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Beth Wrobel, CEO
HealthLinc, Inc., Valparaiso, IN
NACHC Member

I am most thankful for NACHC staff who are always there, in good times and bad times. As CHCs are there for the needs of our patients, NACHC is there to meet our needs.
General Information

P&I 2020

Policy & Issues Forum
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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 Helpdesk (Lobby Level, near NACHC Registration). You’ll be able to access your conference surveys on a dedicated computer with assistance from a NACHC representative.
Conference attendees will have Wi-Fi access during the 2020 P&I Forum! Internet access will be available throughout the P&I Forum conference areas and 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: NACHC2020
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 P&I 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 web browser window and accepting the Terms and Conditions of Use. If you are unable to access 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.
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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 access the mobile app.

**How to locate and download the App from 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 P&I 2020

Once you have downloaded the 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 in order to open the presentations.*

---

**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, on the Lobby Level, near NACHC Registration.
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.

HOW TO PARTICIPATE:

Click on the session that you want to join

Up-Vote a Comment

Feedback

Tap on your session

Respond to Polls when they appear
Registration and Speaker/Exhibitor Check-In

NACHC Registration is located on the Lobby Level. Registered attendees can pick up their badges and registration packets during the following hours:

<table>
<thead>
<tr>
<th>Registration Hours</th>
<th>Saturday, March 14</th>
<th>4:00pm – 6:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sunday, March 15</td>
<td>7:30am – 4:00pm</td>
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<td></td>
<td>Monday, March 16</td>
<td>8:00am – 4:00pm</td>
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<tr>
<td></td>
<td>Tuesday, March 17</td>
<td>7:00am – 5:30pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, March 18</td>
<td>7:30am – 12:00pm</td>
</tr>
<tr>
<td></td>
<td>Thursday, March 19</td>
<td>7:30am – 11:00am</td>
</tr>
</tbody>
</table>

Speaker Check-In

NACHC’s Speaker Check-In is located in the NACHC Registration area on the Lobby Level. All speakers are asked to report to this area upon arrival at the conference. Speakers will receive badges and review or upload presentations at this location.

*Speaker Check-In hours are the same as registration hours.*

Exhibitor Check-In

NACHC’s Exhibitor Check-In is located on the Lobby Level. All exhibitors are asked to report to this area upon arrival at the conference. Exhibitors will receive badges and booth packets at this location.

<table>
<thead>
<tr>
<th>Exhibitor Check-In Hours:</th>
<th>Saturday, March 14</th>
<th>4:00pm – 6:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sunday, March 15</td>
<td>7:30am – 4:00pm</td>
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<td>8:00am – 4:00pm</td>
</tr>
<tr>
<td></td>
<td>Tuesday, March 17</td>
<td>7:00am – 11:00am</td>
</tr>
</tbody>
</table>

Consent to Use of Photographic Images

Registration and attendance at or participation in all NACHC conferences and other activities constitutes an agreement by the registrant to NACHC’s use and distribution (both now and in the future) of the registrant's or attendee's image or voice in photographs, videotapes, electronic reproductions, audiofiles and/or contents of any communications of such events and activities.
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2660 Woodley Rd., NW
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(202) 328-2000  Hotel Direct
(877) 212-5752  Reservations

Omni Shoreham Hotel
2500 Calvert St., NW
Washington, DC 20008
(202) 234-0700  Hotel Direct
(800) 843-6664  Reservations

Washington Hilton
1919 Connecticut Ave., NW
Washington, DC 20009
(202) 483-3000  Hotel Direct
(888) 225-9664  Reservations

Churchill Hotel
1914 Connecticut Ave., NW
Washington, DC 20009
(202) 797-2000  Hotel Direct
(844) 823-4697  Reservations

The Embassy Row Hotel
2015 Massachusetts Ave., NW
Washington, DC 20036
(202) 265-1600  Hotel Direct
(855) 893-1011  Reservations

The LINE Hotel
1770 Euclid St., NW
Washington, DC 20009
(202) 588-0525  Hotel Direct/Reservations

The Normandy Hotel
2118 Wyoming Ave., NW
Washington, DC 20008
(202) 483-1350  Hotel Direct
(888) 347-2319  Reservations

Kimpton Hotel Palomar
2121 P St., NW
Washington, DC 20037
(202) 448-1800  Hotel Direct
(877) 866-3070  Reservations

The Fairfax at Embassy Row
2100 Massachusetts Ave., NW
Washington, DC 20008
(202) 293-2100  Hotel Direct

Generator
1900 Connecticut Ave., NW
Washington, DC 20009
(202) 332-9300  Hotel Direct
(202) 332-9300, Ext. 7122  Reservations

Note: Shuttle service will be provided between the Marriott Wardman Park, 24th Street Entrance, and other official NACHC hotels during the conference (with the exception of The LINE and Omni Shoreham Hotels, see below). Shuttle schedules, detailing departure and arrival times, will be posted at each hotel and included in conference registration bags.

For guests staying at The LINE Hotel, transportation details will be provided upon check-in at your hotel’s front desk; and Omni Shoreham Hotel guests will be within walking distance to the Marriott Wardman Park, 24th Street Entrance.
Health Insurance for Health Centers

The Nonstop Wellness Impact Report for NACHC’s Value in Benefits Program

Out-of-pocket health insurance costs are at an all-time high for the average American...

In 2019, Nonstop Wellness has eliminated out-of-pocket costs for 15,388 health center employees and their families, saving them a total of $6.9 million dollars:

In 2019, health centers saved $21 million dollars on health insurance premiums** through the Nonstop Wellness Program.

* Estimated savings based on employee and dependent consumption patterns.
** This data is a baseline representation of the Nonstop Wellness premiums compared to a mid-level traditional fully-funded health plan and is calculated as part of the Nonstop Wellness renewal process.

To learn about how Nonstop can help you provide better benefits for less, visit nonstopwellness.com/vib

To learn about partnership opportunities, contact Jody Schreffler / 503.260.5634 / JSchreffler@nonstopwellness.com
Shuttle Service

Only NACHC attendees in possession of their official badge will gain access to this transportation.

Conference Hotels, Saturday, March 14 - Thursday, March 19

Shuttle service will be provided between the Marriott Wardman Park, 24th Street Entrance, and other official NACHC hotels during the conference (with the exception of The LINE and Omni Shoreham Hotels, see below).

**Shuttle schedules, detailing departure and arrival times, will be posted at each hotel, included in conference registration bags, and on the NACHC Mobile App.**

For guests staying at The LINE Hotel, transportation details will be provided upon check-in at your hotel’s front desk; and Omni Shoreham Hotel guests will be within walking distance to the Marriott Wardman Park, 24th Street Entrance.

**Continuous round-trip shuttle service will be available on the following dates and times:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, March 14</td>
<td>7:00am – 11:00am and 12:30pm – 4:30pm</td>
</tr>
<tr>
<td>Sunday, March 15</td>
<td>7:00am – 11:00am and 2:30pm – 6:30pm</td>
</tr>
<tr>
<td>Monday, March 16</td>
<td>7:00am – 11:00am and 5:00pm – 9:00pm</td>
</tr>
<tr>
<td>Tuesday, March 17</td>
<td>6:30am – 10:30am and 5:00pm – 9:00 pm</td>
</tr>
<tr>
<td>Wednesday, March 18</td>
<td><strong>Hotel Service</strong> (7:30am – 11:30am); <strong>Capitol Hill Service</strong> (7:00am – 11:00am); <strong>Healthcare Leadership Awards Reception Service</strong> (5:00pm – 9:15pm)</td>
</tr>
<tr>
<td>Thursday, March 19</td>
<td>7:00am – 3:00pm</td>
</tr>
</tbody>
</table>

**Shuttle Routes:**

**Red Route** serves the following hotels:
- Washington Hilton - T Street Entrance
- Churchill Hotel - Walk to the Washington Hilton (T Street Entrance)
- The Normandy Hotel - Walk to the Washington Hilton (T Street Entrance)
- Generator - Walk to the Washington Hilton (T Street Entrance)

**Blue Route** serves the following hotels:
- Kimpton Hotel Palomar - Front of Hotel, Curbside
- The Fairfax at Embassy Row - Walk to the Kimpton Hotel Palomar
- The Embassy Row Hotel - Walk to the Kimpton Hotel Palomar

One-way travel time to/from the Marriott Wardman Park, 24th Street Entrance, is approximately 15 minutes. All times are approximate and may vary due to weather and traffic conditions. Seating will be limited on all shuttles.

Capitol Hill Visits, Wednesday, March 18

Continuous shuttle service will be provided for congressional visits on Wednesday, March 18, from 7:00am to 11:00am. Please refer to the schedule posted at your hotel for specific times of service to and from Capitol Hill. Please check the shuttle schedule and note that hotels serviced by the Red Route will depart from the Marriott Wardman Park and hotels serviced by the Blue Route will depart from the Kimpton Hotel Palomar.

In planning your Capitol Hill visit, please note that Garfield Circle is the only authorized drop-off point for either side of Capitol Hill. Garfield Circle, at First Street and Maryland Avenue, SW, is directly behind the U.S. Botanical Gardens and approximately two blocks away from the House buildings.

One-way travel time from the hotels to Capitol Hill is approximately 35 minutes, so please plan your trip accordingly.

Check the shuttle schedules posted at each hotel, included in conference registration bags, and on the NACHC Mobile App for departure and arrival times.
In a world where we constantly do more with less; where products and processes change at the drop of a hat; and where new and innovative technologies enter the marketplace today, but are nearly obsolete tomorrow — it’s necessary that organizations move quickly and proactively in addressing all new information and guidance. NACHC’s **T³ (Timely Thirty-Minute Tips)** sessions are thirty-minute presentations that provide “quick and easy” tips, ideas, and best practices that you can *Learn TODAY* and *Implement TOMORROW!* These sessions address a variety of topics relevant to the business of community-based health care.

**T³ Sessions scheduled during the 2020 P&I Forum:**

**Monday, March 16**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:15pm – 12:45pm</td>
<td><strong>T³-1</strong></td>
<td><strong>The History of the Health Center Program:</strong> Movement, Mission, Milestones</td>
<td>Exhibit Hall C: Theater, end of Aisle 100</td>
</tr>
<tr>
<td>2:30pm – 3:00pm</td>
<td><strong>T³-2</strong></td>
<td><strong>PRAPARE 101: Collecting Data on the Social Determinants of Health</strong></td>
<td>(refer to page 53 for session details)</td>
</tr>
</tbody>
</table>

**Product Presentations**

Ignite your thinking about the hottest products and services impacting community health centers today with these *20-minute sessions from conference exhibitors*. Hear quick and powerful solutions from experts in a variety of fields. No topic is off limits!

**Product Presentations scheduled during the 2020 P&I Forum:**

**Monday, March 16**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>5:15pm – 5:35pm</td>
<td><strong>PP-1</strong></td>
<td><strong>340B and Referral Prescriptions:</strong> What You Need to Know to Increase Monthly Access Funding and Coordinate Care</td>
<td>Exhibit Hall C: Theater, end of Aisle 100</td>
</tr>
</tbody>
</table>

*Sponsored by* [340B Referral Capture](https://www.par80.com)

**Innovative sessions that maximize your NACHC conference experience**
Peer-to-Peer (P2P) Networking Sessions

A Peer-to-Peer (P2P) Networking Session is a training delivery method where industry experts facilitate workshops that focus on topics impacting health centers such as legislative and regulatory practices, operational issues, and the unique challenges that come with health center management and patient care. P2Ps are innovative opportunities for learning in small-group settings, where participants exchange ideas and network on issues most relevant to health centers. (NACHC Peer-to-Peer (P2P) Networking Sessions do not qualify for continuing education contact hours.)

P2P Networking Sessions scheduled during the 2020 P&I Forum:

**Tuesday, March 17**

8:00am – 9:30am **PTuF1** Chief Workforce Officers: Who, What, When, and Why? (refer to page 65 for session details)

3:30pm - 5:00pm **PTuF2** Leveraging an Actionable Value Transformation Framework: Care Management Models and Opportunities for Generating Revenue (refer to page 70 for session details)

**Wednesday, March 18**

8:30am – 10:00am **PWF1** Peer Networks Support Health Center Leaders Through Uncertain Times (refer to page 78 for session details)

NACHC gratefully acknowledges the following sponsor:

Tote Bags

**eClinicalWorks**
Conference Basics

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

**Business Center Hours:**
- 24-hour access with room key (Marriott Wardman Park hotel guests only)
- Monday – Friday: 7:00am – 7:00pm
- Saturday – Sunday: Closed

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 be chilly, so you are advised to bring a sweater or light jacket as well.

Health Center Board Members
Health Center Board Members are encouraged to visit with members of the NACHC Consumer/Board Member Committee. Share experiences with other board members from around the country and learn how to make the most of your conference experience. Committee members will be located on the Lobby Level for your convenience.

Job Board
A job board will be on display in the NACHC Registration area on the Lobby Level. If you wish to advertise job vacancies for your organization, please post them on the job board. Please limit all job postings to one page.

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 their message be given to the NACHC Registration staff. The telephone number of the Marriott Wardman Park is (202) 328-2000. Messages will be posted on a designated message board near NACHC Registration on the Lobby Level.
Membership
Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400. During the conference, you can obtain a membership application by visiting the NACHC Information Center located on the Lobby Level. You may also visit the NACHC Booth (#200), in the EXPO Hall, on Monday, March 16 and Tuesday, March 17.

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 P&I education sessions are FREE to ALL paid 2020 P&I 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/CPE/CE/CEU) credits in the professional disciplines currently offered on-site at NACHC conferences (including NACHC’s Certificate of Board Governance Program).
• Session audio recordings synchronized to training presentations.
• The ability to track your own continuing education units and attendance certification.

Note: To access the MyNACHC Learning Center, visit mylearning.nachc.com and log in using your iMIS login and password. In order to log in to MyNACHC, you must have a unique email address. Your email address is your login, unless you have changed it in the last six months. The default password is your first and last initial (both lowercase), followed by your six digit member number (e.g., “az987654”). Once you are logged in, you can change your password.
If you are still having trouble accessing your account, please go to “http://bit.ly/NACHC_RetrievePassword” and enter your email address. You will receive an email with your username and a link to reset your password. If you do not have access to the email with which you created your account or if you have any other issues with your account, please contact us at (301) 347-0400 and we will be happy to assist you.

This icon designates education sessions that will be live-streamed and audiotaped with presentations for the MyNACHC Learning Center (MyNACHC). These sessions will be available online after the conference and FREE to ALL paid 2020 P&I attendees.
P&I 2020 Track Titles and Descriptions

Track titles are referenced in both the conference At-A-Glance and within each session description as a topic/subject matter guide for conference participants.

Advocacy and Mobilization: From the grassroots to the grass tops, mobilizing health center advocates must be a priority for all. This track educates and equips learners with the essential skills necessary for sustained messaging and action on policy and legislative issues critical to the survival of the Health Center Program.

Federal and State Policy Analysis: How are recent changes in policy impacting your health center? This track identifies policy issues and the implications on the Health Center Program, site operations, funding, payers and program requirements, in addition to understanding and applying the latest health center research demonstrating health center value.

Health Center Essentials: Understanding the basic elements of the Health Center Program is essential for serving your community. This track highlights foundational concepts in financial and site operations as well as program compliance and performance improvement.

Health Center Governance: A strong board that understands its role and effective governance practices is better able to govern the health center and help the health center adapt and thrive in the changing and complex health care environment. This track includes educational sessions that explore good governance practices and critical issues for health center boards. While these sessions are geared to a board member audience, staff who work with boards may also find them to be useful.

Practice Transformation: The process of change within the health care delivery system, and how primary care is delivered, continues to transform right before our eyes. This includes the health center organizations moving beyond addressing medical care just within the walls of our facilities and utilizing other tools and resources to impact the overall care and quality improvement of a patient population. This track delivers education and peer dialogue on the critical policy, reimbursement, and operational elements impacting the health care delivery system today and in the future. These areas include: social determinants of health, value-based care and board readiness, and addressing the needs of specific populations (aging, dental, HIV, etc.). In addition, hear from the field on techniques, including tools, your organization can utilize to forward the principles of practice transformation, population health, and adaptive leadership to sustain and better prepare for this quickly evolving health care environment.

Special Populations: Health centers provide specific attention to the needs of special and vulnerable populations, of which several groups are statutorily mandated for care under the Health Center Program. This track highlights perspectives on and implications of health care access, service delivery, and cultural and linguistic competencies relative to unique populations served by health centers.
At 340Basics, our commitment to our clients combined with our expertise in the 340B industry and software technology, enables us to deliver a cutting edge 340B software solution.

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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.

Due to individual state-by-state requirements, nurses and lawyers should have their badges scanned and visit the MyNACHC Learning Center (MyNACHC) to download a certificate of completion which can then be submitted to state licensing organizations to apply for credits.

**ACCOUNTING PROFESSIONALS (CPE)**

The National Association of Community Health Centers, Inc. (NACHC) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website at www.nasbaregistry.org. (Sponsor #108392)

Delivery Method: Group Live and Group Internet-Based

Program Level: Basic

Duration of Training: 3.5 days

This program is being considered by the National Association of State Boards of Accountancy (NASBA) for **14.0** 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.

**PHYSICIANS (CME)**

This program is approved by the American Academy of Family Physicians (AAFP) for **12** continuing education contact hours.
SOCIAL WORKERS (CE)
This program is approved by the National Association of Social Workers (NASW) for 12 continuing education contact hours. (Approval #886419070-4696)

OTHER HEALTH PROFESSIONALS (CEU)
The National Association of Community Health Centers, Inc. (NACHC) Certificate of Participation may be applied 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 in 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)](https://mylearning.nachc.com).

**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

Lisette Garrity, CMP
Deputy Director,
Meetings Logistics and Housing

Karen Eppsteiner
Director,
Exhibit Sales and Sponsorships

Helene Slavin
Meetings Associate
NACHC Certificate in Health Center Governance

NACHC offers a certificate program designed for Health Center Board Members who wish to follow a formal path of training and skills enhancement in the area of overall health center governance.

How do I earn certification in Health Center Governance?

To obtain certification, you must be enrolled in the program (see below for details) and complete a total of 31 contact hours through attendance/participation in education sessions offered at NACHC’s national conferences including the Community Health Institute (CHI) and Policy & Issues Forum (P&I). One contact hour equals one hour of session time. The total 31 contact hours must be completed within three years of enrollment in the program.

Program participants must participate in the following sessions:

- Board Member Boot Camp (5 contact hours offered at the CHI and P&I)
- Setting the Bar: Legal Approaches to Health Center Board Compliance (2 contact hours offered at the CHI)

In addition to the required sessions listed above (Boot Camp and Setting the Bar), participants need to complete an additional 24 contact hours and may choose from other NACHC conference education sessions that are designated for contact hours in the areas of governance, policy, and advocacy, among others. Participants are encouraged to select a comprehensive course of study based on individual interests and the governance needs of the health center board on which they serve.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com by listening to audiotaped sessions associated with a conference they have attended, and completing a short quiz for each session viewed.

How do I register or check on my progress?

You must register to be enrolled in the program. To register or check your progress, visit the MyNACHC Learning Center (MyNACHC) at mylearning.nachc.com. Information for the governance program will be found under the “Governance Program” tab. If you need additional information or have questions about the program, contact trainings@nachc.com. Assistance is also generally available on-site at CHI and P&I; look for signs on-site with additional information.

Note: To access the MyNACHC Learning Center, visit mylearning.nachc.com and log in using your iMIs login and password. In order to log in to MyNACHC, you must have a unique email address. Your email address is your login, unless you have changed it in the last six months. The default password is your first and last initial (both lowercase), followed by your six digit member number (e.g., “az987654”). Once you are logged in, you can change your password.

If you are still having trouble accessing your account, please go to “http://bit.ly/NACHC_Retrieve Password” and enter your email address. You will receive an email with your username and a link to reset your password. If you do not have access to the email with which you created your account or if you have any other issues with your account, please contact us at (301) 347-0400 and we will be happy to assist you.

After attending a conference and participating in conference sessions, how long will it take for my credits to show in my Governance Program Transcript?

Credits will generally be visible in your transcript six to eight weeks after a NACHC conference.

Note: There is a $25 application fee for the program. The application fee is waived for applicants who serve on the board of a NACHC Organizational Member in good standing and who are registered for a conference.
Visit the NACHC Information Center

Visit staff at the NACHC Information Center, on the Lobby Level, where you can learn more about NACHC activities and the many ways that NACHC supports community health centers. Stop by, ask questions, and discover all that NACHC has to offer.

Visit the NACHC Booth

From advocacy to training and technical assistance, whether you’re looking for information on the latest and greatest health center research, or NACHC Membership benefits, visit the NACHC Booth (#200). Discover the many ways that NACHC supports community health centers.

Become a Health Center Advocate

Becoming a Community Health Center Advocate has never been easier – or more important! Become an advocate by going to the Health Center Advocacy Network’s mobile-friendly website at www.hcadvocacy.org/join. By signing up as an advocate, you will receive key policy and advocacy information, as well as Advocacy Calls to Action. Raise your voice and take action to support community health centers and the 29 million patients they serve.

Convíértase en un defensor de los centros de salud

Hacerse un defensor de los centros de salud nunca ha sido más fácil – ¡ni más importante! Únase a la red de defensores de los centros de salud a través de nuestro sitio web en www.hcadvocacy.org/ladefensa. Al hacerse un defensor, recibirá información importante sobre las políticas y la defensa de los centros de salud. También, recibirá llamadas a la acción. Levante su voz y apoyar los centros de salud y los 29 millones de pacientes que sirven.

Calling All Advocates: We Need Your Voices!

