a-half days of interactive learning and best practices for improving the patient and staff experience. Then bring home a toolbox of skills to apply what you learned and achieve results!

**2020 Financial Operations Management, Level I (FOM 1)**

February 26 – 28
Charleston, SC  Attend In-person or Virtually
Attention health center CFOs: NACHC’s highest-attended training workshop is back! Sign up for this orientation to the fundamentals of health center leadership whether you are a novice or want to refresh. Either way, FOM 1 is designed just for you.

For more information about NACHC Training and Technical Assistance (TTA), email trainings@nachc.org

All projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $8,575,996 with individually noted percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
Exhibitor Profiles (as of September 19, 2019)

- NACHC Member
- Conference Sponsor
- National Health Center Week Sponsor
- ViP/ViS/ViL/ViB/ ViD/340Better Partner

340Basics

340Basics provides state-of-the-art, propriety web-based virtual inventory and compliance software. Through a secure interface with the client’s electronic medical record, only eligible claims are captured ensuring program integrity and compliance. Retrospective and point of sale claims are captured through switch level data from the pharmacy billing software which guarantees 100% capture of all 340B eligible claims.

Melanie Gaffney, 309 Fellowship Road, Suite 200, Mount Laurel, NJ  08054
Phone: (609) 541-1300  Email: mgaffney@340Basics.com
http://www.340Basics.com

501(c) Agencies Trust

For 35 years, 501(c) Services has been managing unemployment programs for thousands of nonprofit reimbursing employers, including many community health care organizations nationwide. Stop by our booth to learn about the many options your health care organization has, from cost-effective participation in the 501(c) Agencies Trust to fully insured options with Ulisure – a first-of-kind admitted insurance product that provides first-dollar coverage for unemployment charges. Our mission is to save you time, money, and headache.

Heidi Posada, 400 Race Street, Suite 200, San Jose, CA  95126
Phone: (800) 442-4867  Email: hposada@501c.com
http://www.501cTrust.org

AccuVax

AccuVax is the emerging standard in vaccine storage and handling used by clinics, major health systems, and public health care facilities throughout the US. AccuVax is the only, all-in-one vaccine management solution that safeguards vaccines, minimizes risks, and allows providers to focus on top-of-license care and patient safety.

Lexie Kennedy, 4350 Executive Drive, Suite 120, San Diego, CA 92121
Phone: (844) 878-6331  Email: tradeshows@trumedsystems.com
http://www.accuvax.com

Allscripts

Allscripts is an industry leader with a 30+ year history of excellence and commitment to enabling smarter care, delivered with greater precision for healthier patients, populations, and communities. Our health care information technology solutions advance clinical, financial, and operational results. We connect people, places, and data across an Open, Connected Community of Health™. We believe connectivity empowers caregivers to make better decisions and deliver better care for healthier populations.

Lisa Thomas, 222 W Merchandise Mart Plaza, Suite 2024, Chicago, IL  60654
Phone: (630) 669-3963  Email: lisa.thomas@allscripts.com
http://www.allscripts.com

asparia

EHR-Integrated Chatbot for Patient Engagement. 100+ Languages Supported. Reduce No-Show. Increase Revenue. Improve Care. Lower Staff Burden. By automating high-frequency communications such as appointment reminders, no-show follow-up, patient recall, and updating the record directly in EHR in real time, asparia reduces no-shows, increases revenue, and improves care quality. It reduces burden on staff via automation and personalized patient management.

Kamal Anand, PO Box 2747, Saratoga, CA  95070
Phone: (408) 930-7922  Email: kamal@asparia.com
http://www.asparia.com
athenahealth offers network-enabled services for EHR, revenue cycle management, patient engagement, care coordination, and population health. Unlike conventional vendors, athenahealth combines performance insights from our 100,000-provider network with continually updated payer knowledge and administrative work to help our clients get paid more, faster, focus on patients, and thrive through change.

Emily Goodman, 311 Arsenal Street, Watertown, MA 02472
Phone: (617) 321-0613 Email: egoodman@athenahealth.com
http://www.athenahealth.com

Benco Dental

Benco Dental, headquartered in Pittson, Pennsylvania, is THE largest privately owned, full-service distributor of dental supplies, dental equipment, and dental consulting in the US. Founded in 1930 by Benjamin Cohen, the company has remained family-owned and focused on the unique mission of “delivering success, smile after smile.”

John Lamb, 295 Centerpoint Boulevard, Pittston, PA 18640
Phone: (810) 908-2361 Email: jlamb@benco.com
http://www.benco.com

BKD, LLP

As a top-tier CPA and advisory firm, BKD, LLP helps community health centers nationwide with unique financial issues. BKD National Health Care Group provides audit, tax, and accounting outsourcing; operations consulting; cost-report preparation, strategic positioning, and Medicare and Medicaid, and third-party payer reimbursement consulting to thousands of health care providers, including approximately 250 CHCs. Experience objectivity and peace of mind from a firm with resources that bring insight and understanding to improve business performance.

Jeff Allen, 910 E St. Louis, Suite 200, Springfield, MO 65806
Phone: (417) 865-8701 Email: jeallen@bkd.com
http://www.bkd.com

Burri Law, PA

Burri Law, PA focuses on employee benefits issues on a federal level. As a specialized firm, we track new developments in the employee benefits field daily. Also, our experience with a wide variety of employee benefits issues gives us a level of detailed and nuanced knowledge in this field that may not be achieved by non-specialized general counsel.

Dean Burri, PO Box 1344, Palm Harbor, FL 34682
Phone: (727) 688-3600 Email: burri@burri-law.com
http://www.burri-law.com

Capital Link

Capital Link is a nonprofit organization that has worked with hundreds of health centers and primary care associations for over 18 years to plan capital projects, finance growth, and identify ways to improve performance. We provide innovative consulting services and extensive technical assistance with the goal of supporting and expanding community-based health care.

Mark Lurtz, 40 Court Street, 10th Floor, Boston, MA 02108
Phone: (636) 244-3082 Email: mlurtz@caplink.org
http://www.caplink.org
CaptureRx

Booth 309

Founded in 2000, San Antonio-based CaptureRx is a leading 340B solution provider touching millions of patient lives through innovative products and services that support relationships among payers, providers, pharmacies, and patients. Our Cumulus® platform manages inventory and financial flow for 340B prescriptions filled at contract pharmacies and performs the eligibility checks required to comply with 340B program requirements. We are known for our robust pharmacy network, personal support, and preferred 340B partnership with Rite Aid.

Brady Heiner, 219 E. Houston Street, Suite 100, San Antonio, TX 78205
Phone: (210) 300-8908  Email: brady.heiner@capturerx.com
http://www.capturerx.com

Cardinal Health

Booth 312

We aspire to be health care’s most trusted partner by building upon our scale and heritage in distribution, products and solutions, while driving growth in evolving areas of health care through customer insights, data and analytics, and focusing our resources on what matters most.

Erin Orem, 7000 Cardinal Place, Dublin, OH 43016
Phone: (440) 371-2776  Email: erin.orem@cardinalhealth.com
http://www.cardinalhealth.com

CareMessage

Booth 210

CareMessage is a nonprofit mobile engagement platform with a mission to improve communication and outreach capabilities for health care organizations and social services agencies. The CareMessage platform and associated disease management programs enable partner organizations to facilitate communication and outreach with ‘smart’ texting and voice technology.

