Redesigning Health Care Through People, Payment, and Technology
WE ARE STRONGER TOGETHER

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Become a member of the National Association of Community Health Centers (NACHC) and stand with thousands of your health center colleagues to strengthen, preserve, and expand the health center mission. Membership is open to health centers, dedicated professionals, non-profits, corporations and students.

“NACHC is the only national organization dedicated solely to CHCs and the people we serve. Their leadership in preserving patient-centered boards, securing federal funding to care for the uninsured, and advocating for COVID-19 resources, are just a few of the reasons I am grateful for NACHC’s work.

- Dr. Simon Hambidge, CEO, Denver Health’s Community Health Services, NACHC MEMBER
Table of Contents

NACHC Board of Directors .................................................................................................................. 3
Welcome .................................................................................................................................................. 5

General Information

Accessing Conference Handouts ........................................................................................................ 6
Wi-Fi Access .......................................................................................................................................... 6
Mobile App ............................................................................................................................................ 7
Feedback/Polling ..................................................................................................................................... 7
Registration and Speaker/Exhibitor Check-In .................................................................................... 9
Conference Hotel .................................................................................................................................. 9
Conference Basics .............................................................................................................................. 10
Continuing Education .......................................................................................................................... 11
Social Media and Conference Contest ............................................................................................... 13

Education Sessions At-A-Glance ........................................................................................................ 14
Education Sessions ............................................................................................................................. 17
Key to Moderators and Presenters ..................................................................................................... 34
Ad Index ................................................................................................................................................ 34
Exhibit Guide ........................................................................................................................................ 35

Exhibitor Profiles .............................................................................................................................. 38
Exhibitor Indices by Name/Booth Number ......................................................................................... 54
EXPO Floor Plan ................................................................................................................................ 56

Upcoming NACHC Conferences and Trainings .................................................................................. 59
Hotel Map ............................................................................................................................................. 60
True Partners in Care

Centene is committed to transforming the health of the communities we serve, one individual at a time. We know that every community faces unique challenges, which is why each of our health plans are managed, staffed, and real-time decisions are delivered locally. Through our partnerships with FQHCs, hospitals, and physicians, we offer better solutions for better outcomes at lower costs.

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FINANCIAL, OPERATIONS MANAGEMENT / INFORMATION TECHNOLOGY (FOM/IT) CONFERENCE & EXPO

Centene state health plans reflect our core belief that healthcare is best delivered locally.
## 2022-23 NACHC Board of Directors

### Executive Committee

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Organization/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair of the Board</td>
<td>Michael A. Holmes</td>
<td>Scenic Rivers Health Services, Cook, MN</td>
</tr>
<tr>
<td>Chair-Elect</td>
<td>Paloma Hernandez</td>
<td>Urban Health Plan, Inc., Bronx, NY</td>
</tr>
<tr>
<td>Immediate Past Chair</td>
<td>Lathran J. Woodard</td>
<td>South Carolina Primary Health Care Association, Columbia, SC</td>
</tr>
<tr>
<td>Speaker of the House</td>
<td>Henry Taylor, MPA</td>
<td>Mile Square Health Center, Chicago, IL</td>
</tr>
<tr>
<td>Vice-Speaker of the House</td>
<td>Kimberly Chang, MD</td>
<td>Asian Health Services, Oakland, CA</td>
</tr>
<tr>
<td>Secretary</td>
<td>Sue Veer, MBA</td>
<td>Carolina Health Centers, Greenwood, SC</td>
</tr>
<tr>
<td>Treasurer</td>
<td>John Santistevan</td>
<td>Salud Family Health Centers, Ft. Lupton, CO</td>
</tr>
</tbody>
</table>