Come meet with NACHC staff at the Advocacy Media Table, located on the Lobby Level near registration, to share your health center story. NACHC staff will be available throughout the conference to help you craft a letter to the editor, op-ed piece, or social media content to further your health center exposure.
Building A Health Center Continuous Learning System (Pop-Up Listening Wall)

Continuous learning is the concept of always expanding your knowledge to gain new skills and expertise. At NACHC, we strive to promote continuous learning by providing ways for health center employees to steadily learn and grow in their professional capacity. Stop by the Pop-Up Listening Wall, located in the Lobby Level Foyer, to talk with NACHC staff about the “who, what, when, where, and how” of you and your health center’s learning journey. Your input and insight will help inform future development of NACHC’s learning systems. Plus, stop by and find out what we already have to offer to meet your continuous learning needs.

Stand Up, Stand Together: Rally for Community Health Centers

Join us on Wednesday, March 18 at 12:00pm for a RALLY on the west side of the US Capitol Building. Congressional members will be in their home districts, but their staff who are instrumental in getting our funding passed will be on the Hill. Let’s stand together to insist Congress pass long-term, stable funding — 29 million patients are counting on us!

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, Twitter, and other online media. 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.
# 2020 Advocacy Calendar

**Health Center Advocacy Network**

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEB 12</td>
<td>National Call-In Day</td>
</tr>
</tbody>
</table>
| MAR | NACHC P&I Hill Day  
National Call-In Day  
Unity for Community Health Day |
| APR | National Tell Your Story Day  
(schedule a meeting in-district) |
| JUL | Celebrate 4th of July at local parades/celebrations with Candidates |
| AUG | National Health Center Week  
(invite ALL local candidates to visit your health center) |
| SEP | Labor Day - Health Centers are Economic Engines |
| NOV | Veteran’s Day Parade/Celebration  
Unity for Community Health Day  
Small Business Saturday |

**Year-Round**

- Celebrate 2020: Year of the Nurse
- Attend Candidate Town Halls

**2020 Goals**

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**Contact Information**

- grassroots@nachc.org  
- @HCAAdvocacy

[www.HCAAdvocacy.org](http://www.HCAAdvocacy.org)
Social Media and Conference Contests

#NACHC20PI Social Media

Join the online conversation at the NACHC Policy & Issues (P&I) Forum using #NACHC20PI when you post about the P&I on Facebook, Twitter, and Instagram. Share your conference experience with others in real time as events unfold. Also, be sure to follow @NACHC (www.twitter.com/nachc) and @HCAdvocacy (www.twitter.com/hcadvocacy) on Twitter for important updates before and during the conference.

#NACHC20PI Twitter Contest

Tweet using #NACHC20PI throughout the P&I for your chance to win one of two $100 Amazon gift cards in a random drawing. The more you tweet, the more opportunities you have to win! The Twitter Contest begins Saturday, March 14 at midnight and ends on Monday, March 16 at 11:59pm.

The 2020 P&I Twitter Contest winners will be announced on Tuesday, March 17 at 9:45am at the NACHC Booth (#200) in Exhibit Hall C. You must be present to win!

- Remember to follow @NACHC on Twitter (www.twitter.com/nachc).
- Make sure your Twitter stream is publicly visible.
- Use #NACHC20PI to enter the random drawing, one entry per tweet.
- Submit all tweets, using #NACHC20PI, by Monday, March 16 at 11:59pm to be eligible for the prize drawing.

#WhyIServe Twitter Contest

We want to hear from you and your colleagues about why you serve community health centers. Stop by the Advocacy Media Table on the Lobby Level near registration. Take a picture with our #WhyIServe frame prop and post it on Twitter telling us why you’re a part of the Community Health Center Movement using the hashtag #WhyIServe and tagging your Member(s) of Congress. Then encourage your Twitter followers to retweet. The post with the most retweets will win a $200 Amazon gift card.

Tips:
- The tweet must use #WhyIServe.
- Tweet must tag a Member of Congress.
- Need to find your Member of Congress’ Twitter handle? Go to: bit.ly/Tweet_Congress.
- Using other related hashtags (#FQHC, #ValueCHCs, #NACHC20PI) is nice but not necessary.
- Make sure your Twitter account is publically visible.
- Tweets only allow 280 characters, so think through making an impactful statement succinctly.
- Remember to follow @NACHC and @HCAdvocacy on Twitter.
- Submit your #WhyIServe tweet by Monday, March 16 at 11:59pm to be eligible for the prize. The prize winner will be announced on Tuesday, March 17 at 9:45am at the NACHC Booth (#200) in Exhibit Hall C. You DO NOT have to be present to win!
Questions? Want to participate but don’t have a Twitter account? Visit the NACHC Information Center, on the Lobby Level, for help signing up for a Twitter account.

Pro Tip: When you use the @ sign in front of an organization’s handle (a handle is the organization’s username, for example HCAvocacy or NACHC), you tag the organization. This tag notifies the organization that they have been mentioned in a tweet or Facebook post, making it easier to track tweets and posts related to the organization.

Have questions about Twitter, Facebook, or other social media? Visit us at the NACHC Information Center on the Lobby Level.

Mobile App QR Code Challenge

Explore the 2020 P&I 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 signs throughout the conference designating the QR code for each Challenge location, then tap on QR Scan and scan the code. Scan all of the following eight conference locations to be entered to win:

- Monday General Session (50 points)
- Exhibit Hall C: Theater, end of Aisle 100 (50 points)
- EXPO Entrance (50 points)
- Registration (25 points)
- Expo Opening Reception (100 points)
- NACHC Booth #200 (25 points)
- CHV Booth #206 (25 points)
- Pop-Up Listening Wall in Lobby Level Foyer (75 points)

You must scan all eight QR codes (duplicate scans will not be counted) and earn 400 points to be entered in this drawing. The Challenge starts at 8:00am on Monday, March 16 and all scans must be completed by 8:00am on Tuesday, March 17. Winners will be announced on Tuesday, March 17 at 9:45am at the NACHC Booth (#200) in Exhibit Hall C. 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 #NACHC20PI Twitter Contest begins Saturday, March 14 at midnight and ends on Monday, March 16 at 11:59pm. The #WhyIServe contest begins on Saturday, March 14 at 12:00pm and ends on Monday, March 16 at 11:59pm. (3) Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2020 P&I Forum, with Twitter accounts that follow @NACHC on Twitter, are eligible to win the random #NACHC20PI Twitter drawing. NACHC employees and exhibitors are not eligible to win. Adults over the age of 18, registered to attend the National Association of Community Health Center’s 2020 P&I Forum, who tweet a picture using the #WhyIServe frame prop while at the NACHC 2020 P&I Forum and tagging a Member of Congress are eligible to win the #WhyIServe prize. The #WhyIServe contest winner will be determined by the amount of retweets received for each #WhyIServe tweet. The #WhyIServe tweet with the most retweets will win. NACHC employees and exhibitors are not eligible to win. (4) How to enter the Twitter Contest: submit a publicly viewable tweet related to the P&I and include “#NACHC20PI” for the random Twitter drawing which will count as one entry. How to enter the #WhyIServe Contest: Take a picture using the #WhyIServe frame prop located at the Advocacy Media Table on the Lobby Level near NACHC P&I registration. Post the photo taken in a publicly viewable tweet, in 280 characters or less, telling why you serve in a Community Health Center using #WhyIServe and tagging a Member of Congress. (5) Individual Twitter accounts are limited to 100 non-identical, P&I-related tweet entries. 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 are two prizes of Amazon gift cards valued at $100 each for the Twitter Contest and one prize of an Amazon gift card valued at $200 for the #WhyIServe Contest. (8) There will be two Twitter random drawing winners. There will be one #WhyIServe winner. (Winners 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, 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.
Networking Events

Monday, March 16

Opening Reception in EXPO Hall
5:00pm – 6:30pm Exhibit Hall C
Take this opportunity to visit with colleagues and learn more about the innovative services and products that NACHC vendors will be showcasing throughout the 2020 P&I Forum EXPO. Identify new technologies and solutions that will enhance your health center operations and your overall delivery of patient care.

Board Members CONNECT!
Health Center Board Members Networking Event
6:30pm – 7:30pm Roosevelt 4
NACHC invites all Health Center Board Members to this networking event. Get a chance to meet other committed volunteers who serve on health center boards throughout the United States. Pre-dinner snacks and refreshments will be provided, so take the time to connect at this unique event!

Membership Meet-Up (Invitation Only)
6:30pm – 7:30pm Harding
NACHC welcomes all New Members, as well as those considering membership, to this event. This is an ideal opportunity to meet and build relationships with fellow health center professionals, exchange ideas and practices, and learn about the many benefits of NACHC Membership.

National LGBTQ+ Primary Care Alliance Reception
6:30pm – 7:30pm Roosevelt 2
The National LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, and Questioning) Primary Care Alliance invites you to a reception to meet your colleagues from health centers across the country. Join us for a glass of wine and learn more about available education, training, and community-based research initiatives focused on the LGBTQ+ community.

Young Professionals Reception
6:30pm – 8:30pm Hoover
Get to know your fellow health center young professionals! Enjoy complimentary food and beverages, get to know one another, and get excited about the conference! You’ll leave this event with valuable new relationships that will inspire you in your work and help build the bonds necessary to advance the Health Center Movement.
Tuesday, March 17

Continental Breakfast in the EXPO Hall
7:00am – 8:00am  
Meet your colleagues for coffee in the Expo Hall. Here is a chance to catch up while you discover the latest in products and services that will benefit your health center. Meet new friends and gain new insights.

Co-Sponsored by OSIS

Be one of the first 250 in the EXPO Hall for a chance to win $250 Amazon gift card!  
(“EXPO Early-Bird” Prize Drawing at 9:45am)

Wednesday, March 18

Healthcare Leadership Reception and Awards
6:00pm – 8:00pm  Marriott Ballroom
Join us for the annual NACHC Healthcare Leadership Reception and Awards. In addition to honoring Members of Congress, NACHC will also honor our own Grassroots Advocacy Hall of Fame Inductees and Grassroots Advocacy Elizabeth K. Cooke MVP Awardees (refer to the Wednesday tab page for a complete list of awardees).

This special event is included in the full-conference registration package. A limited number of tickets (on a first-come, first-served basis) are available for $35 at NACHC Registration. You must purchase your additional tickets by Wednesday, March 18 at 11:00am.

Shuttle service will be provided between the Marriott Wardman Park, 24th Street Entrance, and other official NACHC hotels for the reception (with the exception of The LINE and Omni Shoreham Hotels, see below). Shuttle schedules, detailing departure and arrival times, will be posted at each hotel, included in conference registration bags, and on the NACHC Mobile App. For guests staying at The LINE Hotel, transportation details will be provided upon check-in at your hotel’s front desk; and Omni Shoreham Hotel guests will be within walking distance to the Marriott Wardman Park, 24th Street Entrance.

The awards program will begin promptly at 6:30pm.

Sponsored by
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
✔ Focus on issues and enhancements that are most important to health centers
✔ Led by health center, HCCN, and/or PCA staff on a voluntary basis
✔ Online forums to exchange ideas, lessons learned, and best practices
✔ Groups meet both virtually and in-person
✔ NACHC provides support via WebEx, conference calls, and meeting space at our major conferences

**Sunday, March 15**

<table>
<thead>
<tr>
<th>Time</th>
<th>Group</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:00am – 9:30am</td>
<td>NACHC athenaOne User Group</td>
<td>Wilson</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>NACHC Greenway Intergy User Group</td>
<td>Wilson</td>
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<tr>
<td>1:00pm – 2:30pm</td>
<td>NACHC eClinicalWorks User Group</td>
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**Monday, March 16**

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<td>NACHC NextGen Healthcare User Group</td>
<td>Wilson</td>
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To learn more or to sign-up for NACHC User Groups, please visit our website at [http://www.nachc.org/usergroups.cfm](http://www.nachc.org/usergroups.cfm)
At-A-Glance

P&I
2020

Policy & Issues Forum
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

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Committee Meetings

Saturday, March 14

<table>
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<tr>
<th>Time</th>
<th>Committee</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:00am – 10:00am</td>
<td>LGBTQ Health Task Force</td>
<td>Washington 1</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>Committee on Health Center Excellence and Training</td>
<td>Virginia</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>Health Care for the Homeless Committee</td>
<td>Delaware</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>Health Professions Education in Health Centers Task Force</td>
<td>Thurgood Marshall North</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>Rural Health Committee</td>
<td>Maryland</td>
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<td>10:00am – 12:00pm</td>
<td>Subcommittee on Health Center Financing</td>
<td>Marriott Salon 1</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>Subcommittee on Healthy Aging</td>
<td>Thurgood Marshall East</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>Committee for Agricultural Worker Health</td>
<td>Maryland</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>Committee on Service Integration for Behavioral Health and HIV</td>
<td>Virginia</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>Health Care in Public Housing Task Force</td>
<td>Hoover</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>Health Center Controlled Networks Task Force</td>
<td>Thurgood Marshall North</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>Membership Committee</td>
<td>Delaware</td>
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<tr>
<td>3:30pm – 5:30pm</td>
<td>Consumer/Board Member Committee</td>
<td>Washington 3</td>
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<tr>
<td>3:30pm – 5:30pm</td>
<td>PCA Emergency Management Advisory Coalition Meeting</td>
<td>Wilson</td>
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<tr>
<td>4:00pm – 6:00pm</td>
<td>Health Policy Committee</td>
<td>Marriott Salon 1</td>
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Sunday, March 15

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<th>Time</th>
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<tbody>
<tr>
<td>8:00am – 10:00am</td>
<td>Clinical Practice Committee</td>
<td>Maryland</td>
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<td>8:00am – 10:00am</td>
<td>Finance Committee</td>
<td>Virginia A</td>
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<tr>
<td>10:30am – 12:30pm</td>
<td>Legislative Committee</td>
<td>Marriott Salon 1</td>
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<tr>
<td>12:30pm – 1:30pm</td>
<td>State Legislative Coordinators Meeting</td>
<td>Delaware</td>
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<tr>
<td>1:30pm – 2:30pm</td>
<td>Advocacy Task Force</td>
<td>Washington 5</td>
</tr>
<tr>
<td>1:30pm – 3:00pm</td>
<td>QI Advisory Board Meeting</td>
<td>Coolidge</td>
</tr>
<tr>
<td>3:00pm – 5:30pm</td>
<td>NACHC Board of Directors Meeting</td>
<td>Marriott Salon 1</td>
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</tbody>
</table>

Monday, March 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Committee</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30am – 11:00am</td>
<td>340B Workgroup</td>
<td>Thurgood Marshall East</td>
</tr>
</tbody>
</table>

State Delegation Meetings

Tuesday, March 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Committee</th>
<th>Location</th>
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<tbody>
<tr>
<td>5:30pm - 6:30pm</td>
<td>State Delegation Meetings</td>
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</tr>
<tr>
<td>6:45pm - 7:45pm</td>
<td>State Delegation Meetings</td>
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State Delegation Meetings are a key element of each P&I Forum. They occur on the evening prior to the Hill Day. During these meetings, delegates receive legislative packets from NACHC’s State and Federal Affairs team. These packets contain information and talking points to assist delegates during their lobby visits with Members of Congress.
**Monday, March 16, 2020**

<table>
<thead>
<tr>
<th>Time</th>
<th>Room/Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am – 12:30pm</td>
<td>PCA and HCCN General Session Thurgood Marshall North/East</td>
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<tr>
<td></td>
<td><em>(Invitation Only and Special Registration Required)</em></td>
</tr>
<tr>
<td>8:00am – 9:30am</td>
<td>NACHC Centricity User Group Wilson</td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Registration Lobby Level</td>
</tr>
<tr>
<td>8:00am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In Lobby Level</td>
</tr>
<tr>
<td>10:30am – 12:00pm</td>
<td>NACHC NextGen Healthcare User Group Wilson</td>
</tr>
<tr>
<td>12:00pm – 1:00pm</td>
<td>Refreshment Break in EXPO Hall (Lunch on your own) Exhibit Hall C</td>
</tr>
<tr>
<td>12:00pm – 6:30pm</td>
<td>EXPO Hall Open Exhibit Hall C</td>
</tr>
<tr>
<td>12:15pm – 12:45pm</td>
<td>T3-1 The History of the Health Center Program: Movement, Mission, Milestones</td>
</tr>
<tr>
<td></td>
<td>Exhibit Hall C Theater, end of Aisle 100</td>
</tr>
<tr>
<td>1:00pm – 2:30pm</td>
<td>PMA1 Investing in Rural America: A Funders’ Panel on Bringing Resources to Rural Communities</td>
</tr>
<tr>
<td>2:30pm – 3:00pm</td>
<td>Refreshment Break in EXPO Hall Exhibit Hall C</td>
</tr>
<tr>
<td>3:00pm – 5:00pm</td>
<td>T3-2 PRAPARE 101: Collecting Data on the Social Determinants of Health</td>
</tr>
<tr>
<td></td>
<td>Exhibit Hall C Theater, end of Aisle 100</td>
</tr>
<tr>
<td>5:00pm – 6:30pm</td>
<td>PGS1 Opening General Session Marriott Ballroom</td>
</tr>
<tr>
<td>5:15pm – 5:35pm</td>
<td>PP-1 Product Presentation: 340B and Referral Prescriptions: What You Need to Know to Increase Monthly Access Funding and Coordinate Care</td>
</tr>
</tbody>
</table>

**Legend:**

- P2P Networking Session
- Learning Lab

*ALL NACHC Learning Labs are limited in participant space and require special registration. Learning labs are open ONLY to full-paying attendees. The $25 fee for lab participation partially subsidizes the snacks/light refreshments included in all labs. Preregistration and $25 fee required by March 4, 2020. No on-site registration available.*
### NACHC 2020 POLICY & ISSUES FORUM

**Monday, March 16, 2020**

<table>
<thead>
<tr>
<th>Virginia</th>
<th>Washington 1-3</th>
<th>Washington 4-6</th>
<th>ROOMS</th>
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<tbody>
<tr>
<td>PCA and HCCN General Session</td>
<td>Thurgood Marshall North/East</td>
<td>7:30am – 12:30pm</td>
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<tr>
<td>(Invitation Only and Special Registration Required)</td>
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<tr>
<td>NACHC Centricity User Group</td>
<td>Wilson</td>
<td>8:00am – 9:30am</td>
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<td>Registration</td>
<td>Lobby Level</td>
<td>8:00am – 4:00pm</td>
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<td>Lobby Level</td>
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<td>Wilson</td>
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<tr>
<td>Refreshment Break in EXPO Hall</td>
<td>Lunch on your own</td>
<td>Exhibit Hall C</td>
<td>12:00pm – 1:00pm</td>
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<tr>
<td>EXPO Hall Open</td>
<td>Exhibit Hall C</td>
<td>12:00pm – 6:30pm</td>
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</tr>
<tr>
<td><strong>T3-1</strong> The History of the Health Center Program: Movement, Mission, Milestones</td>
<td>Exhibit Hall C: Theater, end of Aisle 100</td>
<td>12:15pm – 12:45pm</td>
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<tr>
<td><strong>PMG1</strong> Integrating Pharmacy into the Primary Care Medical Home</td>
<td></td>
<td>1:00pm – 2:30pm</td>
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<tr>
<td><strong>PMF1</strong> Meeting Clinical Workforce Needs: Beyond the National Health Service Corps</td>
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<tr>
<td>Health Center Essentials/Practice Transformation</td>
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<tr>
<td><strong>PME1</strong> Using the Community Data in the UDS Mapper to Understand the Burden of Social Determinants of Health in Your Community</td>
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<td><strong>Refreshment Break in EXPO Hall</strong></td>
<td>Exhibit Hall C</td>
<td>2:30pm – 3:00pm</td>
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<tr>
<td><strong>T3-2</strong> PRAPARE 101: Collecting Data on the Social Determinants of Health</td>
<td>Exhibit Hall C: Theater, end of Aisle 100</td>
<td>3:00pm – 5:00pm</td>
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<tr>
<td><strong>PGS1</strong> Opening General Session</td>
<td>Marriott Ballroom</td>
<td>3:00pm – 5:00pm</td>
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<tr>
<td>Opening Reception in EXPO Hall</td>
<td>Exhibit Hall C</td>
<td>Sponsored by</td>
<td>5:00pm – 6:30pm</td>
</tr>
<tr>
<td><strong>PP-1</strong> Product Presentation: 340B and Referral Prescriptions: What You Need to Know to Increase Monthly Access Funding and Coordinate Care</td>
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**Legend:**
- [ ] P2P Networking Session
- [ ] Learning Lab
Tuesday, March 17, 2020

<table>
<thead>
<tr>
<th>ROOMS</th>
<th>Delaware</th>
<th>Maryland</th>
<th>Thurgood Marshall North/East</th>
<th>Thurgood Marshall South/West</th>
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<tr>
<td>7:00am – 8:00am</td>
<td>Continental Breakfast in the EXPO Hall</td>
<td>Exhibit Hall C</td>
<td>Co-Sponsored by OSIS Quest Diagnostics</td>
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<td>Exhibitor Check-In</td>
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<td>7:00am – 5:30pm</td>
<td>Speaker Check-In</td>
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<tr>
<td>8:00am – 9:30am</td>
<td>PTuA1 Sustainable Advocacy: Engaging Stakeholders Year-Round</td>
<td>PTuB1 The Medicaid and Medicare Adult Dental Benefits: It’s Time for Real Whole Person Care</td>
<td>PTuC1 Focusing on the Future (Part 1): The Board’s Role with Needs Assessment and Strategic Planning</td>
<td>PTuD1 340B: Developments in Policy and Reimbursements</td>
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<td>Advocacy and Mobilization</td>
<td>Practice Transformation/Special Populations</td>
<td>Health Center Governance</td>
<td>Federal and State Policy Analysis</td>
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<td>10:00am – 12:00pm</td>
<td>PGS2 General Session</td>
<td>Marriott Ballroom</td>
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<td>1:00pm – 3:00pm</td>
<td>PTuH2H Be Ready to Head to the Hill: 2020 Health Center Policy Agenda, Advocacy Strategy, and How to Move Congress to ACT!</td>
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<td>Marriott Ballroom</td>
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<td>3:00pm – 3:30pm</td>
<td>Refreshment Break</td>
<td>Lobby Level Foyer and Thurgood Marshall Foyer</td>
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<td>3:30pm – 5:00pm</td>
<td>PTuA2 Getting Ready for Your Aging Populations</td>
<td>PTuB2 2020: Breaking Through the Noise During an Election Year</td>
<td>PTuC2 Focusing on the Future (Part 2): What Boards Should Consider for the Center’s Financial Management and Capital Expenditure Plan</td>
<td>PTuD2 Update from HRSA’s Bureau of Primary Health Care</td>
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<td>Health Center Governance</td>
<td>Federal and State Policy Analysis/Health Center Essentials</td>
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<td>State Delegation Meetings</td>
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Legend:  