Jie Charles, 332 Pine Street, Suite 300, San Francisco, CA 94104
Phone: (765) 631-0258  Email: marketing@caremessage.org
http://www.caremessage.org

Cintas Corporation

Kiosk 2

Leads the industry in supplying corporate identity uniform programs, providing entrance and logo mats, restroom supplies, promotional products, first aid, safety, fire protection products and services, and industrial carpet and tile cleaning.

Adam Deas, 1722 4H Club Road, Augusta, GA 30906
Phone: (803) 627-5714  Email: deasa@cintas.com
http://www.cintas.com

CNECT

Booth 404

CNECT, a national Group Purchasing Organization and certified Premier Sponsor, offers free access to a comprehensive savings portfolio that includes thousands of contracts covering all aspects of an organization’s purchasing from medical/surgical 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 8,000+ members, allowing them discounts and services specifically designed to enhance their financial strength.

Amy Bruce, 3710 Ruffin Road, San Diego, CA 92123
Phone: (800) 640-1662  Email: abruce@cnectgpo.com
http://www.cnectgpo.com

CohnReznick LLP

Booth 411

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 health care reform. Our dedicated health care 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.

Kimberly Angus, 1301 Avenue of the Americas, New York, NY 10019
Phone: (646) 762-3452  Email: kim.angus@cohnreznick.com
http://www.cohnreznick.com
CommonWealth Purchasing Group, LLC

CommonWealth Purchasing Group is a group purchasing organization for community health centers. Since 1998 we have been helping our members save money on the supplies, equipment, and services they use everyday. Our unique business model of directly contracting with the nation’s best suppliers provides you with the lowest prices and the highest standard of customer service. Our team provides ongoing consultation about effective purchasing and inventory program management to all our member health centers.

Scott Halterman, 40 Court Street, 10th Floor, Boston, MA 02108
Phone: (617) 988-2276 Email: shalterman@cwpurchasing.com
http://www.cwpurchasing.com

Community Health Ventures

Community Health Ventures (CHV) is the business development affiliate of the National Association of Community Health Centers (NACHC). CHV secures discounted pricing on products and services and shares those benefits with health centers through their Value in Purchasing (ViP), Value in Staffing (ViS), Value in Dental (ViD), Value in Benefits (ViB), Value in Laboratory (ViL), and 340Better Programs.

Danny Hawkins, 211 N. Union Street, Suite 200, Alexandria, VA 22314
Phone: (703) 684-3982 Email: djhawkins@nachc.com
http://www.communityhealthventures.com

Compliatric

Providing value to our clients through innovation and systematic evolution since 2010, our 25+ integrated modules provide comprehensive regulatory (HRSA, HIPAA, OIG, and more) compliance program support in a single integrated repository that does so much more than compliance. Dubbed “the EMR for Administration,” Compliatric’s secure cloud-based management platform enables community health centers to meet HRSA’s 93 Program Requirement elements continuously, leaving your health center continuously OSV and SAC ready!

David Monaghan, 4179 S. Riverboat Road, Suite #260, Salt Lake City, UT 84123
Phone: (801) 243-6723 Email: dmonaghan@compliatric.com
http://www.compliatric.com

eClinicalWorks

eClinicalWorks helps more than 800 health centers nationwide deliver affordable, evidence-based care with online booking, patient communication, referral management, hospital interoperability, dental, behavioral and mental health, and population health. We cover sliding fee schedules, UB04 billing, Uniform Data System (UDS) reports, Ryan White Reporting, Title X Family Planning, and Social Determinants of Health.

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

emapp

It’s easy to be efficient with emapp. emapp streamlines the procurement process, saving valuable time and money at your health center. Better purchasing is just the beginning!

Allison Slyby, 701 East Bay Street, Suite 402, Charleston, SC 29403
Phone: (843) 480-3955 Email: allison.slyby@afaxys.com
http://www.emapp.com

Equiscript

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. Visit us for a personalized prospectus showing savings our program could generate for your organization – helping you realize a new revenue stream, while keeping high-risk, high-need patients healthier and happier.

Juliet Quick, 1360 Truxtun Avenue, Suite 300, North Charleston, SC 29405
Phone: (904) 860-5548 Email: jquick@equiscript.com
http://www.equiscript.com
Attention Health Centers: Need Training? Technical Assistance? Infrastructure Support?

HRSA supports twenty (20) National Cooperative Agreements (NCAs) working specifically to advance health center operations and patient outcomes. These NCAs work in coordination with each other, your state/regional primary care associations, and health center controlled networks to provide expert training and technical assistance, often times at free or reduced cost.

Check out the new Health Center Resource Clearinghouse: healthcenterinfo.org. This is a new, one-stop shop for all of your resource needs. We are here to serve you!

Healthcare Delivery to Special and Vulnerable Populations

- Association of Asian Pacific Community Health Organizations  
  http://www.aapcho.org
- Corporation for Supportive Housing  
  http://www.csh.org
- Equitable Care for Elders – Harvard University School of Dental Medicine  
  https://ece.hsmd.harvard.edu/
- Farmworker Justice  
  www.farmworkerjustice.org
- Health Outreach Partners  
  http://www.outreach-partners.org
- MHP Salud  
  www.mhpsalud.org
- Migrant Clinicians Network  
  http://www.migrantclinician.org
- National Center for Farmworker Health  
  http://www.ncfh.org
- National Center for Health in Public Housing  
  https://nchph.org
- National Health Care for the Homeless Council  
  www.nhchc.org
- National LGBT Health Education Center  
  www.lgbthealtheducation.org
- National Nurse-Led Care Consortium  
  www.nurseledcare.org
- School-Based Health Alliance  
  http://www.sbh4all.org

Health Center Capacity Development

- Association of Clinicians of the Underserved  
  www.clinicians.org
- Capital Link  
  www.caplink.org
- Community Health Center, Inc.  
  www.weitzmaninstitute.org
- Health Information Technology Training and Technical Assistance Center (HITEQ)  
  https://hiteqcenter.org
- National Association of Community Health Centers  
  www.nachc.org
- National Center for Medical-Legal Partnership  
  nationalmedicallegalpartnership.org
- National Network for Oral Health Access  
  http://www.nnoha.org

Unless otherwise noted, all projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,375,000 with individually noted percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
Feldesman Tucker Leifer Fidell LLP

Feldesman Tucker Leifer Fidell LLP (FTLF) was founded in 1970 to provide affordable legal services to health and social service programs. Our attorneys have extensive knowledge of federal health care laws and regulations and are well-versed in HRSA policy. For nearly five decades, we have provided legal services and educational training to help community-based health organizations navigate delivery system changes and compliance challenges: we serve your needs so that you can serve your community.

Nick Waters, 1129 20th Street, NW, Suite 400, Washington, DC 20036
Phone: (703) 401-8766 Email: learning@ftlf.com
http://feldesmantucker.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 buildouts. First American is the US 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.

Emily Cole, 255 Woodcliff Drive, Fairport, NY 14450
Phone: (585) 643-3359 Email: emily.cole@fahf.com
http://www.fahf.com

Greenway Health, LLC

We go beyond EHR and practice management solutions, providing you with the integrated health care solutions and user-friendly tools you need to keep your patients and your practice healthy.