### Representatives from Chartered Regions

<table>
<thead>
<tr>
<th>Region</th>
<th>Name</th>
<th>Organization/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Region I</strong></td>
<td>Susan Joss</td>
<td>Brockton Neighborhood Health Center, Brockton, MA</td>
</tr>
<tr>
<td></td>
<td>Michael R. Taylor</td>
<td>Cornell Scott-Hill Health Corporation, New Haven, CT</td>
</tr>
<tr>
<td><strong>Region II</strong></td>
<td>Kemi Alli, MD</td>
<td>Henry J. Austin Health Center, Trenton, NJ</td>
</tr>
<tr>
<td></td>
<td>Mary Ann Zelazny</td>
<td>Finger Lakes Community Health, Penn Yan, NY</td>
</tr>
<tr>
<td><strong>Region III</strong></td>
<td>Sonya Bruton, PsyD, MBA</td>
<td>CCI Health, Silver Spring, MD</td>
</tr>
<tr>
<td></td>
<td>Mathew Weimer, MD</td>
<td>Valley Health Systems, Inc., Huntington, WV</td>
</tr>
<tr>
<td><strong>Region IV</strong></td>
<td>Carla Belcher</td>
<td>Community Health Care Systems, Inc., Wrightsville, GA</td>
</tr>
<tr>
<td></td>
<td>VACANT</td>
<td></td>
</tr>
<tr>
<td><strong>Region V</strong></td>
<td>Veronica Clarke</td>
<td>TCA Health, Chicago, IL</td>
</tr>
<tr>
<td></td>
<td>Beth A. Wrobloc</td>
<td>HealthInc, Valparaiso, IN</td>
</tr>
<tr>
<td><strong>Region VI</strong></td>
<td>William Brent, III</td>
<td>SWLA Center for Health Services, Lake Charles, LA</td>
</tr>
<tr>
<td></td>
<td>Brook Lattimore</td>
<td>Stigler Health and Wellness Center, Stigler, OK</td>
</tr>
<tr>
<td><strong>Region VII</strong></td>
<td>Jeron L. Ravin, JD</td>
<td>Swope Health Services, Kansas City, MO</td>
</tr>
<tr>
<td></td>
<td>Aaron Todd</td>
<td>Iowa Primary Care Association, Des Moines, IA</td>
</tr>
<tr>
<td><strong>Region VIII</strong></td>
<td>Keith O. Horwood, MD</td>
<td>Community Health Centers, Inc., West Valley, UT</td>
</tr>
<tr>
<td></td>
<td>Lucy W. Loomis, MD, MSPH</td>
<td>Denver Health, Denver, CO</td>
</tr>
<tr>
<td><strong>Region IX</strong></td>
<td>Warren J. Brodine</td>
<td>Eisner Health, Los Angeles, CA</td>
</tr>
<tr>
<td></td>
<td>Douglas Speegman, MD</td>
<td>El Rio Community Health Center, Tucson, AZ</td>
</tr>
<tr>
<td><strong>Region X</strong></td>
<td>Heidi Hart</td>
<td>Terry Reilly Health Services, Nampa, ID</td>
</tr>
<tr>
<td></td>
<td>Jennifer Kreidler-Moss</td>
<td>Peninsula Community Health Services, Bremerton, WA</td>
</tr>
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</table>

### Nationally Elected Representatives

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Organization/Location</th>
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<tbody>
<tr>
<td>Clinician Representative</td>
<td>Daniel Miller, MD</td>
<td>Hudson River Community Health, Tarrytown, NY</td>
</tr>
<tr>
<td></td>
<td>Felix M. Valbuena, Jr., MD</td>
<td>Community Health &amp; Social Service Center (CHASS), Detroit, MI</td>
</tr>
<tr>
<td>Health Center Board Member</td>
<td>Deborah Woolford</td>
<td>Park West Medical Center, Baltimore, MD</td>
</tr>
<tr>
<td>Representatives</td>
<td></td>
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#NACHCEvents
Delivering the support your community needs

Count on McKesson 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.ANSWerp (866.625.2679)
mms.mckesson.com/community-health-centers

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© 2022 McKesson Medical-Surgical Inc. 2022_1859781
Welcome to the 2022 Financial, Operations Management/Information Technology Conference & Expo of the National Association of Community Health Centers. The FOM/IT is a key educational conference designed for Health Center C-Suite Leaders – CEOs, CFOs, COOs, CIOs, CMOs – and dedicated to keeping community health centers operationally strong and prepared to meet the challenges of an evolving health care system.

The Covid pandemic, coupled with advancing technology, has accelerated the transformation of health care light years ahead. Over these last few years, the pace of change has been dramatic as we have moved forward with new delivery models of care, such as telehealth, while applying emerging technologies and data information systems to ensure higher levels of organizational effectiveness and efficiencies.

Our challenge as health center leaders is to keep ahead of the curve: that we improve and update our in-house systems in all facets of management, finance, and HIT. Moreover, it is vitally important that we continue to adapt to change and work collaboratively converting data into a strong knowledge base across the health center spectrum to spur innovation in health care delivery.

This year’s program theme is “Redesigning Health Care Through People, Payment, and Technology.” The FOM/IT offers an opportunity to network, share ideas with colleagues and industry leaders, and learn and gain insight into the new tools and innovative strategies shaping tomorrow’s health care. Educational trainings are focused on timely topics recommended by a steering committee of our health center colleagues.

On behalf of the NACHC Board and family, let me thank you for your participation and support as together we strengthen our health centers to further move toward the goals of improved patient and population health – and greater equity in the nation’s health system.

Rachel A. Gonzales-Hanson
Interim President and Chief Executive Officer
National Association of Community Health Centers
General Information

NACHC’s Financial, Operations Management/Information Technology (FOM/IT) & EXPO
Well-Being Protocols

For the most updated information on Well-Being Protocols, refer to the conference Mobile App or the conference website page at https://www.nachc.org/conferences/fomit/well-being-protocols/.