- **P2P Networking Session**
- **Learning Lab**
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<td>Speaker Check-In</td>
</tr>
<tr>
<td>8:00am – 9:30am</td>
<td>PTuE1: Medicaid: Case Studies in 1115 Waiver Programs and Legal Implications for Health Centers</td>
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<tr>
<td>8:00am – 9:30am</td>
<td>PTuF1: Chief Workforce Officers: Who, What, When, and Why?</td>
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<tr>
<td>8:00am – 9:30am</td>
<td>PTuG1: PreParation in Primary Care: Implementation Considerations in Developing Sustainable PrEP Models in Health Centers</td>
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<tr>
<td>9:00am – 10:00am</td>
<td>Federal and State Policy Analysis/Health Center Essentials</td>
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<td>PGS2: General Session</td>
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<td>Refreshment Break in EXPO Hall (Lunch on your own)</td>
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<tr>
<td>1:00pm – 3:00pm</td>
<td>PTuH2H: Be Ready to Head to the Hill:</td>
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<td>3:00pm – 3:30pm</td>
<td>Refreshment Break</td>
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<tr>
<td>3:30pm – 5:00pm</td>
<td>PTuE2: The Role of PRAPARE Social Determinants of Health Data in Positioning Health Centers for Value-Based Pay</td>
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<tr>
<td>3:30pm – 5:00pm</td>
<td>PTuF2: Leveraging an Actionable Value Transformation Framework: Care Management Models and Opportunities for Generating Revenue</td>
</tr>
<tr>
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<tr>
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**Legend:**
- P2P Networking Session
- Learning Lab
### Wednesday, March 18, 2020

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<tr>
<td>8:00am – 5:00pm</td>
<td>Capitol Hill Visits</td>
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<tr>
<td>8:30am – 10:00am</td>
<td><strong>PWA1</strong> Preparing for a Board Leadership Role</td>
<td><strong>PWB1</strong> Providing Enabling Services at Health Centers and Evaluating Their Role in Improving Access to Care and Health Outcomes</td>
<td><strong>PWC1</strong> Population Health Guidebook: From Paper to People</td>
<td><strong>PWD1</strong> Immigration: Policy Developments and Resources to Support Patients and Staff</td>
</tr>
<tr>
<td></td>
<td><strong>LEARNING LAB</strong> (Limited to 60 participants)</td>
<td><strong>Health Center Essentials</strong></td>
<td><strong>Practice Transformation</strong></td>
<td><strong>Health Center Essentials/ Special Populations</strong></td>
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<tr>
<td>10:30am – 12:00pm</td>
<td><strong>PWB2</strong> Financial Planning for CHC 2025: What Should CHC Management Teams Do Now to Prepare for 2025?</td>
<td><strong>PWC2</strong> Managing Emergency Management: A Leader’s Perspective to Make It Work at Your Organization</td>
<td><strong>PWD2</strong> Managing the Politics of Organizational Change Through Adaptive Leadership</td>
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<tr>
<td>6:00pm – 8:00pm</td>
<td>Healthcare Leadership Reception and Awards</td>
<td>Marriott Ballroom</td>
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**Legend:**
- **P2P Networking Session**
- **Learning Lab**

Sponsored by

![Sponsor Logos]
## Wednesday, March 18, 2020

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<td>Capitol Hill Visits</td>
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<tr>
<td>8:30am – 10:00am</td>
<td>PWE1 340B From the Ground Up</td>
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<tr>
<td>8:30am – 11:30am</td>
<td>PWF1 Peer Networks Support Health Center Leaders Through Uncertain Times</td>
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<tr>
<td>10:00am – 12:00pm</td>
<td>P2P Networking Session</td>
<td>Lobby Level Foyer and Thurgood Marshall Foyer</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>PWE2 Increasing Transparency in Health IT: The 21st Century Cures Act EHR Reporting Program</td>
<td>Federal and State Policy Analysis</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>PWF2 Legal Updates on Patient Confidentiality Rules</td>
<td>Federal and State Policy Analysis</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>PWG2 No Mission, No Margin: Addressing Homelessness from a Public Health Perspective</td>
<td>Special Populations</td>
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**Legend:**
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<tr>
<td>8:30am – 10:00am</td>
<td>PThA1 Preparing for OIG Audits of Health Center Financial Records</td>
<td>PThB1 Advocacy in Action: Tools and Tactics for Advocacy Communications</td>
<td>PThC1 Value-Based Health Care Transformation: Board Readiness and Governance Strategies</td>
<td>PThD1 HRSA’s Operational Site Visit: Preparing for Year-Round Compliance and Performance Improvement</td>
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<tr>
<td></td>
<td>Health Center Essentials</td>
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<td>Refreshment Break</td>
<td>Lobby Level Foyer</td>
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<td>10:30am – 12:30pm</td>
<td>PGS3 General Session: Federal Update</td>
<td>Marriott Ballroom</td>
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<td>Time</td>
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<td>7:30am – 8:30am</td>
<td>Refreshment Break</td>
<td>Lobby Level Foyer and Thurgood Marshall Foyer</td>
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<td>7:30am – 11:00am</td>
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<td>7:30am – 11:00am</td>
<td>Speaker Check-In</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThA1 Preparing for OIG Audits of Health Center Financial Records</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThB1 Advocacy in Action: Tools and Tactics for Advocacy Communications</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThC1 Value-Based Health Care Transformation: Board Readiness and Governance Strategies</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThD1 HRSA’s Operational Site Visit: Preparing for Year-Round Compliance and Performance Improvement</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThE1 Building the Care Team for Value-Based Payment (While Not Losing Your Shirt Under FFS)</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThF1 Federal Policy Updates – Beyond BPHC and CMS</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>PThG1 HRSA Bureau of Health Workforce – Tools to Support NHSC and Nurse Corps Sites and Clinicians</td>
<td>Lobby Level</td>
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<tr>
<td>8:00am – 10:00am</td>
<td>Practice Transformation</td>
<td>Lobby Level</td>
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<tr>
<td>10:00am – 12:30pm</td>
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<tr>
<td>10:00am – 12:30pm</td>
<td>General Session: Federal Update</td>
<td>Marriott Ballroom</td>
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</table>

**Legend:**
- P2P Networking Session
- Learning Lab
Our experts review the following elements to assist with an independent mock HRSA Audit:

- Written contract pharmacy agreement(s) reflecting all contract pharmacy locations and signatories.
- Evidence the covered entity utilized a contract pharmacy no earlier than the effective date or prior to the pharmacy being listed on the OPA database.
- Evidence contract pharmacy is utilized by the covered entity and oversight is being provided.
- Evidence that the covered entity has performed oversight of its 340B Program since registering the pharmacies on the OPAIS.
- Policies and procedures for the contract pharmacy arrangements, including actions the covered entity is taking to ensure 340B Program compliance and oversight activities of their contract pharmacies.

We Work For You

Our 340B mock HRSA audit services can help you confidently prepare for an audit and identify potential areas of exposure that could compromise your participation in the 340B program. Our staff are constantly informed and abreast of all policy and industry expectations.

Assent

(888) 356-6225
www.Assent340B.com
info@Assent340B.com
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.
## SCHEDULE
### SUNDAY, MARCH 15

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30am – 4:00pm</td>
<td>Registration</td>
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<tr>
<td>7:30am – 4:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
<td>Wilson</td>
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<tr>
<td>8:00am – 9:30am</td>
<td>NACHC athenaOne User Group</td>
<td>Maryland</td>
</tr>
<tr>
<td>8:00am – 10:00am</td>
<td>Clinical Practice Committee</td>
<td>Virginia A</td>
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<td>8:00am – 10:00am</td>
<td>Finance Committee</td>
<td>Thurgood Marshall Ballroom</td>
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<tr>
<td>8:00am – 2:45pm</td>
<td>NACHC Board Member Boot Camp*</td>
<td>Wilson</td>
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<tr>
<td>8:00am – 9:15am</td>
<td><strong>PBC1</strong> Setting the Scene and CEO Oversight/Partnership</td>
<td>Thurgood Marshall Ballroom</td>
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<tr>
<td>9:30am – 11:00am</td>
<td><strong>PBC2</strong> Legal Responsibilities</td>
<td>Wilson</td>
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<tr>
<td>11:15am – 12:00pm</td>
<td><strong>PBC3</strong> Quality Oversight</td>
<td>Wilson</td>
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<tr>
<td>1:15pm – 2:30pm</td>
<td><strong>PBC4</strong> Financial Oversight</td>
<td>Wilson</td>
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<tr>
<td>2:30pm – 2:45pm</td>
<td>Action Planning/Wrap-Up</td>
<td>Wilson</td>
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<tr>
<td>10:30am – 12:00pm</td>
<td>NACHC Greenway Intergy User Group</td>
<td>Wilson</td>
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<td>10:30am – 12:30pm</td>
<td>Legislative Committee</td>
<td>Marriott Salon 1</td>
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<td>12:30pm – 1:30pm</td>
<td>State Legislative Coordinators Meeting</td>
<td>Delaware</td>
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<td>1:00pm – 2:30pm</td>
<td>NACHC eClinicalWorks User Group</td>
<td>Wilson</td>
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<td>1:30pm – 2:30pm</td>
<td>Advocacy Task Force</td>
<td>Washington 5</td>
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<td>1:30pm – 3:00pm</td>
<td>QI Advisory Board Meeting</td>
<td>Coolidge</td>
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<tr>
<td>3:00pm – 5:30pm</td>
<td>NACHC Board of Directors Meeting</td>
<td>Marriott Salon 1</td>
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<tr>
<td>7:30am – 9:00am</td>
<td>Coffee provided</td>
<td>Wilson</td>
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<tr>
<td>12:00pm – 1:15pm</td>
<td>Lunch on your own</td>
<td>Wilson</td>
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</tbody>
</table>

*Registration is necessary, but fee is not required if paying the full-conference fee.*
Education sessions do not have prerequisites/pre-work 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 vendor products or services.*

This icon designates sessions that will be live-streamed and audiotaped with presentation for the *MyNACHC Learning Center (MyNACHC).*

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<tr>
<td>8:00am – 2:45pm</td>
<td>Thurgood Marshall</td>
<td>NACHC Board Member Boot Camp</td>
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</table>

**Special Registration Required**
(refer to NACHC P&I Registration Form)

Note: Coffee will be provided for all Boot Camp participants from 7:30am - 9:00am.

A changing and increasingly complex health care environment presents many challenges for health center governing boards. To be effective, board members must be fully knowledgeable about their roles and responsibilities and the many issues their health centers face as health care businesses.

This four-part comprehensive seminar is for new board members (as well as seasoned board members who want a refresher).

8:00am – 9:15am
**PBC1 Setting the Scene and CEO Oversight/Partnership**

Boards of directors play a vital role in the overall success and sustainability of health centers. This introductory segment will review the roles and responsibilities of the board and set the scene for content that will be reviewed throughout the day. This segment will also address the role of the board in relation to the CEO, the important role the board plays in providing oversight of the CEO, and pillars of an effective board-CEO partnership.

Emily Heard, MA, Director, Health Center Governance Training, NACHC
Malvise A. Scott, Senior Vice President, Partnership and Resource Development, NACHC

9:15am – 9:30am
Break
9:30am – 11:00am
**PBC2  Legal Responsibilities**

Health center boards must ensure compliance with local, state, and federal laws governing the operations of health care businesses. This segment covers the fundamentals of the board’s legally mandated fiduciary responsibilities and the board’s legal liability in connection with its decision-making role. This section will include some discussion of the board’s role related to oversight of the Health Resource and Services Administration (HRSA) Health Center Program and corporate compliance.

**Jackie C. Leifer, Esq.,** Senior Partner, Feldesman Tucker Leifer Fidell LLP

11:00am – 11:15am
**Break**

11:15am – 12:00pm
**PBC3  Quality Oversight**

Providing quality health care services is central to the mission of health centers. The governing board has a critical role in providing oversight of the quality assurance and quality improvement program. This segment defines quality and discusses the board’s oversight role related to quality.

**Donald L. Weaver, MD,** Senior Advisor, Clinical Workforce, NACHC

**A. Seiji Hayashi, MD, MPH, FAAFP,** Chief Transformation Officer and Medical Director, Mary’s Center

12:00pm – 1:15pm
**Lunch on your own**

1:15pm – 2:30pm
**PBC4  Financial Oversight**

The board is responsible for safeguarding the organization’s assets. This segment covers the establishment of financial priorities for the health center, budget approval, internal control policies and procedures, long-range planning, financial statements, and the audit.

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

**Gervean Williams,** Director, Finance Training and Technical Assistance, NACHC

2:30pm – 2:45pm
**Action Planning/Wrap-Up**

Participants will have an opportunity to reflect on key Boot Camp concepts they will take back to their boards and use to be more effective board members.

**Emily Heard, MA,** Director, Health Center Governance Training, NACHC
COACHING FOR LEADERS & TEAMS

Take the reins on your biggest leadership opportunities and obstacles through NACHC’s Leadership Coaching Program!

Benefits of Coaching:
• Discern what matters most today and tomorrow
• Clarify your desired impact and where to influence
• Move forward on big decisions
• Get “unstuck” and address challenges
• Develop skills that support your work
• Increase trust, communication, collaboration with others or across your team

100% of participants indicate the coaching program was valuable

100% would recommend this coaching program to their peers

GROUP COACHING PROCESS

Foundation
• Register your team with up to eight (8) members
• Identify the initiative, strategic objective, or challenge to address

Diagnostic
• Confidential “discovery interviews” with each team member to discuss desired outcomes

Coaching
• Nine hours of group coaching held virtually
• Sessions scheduled every 3-4 weeks, depending on the availability of team members

Resources
• Resources and materials provided as needed to support the team in achieving their coaching objectives

Group coaching is available to health centers and other health center-focused organizations.

INDIVIDUAL COACHING
for Health Center Leaders
NACHC Member: $2,000 / individual
Non-Member: $2,620 / individual

6 Sessions for Individuals with Coach Support In-Between

GROUP COACHING
NACHC Member: $15,552 / team
Non-Member: $19,440 / team

More Information: nachc.org/trainings-and-conferences/leadership-development
Cindy Thomas | training@nachc.org | 301.347.0400
SCHEDULE
MONDAY, MARCH 16

7:30am – 12:30pm  PCA and HCCN General Session *(Invitation Only and Special Registration Required)*

8:00am – 9:30am  NACHC Centricity User Group

8:00am – 4:00pm  Registration

8:00am – 4:00pm  Speaker/Exhibitor Check-In

9:30am – 11:00am  340B Workgroup

10:30am – 12:00pm  NACHC NextGen Healthcare User Group

11:00am – 12:00pm  Leadership Training Graduates Network Meet-Up

12:00pm – 1:00pm  Refreshment Break in EXPO Hall (Lunch on your own)

12:00pm – 6:30pm  EXPO Hall Open

12:15pm – 12:45pm  T3-1 The History of the Health Center Program: Movement, Mission, Milestones

1:00pm – 2:30pm  Education Sessions

2:30pm – 3:00pm  Refreshment Break in EXPO Hall

2:30pm – 3:00pm  T3-2 PRAPARE 101: Collecting Data on the Social Determinants of Health

3:00pm – 5:00pm  PGS1 Opening General Session

5:00pm – 6:30pm  Opening Reception in EXPO Hall

5:15pm – 5:35pm  PP-1 Product Presentation: 340B and Referral Prescriptions: What You Need to Know to Increase Monthly Access Funding and Coordinate Care

6:30pm – 7:30pm  Health Center Board Members Connect!

6:30pm – 7:30pm  Membership Meet-Up Reception *(Invitation Only)*

6:30pm – 7:30pm  National LGBTQ+ Primary Care Alliance Reception

6:30pm – 8:30pm  Young Professionals Reception
OPENING GENERAL SESSION
3:00pm – 5:00pm

PGS1
Opening General Session

Presentations will focus on the dynamics of the rapidly changing health care environment and steps health centers must take to sustain support and investment and to preserve, strengthen, and expand the health center foundation. NACHC leaders will set strategic priorities for the coming year – laying out a coordinated federal-state plan of action to ensure health centers maximize their strengths and leverage a strong, collective voice in the shaping of sound health policy.

James Luisi, Immediate Past Chair, NACHC Board of Directors, Master of Ceremonies

Lathran J. Woodard
Chair of the Board
National Association of Community Health Centers

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

Guest Speakers:

Timothy P. Shriver, PhD
Chairman, Special Olympics International

Susan Eisenhower
CEO and Chairman, Eisenhower Group Inc.
EDUCATION SESSIONS
MONDAY, MARCH 16

Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

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

7:30am – 12:30pm  Thurgood PCA and HCCN  Marshall North/West General Session (Invitation Only and Special Registration Required)

8:00am – 9:30am  Wilson NACHC Centricity User Group

8:00am – 4:00pm  Lobby Level Registration and Speaker/Exhibitor Check-In

9:30am – 11:00am  Thurgood 340B Workgroup  Marshall East

10:30am – 12:00pm  Wilson NACHC NextGen Healthcare User Group

11:00am – 12:00pm  Taft Leadership Training Graduates Network Meet-Up

12:00pm – 1:00pm  Exhibit Hall C Refreshment Break in EXPO Hall (Lunch on your own)

12:00pm – 6:30pm  Exhibit Hall C EXPO Hall Open

12:15pm – 12:45pm  T3 (TIMELY THIRTY-MINUTE TIP)

T3-1  Exhibit Hall C: Theater, end of Aisle 100

The History of the Health Center Program: Movement, Mission, Milestones

The history of the Health Center Program, rooted in stories of individuals and communities, can serve as a foundation from which future leaders can find inspiration. In addition, a historical policy and programmatic framework may help health center advocates educate stakeholders, partners, and elected officials about the policy and programmatic context within which the Health Center Program continues to evolve in response to the needs of medically underserved communities and populations. This T3 invites your feedback on a short presentation currently under development at NACHC, in collaboration with other training partners.

Presenter(s):
Gina Capra, MPA, Associate Vice President, Training and Technical Assistance, NACHC
Margaret Davis, Director, Knowledge Management and Learning, NACHC
12:30pm – 2:30pm
EDUCATION SESSION

**PMB1**  
Maryland
**The FTCA Program in 2020: Flawed, Indispensable, or Maybe Both?**
CPE: 2.4  CME/CE/CEU/Governance: 2.0  
Level: Basic
Topic: Federal and State Policy Analysis/Health Center Essentials

The FTCA program, now 28 years old, has saved countless dollars in malpractice insurance bills for health centers, but getting coverage when allegations of negligence are made has become complicated and onerous. This workshop will examine the basic underpinnings of the FTCA program, describe various means in which it aids the deemed centers, and highlight current shortcomings and means to avoid them. Be prepared to bring your questions to this interactive, exciting session.

*Moderator:*
**Vincent A. Keane,** President and CEO, Unity Health Care

*Presenter(s):*
**Martin J. Bree,** JD, Of Counsel, Feldesman Tucker Leifer Fidell LLP  
**Molly S. Evans,** JD, Partner, Feldesman Tucker Leifer Fidell LLP  
**Matthew S. Freedus,** JD, Partner, Feldesman Tucker Leifer Fidell LLP

1:00pm – 2:30pm
EDUCATION SESSIONS

**PMA1**  
Delaware
**Investing in Rural America: A Funders Panel on Bringing Resources to Rural Communities**
CPE: 1.8  CME/CE/CEU/Governance: 1.5  
Level: Intermediate
Prerequisite: Understanding of basic fundraising principles and issues facing rural health centers.
Topic: Health Center Essentials/Health Center Governance

Rural America, including health centers, face uphill battles in bringing public, private, and foundation funding support to their communities. Whether it is a lack of access to donors, the philanthropy community not paying attention to their needs, and/or federal grant dollars not reaching the most isolated regions, rural health centers face additional challenges in raising financial support that their urban and even suburban counterparts don’t.

This funders panel will feature experts from the public and private sector speaking frankly about their work in the rural space, what they look for in potential health center partners, and their insights on how to increase support for rural health centers. This conversation will allow participants to identify potential revenue streams to support their expanding work, address their questions on how the sector considers partnerships, and learn from peers about their efforts. Additionally, the session will offer participants opportunity to engage with the panelists in a robust Q&A via the conference app and in-person.
**PMC1**  ▶  Thurgood Marshall North/East

**Stand Up for the Health Center Mission: Practices and Techniques Board Members Can Use**

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Basic  
Topic: Advocacy and Mobilization/Health Center Governance

Board members function as ambassadors and advocates for the health center mission. Board members, in partnership with the CEO and staff leadership, have a critical role to play in communicating the organization’s story and impact. This interactive session will introduce various practices and techniques that board members can use in their communities, with funders, and with legislators to support the mission.