Rachel Curtiss, 4301 W. Boy Scout Boulevard, Suite 800, Tampa, FL 33607
Phone: (813) 450-6397 Email: rachel.curtiss@greenwayhealth.com
http://www.greenwayhealth.com

Health Care Analytics

Predict your no-shows and improve your capacity by 20% by scheduling more intelligently. Improve your revenue cycle management by enabling a digital workforce - HC Analytics customers have processed millions of dollars in claims with robotic processes. Find hidden value with advanced analytics, machine learning, and robotic process automation to improve your health care operations.

Quentin Fisher, 11840 Stonegate Drive, Chardon, OH 44024
Phone: (440) 823-6402 Email: quentin@hcanalytics.net
http://www.hcanalytics.net

Looking for a Resource? We Have You Covered!

Free Materials

www.healthcenterinfo.org

- An online repository of training and technical assistance materials tailored for the health center workforce and governing boards.
- Contains resources produced by organizations generating evidence-based, relevant assistance materials.
- Topics include finance, operations, workforce, quality improvement, capital development, HIT/data, governance, and emerging issues.

Unless otherwise noted, all projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $5,375,000 with individually noted percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
Henry Schein One sponsored by Booth 211

Henry Schein One delivers connected dental software and services with expert business coaching to help practices improve every aspect of practice management and grow profits. Our platform allows dental technology to connect, share data and automate more tasks, creating a new digital workflow that helps teams work smarter and more efficiently.

Sales Department, 1220 South 630 East, Suite 100, American Fork, UT 84003
Phone: (833) 471-7253 Email: info@henryscheinone.com
http://www.henryscheinone.com

HIMSS sponsored by Booth 304

HIMSS is a global advisor and thought leader supporting the transformation of the health and wellness ecosystem through information and technology. As a mission-driven nonprofit, HIMSS offers a unique depth and breadth of expertise in health innovation, public policy, workforce development, research, and analytics to advise global leaders, stakeholders, and influencers on best practices in health information and technology. Our members include nearly 80,000 individuals, 475 provider organizations, and 650 health services organizations.

Jessica Bird, 33 W. Monroe Street, Suite 1700, Chicago, IL 60603
Phone: (312) 915-9202 Email: JBird@himss.org
http://www.himss.org

HITCare sponsored by Booth 315

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

Nicholas Goldbach, 1310 Redwood Way, Suite 125, Petaluma, CA 94954
Phone: (707) 324-4871 Email: ngoldbach@hitcare.com
http://www.hitcare.com

Hudson Headwaters 340B sponsored by Booth 420

Hudson Headwaters 340B is a third-party administrator for covered entities and their pharmacy partners participating in the 340B Federal Drug Pricing Program. As an extension of a Federally Qualified Health Center, Hudson Headwaters 340B offers unparalleled program understanding and focuses heavily on 340B compliance. In addition to third-party administrative services, which includes program consulting, implementation and management of pharmacy arrangements, Hudson Headwaters 340B offers auditing services including mock-HRSA audits and compliance assessments.

Stephanie Willis, 9 Carey Road, Queensbury, NY 12804
Phone: (518) 409-8640 Email: swillis@hhhn.org
http://www.hudson340b.com

i2i Population Health sponsored by Booth 202

i2i is revolutionizing clinical data exchange through its award winning PHM platform! For nearly 2 decades, i2i has demonstrated clinical outcome improvement with over 2,600 US health care delivery sites across 37 states (26+ million lives). i2i also partners with health plans, providing bi-directional connectivity, significantly improving quality and lowering costs. i2i has the largest share of CHCs connected to a clinical data integration platform providing transparency to payer and providers, bringing claims and EHRs together.

Meredith Melrose, 377 Riverside Drive, Suite 300, Franklin, TN 37064
Phone: (615) 561-1155 Email: meredith.melrose@i2ipophealth.com
http://www.i2ipophealth.com

InteCare, Inc. sponsored by Booth 306

InteCare is a nonprofit administrative service organization specializing in provider enrollment and credentialing with all payers, Medicaid, Medicare, and commercial plans specifically for FQHCs and CMHCs. Our Credentialing and Enrollment team will act as your credentialing department and maximize your revenue cycle management.

Brooke Abbott, 8604 Allisonville Road, Suite 325, Indianapolis, IN 46250
Phone: (317) 829-5765 Email: babbott@intecare.org
http://www.intecare.org

Henry Schein One delivers connected dental software and services with expert business coaching to help practices improve every aspect of practice management and grow profits. Our platform allows dental technology to connect, share data and automate more tasks, creating a new digital workflow that helps teams work smarter and more efficiently.

Sales Department, 1220 South 630 East, Suite 100, American Fork, UT 84003
Phone: (833) 471-7253 Email: info@henryscheinone.com
http://www.henryscheinone.com

HIMSS

HIMSS is a global advisor and thought leader supporting the transformation of the health and wellness ecosystem through information and technology. As a mission-driven nonprofit, HIMSS offers a unique depth and breadth of expertise in health innovation, public policy, workforce development, research, and analytics to advise global leaders, stakeholders, and influencers on best practices in health information and technology. Our members include nearly 80,000 individuals, 475 provider organizations, and 650 health services organizations.

Jessica Bird, 33 W. Monroe Street, Suite 1700, Chicago, IL 60603
Phone: (312) 915-9202 Email: JBird@himss.org
http://www.himss.org

HITCare

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

Nicholas Goldbach, 1310 Redwood Way, Suite 125, Petaluma, CA 94954
Phone: (707) 324-4871 Email: ngoldbach@hitcare.com
http://www.hitcare.com

Hudson Headwaters 340B

Hudson Headwaters 340B is a third-party administrator for covered entities and their pharmacy partners participating in the 340B Federal Drug Pricing Program. As an extension of a Federally Qualified Health Center, Hudson Headwaters 340B offers unparalleled program understanding and focuses heavily on 340B compliance. In addition to third-party administrative services, which includes program consulting, implementation and management of pharmacy arrangements, Hudson Headwaters 340B offers auditing services including mock-HRSA audits and compliance assessments.

Stephanie Willis, 9 Carey Road, Queensbury, NY 12804
Phone: (518) 409-8640 Email: swillis@hhhn.org
http://www.hudson340b.com

i2i Population Health

i2i is revolutionizing clinical data exchange through its award winning PHM platform! For nearly 2 decades, i2i has demonstrated clinical outcome improvement with over 2,600 US health care delivery sites across 37 states (26+ million lives). i2i also partners with health plans, providing bi-directional connectivity, significantly improving quality and lowering costs. i2i has the largest share of CHCs connected to a clinical data integration platform providing transparency to payer and providers, bringing claims and EHRs together.

Meredith Melrose, 377 Riverside Drive, Suite 300, Franklin, TN 37064
Phone: (615) 561-1155 Email: meredith.melrose@i2ipophealth.com
http://www.i2ipophealth.com

InteCare, Inc.

InteCare is a nonprofit administrative service organization specializing in provider enrollment and credentialing with all payers, Medicaid, Medicare, and commercial plans specifically for FQHCs and CMHCs. Our Credentialing and Enrollment team will act as your credentialing department and maximize your revenue cycle management.

Brooke Abbott, 8604 Allisonville Road, Suite 325, Indianapolis, IN 46250
Phone: (317) 829-5765 Email: babbott@intecare.org
http://www.intecare.org
Luma Health

Luma Health is founded on the idea that patients should easily be able to connect with their provider in a modern and mobile-first way. For doctors, this means a full schedule, better patient outcomes, and more patient care. For clinics, it means an automated practice and more revenue. For patients, it means getting treatment they need and experiencing next-level patient care. Needing to see a doctor is hard. Being able to see one shouldn’t be.