Accessing Conference Handouts

Conference handouts can be accessed on the NACHC Mobile App as well as the NACHC Conferences virtual platform. 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. All conference attendees, regardless of in-person or virtual, have access to the NACHC Conferences virtual platform.

If you wish to access items such as session handouts, evaluations, and speaker bios, simply log in to the NACHC Mobile App (see page 7 for details) or the NACHC Conferences virtual platform (https://conferences.nachc.org/nachc/) from your device; you can do this both during and ahead of the conference. Use your NACHC login and password to access the site.

Forgot your password? Go to the nachc.org website and on the menu on the right, click “NACHC Account Management,” then under Existing Users, 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 to the virtual platform, click “My Account” at the top of the page, then click “Live 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.

Wi-Fi Access

Internet access will be available throughout the 2022 FOM/IT Conference areas and EXPO Hall.

Simply follow these easy steps for access:

To Log In:

1. Search for Caesars_Resorts and double click on it to connect.
2. Enter your email address.
3. Click “Connect Me” and you can begin browsing the Internet.

Note: NACHC cannot provide end-user support and personal assistance for PC configuration or troubleshooting; and does not screen or restrict access to any content placed on or accessible through the Internet.
Mobile App
Interact with speakers and colleagues both on-site and online!

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

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

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 2022 FOM/IT

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

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

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:

Forgot your iMIS login and password?
1. Go to a browser and type in NACHC.org
2. On the right side, click NACHC Account Management
3. Under Existing Users, click Forgot Your Password
4. Enter your email

You will immediately receive an email with your iMIS login and password.
More than 800 health centers nationwide rely upon eClinicalWorks to solve the challenges of interoperability, Patient Engagement, Population Health, and sustainability.

- The PRISMA health information search engine gathers records from Epic, Cerner, Meditech, and other EHRs to create insightful patient histories.
- Our solutions for online booking, check-in, payments, and communications help speed workflows and reduce no-shows.
- We deepen understanding of patient populations through reporting and analytics, Social Determinants of Health, Remote Patient Monitoring, and more.
- By focusing on patient care, not keyboards, the eClinicalWorks EHR helps health centers reduce burnout and better serve their communities.

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starting at
$599
per provider, per month

Includes on-site training*, data migration†, and 24/7 support
No upfront license fees

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

Visit booth 201 at FOM/IT EXPO 2022 to learn more!
www.eclinicalworks.com • healthcenters@eclinicalworks.com • 866-888-6929
Registration and Speaker/Exhibitor Check-In

Registration
Registered attendees can pick up their registration packets and badges during the following hours:

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday, October 29</td>
<td>3:00pm – 5:00pm</td>
<td>Office 5 and Registration Desk</td>
</tr>
<tr>
<td>Sunday, October 30</td>
<td>7:30am – 4:00pm</td>
<td>Office 5 and Registration Desk</td>
</tr>
<tr>
<td>Monday, October 31</td>
<td>7:30am – 12:30pm</td>
<td>Office 5 and Registration Desk</td>
</tr>
</tbody>
</table>

Speaker/Exhibitor Check-In
All speakers and exhibitors are expected to report to Speaker/Exhibitor Check-In upon arrival at the conference. At this location, speakers will receive badges and review or upload presentations. Exhibitors will receive badges and booth packets. Speaker/Exhibitor Check-In hours are as follows:

<table>
<thead>
<tr>
<th>Date</th>
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<td>7:30am – 4:00pm</td>
<td>Office 5 and Registration Desk</td>
</tr>
<tr>
<td>Monday, October 31</td>
<td>7:30am – 3:45pm</td>
<td>Office 5 and Registration Desk</td>
</tr>
</tbody>
</table>

Conference Hotel

Caesars Palace
3570 South Las Vegas Blvd.
Las Vegas, NV 89109
(702) 731-7110 Hotel Direct
(866) 227-5938 Reservations

NACHC gratefully acknowledges the following Champion sponsor:
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blackbaud

NACHC gratefully acknowledges the following Champion sponsor:
Tote Bags

eClinicalWorks

NACHC gratefully acknowledges the following Champion sponsor:
Lanyards

cti+
**Business Center**

The Caesars Palace Business Center can serve as your extended office while you’re in town. The business center is located by the Appian Way Shops, near the elevators by the Palace Tower, and offers a full range of services including photocopying, faxing, word processing, computer workstation rental, and much more. The direct number to the business center is (702) 650-0462.

**Business Center Hours:**
- Monday – Friday: 7:00am – 6:00pm
- Saturday – Sunday: 8:00am – 5:00pm

**Cellular Telephones**

*PLEASE Turn OFF Your Cell Phone*

Please be considerate of others. Ringers on cell phones and other electronic devices should be turned off or switched to vibrate or silent mode in conference education sessions, meetings, and social events.