*Presenter(s):*
- **Susan Burton**, Director, National Grassroots Advocacy, NACHC  
- **Emily Heard, MA**, Director, Health Center Governance Training, NACHC

**PME1**  ▶  Virginia

**Using the Community Data in the UDS Mapper to Understand the Burden of Social Determinants of Health in Your Community**

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Basic  
Topic: Health Center Essentials/Practice Transformation

The UDS Mapper is a robust geographic information system that includes community and aggregated patient data organized on a local level. This makes it a vital tool that health care providers can use to understand and convey the burden of social determinants of health on and for their patients. Health care organizations can currently use several tools to collect individual social determinants of health (including the PRAPARE tool). In addition, community-level data can help frame these data and help providers explain to patients why it is important to better understand individual needs.

In this session, presenters will highlight data in the UDS Mapper that can help you visualize variation across your service area and demonstrate how to create maps to show providers, patients, and payors the burden of social determinants of care for your community.
MONDAY, MARCH 16, continued

**PMF1**  ➤  Washington 1-3

**Meeting Clinical Workforce Needs: Beyond the National Health Service Corps**

CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Federal and State Policy Analysis/Health Center Essentials

This session will explore opportunities for health centers to recruit clinical staff through programs other than the National Health Service Corps (NHSC). Speakers will highlight non-NHSC programs administered by HRSA’s Bureau of Health Workforce, options for recruiting foreign-born providers, and state-based and health center-based approaches to addressing these needs.

**Moderator:**

Colleen Meiman, Senior Policy Advisor, NACHC

**Presenter(s):**

Jennifer Rankin, PhD, Senior Manager, Research and Product Services, American Academy of Family Physicians
Jessica McCann, MA, User Engagement Specialist, American Academy of Family Physicians

Sheila K. Pradia-Williams, RPh, MBA, Senior Advisor, Bureau of Health Workforce/HRSA
Randy Runyon, President and CEO, Ohio Primary Care Association
Suzanne Smith, Health Center Operations Division Director, Colorado Community Health Network
Mahsa Khanbabai, JD, New England Chair, American Immigration Lawyers Association

**PMG1**  ➤  Washington 4-6

**Integrating Pharmacy into the Primary Care Medical Home**

CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials/Practice Transformation

Like behavioral health, pharmacy services are most effective when they are fully integrated into the primary care medical home (PCMH), as opposed to an ancillary service. This session will explore strategies for integrating pharmacy into the PCMH, both clinically and financially, and will also address compliance issues related to integration.

**Moderator:**

Sue Veer, MBA, President and CEO, Carolina Health Centers, Inc.

**Presenter(s):**

Michael Glomb, Esq., Partner, Feldesman Tucker Leifer Fidell LLP
David W. Christian, RPh, Pharmacy Director, Central Virginia Health Services, Inc.
Ron Henry, RPh, Pharmacy Director, Family Health Center Main Clinic
Tim Mallett, RPh, 340B ACE, Director, Pharmacy, 340Basics
2:30pm – 3:00pm
T³ (TIMELY THIRTY-MINUTE TIP)

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<thead>
<tr>
<th>T³-2</th>
<th>Exhibit Hall C: Theater, end of Aisle 100</th>
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<tbody>
<tr>
<td>PRAPARE 101: Collecting Data on the Social Determinants of Health</td>
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<tr>
<td>Come to this session to learn how PRAPARE can be used to collect data on the social determinants of health, integrated into workflow, and used to inform patient care.</td>
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<tr>
<td>Presenter(s): Michelle Jester, MA, PMP, Deputy Director, Research, NACHC</td>
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5:15pm – 5:35pm
PRODUCT PRESENTATION

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<tr>
<th>PP-1</th>
<th>Exhibit Hall C: Theater, end of Aisle 100</th>
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<tr>
<td>340B and Referral Prescriptions: What You Need to Know to Increase Monthly Access Funding and Coordinate Care</td>
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<td>HRSA's patient definition enables 340B participants to capture “referral prescriptions” - prescriptions written by referral partners or providers at ineligible locations - provided certain care standards are met. Learn what's required to meet HRSA's guidelines and how both 340B-covered entities and their patients are benefiting from capturing referral prescriptions.</td>
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<tr>
<td>Presenter(s): Daniel Palestrant, MD, Chief Executive Officer, par8o</td>
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2:30pm – 3:00pm
Refreshment Break in EXPO Hall

3:00pm – 5:00pm
Marriott Ballroom
PGS1 Opening General Session

5:00pm – 6:30pm
Exhibit Hall C
Opening Reception in EXPO Hall

| Roosevelt 4 |
| Health Center Board Members Connect! |

| Harding |
| Membership Meet-Up (Invitation Only) |

| Roosevelt 2 |
| National LGBTQ+ Primary Care Alliance Reception |

| Hoover |
| Young Professionals Reception |
Learn more about NACHC’s Training and Technical Assistance Offerings

nachc.org/trainings-and-conferences/

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 $8,975,000 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.
BKDb pulse

Access our national database of CHC information and help lead your organization to better financial performance.

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Everyone needs a trusted advisor. Who’s yours?  bkd.com/chc • @BKDHC
### SCHEDULE
**TUESDAY, MARCH 17**

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<td>Continental Breakfast in EXPO Hall</td>
<td>Exhibit Hall C</td>
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<td><strong>Co-Sponsored by</strong> <a href="#">OSIS</a> <a href="#">Quest Diagnostics</a></td>
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<td><strong>Be one of the first 250 in the EXPO Hall for a chance to win $250 Amazon gift card!</strong></td>
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<td>(<em>&quot;EXPO Early-Bird&quot; Prize Drawing at 9:45am</em>)</td>
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<td>7:00am – 11:00am</td>
<td>Exhibitor Check-In</td>
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<td>7:00am – 5:30pm</td>
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<td>Refreshment Break in EXPO Hall (Prize Drawings at 9:45am)</td>
<td>Exhibit Hall C</td>
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<td>10:00am – 12:00pm</td>
<td>PGS2 General Session</td>
<td>Marriott Ballroom</td>
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<td>12:00pm – 1:00pm</td>
<td>Refreshment Break in EXPO Hall (Lunch on your own)</td>
<td>Exhibit Hall C</td>
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<td>12:00pm – 1:30pm</td>
<td>PCA Luncheon <em>(Invitation Only)</em></td>
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<td>1:00pm – 3:00pm</td>
<td>PTuH2H Be Ready to Head to the Hill: 2020 Health Center Policy Agenda, Advocacy, Strategy, and How to Move Congress to ACT!</td>
<td>Marriott Ballroom</td>
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<td>3:00pm – 3:30pm</td>
<td>Refreshment Break</td>
<td>Lobby Level Foyer and Thurgood Marshall Foyer</td>
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<td>3:30pm – 5:00pm</td>
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<td>5:30pm – 6:30pm</td>
<td>State Delegation Meetings</td>
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<td>6:45pm – 7:45pm</td>
<td>State Delegation Meetings</td>
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*State Delegation Meeting times and locations will be available on-site.*
GENERAL SESSION
10:00am – 12:00pm

PGS2  ➤
General Session
Kimberly Chang, MD, Vice-Speaker of the House, NACHC Board of Directors, Master of Ceremonies

Hypertension: A Case for Evidence Translation and Reducing Low-Value Care to Improve Patient-Centered Outcomes and Reduce Health Care Costs

Did you know that 80 percent blood pressure control is well within our reach? We have the evidence and know what to do, but underutilization of evidence-based hypertension services persists across the entire spectrum of care, leading to poor health outcomes and unnecessary health care costs. This session will lay out the vision for the Million Hearts® 2022 initiative, key strategies to achieve 80 percent blood pressure control, including a practical application case study from a health center, and challenge us to think about value-based solutions that protect consumers, reward providers, and preserve innovation.

Moderator:

Grace Wang, MD, MPH
Health Center Clinician, International Community Health Services

Presenter(s):

Laurence Sperling, MD, FACC, FAHA, FACP
Executive Director, Million Hearts®; Katz Professor in Preventive Cardiology, School of Medicine and Professor, Rollins School of Public Health, Emory University

A. Mark Fendrick, MD
Professor, Internal Medicine, School of Medicine and Professor of Health Management and Policy, School of Public Health, University of Michigan; and Director, University of Michigan Center for Value-Based Insurance Design

Saint Anthony Amofah, MD
Chief Medical Officer and Chief Academic Officer, Community Health of South Florida Inc.
EDUCATION SESSIONS
TUESDAY, MARCH 17

Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

This icon designates sessions that will be live-streamed and audiotaped with presentation for the **MyNACHC Learning Center (MyNACHC)**.

7:00am – 8:00am Exhibit Hall C
**Continental Breakfast in the EXPO Hall**
Meet your colleagues for coffee in the Expo Hall. Here is a chance to catch up while you discover the latest in products and services that will benefit your health center. Meet new friends and gain new insights.

Co-Sponsored by [**OSIS**](#) [**Quest Diagnostics**](#)

Be one of the first 250 in the EXPO Hall for a chance to win $250 Amazon gift card!
(“EXPO Early-Bird” Prize Drawing at 9:45am)

7:00am – 11:00am Lobby Level
**Exhibitor Check-In**

7:00am – 1:00pm Exhibit Hall C
**EXPO Hall Open**

7:00am – 5:30pm Lobby Level
**Registration and Speaker Check-In**

8:00am – 9:30am
**EDUCATION SESSIONS**

**PTuA1** Delaware
**Sustainable Advocacy: Engaging Stakeholders Year-Round**
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Basic
**Topic: Advocacy and Mobilization**

Advocacy should never feel like a crisis management tool. It is always important to mobilize your constituents to share their support of your health center. In this session, presenters will discuss the importance of having an advocacy plan and share tips on developing your own plan. This session will also address how to create a sustainable culture of advocacy at your health center – because advocacy should be fun!

**Presenter(s):**
**Laura Brigandi**, Senior Manager, Advocacy and Campaigns, Pancreatic Cancer Action Network
**Richard Napolitano, Jr.**, Senior Vice President, External Relations and Chief Development Officer, Greater Lawrence Family Health Center
**Kristin St. John**, Deputy Director, National Grassroots Advocacy, NACHC
PTuB1  ▶ Maryland
The Medicaid and Medicare Adult Dental Benefits: It’s Time for Real Whole Person Care
CPE: 1.8   CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Special Populations

Health care will not achieve true Whole Person Care until oral health is recognized as an equal component with medical and behavioral health in the eyes of payers and systems. This session will address current efforts to implement a Medicare and Medicaid adult dental benefit. Recognizing that most current policy formation takes place at the state level, PCA policy leaders will address current efforts to defend current benefits, new expansion efforts, and new initiatives to improve the program.

Attendees will break out into groups, depending on their current state status position, and connect with and learn from colleagues. Finally, PCA staff will share updates on national CHC oral health initiatives and new collaborations to expand and enhance training and technical assistance throughout the country.

Moderator:
Donald L. Weaver, MD, Senior Advisor, Clinical Workforce, NACHC

Presenter(s):
Stacey Chazin, Director, Leadership Development and Capacity Building, American Network of Oral Health Coalitions
Tara McCollum Plese, Chief External Affairs Officer, Arizona Association of Community Health Centers
Jessie Menkens, Safety Net Initiatives Manager, Alaska Primary Care Association

PTuC1  ▶ Thurgood Marshall North/East
Focusing on the Future (Part 1): The Board’s Role with Needs Assessment and Strategic Planning
CPE: 1.8   CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Governance

A board is responsible for ensuring the long-term sustainability of the health center and that the center meets the needs of the community it serves. Each health center must undertake a community health needs assessment to understand critical needs in its community, at least once every three years, and have a long-range plan in place. This session will address both the Health Center Program compliance requirements and best practices related to these processes, and will focus on the role of the board in partnering with the CEO to define the strategic future of the center.

Presenter(s):
Jennifer Genua, CHCEF, Chief Executive Officer, Genua Consulting, LLC
Dennis S. Freeman, PhD, Chief Executive Officer, Cherokee Health Systems

PTuD1  ▶ Thurgood Marshall South/West
340B: Developments in Policy and Reimbursement
CPE: 1.8   CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Basic knowledge of 340B.
Topic: Federal and State Policy Analysis

Speakers will provide updates on the most recent policy and reimbursement developments in the 340B space, including on the Hill, at HRSA, in states, and in contracting.

Moderator:
Colleen Meiman, Senior Policy Advisor, NACHC
PTuF1 - Washington 1-3
Chief Workforce Officers: Who, What, When, and Why?

Topic: Health Center Essentials

An organization’s workforce is at the core of its ability to achieve its goals, yet this area frequently does not receive focused investment in the C-suite. The duties of developing and maintaining a thriving staff are often scattered among the entire leadership team, with varying levels of responsibility living in the general Human Resources (HR) department. If your organization struggles with workforce recruitment and retention and lacks a cohesive workforce plan, a chief workforce officer (CWO) could be the answer.

In this session, staff from NACHC and the Association of Clinicians for the Underserved (ACU) STAR² Center will discuss highlights from an upcoming CWO Toolkit and answer questions about who the CWO is, what their role is at a health center, when you should incorporate them into your organization, and why this matters. Additionally, a panel of health center C-Suite leaders will share strategies taken to incorporate this role into their health centers and how this investment in their organizations benefited their patients and staff.
Health Insurance for Health Centers
The Nonstop Wellness Impact Report for NACHC’s Value in Benefits Program

Out-of-pocket health insurance costs are at an all-time high for the average American.

In 2019, Nonstop Wellness has eliminated out-of-pocket costs for 15,388 health center employees and their families, saving them a total of $6.9 million dollars.

In 2019, health centers saved $21 million dollars on health insurance premiums through the Nonstop Wellness Program.

“We are located in a very competitive part of the country when it comes to employment. With Nonstop, we were able to offer benefits that made us the most competitive employer in the region—which really matters because attracting talented staff is critical.”
- Chris Latina, Center Family Health Centers Chief Executive Officer

In 2019, Nonstop Administration and Insurance Services, Inc. was proud to support the community health center movement with over $775,000 in donations and sponsorships going into the community at the national, regional, state, and individual health center level.

NACHC 2020 POLICY & ISSUES FORUM
#NACHC20PI
TUESDAY, MARCH 17, continued

This session will include group discussion, offering attendees with varying levels of knowledge on this topic a chance to learn and share with others.

Presenter(s):
Suzanne Speer, Director, Workforce Development, Association of Clinicians for the Underserved
Rosa Agosto, MEd, MA, CRC, Chief Talent and Learning Officer, Urban Health Plan
Katherine Brieger, CCE, RD, CPHQ, Chief, Patient Experience and Staff Development, HRHCare
Ross Brooks, Chief Executive Officer, Mountain Family Health Centers
Sabrina Edgington, MSW, Director, Learning and Curriculum Design, Association of Clinicians for the Underserved
Gerrard Jolly, MA, Director, Career Advancement Strategies, NACHC

8:00am – 9:30am
EDUCATION SESSION

PTuG1 Washington 4-6
PrEParation in Primary Care: Implementation Considerations in Developing Sustainable PrEP Models in Health Centers
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Practice Transformation/Special Populations

In 2019, the Ending the HIV Epidemic: A Plan for America initiative started, and health centers were tasked with leading the charge across the country. PrEP has been utilized as one of the tools to help curtail new infections. However, implementing a sustainable PrEP program within the health center can be complicated. In this timely session, attendees will hear from experts on implementation efforts driven by health center leadership, while focusing on business models for PrEP in primary care, care coordination, and the use of informatics.

Moderator:
Alex Keuroghlian, MD, MPH, Director, Education and Training Programs, The Fenway Institute

Presenter(s):
Chris Grasso, MPH, Associate Vice President, Informatics and Data Services, The Fenway Institute
Rupa Patel, MD, MPH, DTM&H, Assistant Professor of Medicine, Department of Internal Medicine, Washington University School of Medicine in St. Louis
Julia Skapik, MD, MPH, Medical Director, Informatics, NACHC

9:30am – 10:00am Exhibit Hall C
Refreshment Break in EXPO Hall (Prize Drawings at 9:45am)

10:00am – 12:00pm Marriott Ballroom
PGS2 General Session

12:00pm – 1:00pm Exhibit Hall C
Refreshment Break in EXPO Hall (Lunch on your own)

12:00pm – 1:30pm Wilson
PCA Luncheon (Invitation Only)
1:00pm – 3:00pm
EDUCATION SESSION

**PTuH2H**

*Marriott Ballroom*

**Be Ready to Head to the Hill: 2020 Health Center Policy Agenda, Advocacy, Strategy, and How to Move Congress to ACT!**

CPE: 2.4  
CME/CE/CEU/Governance: 2.0  
Level: Basic  
Topic: Advocacy and Mobilization/Federal and State Policy Analysis

This session will provide an overview of the 2020 Health Center Policy Agenda and advocacy strategy. It will be the main opportunity for advocates to hear this year’s “asks” and to connect with NACHC Policy and Advocacy staff about how best to carry our collective message forward. We will showcase tips and information on how to effectively communicate our agenda to Members of Congress and their staff. Don’t go to the Hill unprepared - this is your best opportunity to prepare for your 2020 Hill visits and ensure you are ready to be an effective health center advocate.

*Presenter(s):*

**Steve Carey**, Chief Strategy Officer, NACHC  
**Susan Burton**, Director, National Grassroots Advocacy, NACHC  
**Jennifer Taylor, MPH**, Director, Federal Affairs, NACHC  
**Kristin St. John**, Deputy Director, National Grassroots Advocacy, NACHC  
**Michaela Keller**, Manager, Federal Affairs, NACHC  
**Shamaal Sheppard**, Manager, Advocacy Communications and Engagement, NACHC

3:00pm – 3:30pm
Lobby Level  
**Refreshment Break**  
Foyer and Thurgood Marshall Foyer

3:30pm – 5:00pm
EDUCATION SESSIONS

**PTuA2**

*Delaware*

**Getting Ready for Your Aging Populations**

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Intermediate  
Prerequisite: Understanding the health center’s aging demographics.  
Topic: Practice Transformation/Special Populations

America’s aging population is skyrocketing -- and health centers are following similar patterns seeing the national average of patients over 65 as the fastest growing population over the past several years. Health centers must prepare for the “gray tsunami” or “silver wave” as many have come to call it. This is an opportunity for partnerships and engagements with other community partners, along with a chance to develop new programs -- but first there must be an overview of the policies that could impact this work. Speakers will emphasize key programs and issues impacting aging populations that could be relevant to health centers, including the PACE program, caregiving, and creating an age-friendly health system.
Presenter(s):
Peter Fitzgerald, Executive Vice President, Policy and Strategy, National PACE Association
Rhonda Richards, Senior Legislative Representative, AARP
Andrea R. Fox, MD, MPH, Chief Medical Officer, Squirrel Hill Health Center
Charleta B. Tavares, Chief Executive Officer, Primary One Health

PTuB2  Maryland 2020: Breaking Through the Noise During an Election Year
CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Basic understanding of advocacy strategy for a CHC.
Topic: Advocacy and Mobilization

Presidential election years can be overwhelming at best and tend to push folks to stand firm on their respective side of the aisle. In this session, presenters will explore the congressional calendars to help you focus on times that are important for health centers and help define the rules for remaining bipartisan as a federally funded entity.

Presenter(s):
Leslie Wolcott, Communications and Emergency Preparedness Coordinator, North Carolina Community Health Center Association
Marisol Murphy-Ballantyne, MSHCA, Director, Digital Communications, NACHC

CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Some understanding of board roles.
Topic: Health Center Governance

As noted in the Health Center Program Compliance Manual, “the health center governing board must provide direction for long-range planning, including but not limited to identifying health center priorities and adopting a three-year plan for financial management and capital expenditures.” This session will focus on strategic items a board will want to monitor and consider in developing the financial management and capital expenditures plan. Various funding mechanisms will also be discussed.

Presenter(s):
Jennifer Genua, CHCEF, Chief Executive Officer, Genua Consulting, LLC
Jonathan Chapman, Chief Project Officer, Capital Link

PTuD2  Thurgood Marshall South/West Update from HRSA’s Bureau of Primary Health Care
CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Federal and State Policy Analysis/Health Center Essentials

Senior staff from HRSA’s Bureau of Primary Health Care (BPHC) will provide updates on policy and programmatic developments related to health center funding, compliance, oversight, UDS, FTCA, quality measurement, and related issues.
Moderator:
Colleen Meiman, Senior Policy Advisor, NACHC

Presenter(s):
Suma Nair, PhD, MS, RD, Director, Office of Quality Improvement, Bureau of Primary Health Care/HRSA
Jennifer Joseph, PhD, MSEd, Director, Office of Policy and Program Development, Bureau of Primary Health Care/HRSA

PTuE2 Virginia The Role of PRAPARE Social Determinants of Health Data in Positioning Health Centers for Value-Based Pay CPE: 1.8 CME/CE/CEU/Governance: 1.5 Level: Basic Topic: Practice Transformation/Special Populations

As health and payment systems move more towards value and quality, it is important for health centers, PCAs, and HCCNs to be able to identify the socioeconomic drivers of poor health for improved population health management. In this session, hear from health center executives as to how they are using PRAPARE social determinants of health (SDH) data to position themselves for value-based pay, whether to streamline care management efforts or to inform future payment models. State PCA and HCCN executives will also share how they are using PRAPARE data to inform policy and delivery system transformation trends, focused on SDH, occurring in their states and how they are preparing their health centers to succeed in these changing environments.

Presenter(s):
Suzanne Cohen, MPH, Senior Director of Population Health, Health Federation of Philadelphia
Vija M. Sehgal, MD, MPH, PhD, Chief Quality Officer, Waianae Coast Comprehensive Health Center
Jania Arnoldi, DHA, MBA, President and CEO, Valley-Wide Health Systems, Inc.