Kate Gibbons, 101 Montgomery Street, Suite 550, San Francisco, CA 94110
Phone: (925) 642-9269  Email: Kate@lumahealth.io
https://www.lumahealth.io

MAICO Diagnostics

MAICO has been serving hearing health care professionals with reliable audiometry solutions since 1937. With attractively priced and well-designed products, MAICO is the right choice for in-clinic or on-the-go testing needs. We offer a full line of hearing instruments, screening and diagnostic audiometers, tympanometers, and OAEs. All MAICO instruments have a one-year warranty and many are NOAH- and HIPAA-compliant. Stop by our booth to learn more.

Michael Ramirez, 10393 West 70th Street, Eden Prairie, MN 55344
Phone: (888) 941-4201  Email: Info@maico-diagnostics.com
http://www.maico-diagnositcs.com/us

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 health care. We deliver the right products and the right solutions to address today’s challenges, while preparing for tomorrow’s.

Christine Ford, 9954 Mayland Drive, Richmond, VA 23233
Phone: (860) 826-3673  Email: christine.ford@mckesson.com
http://www.mckesson.com

Med Tech Solutions

Med Tech Solutions (MTS) is an all-encompassing IT solution provider with expert 24x7 user and application support. To fulfill our mission to deliver innovative technology that improves our clients’ ability to provide patient care and support health care providers, MTS offers health care cloud computing services, Managed HIT and security and compliance services, solutions designed to help streamline and optimize medical practice operations, and patient engagement solutions powered by CuragoHealth.

Gary Jacobs, 25060 Avenue Stanford, Suite 250, Valencia, CA 91355
Phone: (626) 782-6416  Email: gjacobs@medtechsolutions.com
http://www.medtechsolutions.com

MedHelp, Inc.

MedHelp, Inc. is a proven leader in FQHC and community health center revenue recovery services. Our revenue cycle management, credentialing services, cloud-based EHR, and custom reporting solutions improve your ability to financially manage your facility, decrease A/R days, control and prevent denied claims and optimize your cash flow. We operate as a true business partner with your facility!

Tory Smith, 1530 Caton Center Drive, Suites F-G, Baltimore, MD 21227
Phone: (443) 838-5522  Email: tsmith@medhelpinc.com
http://www.medhelpinc.com
Medline Industries, Inc.  
Booth 307

Medline is a $10 billion global manufacturer and distributor of 550,000+ health care supplies and business solutions. Our dedicated team of community health center specialists along with our logistical and clinical leaders are here to help your community health center perform at its very best. Contact us at (855) 294-9618 or visit medline.com/physician.

Laura Schmidt, Three Lakes Drive, Northfield, IL 60093
Phone: (847) 643-3585  Email: LSchmidt@medline.com
http://www.medline.com

MedTrainer Inc.  
Booth 205

MedTrainer’s compliance management suite is a powerful, innovative, and affordable solution that encompasses the tools health care professionals need to streamline management, increase departmental collaboration, and simplify compliance. With a learning management system that has more than 200 custom courses, modules for management of policies and procedures, a license and credential tracking center, QuickCred™ provider credentialing, compliance toolkits, OIG/SAM checks, and security risk assessments, MedTrainer’s all-in-one solution simplifies compliance management and improves efficiency across practices.

Khrystian Veals, 555 Cajon Street, Suite A, Redlands, CA 92373
Phone: (720) 899-4861  Email: kveals@medtrainer.com
http://www.medtrainer.com

Merino Computer Concepts  
Booth 415

Merino Computer Concepts, Inc. provides organizations with 24/7 live helpdesk and application support, 24/7 proactive monitoring, and IT infrastructure design and deployment in both on-premise and cloud environments.

Zach Reese, 1822 W. Kettleman Lane, Suite 4, Lodi, CA 95242
Phone: (209) 365-6800  Email: zreese@mccpros.com
http://www.mccpros.com

Midmark Corporation  
Booth 302

Midmark helps physicians and care teams deliver exceptional patient care with better equipment, smarter workflows, and integrated technology. We offer full lines of exam and procedure chairs, workstations, cabinetry, instrument processing, diagnostic instruments, and digital diagnostic solutions as well as location and rules-based automation, state-of-the-art software, real-time locating systems (RTLS) technology, and expert consulting services.

Mark Fisher, 60 Vista Drive, Versailles, OH 45380
Phone: (800) 643-6275  Email: mfisher@midmark.com
http://www.midmark.com

National Association of Community Health Centers  
Booth 117

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 Avenue, Suite 1100W, Bethesda, MD 20814
Phone: (301) 347-0400  Email: mdenis@nachc.org
http://www.nachc.org
National Consortium of Telehealth Resource Centers

The National Consortium of Telehealth Resource Centers (NCTRC) helps establish telehealth programs in health care. Funded by the U.S. Department of Health and Human Services (HHS), Health Resources and Services Administration (HRSA), administered through grant #G22RH30365, Telehealth Resource Centers (TRCs) work collaboratively nationwide to provide information and assistance to all requestors. Our 12 regional and 2 national TRCs are expertly staffed, leading the advancement and accessibility of telehealth with a focus in rural health care.

Ray Dizon, 2520 Venture Oaks Way, Suite 180, Sacramento, CA 95833
Phone: (916) 993-6191   Email: ray@cchpca.org
http://www.telehealthresourcecenter.org

NextGen Healthcare

Community health centers provide outstanding care to the most vulnerable populations as the nation’s ambulatory care safety-net program. NextGen Healthcare supports this mission with a wide range of solutions and services that elevate provider experience, engage patients, improve financial stability, manage risk reimbursement models, and promote interoperability. We provide a full integrated suite of solutions within one single database that has complete alignment with CHC/FQHC 330 grant goals.

Thomas Farmer, 18111 Von Karman Avenue, Irvine, CA 92612
Phone: (949) 255-2600   Email: sales@nextgen.com
http://www.nextgen.com

Nonstop Administration and Insurance Services, Inc.

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

Jamie Meinig, 1800 Sutter Street, Suite 730, Concord, CA 94520
Phone: (971) 235-5486   Email: jmeinig@nonstopwellness.com
http://www.nonstopwellness.com/

NP Solutions, Inc.

For the past 25+ years NP Solutions, a Community Brands partner, 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 professional services. We encourage you stop by our booth and learn more about the benefits NP Solutions and MIP Fund Accounting will bring to your organization.

Bill O’Brien, 11651 Sterling Avene, Suite J, Riverside, CA 92503
Phone: (951) 351-3115   Email: bill@NPSol.com
http://www.NPSol.com

OCHIN, Inc.

OCHIN is one of the largest and most successful health information and innovation networks, serving over 500 organizations and 10,000 clinicians across the nation with solutions that improve the integration and delivery of health care services. OCHIN started with a commitment to deliver health information technology services and has continued to provide its expanding community of customers and partners with the innovative tools, knowledge, and voice needed to participate in the national health care landscape.