**Conference Attire**

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

**Lost and Found**

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

**Messages**

In case of an emergency, callers should contact the hotel directly and request that a copy of the message be given to the NACHC Registration staff. The telephone number for Caesars Palace is (702) 731-7110. Messages will be posted on a designated poster board near NACHC Registration.

**Membership**

Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth (#303) in the Palace Ballroom.

**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, audio files and/or contents of any communications of such events and activities.

---

**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, CPA
  Senior Vice President, Operations and Chief Financial Officer

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

- Lisette Garrity, CMP
  Director
  Meetings Logistics and Housing

- Laura Headrick
  Manager
  Exhibits and Sponsorships

- Helene Slavin, DES
  Specialist
  Meetings and Event Technology

- Taylor Walker
  Specialist
  Events and Conference Operations

#NACHCEvents
Continuing Education

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

Accounting Professionals (CPE)

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

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

This program is being considered by the National Association of State Board of Accountancy (NASBA) for 9.2 continuing education contact hours in the “Specialized Knowledge” category.

For questions or complaints, please contact Taylor Walker at twalker@nachc.com or (301) 347-0400.

Other Health Professionals (CEU)

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

Printing Certificates

To print continuing education certificates, in-person attendees must have their badges scanned and complete session evaluations. Following the conference, all scans must be verified prior to printing certificates. This process takes a few days following the conference to complete. Once complete, in-person attendees can visit the virtual platform at https://conferences.nachc.org. nachc.org/nachc, sign in with your IMIS login and password, access the FOM/IT Conference, click on “Evaluations” on the left side menu and print your certificate. For virtual attendees, once you have responded to alertness checks following a session, complete the Session Evaluation on the platform and print your certificate.

In addition to earning educational credits through NACHC conference attendance, participants can receive credits online via the NACHC Online Library at https://conferences.nachc.org/nachc.

NACHC Online Library
Continuing education right at your fingertips

The world of NACHC events is just a click away! The NACHC Online Library is your online portal to educational content from all NACHC events. All FOM/IT education sessions are FREE to ALL paid 2022 FOM/IT attendees.

This valuable online service provides access to meeting content on digital media — WHENEVER you need it — captured live and available to you via the NACHC Online Library. 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 NACHC Online Library provides:

- Quick and easy access to past and current content from NACHC conferences and other training events.
- The ability to earn additional continuing education credits (CEU) in the professional disciplines currently offered on-site at NACHC conferences.
- Session recordings.

Note: To access the NACHC Online Library, visit https://conferences.nachc.org/nachc and log in using your IMIS login and password (refer to page 7 for IMIS login). If you need login assistance or additional information, contact trainings@nachc.com or call (301) 347-0400.

This icon designates education sessions that will be live-streamed and recorded for the NACHC Online Library. These sessions will be available online after the conference and are FREE to ALL paid 2022 FOM/IT attendees.

Scanning and Evaluations

To receive Continuing Education Units (CEUs) at this NACHC conference, all in-person attendees must:

- Have their conference badges scanned by room monitors at the end of each education session. If attending virtually, please respond to alertness checks.

AND

- Complete session evaluations on the NACHC Mobile App or the conference virtual platform 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.
MAKE A LASTING IMPACT ACROSS YOUR COMMUNITY

Elevate care with a fully integrated health IT system.

VISIT NEXTGEN.COM/FQHC TO LEARN MORE

Thank you for all the work you are doing to improve the lives of the populations you serve. As a token of our appreciation we would like to send you 300 hygiene kits for your community! To claim your hygiene kits and learn about how NextGen Community Health Collaborative shares insights to help you deliver better patient outcomes and lower the cost of care, go to nextgen.com/helping.

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The National Association of Community Health Centers recognizes the
2022 FOM/IT Field Steering Committee members for their commitment of time and service. Thank you.

Veronica Clarke
President and Chief Executive Officer
TCA Health, Inc.
Chicago, IL

Lindsay Dietz, BSW-MAPM
CVN Director of Program Services/ HCCN Director
Arizona Alliance for Community Health Centers
Phoenix, AZ

Karman Lee
Director of Operations
Manet Community Health Center, Inc.
Quincy, MA

Peter Mojarras
Chief Operating Officer
Castle Family Health Center
Atwater, CA

Isaiah Nathaniel, CPHIMS
Vice President and Chief Information Officer
Delaware Valley Community Health, Inc.
Fairmont, PA

Jennifer Williams, MAEL
Chief Executive Officer, FQHC Resource Alternative and Former Chief Financial Officer, Hardin County Regional Health Savannah, TN

Beth Wrobel
Chief Executive Officer
HealthLinc, Inc.
Valparaiso, IN

---

**Social Media and Conference Contest**

**Join the FOM/IT Conversation on Social Media**

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

**NACHC FOM/IT Halloween Costume Contest**

How about a little costume competition and fun while at the conference? During Monday’s general session, everyone is encouraged to dress up in their best Halloween costume— the more creative, the better! At the conclusion of Monday’s general session (located in Augustus 1-2), all costumed participants will parade across the conference stage displaying their spooky and fun attire for a chance to win 1 of 3 great prizes! *

- **Grand Prize:** $250 Visa Gift Card
- **First Place:** $100 Visa Gift Card
- **Second Place:** $50 Visa Gift Card

Once the parade of ghouls and goblins has ended, all conference attendees should join colleagues, NACHC staff, and exhibitors in the FOM/IT EXPO Hall (Palace Ballroom) for some celebratory trick-or-treating!