PTuF2 Washington 1-3 Leveraging an Actionable Value Transformation Framework: Care Management Models and Opportunities for Generating Revenue Topic: Practice Transformation

Your health center wants to move forward in advancing the Quadruple Aim goals of improved health outcomes, improved patient and staff experience, and reduced costs, but doesn’t know how? NACHC’s Elevate learning model, based on the Value Transformation Framework (VTF), offers a conceptual framework and actionable roadmap for transforming organizations’ infrastructure, care delivery, and people to meet the Quadruple Aim. Learn how health centers across the country are applying this learning model to deliver value-based care.

Participants will receive concrete action steps, tools, and resources that can be applied in their health center, with a specific focus on care management including a look at various care management models and opportunities for generating revenue.

Moderator:
Luke Ertle, MPH, Program Manager, NACHC
TUESDAY, MARCH 17, continued

Presenter(s):
Kerrie Barney, RN, BSN, MA-ORGL, Director, Nursing, Cherry Health
Casey Alrich, MPH, CPHIMS, Senior Director, Training and Operations, National Nurse-Led Care Consortium
Kellee Farris, PhD, Chief Executive Officer, Lee County Cooperative Clinic
Cheryl Modica, PhD, MPH, BSN, Director, Quality Center, NACHC
Camila Silva, MSE, Specialist, Health Science Content, NACHC

5:30pm – 6:30pm
State Delegation Meetings

6:45pm – 7:45pm
State Delegation Meetings

Times and locations for all State Delegation Meetings will be available on-site.

Visit Us at Booth #513

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.

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

James LaCroix, Partner
james.lacroix@cohnreznick.com

Gil Bernhard, Partner
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• 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 $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.
Wednesday, March 18
2020 NACHC Grassroots Advocacy Awards

Inductees into the NACHC Grassroots Advocacy Hall of Fame

The NACHC Grassroots Advocacy Hall of Fame members have made lasting advocacy contributions to ensuring the creation, survival, and strength of health centers and the Health Center Movement through their dedicated and tireless efforts over many years.

**Yvonne G. Davis**, Vice Chair, Board of Directors, Health Care Partners of South Carolina, South Carolina, and Consumer/Board Member Representative, NACHC Board of Directors

**Lee Flinn**, MBA, Policy Director, Idaho Primary Care Association, Idaho

**Virginia “Ginger” Fuata**, Member, Board of Directors, Waianae Coast Comprehensive Health Center, Hawaii, and National Health Center Board Member Representative, NACHC Board of Directors

**Larry McCulley**, President and CEO, SIHF Healthcare, Illinois

**Jean Sisneros**, Chair, Board of Directors, STRIDE Community Health Center, Colorado

**Brent Wilborn**, MS, Director of Public Policy, Oklahoma Primary Care Association, Oklahoma

The NACHC Grassroots Advocacy Elizabeth K. Cooke MVP Award

The NACHC Grassroots Advocacy MVP Award is named in honor of the late Elizabeth (Betsey) K. Cooke whose constant effort and unflagging persistence as an advocate for America’s health centers and health center patients set an example for all health center advocates to follow. This year’s honorees all went over and above in their efforts to ensure that their Members of Congress actively supported health centers or established or expanded grassroots advocacy efforts at their health center or in their state last year.

**Kimberly Chang, MD**, Family Physician, Asian Health Services, California, and Vice-Speaker of the House, NACHC Board of Directors

**Gail Diggs**, Director of Outreach and Community Services, Rural Health Services, Inc., South Carolina

**Timothy Fraser**, Vice President of Government Affairs, Health Center Partners of Southern California, California

**C. Dean Germano, MHA**, Chief Executive Officer, Shasta Community Health Center, California

**Felicita Monteblanco**, Policy and Advocacy Officer, Virginia Garcia Memorial Health Center, Oregon

**Serena Muniz**, Public Affairs Manager and Grassroots Advocacy Coordinator, Union Community Health Center, New York

**Teresa Rios-Bishop**, Director of Membership and Development, Ohio Association of Community Health Centers, Ohio

**Laura Ringer, MA**, Outreach and Events Coordinator, Oconee Valley Healthcare, Georgia

**Libby Thurman**, Chief External Affairs Officer, Tennessee Primary Care Association, Tennessee

**Felix M. Valbuena, Jr., MD, FAAFP**, Chief Executive Officer, Community Health and Social Services (CHASS) Center, Inc., Michigan, and Clinician Representative - Region V, NACHC Board of Directors

**Cyrus Winnett**, Senior Vice President of Governmental Affairs and Public Policy, Illinois Primary Health Care Association, Illinois

**Leslie Wolcott, MA**, Communications Coordinator, North Carolina Community Health Center Association, North Carolina
SCHEDULE
WEDNESDAY, MARCH 18

6:30am – 8:30am  Refreshment Break  Lobby Level Foyer
7:30am – 12:00pm  Registration  Lobby Level
7:30am – 12:00pm  Speaker Check-In  Lobby Level
8:00am – 5:00pm  Capitol Hill Visits
8:30am – 10:00am  Education Sessions
10:00am – 10:30am  Refreshment Break  Lobby Level Foyer and Thurgood Marshall Foyer
10:30am – 12:00pm  Education Sessions
6:00pm – 8:00pm  Healthcare Leadership Reception and Awards  Marriott Ballroom

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Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

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

6:30am – 8:30am Lobby Level Foyer Refreshment Break
7:30am – 12:00pm Lobby Level Registration and Speaker Check-In
8:00am – 5:00pm Capital Hill Visits

8:30am – 11:30am LEARNING LAB
PWA1 Delaware Preparing for a Board Leadership Role
CPE: 3.6 CME/CE/CEU/Governance: 3.0
Level: Intermediate
Prerequisite: Some understanding of board roles.
Topic: Health Center Governance

Limited to 60 participants.

Are you a health center board member considering serving as a board officer or committee chair? This learning lab offers board members the opportunity to understand board leadership roles. Topics will include officer and committee chair roles and core competencies, how to facilitate meaningful board and committee meetings, and how to use what you learn to groom future board leaders.

All NACHC Learning Labs are limited in participation space and require special registration. Learning labs are open ONLY to full-paying attendees. The $25 fee for lab participation partially subsidizes the light refreshments included in all labs. Preregistration and $25 fee required by March 4, 2020. No on-site registration available.

Presenter(s):
Steven Sera, AAMS®, Board Chair, MHC Healthcare
Emily Heard, MA, Director, Health Center Governance Training, NACHC

8:30am – 10:00am EDUCATION SESSIONS

PWB1 Maryland Providing Enabling Services at Health Centers and Evaluating Their Role in Improving Access to Care and Health Outcomes
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

Health center patients often face complex, interrelated barriers to care that require a mix of non-clinical services to help increase health care access. These non-clinical, enabling services include outreach, enrollment assistance, case management, interpretation, transportation, health education, peer support, and other services. By enhancing access to primary care, enabling services have implications for optimizing health and cost savings in the long term.

This session will showcase various models for providing enabling services at community
health centers. Presenters will highlight peer-reviewed research examining how enabling services influence health center patients’ access to primary care, preventive services use, and satisfaction with care received. This includes research led in part by the Health Resources and Services Administration (HRSA), in addition to program evaluations conducted by a community health center.

*Moderator:*
**Ted Henson, MS**, Director, Health Center Performance and Innovation, NACHC

**Presenter(s):**
**Tia Whitaker**, Statewide Director, Outreach and Enrollment, Pennsylvania Association of Community Health Centers

**Alek Srrippatana, PhD, MPH**, Director, Data and Evaluation Division, Office of Quality Improvement, Bureau of Primary Health Care/HRSA

**A. Seiji Hayashi, MD, MPH, FAAFP**, Chief Transformation Officer and Medical Director, Mary’s Center

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**NCA FEATURED**

**PWD1**  ▶ Thurgood Marshall South/West Immigration: Policy Developments and Resources to Support Patients and Staff

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Basic  
Topic: Health Center Essentials/Special Populations

This session will provide an overview of recent developments impacting health centers’ immigrant patients, their family members, and staff. It will also highlight ideas and resources for health centers to utilize in supporting these individuals.

*Moderator:*
**Colleen Meiman**, Senior Policy Advisor, NACHC

**Presenter(s):**
**Gabrielle Lessard, Esq.**, Senior Policy Attorney, National Immigration Law Center

**Elizabeth Oseguera**, Senior Policy Analyst, California Health+ Advocates

**Adam Carbullido**, Director, Policy and Advocacy, Association of Asian Pacific Community Health Organizations

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**PWC1**  ▶ Thurgood Marshall North/East Population Health Guidebook: From Paper to People

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Basic  
Topic: Practice Transformation

NACHC is proud to share the recently updated Population Health Guidebook, through this session, which will provide context to the updates, field examples of how it can be implemented, and analysis of how the population health models described in the guidebook can be utilized to change policy.

**Presenter(s):**
**Shannon Nielson, MHA, PCMH-CCE**, Principal Consultant, CURIS Consulting

**Jennifer Nolty**, Director, PCA and Network Relations, NACHC

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**PWE1**  ▶ Virginia 340B From the Ground Up

CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Basic  
Topic: Health Center Essentials

This session is designed for the neophyte to the veteran 340B participant. It will provide an overview of the 340B program including: background of the program, ways to implement a 340B program in your CHC, compliance, hot topics, and updates on state and federal 340B activities.
WEDNESDAY, MARCH 18, continued

Presenter(s):
**Tim Mallett, RPh, 340B ACE**, Vice President, Pharmacy Services, 340Basics
**Elizabeth Karan, JD, MPH**, Principal Attorney, Karan Legal Group PLLC

8:30am – 10:00am

**P2P NETWORKING SESSION**

**PWF1**

Peer Networks Support Health Center Leaders Through Uncertain Times
Topic: Health Center Essentials

Enormous change in health care delivery and reimbursement, coupled with uncertainty about Medicaid and health insurance reform, expectedly leads to great concern and anxiety among health center leaders about how to navigate this brave new world. Where can they turn to share both their angst and experience? To their peers, of course. In these uncertain times, leadership peer networks can prove to be more valuable than ever!

Join alumni from executive, financial, and clinical leadership trainings and leadership development institutes to discuss your concerns, share best practices, and identify approaches to addressing the pain points that you are feeling as a leader in the health center environment. Topics will be crowd-sourced to ensure that they are most timely and relevant. Come prepared to join or lead critical conversations while you grow your peer network.

Presenter(s):
**Alecia Cyprian, PhD**, Chief Executive Officer, Southeast Community Health System
**Kara Onorato, MBA ABD**, Chief Financial Officer, Unity Health Care
**Susan Burton**, Director, National Grassroots Advocacy, NACHC
**Gerrard Jolly, MA**, Director, Career Advancement Strategies, NACHC
**Emily DeMent**, Program Associate, NACHC

8:30am – 10:00am

**EDUCATION SESSION**

**PWG1**

The Alternative Payment Method:
Saving Our Financial Future One PMPM at a Time
CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

Recruitment, productivity and complex billing all add up to health center revenue being threatened. Meanwhile, payors and funders are questioning the value they receive. The Alternative Payment Methodology (APM) is a solution that can address these issues. Health centers, freed from the constraint of the billable visit, can focus on serving patients using the entire care team. This session will describe how all of these pieces work together.

Presenter(s):
**Curtis Degenfelder**, President, Curt Degenfelder Consulting, Inc.
**Gervean Williams**, Director, Finance Training and Technical Assistance, NACHC

10:00am – 10:30am

**Lobby Level Refreshment Break**

**Foyer and Thurgood Marshall Foyer**
Value in Staffing (VIS) program - CHV & NACHC's workforce solution offers health centers discounted rates with permanent placement and locum tenens firms.

CHV & NACHC are currently evaluating a telehealth offering to compliment the more traditional workforce solutions.

www.valueinstaffing.org
PWB2  Maryland
Financial Planning for CHC 2025: What Should CHC Management Teams Do Now to Prepare for 2025?
CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

This session will address the current trends of health care and the issues that the CHC of 2025 may face. Will risk-based contracts be the norm? Will collaboration with hospitals or other health care providers be financially significant to the bottom line? What will compliance look like in 2025? Understanding that some variables are unknown, what financial and operational decisions should be considered to strengthen financial metrics, improve operating performance, and reduce risk? What resources, both financial and human, will be needed to meet the challenges of the future? Special consideration will be given to best practices in the strategic planning process to help CHCs financially prepare for providing primary and preventative health care in the future.

Presenter(s):
Jeffrey Allen, CPA, Partner, BKD, LLP
Catherine Gilpin, CPA, Director, BKD, LLP
Gervean Williams, Director, Finance Training and Technical Assistance, NACHC

PWC2  Thurgood Marshall North/East
Managing Emergency Management: A Leader’s Perspective to Make It Work at Your Organization
CPE: 1.8  CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

Emergency Management is written in your organization’s strategic plan and you deem it important, but is it operational and understood by your staff? The CMS Rule provides guidance and recommendations to create a plan and test it in your organization. Yet, it doesn’t account for the limited resources you have -- time and human. Attend this session to learn what you need to know and be doing to be prepared, respond, and recover after a disaster or major disruption.

During this panel discussion, you will learn what Emergency Management should look like at the PCA and health center-level and how leaders successfully incorporate it within their organizations.

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

Presenter(s):
Nora O’Brien, MPA, CEM, Chief Executive Officer, Connect Consulting Services
Brenda Rodriguez, MS, Emergency Management Coordinator, CCALAC
Suzanne Rossel, MS, Senior Vice President, Health Center Support, Community Health Care Association of New York State
Managing the Politics of Organizational Change Through Adaptive Leadership

It is no secret that health center professionals must manage tremendous change as they operate in the midst of a health care payment and delivery environment that is moving from a focus on volume to value. Such shifts can challenge deeply held values and beliefs about the best way to fulfill the mission, while raising questions about the organizational culture and supporting structures. Differences of opinion are bound to arise over what are the best ways to navigate these changes and whether or not to undertake the effort at all. Sincere and committed colleagues can easily be drawn into opposing camps, creating internal political gridlock that can frustrate any attempt to achieve meaningful change. How can leaders manage the politics of change and help the organization to thrive?

This session will define and explore adaptive leadership as a framework for managing major organizational change and highlight the difference between adaptive leadership and traditional change management approaches. Participants will be introduced to theories and principles of adaptive leadership, identify approaches for applying the framework to managing the politics of organizational change, and examine who within the organization may be in a better position to lead adaptive change.

Presenter(s):
Ann Loeffler, MSPH, PMP, Principal Associate, Division of Health and Environment, Abt Associates
Gerrard Jolly, MA, Director, Career Advancement Strategies, NACHC

Increasing Transparency in Health IT: The 21st Century Cures Act EHR Reporting Program

The 21st Century Cures Act mandated the U.S. Department of Health and Human Services (HHS) to create the new EHR Reporting Program to provide publicly available comparative information about certified health IT products. The HHS Office of the National Coordinator for HIT (ONC-HIT) contracted with the Urban Institute to convene stakeholders to develop the criteria that developers will have to report on for the program. This spring they are publishing the draft version of the reporting criteria.

This session will provide audience members with a background and update on the progress so far, including what the team heard from stakeholders about their information needs, and will describe the draft criteria. Attendees will have the opportunity to ask questions and provide immediate reactions, and will learn how to find the draft criteria online to provide detailed feedback to help finalize the criteria.
Moderator:
Phillip Stringfield, Specialist, Health Center Operations Training, NACHC

Presenter(s):
Emily Johnston, PhD, Research Associate, Urban Institute
Fredric Blavin, Principle Research Associate, Urban Institute
Michael Wittie, MPH, Public Health Analyst, Office of the National Coordinator for Health Information Technology
Christal Ramos, PhD, MPH, Senior Research Associate, Urban Institute

PWF2 Washington 1-3
Legal Updates on Patient Confidentiality Rules
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Basic understanding of and familiarity with patient confidentiality rules including HIPAA and 42 CFR Part 2.
Topic: Federal and State Policy Analysis

This session will update health centers in detail on HIPAA and 42 CFR Part 2, which govern patient privacy rules. The implications of proposed new regulations will be discussed. In addition, the session will address enforcement actions by the Office of Civil Rights (OCR), including key considerations of an OCR investigation and real-life examples of how a health center can respond to final findings from investigations.

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

NCA FEATURED

PWG2 Washington 4-6
No Mission, No Margin: Addressing Homelessness from a Public Health Perspective
CPE: 1.8 CME/CE/CEU/Governance 1.5
Level: Basic
Topic: Special Populations

Health centers were built on a foundation of social justice. Over the past 50 years, health centers have emerged not only as important venues of care for underserved people, but also as advocates for social change. We cannot improve our patients’ health unless we change the broader communities where they live, work, and raise families. As unsheltered homelessness reaches a crisis point in many communities across the country, health centers are well-positioned to be strong voices for constructive, evidence-based public policy responses. In doing so, we elevate our profile, invite new funding opportunities, and open possibilities to create new lines of service that advance our mission (such as partnering with developers to build housing).

This workshop will address how health centers can fulfill the mission by framing advocacy efforts in a public health context and be active partners with local officials to bring humane and dignified solutions to homelessness. Health center leaders will present their approach to homeless advocacy and public health, and discuss how their focus on mission only adds to their financial margin and overall effectiveness as community leaders.

Presenter(s):
Barbara DiPietro, PhD, Senior Director, Policy, National Health Care for the Homeless Council, Inc.
Kevin Lindamood, President and CEO, Baltimore Health Care for the Homeless
Julie Sinai, Chief Strategy Officer, LifeLong Medical Care
6:00pm - 8:00pm  SPECIAL EVENT

Health Care Leadership Reception and Awards  Marriott Ballroom

Paloma Hernandez, Secretary, NACHC Board of Directors, Master of Ceremonies

Join us for the annual NACHC Healthcare Leadership Reception and Awards. In addition to honoring Members of Congress, NACHC will also honor our own Grassroots Advocacy Hall of Fame Inductees and Grassroots Advocacy Elizabeth K. Cooke MVP Awardees (refer to the Wednesday tab page for a complete list of awardees).

This special event is included in the full-conference registration package. A limited number of tickets (on a first-come, first-served basis) are available for $35 at NACHC Registration. You must purchase your additional tickets by Wednesday, March 18 at 11:00am.

Shuttle service will be provided between the Marriott Wardman Park, 24th Street Entrance, and other official NACHC hotels for the reception (with the exception of The LINE and Omni Shoreham Hotels, see below). Shuttle schedules, detailing departure and arrival times, will be posted at each hotel, included in conference registration bags, and on the NACHC Mobile App.

For guests staying at The LINE Hotel, transportation details will be provided upon check-in at your hotel’s front desk; and Omni Shoreham Hotel guests will be within walking distance to the Marriott Wardman Park, 24th Street Entrance.

The awards program will begin promptly at 6:30pm.

Sponsored by

2020 Leader Sponsors
Thursday, March 19

P&I
2020

POLICY & ISSUES FORUM
### 2020 Regional Training, Online Learning Events

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<td>April 15–16</td>
<td>Financial Operations Management, Level II (FOM 2)</td>
<td>Regional Training In-person and Virtual</td>
<td>Savannah, GA</td>
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<td>April 28–29</td>
<td>Leadership LIVE! Two-day Leadership and Networking Intensive</td>
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<td>June 22–25</td>
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<td>Ongoing</td>
<td>*Leadership Coaching Services for Health Center Staff</td>
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<td>Ongoing</td>
<td>NACHC Leadership Trainings Graduate Network</td>
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<td>2nd Thursday of Each Month @ 2PM ET</td>
<td>NACHC’s Monthly Telehealth Office Hours</td>
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For more information about NACHC Training and Technical Assistance (TTA), email trainings@nachc.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.

*Indicates projects not supported by the HRSA cooperative agreement.
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<tr>
<th>Time</th>
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<td>7:30am – 8:30am</td>
<td>Refreshment Break</td>
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<td>Registration</td>
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<td>Speaker Check-In</td>
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<tr>
<td>8:30am – 10:00am</td>
<td>Education Sessions</td>
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<td>10:00am – 10:30am</td>
<td>Refreshment Break</td>
<td>Lobby Level Foyer</td>
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<td>10:30am – 12:30pm</td>
<td><strong>PGS3 General Session: Federal Update</strong></td>
<td>Marriott Ballroom</td>
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GENERAL SESSION
10:30am – 12:30pm

PGS3  Marriott Ballroom
General Session: Federal Update
10:30am – 11:15am
Michael A. Holmes, Chair-Elect, NACHC Board of Directors, Master of Ceremonies

Presentation of the Geiger Gibson Program in Community Health Policy’s 2020 Emerging Leader Awards
Presenter:
Sara Rosenbaum, JD, Harold and Jane Hirsh Professor of Health Law and Policy, Milken Institute School of Public Health, The George Washington University

AWARD RECIPIENTS
Andrea Schwab-Galindo, MPH, Executive Vice President/Chief Administrator Officer, Tiburcio Vasquez Health Center Inc.
Darielys Cordero, MPH, Director of Special Programs, Asociación de Salud Primaria de Puerto Rico, Inc.
Diana Dos Santos Faustino, CNM, Certified Nurse Midwife, HRHCare
Janely Perez, LCSW-R, Director of Vida Guidance Center, Urban Health Plan
Jean Reidy, MSN, MPH, DNP, Senior Director of Nursing and Clinical Transformation, Erie Family Health Centers
Jeffrey McGlade, MISST, Director of Information Technology, PrimaryOne Health
Jerry Trigueros, Director of Patients Services, Northern Nevada HOPES
Josue Fernandez, MSA, Director of Business Development, Golden Valley Health Centers
Kathryn Magnoli, MBA, Chief of Staff, Massachusetts League of Community Health Centers
Keila L. Brown, DNP, MSN, MHSA, AGNP-C, Nurse Practitioner/Chronic Care Management Director, Jackson-Hinds Comprehensive Health Center
Oscar Fletes, Director of General Services, Omni Family Health
Palak Jalan, MPH, Senior Director of Population Health, Fort Bend Family Health Center dba AccessHealth
Yui Nishiike, NP, Deputy Chief Medical Officer of Clinical Innovations, LifeLong Medical Care

Additional details for this general session can be found in the Conference Addendum.
EDUCATION SESSIONS
THURSDAY, MARCH 19

Education sessions do not have prerequisites/pre-work unless otherwise noted within their descriptions.