Kim Klupenger, 1881 SW Naito Parkway, Portland, OR 97201
Phone: (503) 943-2500   Email: klupengerk@ochin.org
http://www.ochin.org
<table>
<thead>
<tr>
<th>Company</th>
<th>Kiosk/Booth</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| OneHealthEQ      | 3           | Greg Peters, 990 S. Broadway, Suite 300, Denver, CO 80209  
|                  |             | Phone: (303) 916-3848  
|                  |             | Email: gpeters@zivaro.com  
|                  |             | http://www.onehealtheq.com                                                        |
| OSIS             | 111         | Jeff Lowrance, 8790 Governor’s Hill Drive, Suite 202, Cincinnati, OH 45249  
|                  |             | Phone: (513) 677-5600  
|                  |             | Email: jeffl@osisonline.net  
|                  |             | http://www.osisonline.net                                                           |
| OTech Group LLC  | 518         | Natalie Wiedmeyer, 173W21294 NW Passage Road, Jackson, WI 53037  
|                  |             | Phone: (414) 412-4344  
|                  |             | Email: nwiedmeyer@otechgroupllc.com                                                |
| par8o            | 311         | Hannah Drake, 170 Milk Street, Floor 2, Boston, MA 02109  
|                  |             | Phone: (617) 222-4065  
|                  |             | Email: hannah@par8o.com                                                            |
| PMG, Inc.        | 416         | Jim Bova, 700 School Street, Pawtucket, RI 02860  
|                  |             | Phone: (708) 625-2188  
|                  |             | Email: jbova@gopmg.com                                                             |
| PointCare        | 107         | Jennifer Hagerty, 1299 Newell Place, Suite 100, Walnut Creek, CA 94596  
|                  |             | Phone: (925) 214-4045  
|                  |             | Email: jhagerty@pointcare.com                                                      |
|                  |             | http://www.pointcare.com                                                           |
Practice Management

Practice Management provides nationwide revenue cycle services for Federally Qualified Health Centers. Our methodical approach focuses on improving revenue through ongoing identification of opportunities and obstacles. Practice Management can help keep you on the path to steady and improved cash flow.

Vera Loftin, 300 N. Martingale Road, Suite 150, Schaumburg, IL 60173
Phone: (847) 385-0660 Email: vloftin@maximizedrevenue.com
http://www.maximizedrevenue.com

PracticeMatch

PracticeMatch provides a complete set of tools for sourcing, recruiting, and retaining quality physicians. These tools allow in-house physician recruiters at health care organizations of all sizes to decrease costs, find more and better candidates, and improve retention. Our tools include the most accurate physician databases available, candidate and process tracking software, and a popular online job board with unlimited posting opportunities.

Mike York, 600 Emerson, Suite 450, Saint Louis, MO 63141
Phone: (800) 489-1440 Email: information@practicematch.com
http://www.practicematch.com

Privis Health

Privis Health is a leading provider of NextGen health information technology and strategies to optimize reimbursement. Solutions are cloud-based, scalable, and universally integrate with EHRs and health data platforms. Our zero-risk business model enables clients to improve quality of care and achieve their operating and performance goals more efficiently, while Privis shares in the accountability for care management program results. Privis’ experience assists practices with design, implementation, and expansion of customized population health initiatives.

Natalie Mahler, 4819 Emperor Boulevard, Suite 107, Durham, NC 27703
Phone: (888) 533-9490 Email: natalie.mahler@privishealth.com
http://www.privishealth.com

Purdue Healthcare Advisors

Purdue Healthcare Advisors (PHA) is a not-for-profit outreach initiative for the health care industry. PHA is part of the Purdue University-based Regenstrief Center for Healthcare Engineering, which serves as a national nucleus for driving high-impact improvement in health care delivery. PHA consults, coaches, and trains health care professionals in both hospitals/health systems and physician practices. PHA specializes in process and quality improvement efforts, patient-centered medical home, quality reporting services, practice transformation initiatives, and health IT security.

Allison Bryan-Jungels, 1435 Win Hentschel Boulevard, Suite 215, West Lafayette, IN 47906
Phone: (765) 496-9791 Email: abryan@purdue.edu
http://www.pha.purdue.edu

ReCept Healthcare Services

ReCept Healthcare Service is the nation’s leader in pharmacy services and pharmacy management, and has extensive experience managing 340B pharmacies on behalf of its hospital and FQHC clients. ReCept has a rich tradition of delivering personalized patient care within the communities it has served for over 40 years.

Linda Stanko, 1620 W. Northwest Highway, Suite 100, Grapevine, TX 76051
Phone: (817) 600-8846 Email: Lstanko@receptrx.com
http://www.receptrx.com
Relevant

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, 11 Park Place, Floor 3, New York, NY 10007
Phone: (718) 755-6853  Email: jacob@relht.com
http://www.relevant.healthcare

Relias

Relias empowers clients across the continuum of care with analytics, assessments, and learning solutions that help them reduce variation and deliver better patient, resident and client outcomes, and better financial results. Let us help you get better.

Michael Price, 1010 Sync Street, Suite 100, Morrisville, NC 27560
Phone: (919) 655-7859  Email: mprice@relias.com
http://www.relias.com

Sage Intacct

Sage Intacct is the leader in cloud financial management - endorsed by the AICPA, ranked highest in customer satisfaction on G2 Crowd and TrustRadius, and recognized as visionary by industry analysts. Sage Intacct enables data-driven CFOs to automate complex processes, improve company performance, and free up time to be more strategic.

Rebecca Bonham, 300 Park Avenue, Suite 1400, San Jose, CA 95110
Phone: (408) 569-6825  Email: rebecca.bonham@sage.com
http://www.sageintacct.com

Spindustry

Spindustry is the leading provider of comprehensive SharePoint services. From helping you develop your governance model, brand your SharePoint experience, build custom web parts/apps, provide continued education courses to on-site mentoring, our expertise means you always have a partner to help you get the most out of SharePoint.

Brittany Tibben, 1370 NW 114th Street, Suite 300, Des Moines, IA 50325
Phone: (515) 348-6138  Email: btibben@spindustry.com
http://www.spindustry.com

Stratus Video

Stratus Video offers technology-enabled access to its medically qualified/certified interpreters to improve patient safety and care across the care continuum. A suite of offerings including audio, video, and geo-location mobile applications along with interoperability to telehealth solutions, provides language access when and where it’s needed. Led by a team of dedicated individuals, Stratus Video is committed to enabling visual connections and vital conversations.

Parker Falke, 33 N. Garden Avenue, Suite 1000, Clearwater, FL 33755
Phone: (336) 420-4963  Email: pfalke@stratusvideo.com
http://www.stratusvideo.com

Synergy Billing

Synergy Billing helps community health centers maximize revenue by improving collection rates and managing the revenue cycle process. Synergy Billing - featuring 100% USA-based operations and the highest collection rates in the industry.

Ronnie Reeves, 1410 LPGA Boulevard, Suite 148, Daytona Beach, FL 32117
Phone: (386) 675-4709  Email: ronnie@synergybilling.com
http://www.synergybilling.com
The Medcor Group, Inc.  

Medcor Revenue Services is a professional, full-service FQHC medical billing company. Established in 1988, we have a proven track record of providing a full range of Revenue Cycle Management (RCM) services for FQHC and CHC entities on a national basis. Medcor is unmatched in managed care and EMR billing setups—we are client solution-driven and will optimize your revenue to support your vision of meeting the needs of the underserved and disenfranchised.

Jason Gerber, 725 W. Town and Country Road, Suite 550, Orange, CA 92868
Phone: (714) 221-8511  Email: jason@medcorinc.com
http://www.medcorinc.com

UDS Mapper  

Come learn how mapping helps to identify opportunities to expand care and improve health outcomes in your community. The UDS Mapper is a free, online mapping tool supported by the Health Resources and Services Administration that combines data from health centers and social determinants of health. The UDS Mapper team is available to support users in accessing and using the UDS Mapper.