*Costumes will be judged for overall style and creativity, and the winners will be announced at 2:30pm during Monday’s Refreshment Break in the Augustus Foyer.

---

**Conference Code of Conduct**

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

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

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the conference staff immediately.
Education Sessions At-A-Glance  
(as of October 5, 2022 and is subject to change)  
All times listed are Pacific.  

Saturday, October 29

<table>
<thead>
<tr>
<th>3:00pm – 5:00pm</th>
<th>Registration</th>
<th>Office 5 and Registration Desk</th>
</tr>
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<tbody>
<tr>
<td>3:00pm – 5:00pm</td>
<td>Speaker/Exhibitor Check-In</td>
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### Sunday, October 30

<table>
<thead>
<tr>
<th>Time</th>
<th>Augustus 1-2</th>
<th>Augustus 3-4</th>
<th>Augustus 5-6</th>
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<tbody>
<tr>
<td>7:30am – 4:00pm</td>
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<td></td>
</tr>
<tr>
<td>7:30am – 4:00pm</td>
<td></td>
<td>Speaker/Exhibitor Check-In</td>
<td></td>
</tr>
<tr>
<td>8:30am – 10:00am</td>
<td>IGS1 General Session (Augustus 1-2)</td>
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<td></td>
</tr>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
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<tr>
<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Time and Refreshment Break in EXPO Hall</td>
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<tr>
<td>11:00am – 12:15pm</td>
<td>ISuA1 Finance Update: What's New in Grants Management, Telehealth, and COVID Funds</td>
<td>ISub1 Navigating the Legal Pitfalls of Remote Work Arrangements in Health Centers</td>
<td>ISuC1 Harnessing the Power of Data Dashboards for the Future: Lessons Learned from the COVID-19 Pandemic</td>
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<td>1:45pm – 3:00pm</td>
<td>ISuA2 Using Data to Drive Leadership Behaviors</td>
<td>ISuB2 Reforming Pharmacy Structure to Prepare for Growth and the Use of 340B Savings in an FQHC</td>
<td>ISuC2 The Evolution of a Value-Based Program and Strategy: Realigning Teams for Success</td>
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<td>3:00pm – 3:45pm</td>
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<td>3:45pm – 5:00pm</td>
<td>ISuA3 Establishing an Administrative Fellowship Program: A Practical Toolkit to Support and Develop Future Community Health Center Leaders</td>
<td>ISuB3 How a Data Governance Strategy Securely Protects You and Your Patients</td>
<td>ISuC3 To Seek the Future, We Must Look to the Past: A Health Center Merger on Hawai'i Island</td>
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Sponsored by

Palace Ballroom
### Monday, October 31

<table>
<thead>
<tr>
<th>Time</th>
<th>Augustus 1-2</th>
<th>Augustus 3-4</th>
<th>Augustus 5-6</th>
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<tbody>
<tr>
<td>7:30am – 12:30pm</td>
<td><strong>Registration</strong></td>
<td><strong>Office 5 and Registration Desk</strong></td>
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<tr>
<td>7:30am – 3:45pm</td>
<td><strong>Speaker Check-In</strong></td>
<td><strong>Office 5 and Registration Desk</strong></td>
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<tr>
<td>7:30am – 8:30am</td>
<td><strong>Continental Breakfast in EXPO Hall</strong></td>
<td><strong>Palace Ballroom</strong></td>
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<tr>
<td>7:30am – 10:30am</td>
<td><strong>EXPO Hall Open</strong></td>
<td><strong>Palace Ballroom</strong></td>
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<tr>
<td>8:30am – 10:00am</td>
<td><strong>IGS2 General Session</strong></td>
<td><strong>Augustus 1-2</strong></td>
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<tr>
<td>10:00am – 10:30am</td>
<td><strong>Dedicated Exhibit Time and Refreshment Break in EXPO Hall</strong>&lt;br&gt;10:15am NACHCopoly Prize Drawing at NACHC Booth (#303)&lt;br&gt;(You must be present to win.)</td>
<td><strong>Palace Ballroom</strong></td>
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<tr>
<td>10:30am – 11:45am</td>
<td><strong>IMA1</strong> 1,001 Reasons Why You Should Invest in Your Informatics Team</td>
<td><strong>IMB1</strong> The Trickle-Down Effect: CEO + CFO = A Healthy Center</td>
<td><strong>IMC1</strong> Building and Aligning a Project Management Function Inside an FQHC</td>
</tr>
<tr>
<td>11:45am – 1:15pm</td>
<td><strong>Lunch (on your own)</strong></td>
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<tr>
<td>1:15pm – 2:30pm</td>
<td><strong>IMA2</strong> Improved Financial Viability, Patient Experience, and Provider Workflows: Can We Do It All?</td>
<td><strong>IMB2</strong> UDS+: Modernizing Health Center Program Data Reporting Strategies by Leveraging Data Interoperability Standards to Advance Patient-Centered Care Delivery and Health Equity</td>
<td><strong>IMC2</strong> Be ePIC: Restore Your Passion and Wellness to Best Serve Your Community</td>
</tr>
<tr>
<td>2:30pm – 3:00pm</td>
<td><strong>Refreshment Break</strong></td>
<td><strong>Augustus Foyer</strong></td>
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<tr>
<td>3:00pm – 4:30pm</td>
<td><strong>IMA3</strong> Cybersecurity: Know the Basics and Ask the Right Questions</td>
<td><strong>IMB3</strong> Revenue Cycle Workshop</td>
<td><strong>IMC3</strong> Innovation Workshop: From Strategy to Meaningful Innovative Solutions</td>
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This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $6,625,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.
Moving FORWARD requires VISION