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

7:30am – 8:30am Lobby Level
Refreshment Foyer and Thurgood Marshall Foyer

7:30am – 11:00am Lobby Level
Registration and Speaker Check-In

8:00am – 10:00am
EDUCATION SESSION

PThB1 Maryland
Advocacy in Action: Tools and Tactics for Advocacy Communications
CPE: 2.4 CME/CE/CEU/Governance: 2.0
Level: Basic
Topic: Advocacy and Mobilization

A crucial part of advocacy work is building relationships with your community in order to get your message out. In this session, learn how to build stronger relationships with key partners: the media, elected officials, your supports, and your staff. Discover tips on how to improve your advocacy communications on social media and your local media outreach by crafting new strategies for sharing your story and the impact your health center makes.

Presenter(s):
Jen Anderson, Associate Director, Communications, Michigan Primary Care Association
Clarence J. Fluker, Director, Community Engagement, Association of American Medical Colleges
Shamaal Sheppard, Manager, Advocacy Communications and Engagement, NACHC

8:30am – 10:00am
EDUCATION SESSIONS

PThA1 Delaware
Preparing for OIG Audits of Health Center Financial Records
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Familiarity with a CHC finance department and various types of grant funding received by CHCs.
Topic: Health Center Essentials

Does the idea of a Department of Health and Human Services (HHS) - Office of Inspector General (OIG) audit have you calling in sick and headed for the hills? As most of us know, the OIG can audit a health center’s use of grant funds at any time to ensure that the use of this funding is in accordance with federal requirements and the terms of the grant. At BKD we know how intimidating this can be, so we’ve designed this session to review the guide used by the OIG to audit AIMS grant funds in the fall of 2020.
During this session, we will review the various records that should be in place to support the use of grant funds, in addition to the supporting grants management concepts, to ensure that health center compliance can be assessed from a HRSA programmatic and Uniform Grants Guidance perspective. So the next time the OIG comes knocking - you can hang on to those sick days since you’ll be prepared to support your health center through a successful OIG audit.

Presenter(s):
Jeffrey Allen, CPA, Partner, BKD, LLP
Catherine Gilpin, CPA, Director, BKD, LLP

PThC1  Thurgood Marshall North/East Value-Based Health Care Transformation: Board Readiness and Governance Strategies
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Intermediate
Prerequisite: Some understanding of health center board roles and/or the current health care landscape.
Topic: Health Center Governance/Practice Transformation

In a recent National Training and Technical Assistance (TTA) Needs Assessment, a majority of respondents prioritized training of health center boards around the health care transformation landscape and navigating value-based payment opportunities. This session will pose questions about board readiness for payment reform efforts and their implications for the health center’s own governance, and surface governance practices and lessons learned from health centers already navigating value-based payment opportunities.

In advance of attending this session, new board members and board members unfamiliar with these concepts may wish to view a short online module titled Accountable Care for Health Center Boards and a short online toolkit focused on Payment Reform Overview for Health Center Boards, available at www.healthcenterinfo.org or conferences.nachc.org.

Presenter(s):
Stacey Moody, Senior Consultant, John Snow, Inc.
Jennifer Nolty, Director, PCA and Network Relations, NACHC

PThD1  Thurgood Marshall South/West HRSA’s Operational Site Visit: Preparing for Year-Round Compliance and Performance Improvement
CPE: 1.8 CME/CE/CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

HRSA’s Compliance Manual is the principal resource to assist health centers in understanding and demonstrating compliance with Health Center Program requirements. HRSA uses the Compliance Manual as the basis for determining whether health centers have demonstrated compliance with the statutory and regulatory requirements of the Health Center Program. The Health Center Program Site Visit Protocol (SVP) is the tool for assessing compliance with Health Center Program requirements during the Operational Site Visit (OSV). The SVP is designed to provide HRSA the information necessary to perform its oversight responsibilities using a standard and transparent methodology that aligns with the Compliance Manual.

Attend this session to learn insights and key strategies for all phases of the OSV process via the perspectives of the federal government, an OSV reviewer, and a health center executive. Presenters will highlight how high-performing health centers use the OSV to engage in a continuous process of not just program compliance, but performance improvement and operational excellence.
Presenter(s):  
Angela Powell, MPH, CPH, Director, Office of Southern Health Services, Bureau of Primary Health Care/HRSA  
Ernia Hughes, MBA, Director, Office of Northern Health Services, Bureau of Primary Care/HRSA  
Jeffrey Zonis, MBA, MPA, President, JLZ Associates  
John Fairman, Chief Executive Officer, Delta Health Center  
Richard Booth, Chief Executive Officer, Siskiyou Community Health Center

PThE1 Virginia  
Building the Care Team for Value-Based Payment (While Not Losing Your Shirt Under FFS)  
CEU/Governance: 1.5  
Level: Basic  
Topic: Practice Transformation  
A comprehensive, integrated care team that includes both licensed and unlicensed professionals is key to reducing provider burnout, reaching quality goals, and successfully making the transition to value-based payment models. The Health Federation of Philadelphia, an HCCN based in Southeastern Pennsylvania, has successfully supported participating health centers through a unique combination of workforce training and coaching, policy advocacy with payers and local government, and data and technology support. Outcomes include: thirteen health centers with fully integrated behavioral health consultants as part of the primary care team under a sustainable, revenue-generating model; a model for training and supporting community health workers and their supervisors as they are incorporated into health center care teams; and a developing approach to documenting and analyzing outcomes data and return on investment related to the work of these care team members.  
Presenter(s):  
Natalie Levkovich, Chief Executive Officer, Health Federation of Philadelphia  
Suzanne Cohen, MPH, Senior Director, Population Health, Health Federation of Philadelphia

PThF1 Washington 1-3  
Federal Policy Updates – Beyond BPHC and CMS  
CPE: 1.8  
CME/CE/CEU/Governance: 1.5  
Level: Intermediate  
Prerequisite: Basic knowledge of federal policy issues impacting health centers.  
Topic: Federal and State Policy Analysis/Health Center Essentials  
NACHC’s legal counsel and senior policy advisor will provide updates on federal policy developments that impact health centers, beyond BPHC and CMS programs. Topics will include audit requirements, immigration, women’s health, 42 CFR Part 2, workforce programs, 340B, and veterans’ health.  
Moderator:  
Colleen Meiman, Senior Policy Advisor, NACHC  
Presenter(s):  
Jacqueline C. Leifer, Esq., Senior Partner, Feldesman Tucker Leifer Fidell LLP
PThG1  Washington 4-6
HRSA Bureau of Health Workforce – Tools to Support NHSC and Nurse Corps Sites and Clinicians
CEU/Governance: 1.5
Level: Basic
Topic: Health Center Essentials

The HRSA Bureau of Health Workforce (BHW) highlights two important tools you can use to support recruitment and retention of health center clinicians. First, learn about the Health Workforce Connector, a tool to help job-seeking clinicians connect with National Health Service Corps and Nurse Corps opportunities. Second, see how the BHW Clinician Dashboard provides data regarding post-service employment of Corps alumni. This informative session will orient you to data tools that will enhance your workforce policy and operational approaches locally, statewide, and nationally.

Presenter(s):
Michael Arsenault, PMP, Director, Division of Business Operations, Bureau of Health Workforce/HRSA
Michael Dembik, Branch Chief, Division of Business Operations, Bureau of Health Workforce/HRSA

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.
GET THE PATIENT’S ENTIRE HEALTH STORY

BELIEVE IN BETTER.

With an integrated care solution, providers can view a patient’s physical, behavioral health, and dental care history—from one place. Additionally, they can enhance quality outcomes with:

- A single sign-on for a medical, behavioral health, and dental EHR
- All-in-one reporting
- Interoperability without constraints
- Mobile solutions, independent from vendor dependency
- Support from more than 105,000 healthcare professionals

Visit us at **Booth 305** to discuss how integrated care can help advance your mission—email **Tom.Farmer@nextgen.com** today to reserve some time for you to receive answers to your questions and additional information.
Monday, March 16 – Tuesday, March 17

**Monday, March 16**

**EXPO Hall Open**

**12:00pm – 6:30pm** • Exhibit Hall C

- 12:00pm – 1:00pm  Refreshment Break in EXPO Hall (Lunch on your own)
- 12:15pm – 12:45pm  T3-1 *The History of the Health Center Program: Movement, Mission, Milestones*  
  (Exhibit Hall C: Theater, end of Aisle 100)
  (refer to page 48 for details)
- 2:30pm – 3:00pm  Refreshment Break in EXPO Hall
- 2:30pm – 3:00pm  T3-2 *PRAPARE 101: Collecting Data on the Social Determinants of Health*  
  (Exhibit Hall C: Theater, end of Aisle 100)
  (refer to page 57 for session details)

**5:00pm – 6:30pm**  Opening Reception in EXPO Hall

Take this opportunity to visit with colleagues and learn more about the innovative services and products that NACHC vendors will be showcasing throughout the 2020 P&I EXPO. Identify new technologies and solutions that will enhance your health center operations and overall delivery of patient care.

**Tuesday, March 17**

**EXPO Hall Open**

**7:00am – 1:00pm** • Exhibit Hall C

- 7:00am – 8:00am  Continental Breakfast in EXPO Hall
  
  Meet your colleagues for coffee in the Expo Hall. Here is a chance to catch up while you discover the latest in products and services that will benefit your health center. Meet new friends and gain new insights.

  Co-Sponsored by

  Be one of the first 250 in the EXPO Hall for a chance to win $250 Amazon gift card!  
  (*EXPO Early-Bird* Prize Drawing at 9:45am)

- 9:30am – 10:00am  Refreshment Break in EXPO Hall
- 9:45am  *Prize Drawings at the NACHC Booth (#200) for Twitter Contests, Mobile App QR Code Challenge, EXPO Early Bird, and NACHCopoly! You MUST be present to claim all prizes.*  
  
  (The Mobile App QR Code Challenge and #WhyIServe Twitter Contest winners do not have to be present to claim their prizes.)

- 12:00pm – 1:00pm  Refreshment Break in EXPO Hall (Lunch on your own)
**Why you can’t afford to miss the P&I EXPO:**

- ★ Opportunities to establish relationships with key companies that will help you build your health center business
- ★ Demonstrations of new technologies and products
- ★ Invaluable one-on-one time with both industry experts and colleagues who understand the needs and demands of the community health center workplace
- ★ Great giveaways and prizes

**NACHCopoly!**

While networking with colleagues and exhibitors at P&I, make sure to play *NACHCopoly* for the chance to win great prizes!

**It’s easy to play:**

**Step 1:** You’ll find the 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 (#200), in the Exhibit Hall, 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 (#200) on Tuesday, March 17 by 9:30am to be eligible for the prize drawings.*

**Prizes will be awarded on Tuesday at 9:45am at the NACHC Booth in Exhibit Hall C. You MUST be present to claim all *NACHCopoly* prizes.*
The National Association of Community Health Centers Would Like to Thank the Following 2020 P&I Sponsors for their Support
Community Health Ventures (CHV) is the business development affiliate of NACHC. CHV operates several programs on behalf of NACHC and community health centers, including:

- Value in Purchasing (ViP)
- Value in Staffing (ViS)
- Value in Laboratory (ViL)
- Value in Benefits (ViB)
- Value in Dental (ViD)
- 340Better

During the 2020 P&I EXPO, nine of our many partners will be featured in the CHV Partner Row. These featured partners will be located along Aisle 200 in Exhibit Hall C and their booths will be designated with white draping. Other CHV Partners will be located throughout the EXPO floor. All of our partners are to be recognized for the many ways they make CHV programs possible.

About CHV:
CHV was created in 2001 under the direction of health center leaders and all CHV programs are endorsed by NACHC. CHV’s dedicated staff and management have over 70 years of combined community health center experience and ensure that all programs meet the specialized needs of health centers. Through these programs, CHV helps health centers to maximize their budgets and strengthen their organizations so that they may fulfill their mission of improving health outcomes for the underserved.

CHV Program Features:

- Over 950 community health centers enrolled.
- The largest Group Purchasing Organization in the country, leveraging aggressive savings.
- Over 1 million products and services under contract, encompassing nearly 90 percent of the products that health centers purchase, including medical, facility, and office supplies.
- Ability to work with a variety of distributors, including McKesson, Henry Schein, Benco Dental, Medline, Concordance Healthcare Solutions, and NDC.
- Exclusive CHC-tiered pricing with manufacturers like BD, Kimberly Clark, Midmark, Welch Allyn, TIDI, Quidel, LabCorp, Staples, and Office Depot.
- Easy contract access with voluntary commitment and no membership fees.
- Free RFP consultation with the ability to gather bids from multiple distributors.
340Basics

340Basics is at the forefront of health care technology—delivering a secure software solution, providing a compliant 340B eligibility and virtual inventory management system to eligible health care providers, pharmacies, and managed care plans. In addition to our software solution, our division, Assent Consulting, specializes in audit and consulting services allowing our clients to navigate the complex 340B landscape with confidence.

Colleen DiClaudio, 309 Fellowship Rd., Mount Laurel, NJ 08054
Phone: (888) 356-6225 Email: cdiclaudio@340Basics.com
http://www.340basics.com

Benco Dental

Focused on the great work community health centers do for the communities they serve, Benco Dental is the largest privately-owned dental distributor in the United States. Benco Dental offers a full array of supplies, equipment, and services to health centers across the nation, and is proud to be the preferred dental distributor of NACHC’s and CHV’s Value in Purchasing (ViP) program.

John Lamb, 295 Centerpoint Blvd., Pittston, PA 18640
Phone: (830) 399-3986 Email: jlamb@benco.com
http://www.benco.com

Cardinal Health

Cardinal Health specializes in the distribution of pharmaceuticals and medical products, serving more than 100,000 locations. Cardinal has a sales and support team that works specifically with 340B-eligible community health centers.

Stephen Rose, 7200 Cardinal Pl., Dublin, OH 43017
Phone: (330) 806-0547 Email: stephen.rose@cardinalhealth.com
http://cardinalhealth.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 St., Ste. 200, Alexandria, VA 22314
Phone: (703) 684-3982 Email: djhawkins@nachc.com
http://www.communityhealthventures.com
Henry Schein One | Dentrix Enterprise

Henry Schein One | Dentrix Enterprise is dental practice management software for multiple location and group private practices, DSOs, community and federally qualified health centers, and institutional dental organizations.

Jan Abbott, 1220 S. 630 E., Ste. 100, American Fork, UT 84003
Phone: (603) 859-4580  Email: jan.abbott@henryschein.com
http://www.dentrixenterprise.com

LabCorp

LabCorp provides leading-edge diagnostic tests and services through a national network of primary clinical laboratories and its specialty testing group. With scientific expertise in esoteric testing, genomics, clinical and anatomic pathology, and a commitment to comprehensive and high-quality laboratory services, LabCorp delivers timely, accurate results for improved patient care.

Eric Rotthoff, 531 South Spring St., Burlington, NC 27215
Phone: (336) 436-2701  Email: Rotthoe@LabCorp.com
http://www.labcorp.com

McKesson Medical-Surgical

McKesson Medical Surgical is pleased to continue our support this year. Bringing you more than 350,000 products you need, when you need them. We offer tools that help you manage costs and enhance patient care – all while providing insights and expertise to guide you through the changing world of 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 Dr., Richmond, VA 23233
Phone: (860) 826-3673  Email: christine.ford@mckesson.com
http://www.mckesson.com

Medline Industries, Inc.

Medline is a global manufacturer and distributor of more than 550,000 medical products and a team of dedicated specialists for community health centers. Managing a health center is more challenging than ever, and we understand what you need to succeed - a hands-on medical supplies partner who shares your passion for providing affordable and accessible care for your community. We’ll help simplify your operations so you can focus on patient care.

Greg Smith, Three Lakes Dr., Northfield, IL 60093
Phone: (502) 836-7908  Email: gsmith@medline.com
http://www.medline.com/physician
MedTrainer Inc.  

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 tool kits; OIG/SAM checks; and security risk assessments, MedTrainer’s all-in-one solution simplifies compliance management and improves efficiency across practices.

Mark Felts, 555 Cajon St., Ste. A, Redlands, CA 92373
Phone: (720) 899-4861  Email: mark@medtrainer.com
http://www.medtrainer.com

Merritt Hawkins  

Merritt Hawkins® is a national leader in physician search and consulting company specializing in the recruitment of physicians in all medical specialties as well as advanced practice allied health care professionals. Founded in 1987, Merritt Hawkins is a company of the publicly-traded AMN Healthcare, the nation’s largest health care staffing and workforce solutions company.

Stephanie Rincon, 8840 Cypress Waters Blvd., Ste. 300, Dallas, TX 75019
Phone: (800) 685-2272  Email: ConventionSupport-DL@amnhealthcare.com
http://www.merritthawkins.com/

Nonstop Administration and Insurance Services, Inc.  

Through NACHC’s Value in Benefits (ViB) program, Nonstop Administration and Insurance Services is proudly changing the way health centers and their employees access health care with our partially self-funded health insurance program, Nonstop Wellness. The Nonstop Wellness program decreases annual costs of health care for community health centers while reducing or eliminating deductible costs, copays, and coinsurance. Our mission is to ensure your CHC’s growth and sustainability - starting with the health and well-being of your employees.

Jody Schreffler, 1800 Sutter St., Ste. 730, Concord, CA 94520
Phone: (503) 260-5634  Email: jschreffler@nonstopwellness.com
http://www.nonstopwellness.com
RegLantern provides web-based tools and services for health centers preparing for HRSA Operational Site Visits and working toward continuous HRSA compliance.

Kyle Vath, PO Box 58251, Cincinnati, OH  45258
Phone: (833) 734-5268  Email: kyle@reglantern.com
http://www.RegLantern.com

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 geolocation 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.

Kate Pascucci, 33 N. Garden Ave., Ste. 1000, Clearwater, FL  33755
Phone: (727) 451-9766  Email: kpascucci@stratusvideo.com
http://www.stratusvideo.com
The Value in Dental (ViD) program is the only national CHC dental pricing program endorsed by the National Association of Community Health Centers (NACHC).

The program is powered by Benco Dental, the nation’s fastest growing full-service dental distributor.

www.valueindental.org
EXHIBITOR PROFILES

340Basics  
Booths 212 and 312
340Basics is at the forefront of health care technology—delivering a secure software solution, providing a compliant 340B eligibility and virtual inventory management system to eligible health care providers, pharmacies, and managed care plans. In addition to our software solution, our division, Assent Consulting, specializes in audit and consulting services allowing our clients to navigate the complex 340B landscape with confidence.

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Phone: (888) 356-6225
Email: cdiclaudio@340Basics.com
http://www.340basics.com

Accreditation Association for Ambulatory Health Care  
Kiosk 3
Close to 300 community health centers have achieved Accreditation Association for Ambulatory Health Care (AAAHC) accreditation. Our collaborative process guides each center in preparing for the on-site survey, and our consultative approach supports your center throughout the survey process. AAAHC surveyors bring years of relevant experience to help your center provide safe, high-quality, patient-centered care to the communities you serve. AAAHC has been improving health care quality through accreditation for more than 35 years.

Mona Sweeney, 5250 Old Orchard Rd., Ste. 200, Skokie, IL 60077
Phone: (847) 853-6060
Email: msweeney@aaahc.org
http://www.aaahc.org

Aledade  
Booth 514
Aledade partners with independent practices, health centers, and clinics to build and lead accountable care organizations (ACOs) anchored in primary care. Through these ACOs, Aledade empowers physicians to stay independent and thrive financially by keeping people healthy. In true alignment with more than 6,500 participating providers in 27 states, Aledade shares in the risk and reward across over 59 value-based government and commercial contracts representing more than 650,000 lives under management.

Sara Coates, 4550 Montgomery Ave., Ste. 950, Bethesda, MD 20814
Phone: (202) 803-7979
Email: scoates@aledade.com
http://www.aledade.com
**AthenaHealth**

Athenahealth is the most universally connected health care network in the country. Everything we do is to enhance the experience and outcomes of health care. Today, we connect 116,000 providers and 106 million patients through clinical and financial services like electronic health records, population health tools, revenue cycle management, and care coordination.

Katherine Mullane, 311 Arsenal St., Watertown, MA 02472
Phone: (617) 402-8591  Email: kmullane@athenahealth.com
http://www.athenahealth.com

**Avita Pharmacy**

Avita is a national retail and specialty pharmacy with a passion for community support and advocacy. The health and wellness of our patients, support of our partners, and betterment of our communities is at the heart of everything we do. We serve our patients and providers with commitment and excellence through exceptional service and comprehensive solutions. Avita is more than just a pharmacy—we're a dedicated partner, ready to join your health care team.