Stop by our booth to learn more about the newest features and data!
Jennifer L. Rankin, 1133 Connecticut Avenue, NW, Suite 1100, Washington, DC 20036
Phone: (202) 331-3360  Email: jrankin@healthlandscape.org
www.udsmapper.org

Verity Solutions  

Verity Solutions is an award-winning leader in software and services developed for administration of the federal 340B Drug Pricing Program. We partner with covered entities to stretch scarce resources, foster compliance, respond to changing regulations, and optimize drug cost savings. Verity Solutions is dedicated to providing agile and proactive solutions to those who serve the most vulnerable in our communities. We are uniquely qualified to partner with your organization for increased 340B savings.

Alisa Lahti, 12131 113th Avenue, NE, Suite 200, Kirkland, WA 98034
Phone: (425) 947-3790  Email: alahti@verity340B.com
http://www.verity340b.com

Vigilance Health  

Vigilance Health assists the largest FQHCs in the nation with Population Health management services. Our Care Teams focus on the non-face-to-face components of new CMS reimbursable services that drive patient outcome scores and have significant and immediate impact on our partner organization’s revenue. Our mission: Enable health centers to measure, demonstrate, and ultimately improve patient outcome scores—so they can THRIVE with the new payment methods.

Mark Davis, 26610 Agoura Road, Calabasas, CA 91302
Phone: (805) 823-0981  Email: mdavis@vigilancehit.com
http://www.vigilancehealth.com

Visualutions, Inc.  

Visualutions is a health care 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.

Daryl Skeeters, 7440 Mintwood Lane, Spring, TX 77379
Phone: (281) 297-2257  Email: daryl.skeeters@visualutions.com
http://www.visualutions.com
**West-TeleVox Solutions (now Intrado)**

Intrado develops innovative, cloud-based technology to make it easier, more effective, and efficient to deliver connections that count in this increasingly complex world. Our solutions connect people with each other and the information needed to gain insights for better decisions on the issues that matter most.

DeBekka McKnight, 1110 Montlimar Drive, Suite 700, Mobile, AL 36609
Phone: (251) 706-4046  Email: dmcknight@west.com
http://www.west.com

**Wipfli LLP**

With 49 offices across the US, Wipfli ranks among the top 20 accounting and business consulting firms in the nation. Our health care industry practice serves the financial, operational and compliance needs of hospitals, skilled nursing facilities, senior housing, long-term care facilities, clinics, medical practices, and other health care organizations. Our team of professionals provide services including financial, clinical, and operations management; reimbursement and revenue cycle management; strategic planning; audit and tax; and technology solutions. Visit www.wipfli.com/healthcare to learn more about our services.

Kris Sterling, 505 Fourteenth Street, Fifth Floor, Suite 400, Oakland, CA 94612
Phone: (509) 489-4524  Email: ksterling@wipfli.com
http://www.wipfli.com

**NEW! TELEHEALTH OFFICE HOURS**

Join us the 2nd Thursday of every month @ 2 PM ET. Learn and ask questions about operational and policy issues related to telehealth.

Email "telehealth@nachc.org" to register.
Leadership Coaching Services for Health Centers

97% of participants found their experience in the coaching program valuable...

100% would recommend this coaching program to their peers

Learn more about this opportunity at: nachc.org/trainings-and-conferences/

Value in Membership: Member and Non-Member Rates Apply!

Questions? Cindy Thomas | trainings@nachc.org | 301.347.0400

Need Help?

We want to ensure that your attendance at this conference is an enjoyable experience. If we can be of any assistance, please call on any member of the Meetings Team.

Mary Hawbecker
Senior Vice President,
NACHC Operations and Chief Financial Officer