Introducing FORVIS, forward vision from the merger of BKD and DHG

FORVIS is a forward-thinking professional services firm committed to Unmatched Client Experiences™.

We anticipate our client’s needs and outcomes, preparing them for what’s next by offering innovative solutions.

Created by the merger of BKD and DHG—a merger of equals—FORVIS has the enhanced capabilities of an expanded national platform and deepened industry intelligence. With greater resources and robust advisory services, FORVIS is prepared to help you better navigate the current and future dynamic organizational landscape.

We are FORVIS. Forward vision drives our Unmatched Client Experiences.
# Education Sessions

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 recorded for the NACHC Online Library.

## Saturday, October 29

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<tr>
<th>Time</th>
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## Sunday, October 30

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<tbody>
<tr>
<td>9:30am – 6:30pm</td>
<td>EXPO Hall Open</td>
<td>Palace Ballroom</td>
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<td>10:00am – 11:00am</td>
<td>Dedicated Exhibit Time and Refreshment Break in EXPO Hall</td>
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<tr>
<td>10:15am - 10:45am</td>
<td>Solutions Spotlight in EXPO Hall:</td>
<td>EXPO Hall</td>
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<td></td>
<td>Offsetting Loss: A Compliance-First Approach to Maximizing 340B Savings</td>
<td>Sponsored by <a href="#">Cloudmed</a></td>
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<tr>
<td>12:15pm – 1:45pm</td>
<td>Lunch and Networking Time in EXPO Hall</td>
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<td>Grab some lunch as you visit with the exhibitors</td>
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<td>Solutions Spotlight in EXPO Hall:</td>
<td>EXPO Hall</td>
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<td>Proactively Retaining Member Coverage Amid the PHE Unwinding</td>
<td>Sponsored by <a href="#">PointCare</a></td>
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<td>Conference Reception in EXPO Hall</td>
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<td>Sponsored by <a href="#">Allscripts / Veradigm</a></td>
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8:30am – 10:00am
OPENING GENERAL SESSION

IGS1  
Opening General Session

Welcome to Nevada
Nancy Bowen, Chief Executive Officer, Nevada Primary Care Association

Chair of the Board Remarks

Michael A. Holmes
Chief Executive Officer, Scenic Rivers Health Services
and Chair of the Board, NACHC

Presentation of Clinical Innovation Award

Introduction of Keynote
Veronica Clarke, Chief Executive Officer, TCA Health

Keynote

Amy Blankson
Chief Executive Officer, Fearless Positivity and
Chief Executive Officer, Digital Wellness Institute

Amy Blankson, is the CEO of the Digital Wellness Institute and bestselling author of The Future of Happiness. A graduate of Harvard and the Yale School of Management, she's the only person to receive a Point of Light award from two US Presidents – an award she received for her work in civic engagement.

She is also a member of the UN Global Happiness Council, a Fellow of the World Innovation Organization, a featured professor in Oprah’s Happiness e-Course, and a regular contributor to Forbes.
10:15am – 10:45am
SOLUTIONS SPOTLIGHT

Solutions Spotlights are presented in the EXPO Hall Theater by leading health center partners and feature industry innovation, case studies, and best practices relevant to the business of community health care. Each session delivers practical, “real-world” solutions in just 30 minutes!