Chris Casseri, 5551 Corporate Blvd., Ste. 102, Baton Rouge, LA 70808
Phone: (225) 773-7218  Email: chris.casseri@avitapharmacy.com
http://avitapharmacy.com

**Benco Dental**

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John Lamb, 295 Centerpoint Blvd., Pittston, PA 18640
Phone: (830) 399-3986  Email: jlamb@benco.com
http://www.benco.com

**BKD CPAs & Advisors**

You have big plans for your CHC, but navigating the industry’s constant changes is no easy feat. BKD CPAs & Advisors has been a leading educator for NACHC and PCAs for more than five years and is authoring NACHC’s forthcoming financial manual for America’s health centers. We can help you prepare for potential changes to grants, payor mix, reimbursement, and the 340B Drug Pricing Program.

Jeff Allen, 910 E. St. Louis St., Ste. 200, Springfield, MO 65806
Phone: (417) 865-8701  Email: jeallen@bkd.com
http://www.bkd.com/chc
**Bureau of Primary Health Care/HRSA**  
Booth 419

The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services, is the primary federal agency for improving health care to people who are geographically isolated, economically or medically vulnerable. Tens of millions of Americans receive quality, affordable health care and other services through HRSA's 90-plus programs and more than 3,000 grantees.

Brionne Walters, 5600 Fishers Ln., 11W42, Rockville, MD 20857  
Phone: (301) 594-4110  
Email: bwalters@hrsa.gov  
http://www.bphc.hrsa.gov

**Capital Link**  
Booth 416

Capital Link is a national, nonprofit organization that has worked with hundreds of health centers and primary care associations over the past 15 years to plan capital projects, finance growth, and identify ways to improve performance. We provide innovative advisory services and extensive technical assistance with the goal of supporting and expanding community-based health care.

Susan Petrie, 40 Court St., 10th Fl., Boston, MA 02108  
Phone: (617) 988-2248  
Email: spetrie@caplink.org  
http://www.caplink.org

**CaptureRx**  
Booth 114

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.

Kevin Denton, 219 E. Houston St., Ste. 100, San Antonio, TX 78205  
Phone: (210) 300-8940  
Email: kevin.denton@capturerx.com  
http://capturerx.com

**Cardinal Health**  
Booth 218

Cardinal Health specializes in the distribution of pharmaceuticals and medical products, serving more than 100,000 locations. Cardinal has a sales and support team that works specifically with 340B-eligible community health centers.

Stephen Rose, 7200 Cardinal Pl., Dublin, OH 43017  
Phone: (330) 806-0547  
Email: stephen.rose@cardinalhealth.com  
http://cardinalhealth.com
CAREDirect

CAREDirect’s digital medication cabinet serves as an affordable upgrade to the key-locked cabinets that many health care facilities still use. The solutions that our electronic system offers include: digital two-factor authentication; ability to view drug inventory and activity through any web browser; replacement of paper logs with electronic reports; electronic signatures for witnessed wastes and morning/evening counts; and individual user tracking with intuitive touchscreen interface.

Nadder Sahar, 10597 W. Glenbrook Ct., Milwaukee, WI 53224
Phone: (480) 359-3706 Email: nadders@caredirectllc.com
http://www.caredirectllc.com

CareMessage

CareMessage uses mobile technology to help underserved patients get healthier. We connect providers and patients to reduce no-shows and members without visits as well as to empower and educate patients to take ownership of their health, thus reducing the burden placed on providers and, ultimately, leading to better clinical outcomes. By focusing on the underserved, we are uniquely positioned to help you devise your patient engagement strategy in a way that maximizes response and action.

Blair Lineham, San Francisco, CA 94104
Phone: (585) 434-9466 Email: blineham@caremessage.org
http://caremessage.org

Centene Corporation

Centene Corporation, a Fortune 500 company, is a diversified, multi-national health care enterprise that provides a portfolio of services to government-sponsored health care programs, focusing on underinsured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children’s Health Insurance Program, as well as Aged, Blind or Disabled, Foster Care and Long Term Care, in addition to other state-sponsored programs, including Medicare. Centene operates local health plans, offering a range of health insurance solutions.

Kristina Ingram, 7700 Forsyth Blvd., St. Louis, MO 63105
Phone: (314) 505-6182 Email: kingram@centene.com
http://www.centene.com

Chiropractic Service Corps, Inc.

Chiropractic Service Corps, Inc. is the only national MSO working exclusively with FQHCs to implement and manage the chiropractic department. Our services are patient focused. We have over 20 years of experience working in integrated settings. Chiropractic is a vital instrument in your toolkit to battle the opioid crisis.

Dan Fink, 2054 Kildaire Farm Rd., #216, Cary, NC 27518
Phone: (410) 533-9869 Email: drdanfinkcsc@gmail.com
http://chirocorps.com
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 value-based payment initiatives, streamline costs, strengthen reimbursement and compliance processes, and improve performance.

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

Community Health Ventures

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

Compliatric

A fully customizable, integrated platform developed for community health centers! Compliatric gives you easy, centralized control over complex health center compliance management efforts through a comprehensive compliance software platform. Modules include: Incident Management and Investigations, Policy and Forms Library, Employee Training, HRSA Site Visit Evidence Vault, Credentialing and Privileging, Exclusion Monitoring, Agreement Management (WITH VIRTUAL HRSA 5A), Grant Tracking, Risk Registry, Auditing and Monitoring, Peer Review, Referrals Tracking, Surveys, and so much more...

Jesse Verdi, 4179 S. Riverboat Rd., Ste. 260, Salt Lake City, UT 84123
Phone: (801) 455-8818 Email: conference@compliatric.com
http://www.compliantfqhc.com

Direct Relief

Since 2004, Direct Relief has supported health centers’ critical work by mobilizing and providing $1.2 billion in free medications and supplies to a growing network of more than 2,000 nonprofit, safety-net facilities nationwide. Leveraging philanthropic partnerships, unique status as the only VAWD©-accredited nonprofit, and 50-state Rx-distribution licensing, Direct Relief continues to network safety-net facilities on an ongoing basis and in response in emergencies including wildfires, hurricanes, and tornadoes.

Katie Lewis, 6100 Wallace Becknell Rd., Santa Barbara, CA 93117
Phone: (805) 879-4945 Email: klewis@directrelief.org
http://www.directrelief.org
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 Dr., Westborough, MA 01581
Phone: (508) 836-2700   Email: sales@eclinicalworks.com
http://www.eclinicalworks.com

ECRI Institute
Since 1968, ECRI Institute has worked to improve care and protect patients from risk by supplying independent and objective guidance and tools. In alignment with this mission, ECRI Institute provides no-cost clinical risk management resources on behalf of the Health Resources and Services Administration (HRSA). These resources for federally qualified health centers include CME/CNE education, certificate courses, and assessment tools.

Cara Wzorek, 5200 Butler Pike, Plymouth Meeting, PA 19462
Phone: (610) 825-6000   Email: CWzorek@ecri.org
http://www.ecri.org

Equiscript, LLC
We help community health centers and hospitals generate resources and improve patient adherence through 340B home delivery pharmacy programs. Equiscript can help you offer a new pharmacy service to your patients that will help you improve patient outcomes and generate resources for your organization. We take great care of patients; providing a service that improves medication adherence while complimenting your existing 340B network and generating new savings for you.

Juliet Quick, 1360 Truxtun Ave., Ste. 300, North Charleston, SC 29405
Phone: (904) 860-5548   Email: jquick@equiscript.com
http://www.equiscript.com

eSolutions
eSolutions provides powerful data analytics and workflow automation products that help health care providers get paid quickly, securely, and accurately. Our unique analytics deliver clear intelligence, allowing providers of all types and sizes to understand their data and use it to make informed decisions on their revenue cycle management.

Lauren Eichelberger, 8215 W. 108th Ter., Overland Park, KS 66210
Phone: (913) 815-6466   Email: leichelberger@esolutionsinc.com
http://www.esolutionsinc.com
Expense Reduction Analysts  

Expense Reduction Analysts (ERA) is one of the world's largest expense management consultancies. We believe in helping your facility find the resources to continually provide excellent patient care. We help health care organizations save an average of 10–30 percent on necessary procurement costs. Our specialists leverage their in-depth industry knowledge to ensure you receive the best pricing and services from your GPOs and suppliers, while your staff stays focused on your organization's highest priorities.

John Amato, 1030 Linden Dr., Hanover, MD 21076  
Phone: (410) 461-4121  Email: jamato@expensereduction.com  
http://www.expensereduction.com

Family Planning National Training Center  

The Family Planning National Training Center (FPNTC) works in collaboration with OPA to address the needs of Title X family planning service grantees and providers. The primary purpose of the FPNTC is to ensure that personnel working in family planning have the knowledge, skills, and attitudes necessary to effectively deliver high-quality family planning services.

Family Planning National Training Center, 44 Farnsworth Street, Boston, MA 02210  
Phone: (617) 482-9485  Email: fpntc@jsi.com  
http://www.fpntc.org

Feedtrail, Inc.  

Feedtrail is a health care software company, based in Raleigh, North Carolina, that uses in-the-moment patient feedback and advanced analytics to empower health care teams to deliver world-class care, ensure patient satisfaction, and perform immediate service recovery prior to patient discharge. Feedtrail works with federally qualified health centers, community hospitals, academic medical centers, physician groups, and ambulatory clinics in all 50 U.S. states and in 13 other countries worldwide.

Dante Rankart, 715 W. Johnson St., Raleigh, NC 27613  
Phone: (850) 340-1462  Email: dante@feedtrail.com  
http://www.feedtrail.com

Feldesman Tucker Leifer Fidell  

Feldesman Tucker Leifer Fidell LLP (FTLF) is the leader in health center law and training from a legal perspective. FTLF leads numerous face-to-face trainings and webinars focused on the most up-to-date issues for health centers and PCAs including FTCA, sliding fee scale, and compliance. In addition, FTLF's HealthCenterCompliance.com website provides a broad range of compliance and FTCA resources in a single location.

Emilie Pinkham, 1129 20th St., NW, Ste. 400, Washington, DC 20036  
Phone: (202) 466-8960  Email: learning@ftlf.com  
http://www.feldesmantucker.com
FMS, Inc.  
Kiosk 2

It is the mission of FMS to be a customer contact center. FMS believes this mission can only be achieved by offering a high level of opportunity to our employees and by maintaining an unparalleled level of integrity, professionalism, productivity, and profitability in all our business relationships. FMS believes that success comes only to those who do these things well every day.

Darron Story, 4915 S. Union Ave., Tulsa, OK  74107  
Phone: (918) 600-5095  
Email: darrons@fms-collect.com  
http://www.fms-collect.com

Greenway Health, LLC  
Booth 503

Our electronic health record and practice management software and services connect your entire practice. Driven by our five-point customer pledge and our mission to improve lives through innovative solutions, we provide innovative technology, quality services, and strategic partnerships that help practices grow profitably, improve patient outcomes, run efficiently, and remain compliant with federal and state regulations. We connect providers to the right information and insights, so they can make patient-driven care a reality.

Samantha Bassett, 4301 W. Boy Scout Blvd., Ste. 800, Tampa, FL  33607  
Phone: (813) 450-6397  
Email: Samantha.bassett@greenwayhealth.com  
http://www.greenwayhealth.com

Henry Schein One | Dentrix Enterprise  
Booth 420

Henry Schein One | Dentrix Enterprise is dental practice management software for multiple location and group private practices, DSOs, community and federally qualified health centers, and institutional dental organizations.

Jan Abbott, 1220 S. 630 E., Ste. 100, American Fork, UT  84003  
Phone: (603) 859-4580  
Email: jan.abbott@henryschein.com  
http://www.dentrixenterprise.com

HIPAA Watchdog  
Kiosk 10

HIPAAWatchdog.com elevates the operational excellence of health centers, ensuring they are profitable while creating healthy communities. HIPAA Watchdog Centralized Compliance Platform delivers comprehensive credentialing and privileging tools with PSV at the click of a button. Using our integrated LMS, you properly on-board and train your staff to ensure your employees are prepared to deliver care quickly. Stay compliant on all regulatory requirements including HRSA, FTCA, HIPAA, OSHA, and CMS. Centrally retain compliance documentation, ensuring business continuity.

Kelly Carter, 21151 S. Western Ave., Ste. 144, Torrance, CA  90501  
Phone: (714) 497-0414  
Email: kcarter@e2ohealth.com  
http://www.hipaawatchdog.com
Hudson Headwaters 340B  
Booth 113

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 Rd., Queensbury, NY 12804
Phone: (518) 409-8640  Email: swillis@hhhn.org
http://www.atria340b.com

i2i Population Health  
Kiosk 1

With 20 years’ experience, spanning 37 states (30 million lives), i2i is the nation’s largest PHM company serving the underserved. The i2i platform powers an advanced data integration and aggregation engine, publishing normalized clinical and administrative data through quality management and care coordination applications. Driving improved outcomes in quality performance is a core competency of i2i. The results are demonstrative through an expansive client base in FQHC, Community Hospital, Managed Care Health Plan, and Government markets.

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

John Snow, Inc.  
Booth 518

We are public health care and health systems consultants and researchers. We provide innovative management consulting and technical assistance incorporating a broad range of skills and more than 40 years in the field. We collaborate with government agencies, the private sector, and local nonprofit and civil society organizations to identify and implement solutions to public health challenges. These partnerships improve the quality, accessibility, and equity of health systems and lead to better health outcomes.

Anna Laurence, 44 Farnsworth Street, Boston, MA 02210
Phone: (617) 482-9485  Email: jsinfo@jsi.com
http://jsi.com

LabCorp  
Booth 216

LabCorp provides leading-edge diagnostic tests and services through a national network of primary clinical laboratories and its specialty testing group. With scientific expertise in esoteric testing, genomics, clinical and anatomic pathology, and a commitment to comprehensive and high-quality laboratory services, LabCorp delivers timely, accurate results for improved patient care.

Eric Rotthoff, 531 South Spring St., Burlington, NC 27215
Phone: (336) 436-2701  Email: Rotthoe@LabCorp.com
http://www.labcorp.com
Health Center Governance

NEW!

Modules on Board Financial Oversight

NACHC’s new e-learning Modules on Board Financial Oversight address the board’s role in financial oversight, provide pointers on reading key financial statements, and outline key financial performance indicators commonly monitored by health center boards.

The 5 modules in this series feature subject matter experts from BKD with content that is foundational and intended for those new to board service, board members who want to build their confidence in financial oversight, or board members seeking a refresher on this topic. The Modules can be viewed by individual board members, by the full board as part of its own ongoing board education, or during new board member orientation.*

The Modules on Board Financial Oversight include:

- Module 1: The Board’s Role in Financial Oversight
- Module 2: Reading and Understanding the Balance Sheet (Statement of Financial Position)
- Module 3: Reading and Understanding the Income Statement (Statement of Activities)
- Module 4: Understanding the Importance of Cash Flow
- Module 5: Key Financial Performance Indicators

Two Online Case Studies are also available to reinforce concepts covered in the Modules on Board Financial Oversight. The Case Studies can be used by individual board members or in a group setting. It is suggested that learners view all of the Modules prior to completing the Case Studies.

*Please note that these resources are designed to complement training done by health centers to familiarize board members with the health center’s own financial statements.

Access these resources on the Health Center Resource Clearinghouse here.

For more information, contact Emily Heard, Director of Health Center Governance Training at trainings@nachc.org or 301-347-0400.

This project was 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 0 percentage financed with non-federal 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.

www.nachc.org
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.

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http://www.mckesson.com

Medline Industries, Inc.

Medline is a global manufacturer and distributor of more than 550,000 medical products and a team of dedicated specialists for community health centers. Managing a health center is more challenging than ever, and we understand what you need to succeed - a hands-on medical supplies partner who shares your passion for providing affordable and accessible care for your community. We’ll help simplify your operations so you can focus on patient care.

Greg Smith, Three Lakes Dr., Northfield, IL 60093
Phone: (502) 836-7908  Email: gsmith@medline.com
http://www.medline.com/physician

MedTrainer Inc.

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 tool kits; OIG/SAM checks; and security risk assessments, MedTrainer’s all-in-one solution simplifies compliance management and improves efficiency across practices.

Mark Felts, 555 Cajon St., Ste. A, Redlands, CA 92373
Phone: (720) 899-4861  Email: mark@medtrainer.com
http://www.medtrainer.com

Merritt Hawkins

Merritt Hawkins® is a national leader in physician search and consulting company specializing in the recruitment of physicians in all medical specialties as well as advanced practice allied health care professionals. Founded in 1987, Merritt Hawkins is a company of the publicly-traded AMN Healthcare, the nation’s largest health care staffing and workforce solutions company.

Stephanie Rincon, 8840 Cypress Waters Blvd., Ste. 300, Dallas, TX 75019
Phone: (800) 685-2272  Email: ConventionSupport-DL@amnhealthcare.com
http://www.merritthawkins.com
Mutual of America

Mutual of America offers a wide variety of pension and savings retirement plans for organizations of all sizes. We provide full services for 401(k), 403(b), Profit-Sharing, and 457 Deferred Comp plans. We deliver the cost-efficiency of a full-service provider: one company to help you meet your investment, communication, and administrative responsibilities. No brokers, third-party administrators, firms or individuals in the middle to drive up costs and delay plan-related services. We work directly with our clients.

Renee Shew, 320 Park Ave., New York, NY 10022
Phone: (202) 340-4744 Email: renee.shew@mutualofamerica.com
http://www.mutualofamerica.com

National Association of Community Health Centers

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

Maurice Denis, 7501 Wisconsin Ave., Ste. 1100W, Bethesda, MD 20814
Phone: (301) 347-0400 Email: mdenis@nachc.org
http://www.nachc.org

National Cooperative Bank

National Cooperative Bank (NCB) has over 35 years of experience serving the capital needs of health care, senior living, and aging services throughout the United States. NCB possesses the expertise to tailor transactions to meet its client's short- and long-term strategic objectives and is always seeking new innovations in long-term care.

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

Neenan Archistruction

Designing and building more than 25 CHCs across the United States, Neenan Company helps from land acquisition, pre-development, design, and interior design through construction and warranty. We believe an appropriately designed clinic can be a transformational tool for CHCs. Come and find out why our past clients keep coming back to us when they need another new clinic.

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

NextGen Healthcare is a leading health care software and services company that empowers the transformation of ambulatory care. We support providers with robust, integrated medical, behavioral, and dental health data solutions that focus on five key areas: clinical care, financial management, patient engagement, population health, and connected health. NextGen Healthcare is dedicated to helping practices of all sizes achieve operational excellence, improve clinical outcomes, advance clinician and patient satisfaction, and foster healthier communities.

Thomas Farmer, 795 Horsham Rd., Horsham, PA 19044
Phone: (215) 657-7010  
Email: results@nextgen.com
http://www.nextgen.com

Nonstop Administration and Insurance Services, Inc.

Through NACHC's Value in Benefits (ViB) program, Nonstop Administration and Insurance Services is proudly changing the way health centers and their employees access health care with our partially self-funded health insurance program, Nonstop Wellness. The Nonstop Wellness program decreases annual costs of health care for community health centers while reducing or eliminating deductible costs, copays, and coinsurance. Our mission is to ensure your CHC's growth and sustainability - starting with the health and well-being of your employees.

Jody Schreffler, 1800 Sutter St., Ste. 730, Concord, CA 94520
Phone: (503) 260-5634  
Email: jschreffler@nonstopwellness.com
http://www.nonstopwellness.com

OSIS

Celebrating 20 years of serving community health centers, OSIS remains dedicated to providing expert NextGen Healthcare technology assistance. Our mission as a nonprofit 501(c)3, is to leverage our national presence while collaborating regionally to make NextGen a highly functional tool for community health centers that have the same beliefs. This is accomplished by sharing expertise, resources, solutions (templates, reports, etc.) and optimization methodologies developed specifically for health centers.

Jeff Lowrance, 8790 Governor's Hill Dr., Ste. 202, Cincinnati, OH 45249
Phone: (513) 677-5600  
Email: jeff.lowrance@osisonline.net
http://www.osisonline.net
par8o specializes in helping 340B participants capture prescriptions resulting from referrals by retrieving full clinical documentation from independent providers and/or providers at ineligible locations on behalf of the covered entity.

Jen Tagliaferro, 170 Milk St., Floor 2, Boston, MA 02109
Phone: (781) 384-6694  Email: jen@par8o.com
http://www.par8o.com

PharmaForce

PharmaForce is a 340B Third-Party Administrator that supports your health center. We provide contract pharmacy, in-house retail pharmacy, and referral capture services to maximize your compliance and savings.

Rebecca Runyan, 980 Old Eagle School Rd., Ste. 505, Wayne, PA 19087
Phone: (615) 714-6330  Email: rrunyan@thepharmaforce.com
http://www.ThePharmaForce.com

PMG, Inc.

PMG specializes in revenue cycle management solutions designed specifically for FQHCs. We offer full outsourcing, revenue analytics for denial avoidance, monthly reporting, and provider credentialing and enrollment services. PMG will help increase revenue, enhance cash flow, and reduce your overall cost-to-collect. We have a successful track record of improving the financial and operational position of every one of our clients. Why shouldn’t you be next?

Jim Bova, 700 School St., Pawtucket, RI 02860
Phone: (708) 625-2188  Email: jbova@gopmg.com
http://www.gopmg.com

PointCare

Isn’t it time to give your enrollment department the right technology? PointCare is pioneering health care access and data analytics through its intuitive Enrollment Intelligence Platform. Our Customer Success team has implemented best practices in over 600 FQHC locations nationwide. We will help you identify reimbursement opportunities, automate Medicaid approvals, give you the exact percentage of patients that would qualify for a reimbursable program, provide insight into staff productivity, and much more. Get your free consultation today.