Jason G. Watkins, CMP
Associate Vice President, Conferences and Exhibits

Karen Eppsteiner
Deputy Director, Exhibits and Sponsorship

Lisette Werbowetzki, CMP
Deputy Director, Meetings Logistics and Housing

Helene Slavin
Meetings Associate
### Exhibitor Index by Name

<table>
<thead>
<tr>
<th>340Basics</th>
<th>300</th>
<th>eClinicalWorks</th>
</tr>
</thead>
<tbody>
<tr>
<td>501(c) Agencies Trust</td>
<td>321</td>
<td>Privis Health</td>
</tr>
<tr>
<td>AccuVax</td>
<td>511</td>
<td>PointCare</td>
</tr>
<tr>
<td>Allscripts</td>
<td>405</td>
<td>Relevant</td>
</tr>
<tr>
<td>asparia</td>
<td>Kiosk 4</td>
<td>OSIS</td>
</tr>
<tr>
<td>athenahealth</td>
<td>301</td>
<td>BKD, LLP</td>
</tr>
<tr>
<td>Benco Dental</td>
<td>203</td>
<td>National Association of Community Health Centers</td>
</tr>
<tr>
<td>BKD, LLP</td>
<td>113</td>
<td>NextGen Healthcare</td>
</tr>
<tr>
<td>Burri Law, PA</td>
<td>510</td>
<td>McKesson Medical-Surgical</td>
</tr>
<tr>
<td>Capital Link</td>
<td>520</td>
<td>i2i Population Health</td>
</tr>
<tr>
<td>CaptureRx</td>
<td>309</td>
<td>Benco Dental</td>
</tr>
<tr>
<td>Cardinal Health</td>
<td>312</td>
<td>The Medcor Group, Inc.</td>
</tr>
<tr>
<td>CareMessage</td>
<td>210</td>
<td>Medtrainer Inc.</td>
</tr>
<tr>
<td>Cintas Corporation</td>
<td>206</td>
<td>Greenway Health, LLC</td>
</tr>
<tr>
<td>CNECT</td>
<td>404</td>
<td>Stratus Video</td>
</tr>
<tr>
<td>CohnReznick LLP</td>
<td>411</td>
<td>Wipfli LLP</td>
</tr>
<tr>
<td>CommonWealth Purchasing Group, LLC</td>
<td>521</td>
<td>CareMessage</td>
</tr>
<tr>
<td>Community Health Ventures</td>
<td>217</td>
<td>Henry Schein One</td>
</tr>
<tr>
<td>Compliatric</td>
<td>418</td>
<td>OCHIN, Inc.</td>
</tr>
<tr>
<td>eClinicalWorks</td>
<td>101</td>
<td>Nonstop Administration and Insurance Services, Inc.</td>
</tr>
<tr>
<td>emapp</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>Equiscript</td>
<td>305</td>
<td></td>
</tr>
<tr>
<td>Feldesman Tucker Leifer Fidell LLP</td>
<td>300</td>
<td></td>
</tr>
<tr>
<td>First American Healthcare Finance</td>
<td>301</td>
<td></td>
</tr>
<tr>
<td>Greenway Health, LLC</td>
<td>302</td>
<td></td>
</tr>
<tr>
<td>Health Care Analytics</td>
<td>206</td>
<td></td>
</tr>
<tr>
<td>Henry Schein One</td>
<td>304</td>
<td></td>
</tr>
<tr>
<td>HIMSS</td>
<td>307</td>
<td></td>
</tr>
<tr>
<td>HITCare</td>
<td>315</td>
<td></td>
</tr>
<tr>
<td>Hudson Headwaters 340B</td>
<td>308</td>
<td></td>
</tr>
<tr>
<td>i2i Population Health</td>
<td>420</td>
<td></td>
</tr>
<tr>
<td>InteCare, Inc.</td>
<td>202</td>
<td></td>
</tr>
<tr>
<td>Luma Health</td>
<td>306</td>
<td></td>
</tr>
<tr>
<td>MAICO Diagnostics</td>
<td>311</td>
<td></td>
</tr>
<tr>
<td>McKesson Medical-Surgical</td>
<td>312</td>
<td></td>
</tr>
<tr>
<td>Med Tech Solutions</td>
<td>408</td>
<td></td>
</tr>
<tr>
<td>MedHelp, Inc.</td>
<td>310</td>
<td></td>
</tr>
<tr>
<td>Medline Industries, Inc.</td>
<td>315</td>
<td></td>
</tr>
<tr>
<td>Medtrainer Inc.</td>
<td>310</td>
<td></td>
</tr>
<tr>
<td>Meifro Computer Concepts</td>
<td>311</td>
<td></td>
</tr>
<tr>
<td>Midmark Corporation</td>
<td>312</td>
<td></td>
</tr>
<tr>
<td>National Association of Community Health Centers</td>
<td>408</td>
<td></td>
</tr>
<tr>
<td>National Consortium of Telehealth Resource Centers</td>
<td>308</td>
<td></td>
</tr>
<tr>
<td>NextGen Healthcare</td>
<td>410</td>
<td></td>
</tr>
<tr>
<td>Nonstop Administration and Insurance Services, Inc.</td>
<td>411</td>
<td></td>
</tr>
<tr>
<td>NP Solutions, Inc.</td>
<td>412</td>
<td></td>
</tr>
<tr>
<td>OCHIN, Inc.</td>
<td>509</td>
<td></td>
</tr>
<tr>
<td>OneHealthEQ</td>
<td>212</td>
<td></td>
</tr>
<tr>
<td>OSIS</td>
<td>413</td>
<td></td>
</tr>
<tr>
<td>OTech Group LLC</td>
<td>414</td>
<td></td>
</tr>
<tr>
<td>par8o</td>
<td>415</td>
<td></td>
</tr>
<tr>
<td>PMG, Inc.</td>
<td>416</td>
<td></td>
</tr>
<tr>
<td>PointCare</td>
<td>417</td>
<td></td>
</tr>
<tr>
<td>Practice Management</td>
<td>418</td>
<td></td>
</tr>
<tr>
<td>PracticeMatch</td>
<td>419</td>
<td></td>
</tr>
<tr>
<td>Privis Health</td>
<td>420</td>
<td></td>
</tr>
<tr>
<td>Purdue Healthcare Advisors</td>
<td>421</td>
<td></td>
</tr>
<tr>
<td>ReCept Healthcare Services</td>
<td>422</td>
<td></td>
</tr>
<tr>
<td>Relevant</td>
<td>423</td>
<td></td>
</tr>
<tr>
<td>Relias</td>
<td>424</td>
<td></td>
</tr>
<tr>
<td>Sage Intacct</td>
<td>425</td>
<td></td>
</tr>
<tr>
<td>Spindustry</td>
<td>426</td>
<td></td>
</tr>
<tr>
<td>Stratus Video</td>
<td>427</td>
<td></td>
</tr>
<tr>
<td>Synergy Billing</td>
<td>428</td>
<td></td>
</tr>
<tr>
<td>The Medcor Group, Inc.</td>
<td>429</td>
<td></td>
</tr>
<tr>
<td>UDS Mapper</td>
<td>430</td>
<td></td>
</tr>
<tr>
<td>Verity Solutions</td>
<td>431</td>
<td></td>
</tr>
<tr>
<td>Vigilance Health</td>
<td>432</td>
<td></td>
</tr>
<tr>
<td>Visualutions, Inc.</td>
<td>433</td>
<td></td>
</tr>
<tr>
<td>West-TeleVox Solutions (now Intrado)</td>
<td>434</td>
<td></td>
</tr>
<tr>
<td>Wipfli LLP</td>
<td>435</td>
<td></td>
</tr>
</tbody>
</table>

### Exhibitor Index by Booth Number

<table>
<thead>
<tr>
<th>101</th>
<th>eClinicalWorks</th>
</tr>
</thead>
<tbody>
<tr>
<td>103</td>
<td>Privis Health</td>
</tr>
<tr>
<td>105</td>
<td>PointCare</td>
</tr>
<tr>
<td>109</td>
<td>Relevant</td>
</tr>
<tr>
<td>111</td>
<td>OSIS</td>
</tr>
<tr>
<td>113</td>
<td>BKD, LLP</td>
</tr>
<tr>
<td>200</td>
<td>National Association of Community Health Centers</td>
</tr>
<tr>
<td>201</td>
<td>NextGen Healthcare</td>
</tr>
<tr>
<td>202</td>
<td>McKesson Medical-Surgical</td>
</tr>
<tr>
<td>203</td>
<td>Benco Dental</td>
</tr>
<tr>
<td>204</td>
<td>The Medcor Group, Inc.</td>
</tr>
<tr>
<td>205</td>
<td>Medtrainer Inc.</td>
</tr>
<tr>
<td>206</td>
<td>Greenway Health, LLC</td>
</tr>
<tr>
<td>207</td>
<td>Stratus Video</td>
</tr>
<tr>
<td>208</td>
<td>Wipfli LLP</td>
</tr>
<tr>
<td>210</td>
<td>CareMessage</td>
</tr>
<tr>
<td>211</td>
<td>Henry Schein One</td>
</tr>
<tr>
<td>212</td>
<td>OCHIN, Inc.</td>
</tr>
<tr>
<td>213</td>
<td>Nonstop Administration and Insurance Services, Inc.</td>
</tr>
<tr>
<td>217</td>
<td>Community Health Ventures</td>
</tr>
<tr>
<td>305</td>
<td>340Basics</td>
</tr>
<tr>
<td>306</td>
<td>athenahealth</td>
</tr>
<tr>
<td>307</td>
<td>Midmark Corporation</td>
</tr>
<tr>
<td>308</td>
<td>HIMSS</td>
</tr>
<tr>
<td>309</td>
<td>304Basics</td>
</tr>
<tr>
<td>310</td>
<td>par8o</td>
</tr>
<tr>
<td>311</td>
<td>Luma Health</td>
</tr>
<tr>
<td>312</td>
<td>ReCept Healthcare Services</td>
</tr>
<tr>
<td>313</td>
<td>Capstone Health</td>
</tr>
<tr>
<td>314</td>
<td>Sage Intacct</td>
</tr>
<tr>
<td>315</td>
<td>OTech Group LLC</td>
</tr>
<tr>
<td>316</td>
<td>Spindustry</td>
</tr>
<tr>
<td>317</td>
<td>Stratus Video</td>
</tr>
<tr>
<td>318</td>
<td>Synergy Billing</td>
</tr>
<tr>
<td>319</td>
<td>ReCept Healthcare Advisors</td>
</tr>
<tr>
<td>320</td>
<td>Practice Management</td>
</tr>
<tr>
<td>321</td>
<td>PracticeMatch</td>
</tr>
<tr>
<td>322</td>
<td>Med Tech Solutions</td>
</tr>
<tr>
<td>323</td>
<td>NP Solutions, Inc.</td>
</tr>
<tr>
<td>324</td>
<td>Burri Law, PA</td>
</tr>
<tr>
<td>325</td>
<td>AccuVax</td>
</tr>
<tr>
<td>326</td>
<td>Purdue Healthcare Advisors</td>
</tr>
<tr>
<td>327</td>
<td>Practice Management</td>
</tr>
<tr>
<td>328</td>
<td>Capital Link</td>
</tr>
<tr>
<td>329</td>
<td>CommonWealth Purchasing Group, LLC</td>
</tr>
<tr>
<td>330</td>
<td>First American Healthcare Finance</td>
</tr>
<tr>
<td>331</td>
<td>Sage Intacct</td>
</tr>
<tr>
<td>332</td>
<td>OTech Group LLC</td>
</tr>
<tr>
<td>333</td>
<td>MedHelp, Inc.</td>
</tr>
<tr>
<td>334</td>
<td>Synergy Billing</td>
</tr>
<tr>
<td>335</td>
<td>Practice Management</td>
</tr>
<tr>
<td>336</td>
<td>Capstone Health</td>
</tr>
<tr>
<td>337</td>
<td>Sage Intacct</td>
</tr>
<tr>
<td>338</td>
<td>OTech Group LLC</td>
</tr>
<tr>
<td>339</td>
<td>MedHelp, Inc.</td>
</tr>
<tr>
<td>340</td>
<td>Capital Link</td>
</tr>
<tr>
<td>341</td>
<td>CommonWealth Purchasing Group, LLC</td>
</tr>
<tr>
<td>342</td>
<td>First American Healthcare Finance</td>
</tr>
</tbody>
</table>