**SS1**

Palace Ballroom

**Offsetting Loss: A Compliance-First Approach to Maximizing 340B Savings**

In this session, a Cloudmed 340B expert will review recent updates and potential regulatory changes that directly impact the 340B program. We will explore opportunities to offset revenue loss by reversing misclassified claims through referral capture and ineligible claims audit. Participants will see a brief product demonstration and gain insights from provider organizations that have successfully implemented new approaches to maximize 340B savings while maintaining highly compliant programs. With Cloudmed 340B Recovery, we have helped over 300 clients recover more than $200M in 340B savings with 100% HRSA audit pass rate.

**Presenter:**
Stephanie Caiazzo, MBA, Vice President, 340B Client Operations, Cloudmed

Sponsored by [Cloudmed](https://www.cloudmed.com)

11:00am – 12:15pm
EDUCATION SESSIONS

**ISuA1**
Augustus 1-2

**Finance Update: What’s New in Grants Management, Telehealth, and COVID Funds**

CPE: 1.5  CEU: 1.25

Level: Intermediate

Prerequisite: Knowledge of the importance of a CEO/CFO relationship.

Topic: Finance

This session will provide an update on the current grants management environment. Speakers will share what they know and don’t know and provide insight into how the compliance environment is evolving. While the landscape will continue to change, this session will cover provider relief funds, telehealth, and any new finance/accounting standards. To ensure we have the most up-to-date information, NACHC will update this description as we get closer to the conference date.

**Learning Objectives:**
- Review current audit work plans of the HHS Office of Inspector General and Division of Financial Integrity of grant funds to understand how audits of COVID-19 stimulus funds, provider relief funds, and HRSA COVID-19 Uninsured program are being approached.
- Review financial management requirements of health center financial records to refresh knowledge about record keeping and the use of grant funds.
- Discuss audit considerations related to financial statement audits.

**Presenter(s):**
Scott W. Gold, CPA, Partner, FORVIS, LLP
Catherine Gilpin, CPA, Managing Director, FORVIS, LLP

**ISuB1**
Augustus 3-4

**Navigating the Legal Pitfalls of Remote Work Arrangements in Health Centers**

CPE: 1.5  CEU: 1.25

Level: Basic

Topic: Operations

The COVID-19 pandemic forever changed the health center workplace as “stay-at-home” orders abruptly required many health centers to send non-clinical staff home to work. Although non-clinical staff have returned to working on-site, health centers are increasingly permitting certain staff members to work from home on a part-time or full-time basis. Given this new and unprecedented reality, health centers must resolve a myriad of legal and compliance considerations by ensuring their policies address the unique issues presented by home workplaces, while also adhering to HRSA’s requirements. Successfully navigating
this tightrope of compliance landmines as well as federal, state, and local laws is of the utmost importance to the sustainability of health center operations.

In this session, Feldesman Tucker Leifer Fidell, LLP will help health centers identify some of the more common operational and legal issues that arise with remote work arrangements and explore the best practices for ensuring that your organization’s policies and processes comply with HRSA’s requirements and the applicable law. Health center leaders will also showcase their efforts to incorporate remote work policies and arrangements in their organizations. Attendees will learn how to utilize Remote Work Agreements to limit potential liabilities, increase productivity, and manage remote work arrangements with staff.

**Learning Objectives:**
- Identify the key compliance and legal issues that pertain to health centers who allow their staff to work remotely from home.
- Describe the best practices that health centers can adopt for remote work arrangements to satisfy their compliance obligations under federal and state laws.
- Highlight how health centers can balance the unique issues presented by remote work arrangements with the key HRSA requirements as set forth in the Compliance Manual and Site Visit Protocol.

**Presenter(s):**
- Tina Adamson, SHRM-CP, PHR, Vice President, Human Resources, The Primary Health Network
- Beth Wrobel, Chief Executive Officer, HealthLinc, Inc.
- Hugh Scott Johnson, Jr., Senior Counsel, Feldesman Tucker Leifer Fidell, LLP

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**ISuC1**

**Harnessing the Power of Data Dashboards for the Future: Lessons Learned from the COVID-19 Pandemic**

CPE: 1.5

CEU: 1.25

Level: Intermediate

Prerequisite(s): General knowledge of CHCs, basic understanding of data/analytics, and prior use of data to inform clinical care/operations.

Topic: Data/IT

Early in the COVID-19 pandemic, AllianceChicago, a health center controlled network (HCCN), developed COVID-19 dashboards to support health centers in understanding the impact on their patient population, complete reporting to federal and local public health entities, and help CHCs anticipate their needs. This initial demonstration of the power of dashboards serves as an example of what other HCCNs can do to further support their network members.

During this session, we will describe the approach to developing dashboards, which may be replicated on a variety of platforms, including the process for testing, validating, and creating a feedback loop with CHCs. The session will also address how dashboards can be used to support public health surveillance and reduce reporting burden as well as other uses at the network and CHC level. Lastly, this session will discuss lessons learned and the future use of dashboards.