Jennifer Hagerty, 1600 West Hillsdale Blvd., San Mateo, CA 94402
Phone: (925) 214-4045  Email: jhagerty@pointcare.com
http://www.pointcare.com
Quality First Healthcare Consulting

We are your one source compliance solution providing expert health care consulting services for OSV, PCMH, and FTCA Coaching; CM-LTSS; QM; Population Health Management; and our online compliance software solution PolicyPLUS. We are driven by our focus on results. Our customer-centered, team-based approach is proven to exceed customer expectations, equipping the client to sustain the achieved results, even after our consulting work is completed. We are highly respected by our customers; they are our biggest advocates.

Randal Chitty, 4594 Tigua Island Ct., Winter Park, FL 32792
Phone: (321) 972-2272  Email: rchitty@Qfhc.com
http://Qfhc.com

Quest Diagnostics

Quest Diagnostics empowers people to take action to improve health outcomes. Derived from the world's largest database of clinical lab results, our diagnostic insights reveal new avenues to identify and treat disease, inspire healthy behaviors, and improve health care management. We serve half of the physicians and hospitals in the United States.

Kateri Yen, 500 Plaza Dr., Secaucus, NJ 07094
Phone: (925) 519-0013  Email: Kateri.B.Yen@questdiagnostics.com
http://www.questdiagnostics.com

RegLantern LLC

RegLantern provides web-based tools and services for health centers preparing for HRSA Operational Site Visits and working toward continuous HRSA compliance.

Kyle Vath, PO Box 58251, Cincinnati, OH 45258
Phone: (833) 734-5268  Email: kyle@reglantern.com
http://www.RegLantern.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.

Daniel Wilson, 11 Park Pl., Floor 3, New York, NY 10007
Phone: (212) 220-3807  Email: daniel@relevant.healthcare
http://www.relevant.healthcare
**RxStrategies, Inc.**

RxStrategies emphasizes a conservative approach to 340B program administration to achieve more and maintain compliance, including mixed-use, contract pharmacy, custom analytics and reporting, and enterprise backbone solutions. For more than a decade, RxStrategies has provided intuitive 340B solutions to maintain a compliant 340B Drug Pricing Program. Learn more at rxstrategies.com or contact 877-GoGetRx.

Rhodie Smith, 1900 Glades Rd., #350, Boca Raton, FL 33431
Phone: (561) 910-5164 Email: rsmith@rxstrategies.com
http://www.rxstrategies.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.

Kate Pascucci, 33 N. Garden Ave., Ste. 1000, Clearwater, FL 33755
Phone: (727) 451-9766 Email: kpascucci@stratusvideo.com
http://www.stratusvideo.com

**Synergy Billing, LLC**

We revolutionize the business of health care by working with our customers and communities to maximize their potential. We improve access to health care by providing revenue cycle management, provider credentialing, training, and other services for federally qualified health centers.

M. Jayson Meyer, 1200 Center Ave., Holly Hill, FL 32117
Phone: (877) 242-8475 Email: jayson@synergybilling.com
http://synergybilling.com

**Texas Association of Community Health Centers**

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

Kathryn Barnes, RPh, 5900 Southwest Pkwy., Bldg. 3, Austin, TX 78735
Phone: (512) 329-5959 Email:kbarnes@tachc.org
http://www.tachc.org
The Joint Commission

The Joint Commission Primary Care Medical Home certification recognizes organizations providing superior access to care for patients and offers the potential for increased reimbursement. Built into the ambulatory on-site accreditation survey, organizations successfully completing this process will be both Joint Commission-accredited and certified as a Primary Care Medical Home. Questions? Call 630-792-5286 or visit www.jointcommission.org/PCMH.

Mike Dye, One Renaissance Blvd., Oakbrook Terrace, IL 60181
Phone: (630) 792-5259 Email: mdye@jointcommission.org
http://www.jointcommission.org

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, EMR billing setups, and we are client solution-driven and will optimize your revenue to support your vision of meeting the needs of the underserved and disenfranchised. Ask us how we can enhance your revenue.

Jonathan Gerber, 725 West Town and Country Rd., Ste. 550, Orange, CA 92868
Phone: (949) 610-3562 Email: jon@medcorinc.com
http://www.medcorinc.com

The National LGBT Health Education Center

The National LGBT Health Education Center provides educational programs, resources, and consultation to health care organizations with the goal of optimizing quality, cost-effective health care for lesbian, gay, bisexual, transgender, queer, intersex, asexual, and all sexual and gender minority (LGBTQIA+) people.

Sarah Mitnick, 1340 Boylston St., Boston, MA 02215
Phone: (617) 927-6360 Email: smitnick@fenwayhealth.org
http://www.lgbthealtheducation.org

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 Rankin, 1133 Connecticut Ave., NW, Ste. 1100, Washington, DC 20036
Phone: (202) 331-3360 Email: jrankin@healthlandscape.org
http://www.udsmapper.org
UHC Solutions

UHC Solutions recruits for FQHCs across the country on a permanent or direct hire basis. Helping to build workforce capacity is the mission of our firm. UHC is unique in that it only works with community health centers recruiting leadership, C-Suite, finance, dental, physician, and behavioral health professionals. Since 1998, UHC has a track record of success helping our clients attract health care professionals who are mission-driven with a passion for serving the underserved.

Tim Mulvaney, One Centerpointe Dr., Ste. 580, Lake Oswego, OR 97035
Phone: (503) 443-6008  Email: tim@uhcsolutions.com
http://www.uhcsolutions.com

UnitedHealthcare

UnitedHealthcare Community & State partners with state and local community organizations to offer innovative managed care health plans for the economically disadvantaged, the medically underserved, and those without the benefit of employer-funded health care coverage. We proudly serve nearly 6 million Medicaid members in 31 states, plus Washington, DC, and are committed to making state-sponsored health care effective, affordable, and compassionate. UnitedHealthcare is a division of UnitedHealth Group (NYSE: UNH).

Lisa Yonak, PO Box 9472, Minneapolis, MN 55440-9472
Phone: (952) 931-6404  Email: Lisa.yonak@uhc.com
http://www.uhc.com

U.S. Census Bureau

The 2020 Census helps determine the distribution of more than $675 billion in federal funds going to programs such as Medicaid, Medicare, Health Care Centers, SNAP, Headstart, School Lunch Program, and so much more. Stop by the our kiosk to learn how you can partner and play a key role in raising awareness that the 2020 Census is easy, safe, and important.

John Stelmachowicz, 4600 Silver Hill Rd., Washington, DC, 20233
Phone: (202) 641-4399  Email: john.p.stelmachowicz@census.gov
http://www.2020census.gov

Verity Solutions

Verity Solutions provides 340B software and services to hundreds of integrated health care systems, acute-care hospitals, pharmacies, and other 340B-eligible covered entities throughout the United States. Verity offers dedicated account managers who provide focused support to maximize your 340B program success. Our people and our 340B software solutions work together to optimize your 340B savings and help you maintain 100% compliance through annual and quarterly mock audits.

Anthony Esgro, 12131 113th Ave., NE, Ste. 200, Kirkland, WA 98034
Phone: (425) 947-1089  Email: aesgro@verity340b.com
http://www.verity340b.com
Vigilance Health

Vigilance helps improve clinical outcomes, boost revenues, and increase productivity for the nation’s FQHCs through care management and remote patient monitoring. Vigilance, the largest population health and care management firm in the nation, is on the cutting edge of health care and health care reform, supporting patients with software and clinical services. Working alongside our partners and their patients, we are reducing the onset of disease, slowing disease progression, and helping patients build healthier habits and lifestyles.

Rhonda Hulse, 26610 Agoura Rd., #250, Calabasas, CA 91302
Phone: (805) 823-0981 Email: rhulse@vigilancehit.com
http://www.vigilancehealth.com

Visualutions, Inc.

Visualutions, Inc., located in Spring, Texas, was formed in 1995 to provide practical technology solutions and services to our customers. We are a health care technology company that provides 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.

Daryl Skeeters, 7440 Mintwood Ln., Spring, TX 77379
Phone: (281) 297-2257, ext. 4102 Email: daryl.skeeters@visualutions.com
http://www.visualutions.com

Weitzman Institute

The Weitzman Institute is nationally-recognized for research, innovation, and training with offices in California, Colorado, and Connecticut. Organization participation in our programs spans all 50 states, including Weitzman ECHO; National Institute for Medical Assistant Advancement (NIMAA); eConsults with ConferMED; National Nurse Practitioner Residency & Fellowship Training Consortium, and the National Cooperative Agreement on Clinical Workforce Development. Weitzman Institute also offers consulting services; promoting knowledge, confidence, continuous process improvement, and sustainable strategies to transform practices.

Patti Feeney, 19 Grand St., Middletown, CT 06457
Phone: (860) 919-2703 Email: feeneyp@chc1.com
http://www.weitzmaninstitute.org

WIPFLI LLP

Wipfli’s health care practice serves over 2,500 clients in 46 states. We are a leading provider of financial, management, and operational services to hospitals, health systems, and clinics. We focus on providing solutions such as graduate medical education, market planning and feasibility studies, strategic planning, and audit and tax services. Learn more at wipfli.com/healthcare.

Kiki Nocella, 505 Fourteenth St., Fifth Fl., Oakland, CA 94612
Phone: (510) 768-0066 Email: knocella@wipfli.com
http://www.wipfli.com
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<td>The MEDCOR Group, Inc.</td>
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<td>Kiosk 2  FMS, Inc.</td>
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<td>eSolutions</td>
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Key to Presenters

Policy & Issues Forum

P&I 2020
The Value in Purchasing Program is the largest national group purchasing program and the only one endorsed by NACHC.

CHC Solutions:
- Medical Supplies, Equipment & Distribution
- Capital Equipment
- Telecommunications & Cellular Services
- Office Supplies
- Furniture
- Employee Discount Programs
- Computers, Printers, Copiers & Scanners
- Janitorial Equipment & Housekeeping Supplies
- Pharmaceutical Distributors
- Printing Solutions
Key to Moderators and Presenters

Agosto, Rosa - PTuF1
Allen, Jeffrey - PWB2, PThA1
Alrich, Casey - PTuF2
Amofah, Saint Anthony - PGS2
Anderson, Jen - PThB1
Arnoldi, Jania - PTuE2
Arsenault, Michael - PThG1
Barney, Kerrie - PTuF2
Blavin, Fredric - PWE2
Booth, Richard - PThD1
Bree, Martin J. - PMB1
Breier, Katherine - PTuF1
Brigandi, Laura - PTuA1
Brooks, Ross - PTuF1
Burton, Susan - PMC1, PTuH2H, PWF1
Byrd, Brian - PMA1

Capra, Gina - T3-1
Carbullido, Adam - PWD1
Carey, Steve - PTuH2H
Chapman, Jonathan - PTuC2
Chazin, Stacey - PTuB1
Christian, David W. - PMG1
Cohen, Suzanne - PTuE2, PThE1
Coleman, Allison - PMA1
Cyprian, Alecia - PWF1

Davis, Margaret - T3-1
Degenfelder, Curtis - PWG1
Dembik, Michael - PThG1
DeMent, Emily - PWF1
DiPietro, Barbara - PWG2

Edgington, Sabrina - PTuF1
Eisenhower, Susan - PGS1
Ertle, Luke - PTuF2
Evans, Molly S. - PMB1

Fairman, John - PThD1
Farris, Kellee - PTuF2
Fendrick, A. Mark - PGS2
Fitzgerald, Peter - PTuA2
Fluker, Clarence J. - PThB1

Fox, Andrea R. - PTuA2
Freedus, Matthew S. - PMB1
Freeman, Dennis S. - PTuC1

Genua, Jennifer - PTuC1, PTuC2
Gilpin, Catherine - PWB2, PThA1
Glomb, Michael - PMG1
Grasso, Chris - PTuG1

Hamilton, Bethany - PTuE1
Hawbecker, Mary - PBC4
Hayashi, A. Seiji - PBC3, PWB1
Heard, Emily - PBC1, PBC4, PMC1, PWA1
Henry, Ron - PMG1
Henson, Ted - PWB1
Hughes, Ernia - PThD1

Jester, Michelle - T3-2
Johnston, Emily - PWE2
Jolly, Gerrard - PTuF1, PWF1, PWD2
Joseph, Jennifer - PTuD2

Karan, Elizabeth - PWE1
Keane, Vincent A. - PMB1
Keller, Michaela - PTuD1, PTuH2H
Keuroghlian, Alex - PTuG1
Khanbabai, Mahsa - PMF1

Leifer, Jacqueline C. - PBC2, PThF1
Lessard, Gabrielle - PWD1
Levkovich, Natalie - PThE1
Lewis, April - PWC2
Lindamood, Kevin - PWG2
Loeffler, Ann - PWD2

Mallett, Tim - PMG1, PTuD1, PWE1
McCann, Jessica - PME1
McCullom Plese, Tara - PTuB1
Meiman, Colleen - PMF1, PTuD1, PTuD2, PWD1, PThF1
Menkens, Jessie - PTuB1
Modica, Cheryl - PTuF2
Moody, Stacey - PThC1
Murphy-Ballantyne, Marisol - PTuB2
Nair, Suma - PTuD2
Napolitano, Jr., Richard - PTuA1
Nielsen, Shannon - PWC1
Nolty, Jennifer - PWC1, PThC1

O'Brien, Nora - PWC2
Onorato, Kara - PWF1
Oseguera, Elizabeth - PWD1

Palestrant, Daniel - PP-1
Patel, Rupa - PTuG1
Pledgie, Dianne - PWF2
Powell, Angela - PThD1
Pradia-Williams, Sheila K. - PMF1

Ramos, Christal - PWE2
Rankin, Jennifer - PME1
Reddish, Jason - PTuD1
Richards, Rhonda - PTuA2
Rodriguez, Brenda - PWC2
Rosenbaum, Sara - PGS3
Rossel, Suzanne - PWC2
Runyon, Randy - PMF1

Schwartz, Roger - PMD1
Scott, Malvise A. - PBC1
Sehgal, Vija M. - PTuE2
Sera, Steven - PWA1
Sheppard, Shamaal - PTuH2H, PThB1

Shriver, Timothy P. - PGS1
Silva, Camila - PTuF2
Sinai, Julie - PWG2
Skapik, Julia - PTuG1
Smith, Suzanne - PMF1
Speer, Suzanne - PTuF1
Sperling, Laurence - PGS2
Sripipatana, Alek - PWB1
St. John, Kristin - PTuA1, PTuH2H
Stringfield, Phillip - PWE2

Tavares, Charleta B. - PTuA2
Taylor, Jennifer - PTuH2H

Umali, Kathryn - PMA1

Vance Gopalan, Susannah - PMD1
Veer, Sue - PMG1, PTuD1

Wang, Grace - PGS2
Waters, Edward T. - PTuE1
Weaver, Donald L. - PBC3, PTuB1
Whitaker, Tia - PWB1
Williams, Gervean - PBC4, PWG1, PWB2
Wittie, Michael - PWE2
Wolcott, Leslie - PTuB2

Zonis, Jeffrey - PThD1
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<tr>
<td>AAAHC</td>
<td>Accreditation Association for Ambulatory Health Care</td>
</tr>
<tr>
<td>AAFP</td>
<td>American Academy of Family Physicians</td>
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<tr>
<td>ACA</td>
<td>Affordable Care Act</td>
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<tr>
<td>ACO</td>
<td>Accountable Care Organization</td>
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<tr>
<td>ACOG</td>
<td>American College of Obstetricians and Gynecologists</td>
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<tr>
<td>ACSW</td>
<td>Academy of Certified Social Workers</td>
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<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>AHEC</td>
<td>Area Health Education Center</td>
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<td>AHIP</td>
<td>America’s Health Insurance Plans</td>
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<td>AHRQ</td>
<td>Agency for Healthcare Research and Quality</td>
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<td>AMA</td>
<td>American Medical Association</td>
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<tr>
<td>APHA</td>
<td>American Public Health Association</td>
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<td>ASPR</td>
<td>Office of the Assistant Secretary of Preparedness and Response</td>
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<td>BHW</td>
<td>Bureau of Health Workforce</td>
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<tr>
<td>BPHC</td>
<td>Bureau of Primary Health Care</td>
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<tr>
<td>CDC</td>
<td>Centers for Disease Control and Prevention</td>
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<td>CEEP</td>
<td>Community Health Center Capital Enhancement and Equipment Program</td>
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<td>CEO</td>
<td>Chief Executive Officer</td>
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<td>CFO</td>
<td>Chief Financial Officer</td>
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<td>CFR</td>
<td>Code of Federal Regulations</td>
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<td>CHC</td>
<td>Community Health Center</td>
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<td>Children’s Health Insurance Program</td>
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<td>CHV</td>
<td>Community Health Ventures</td>
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<td>Chief Information Officer</td>
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<td>CMMI</td>
<td>Center for Medicare &amp; Medicaid Innovation</td>
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<td>Chief Medical Officer</td>
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<td>CMS</td>
<td>Centers for Medicare &amp; Medicaid Services</td>
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<td>DMD</td>
<td>Doctor of Dental Medicine</td>
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<td>Doctor of Osteopathy</td>
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<td>EHR</td>
<td>Electronic Health Record</td>
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<td>EMR</td>
<td>Electronic Medical Record</td>
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<td>EPSDT</td>
<td>Early and Periodic Screening, Diagnosis, and Treatment</td>
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<td>FFR</td>
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<td>Federal Poverty Level</td>
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<td>FQHC</td>
<td>Federally Qualified Health Center</td>
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<td>FTCA</td>
<td>Federal Tort Claims Act</td>
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<tr>
<td>FY</td>
<td>Fiscal Year</td>
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<tr>
<td>GAAP</td>
<td>Generally Accepted Accounting Principles</td>
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<td>GME</td>
<td>Graduate Medical Education</td>
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<td>HCCN</td>
<td>Health Center Controlled Network</td>
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<td>HDC</td>
<td>Health Disparities Collaborative</td>
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<td>HHS</td>
<td>Health &amp; Human Services</td>
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<td>HIE</td>
<td>Health Information Exchange</td>
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<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<td>HIT</td>
<td>Health Information Technology</td>
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<tr>
<td>HIV/AIDS</td>
<td>Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome</td>
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<td>HMO</td>
<td>Health Maintenance Organization</td>
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<td>HPSA</td>
<td>Health Professions Shortage Area</td>
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<td>HRSA</td>
<td>Health Resources and Services Administration</td>
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<td>ICD</td>
<td>International Classification of Diseases</td>
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<tr>
<td>IDS</td>
<td>Integrated Delivery Service</td>
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<tr>
<td>IHI</td>
<td>Institute for Healthcare Improvement</td>
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<td>IPA</td>
<td>Independent Practice Association</td>
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<td>IRS</td>
<td>Internal Revenue Service</td>
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<td>LALs</td>
<td>Look-Alikes</td>
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<tr>
<td>LGBTQ</td>
<td>Lesbian, Gay, Bisexual, Transgender and Queer</td>
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MCH  Maternal and Child Health
MCO  Managed Care Organization
MGMA  Medical Group Management Association
MHC  Migrant Health Center
MLP  Medical-Legal Partnership
MOU/ MOA  Memorandum of Understanding/Agreement
MU  Meaningful Use
MUA  Medically Underserved Area
MUP  Medically Underserved Population
NAP  New Access Point
NCQA  National Committee for Quality Assurance
NHCW  National Health Center Week
NHSC  National Health Service Corps
NIH  National Institutes of Health
NIMH  National Institute of Mental Health
NoA  Notice of Award
NP  Nurse Practitioner
O&E  Outreach and Enrollment
OIG  Office of Inspector General
OMB  Office of Management and Budget
OPA  Office of Pharmacy Affairs
OSV  Operational Site Visit
OUD  Opioid Use Disorder
PA  Physician Assistant
PACE  Program of All-Inclusive Care for the Elderly
PAL  Program Assistance Letter
PBRN  Practice-Based Research Network
PCA  Primary Care Association
PCER  Primary Care Effectiveness Review
PCMH  Patient-Centered Medical Home
PCOR  Patient-Centered Outcomes Research
PCORI  Patient-Centered Outcomes Research Institute
PDPA  Prescription Drug Purchase Assistance Program
PEERS  Patient Experience Evaluation Report System
PHARMD  Doctor of Pharmacy
PHS  Public Health Service
PII  Program Integrity Initiative
PIN  Policy Information Notice
POS  Point of Service
PPS  Prospective Payment System
PRAPARE  Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences
PSO  Provider Sponsored Organization
QA  Quality Assurance
QI  Quality Improvement
QM  Quality Management
RHC  Rural Health Clinic
SAMHSA  Substance Abuse and Mental Health Services Administration
SBIRT  Screenings, Brief Intervention, and Referral to Treatment
SDOH  Social Determinants of Health (also SDH)
SFDP  Sliding Fee Discount Program
SUD  Substance Use Disorder
TANF  Temporary Assistance to Needy Families
THC  Teaching Health Center
UDS  Uniform Data System
VHA  Veterans Health Administration
WIC  Women, Infants, and Children Program
ViB  Value in Benefits Program
ViD  Value in Dental Program
ViL  Value in Laboratory Program
ViP  Value in Purchasing Program
ViS  Value in Staffing Program
Policy & Issues Forum 2021
Marriott Wardman Park, Washington, DC
March 15-18, 2021
Committee Meetings: March 13-14, 2021
COMMUNITY HEALTH VENTURES

Community Health Ventures (CHV) is the business development affiliate of the National Association of Community Health Centers (NACHC).

With over 50 years of collective experience, CHV's management team has been instrumental in the development and expansion of community health centers and in the programs that support that growth.

CHV operates several programs including:

VALUE IN BENEFITS
Controlling the costs of employee health benefits and other insurance solutions.

VALUE IN DENTAL
The only CHC dental savings program based on national volume.

VALUE IN PURCHASING
The largest national group purchasing program and the only one endorsed by NACHC.

VALUE IN STAFFING
The only national staffing program created under direction of health center leadership, offering discounted rates.

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