FOM/IT Conference Program sponsored by SYNERGY BILLING

2019 FINANCIAL, OPERATIONS MANAGEMENT / INFORMATION TECHNOLOGY CONFERENCE & EXPO
NACHC 2019 FOM/IT EXPO Floorplan
Salon D, Lower Level
Thursday, October 24, 9:30am – 6:30pm • Friday, October 25, 7:30am – 10:30am
(as of September 19, 2019)
Hilton Chicago

Lobby Level and
International Ballroom on Second Floor

Speaker/Exhibitor Check-In
Registration

Stairs to 3rd Floor
ADA Elevator

Esclator Access to International Ballroom

Seven St. W. Office St.

Kitty O'Shea's
Entrance Foyer

Gift Shop

Great Hall

Guest Check-In

720 South Grill

720 South Bar

Grande Tradition

Street Entrance
8th Floor
Preconference Trainings and User Group Meetings

Hilton Chicago
**Upcoming NACHC Conferences and Trainings**

**MARK YOUR CALENDARS!**

Check back regularly to see which events will include virtual streaming!

*(as of September 24, 2019 and subject to change)*

The National Association of Community Health Centers (NACHC) offers a wide variety of online and regional education trainings that encompass all facets of health center operations. Whether you need a refresher or are just starting out in a health center, NACHC offers trainings that will help you become more effective. Below is a partial list of upcoming trainings and conferences provided by NACHC.

<table>
<thead>
<tr>
<th>DATES</th>
<th>CONFERENCE/TRAINING</th>
<th>HOTEL</th>
<th>CITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 4-5, 2019</td>
<td>Newly Funded Grantee (Invitation only)</td>
<td>Embassy Suites by Hilton DC Convention Center</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>November 18-20, 2019</td>
<td>PCA and HCCN Conference</td>
<td>Omni San Diego Hotel</td>
<td>San Diego, CA</td>
</tr>
<tr>
<td>January 14-15, 2020</td>
<td>Starting with Success</td>
<td>Hilton Long Beach</td>
<td>Long Beach, CA</td>
</tr>
<tr>
<td>January 22-23, 2020</td>
<td>RevCycle 360</td>
<td>Embassy Suites by Hilton San Diego</td>
<td>San Diego, CA</td>
</tr>
<tr>
<td>May 12-13, 2020</td>
<td>Cultivating Health Center Operations</td>
<td>Hyatt Place + Hyatt House Charleston</td>
<td>Clearwater, FL</td>
</tr>
<tr>
<td>May 19-21, 2020</td>
<td>Conference for Agricultural Worker Health</td>
<td>Wyndham Grand Clearwater Beach</td>
<td>Charleston, SC</td>
</tr>
<tr>
<td>June 11-12, 2020</td>
<td>Financial Operations Management, Level III (FOM III)</td>
<td>Embassy Suites by Hilton Minneapolis Downtown</td>
<td>Minneapolis, MN</td>
</tr>
<tr>
<td>June 23-24, 2020</td>
<td>Elevating Health Center Operations</td>
<td>Hilton Long Beach</td>
<td>Long Beach, CA</td>
</tr>
<tr>
<td>August 30 - September 1, 2020</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 28-29, 2020</td>
<td>Manchester Grand Hyatt</td>
<td>San Diego, CA</td>
</tr>
<tr>
<td>October 19-21, 2020</td>
<td>Financial, Operations Management/Information Technology (FOM/IT) Conference</td>
<td>Rio All Suite Hotel</td>
<td>Las Vegas, NV</td>
</tr>
<tr>
<td>November 16-18, 2020</td>
<td>PCA and HCCN Conference</td>
<td>The Westin Fort Lauderdale Beach Hotel</td>
<td>Fort Lauderdale, FL</td>
</tr>
<tr>
<td>May 4-6, 2021</td>
<td>Conference for Agricultural Worker Health</td>
<td>Grand Hyatt Denver</td>
<td>Denver, CO</td>
</tr>
<tr>
<td>August 22-24, 2021</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 20-21, 2021</td>
<td>Hyatt Regency Orlando</td>
<td>Orlando, FL</td>
</tr>
<tr>
<td>August 28-30, 2022</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 26-27, 2022</td>
<td>Hyatt Regency Chicago</td>
<td>Chicago, IL</td>
</tr>
<tr>
<td>August 27-29, 2023</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 25-26, 2023</td>
<td>Manchester Grand Hyatt</td>
<td>San Diego, CA</td>
</tr>
</tbody>
</table>

To register for these and future trainings, visit us at [http://nachc.org/trainings-and-conferences/](http://nachc.org/trainings-and-conferences/).

For additional information on NACHC Training, contact Sherry Giles at sgiles@nachc.com or Helene Slavin at hslavin@nachc.com.

All projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,375,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](http://HRSA.gov).
FOM-IT 2020
FINANCIAL, OPERATIONS MANAGEMENT / IT
CONFERENCE & EXPO
October 20-21 2020 | Rio All Suite Hotel | Las Vegas, NV
SAVINGS THROUGH ASSOCIATION

Value in Purchasing Program
VIP
The largest national group purchasing program and the only one endorsed by NACHC.

Value in Benefits Program
ViB
Controlling the costs of employee health benefits and other insurance solutions.

Value in Dental Program
ViD
The only CHC dental savings program based on national volume.

Value in Staffing Program
ViS
The only national staffing program created under direction of health center leadership, offering discounted rates.

Value in Laboratory Program
ViL
A collaboration with LabCorp and TACHC that provides significant savings off standard catalog cost.

340Better
Contracting with pharmacy manufacturers for pricing below 340B.

Medical Supplies, Equipment & Distribution
Dental Supplies, Equipment & Distribution
Employee Discount Programs & HR Solutions
Telecommunications & Cellular Services
Computers, Printers, Copiers & Scanners

Physician Recruitment & Locum Tenens
340B & Pharmacy Program
Employee Health Insurance
Laboratory Services
Office Supplies, Equipment & Furniture

ventures@nachc.com
www.communityhealthventures.com