**Learning Objectives:**
- Discuss the approach used to develop data dashboards including testing, validation, and solicitation of feedback from CHCs.
- Share how dashboards were used at the network and CHC levels to support clinical operations and various external reporting needs.
- Discover how to develop similar dashboards to address pressing public health concerns.

**Moderator:**
- Julia Skapik, MD, MPH, FAMIA, Chief Medical Information Officer, NACHC

**Presenter(s):**
- Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer, AllianceChicago
- Shelly Sital, MPH, Project Director, Testing and Surveillance, AllianceChicago

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**Augustus 5-6**

**12:15pm – 1:45pm**

Palace Ballroom

Lunch and Networking Time in EXPO Hall

Grab some lunch as you visit with exhibitors
Sunday, October 30, continued

1:00pm – 1:30pm
SOLUTIONS SPOTLIGHT

Solutions Spotlights are presented in the EXPO Hall Theater by leading health center partners and feature industry innovation, case studies, and best practices relevant to the business of community health care. Each session delivers practical, “real-world” solutions in just 30 minutes!

SS2 Palace Ballroom
Proactively Retaining Member Coverage Amid the PHE Unwinding

Patient coverage statuses change constantly and EMR systems are not equipped to monitor these coverage events. The result? Fewer covered patients, reduced healthcare visits, and lost revenue. The pandemic is over, and, with the approaching unprecedented wave of patients dropping from public coverage as the federal public health emergency (PHE) is unwound, that impact cannot be ignored. If your clinic isn’t actively tracking these lapses, you may be leaving money on the table. In this session, learn how your organization can approach this problem and work effectively to ensure the most revenue for your clinic, all while providing the best experience for your patients.

Presenter:
Everett Lebherz, Co-Founder and CEO, PointCare

1:45pm – 3:00pm
EDUCATION SESSIONS

ISuA2 Palace Ballroom
Using Data to Drive Leadership Behaviors

CPE: 1.5 CEU: 1.25
Level: Basic
Topic: Data/Leadership

Many health centers had to shift their focus away from formal continuous quality improvement efforts in the face of the COVID-19 pandemic. As we move into the next pandemic stage, health centers are refocusing on measures that impact their financial health, such as high no-show rates and low productivity while addressing profound burnout amongst staff members.

This workshop will include a case study of one health center that reduced cycle time by 26 percent and missed opportunities by 10 percent. Participants will learn tactics they can use to improve no-show rates, productivity, and cycle time; and will leave with an understanding of the roadmap to success and concrete tactics that can be implemented immediately to improve operations.

Learning Objectives:
- Define key indicators, the definition of each indicator, and how to measure performance.
- Explore tactics to improve each of the key indicators.
- Identify the leadership behaviors needed to make these process improvements successful.

Moderator:
Raymonde Uy, MD, MBA, ACHIP, Physician Informaticist, NACHC

Presenter(s):
Tracy Simmons, Chief Operations Officer, Katy Trail Community Health
Adrienne Mann, Chief Innovation Officer, Coleman and Associates
Susan Vermillion-Freeman, Clinic Site Manager, Katy Trail Community Health - Marshall

ISuB2 Palace Ballroom
Reforming Pharmacy Structure to Prepare for Growth and the Use of 340B Savings in an FQHC

CPE: 1.5 CEU: 1.25
Level: Basic
Topic: Operations/Pharmacy

This session will dive into the world of pharmacy in a federally qualified health center. Pharmacy is completely different, operationally, from what is traditionally seen on the medical side. From community pharmacy to clinical pharmacy, and appropriate use of savings, this presentation will show one health center’s approach to responsible use of 340B savings and to creating a dynamic team to help the pharmacy department and the organization continue its path of growth.

Learning Objectives:
- Create a dynamic pharmacy administration team to approach all areas of pharmacy practice.
- Discover how one health center utilizes 340B savings to improve the care of all patients it serves.
- Identify unique clinical pharmacy practice models from a federally qualified health center.

Moderator:
Brandon Jones, MHA, Director, Health Centers Operations and HR Training, NACHC

Presenter(s):
Matthew Bertsch, PharmD, Director of Pharmacy, Sun Life Family Health Center, Inc.
isuc2  augustus 5-6
the evolution of a value-based program and strategy:
realigning teams for success

cpe: 1.5  ceu: 1.25
level: basic

topic: finance/payment

adelante healthcare is an fqhc in phoenix, arizona. as an organization, we have committed to data-driven practice transformation aligned with value-based care to embrace change. practice transformation required us to identify and evaluate our teams and led to a complete realignment and restructuring of the value-based care team. this also led to redefining of roles and responsibilities with specific goals and kpis for the team. this was done in alignment with our current value-based contracts. in addition, adelante invested in a resource on the data analytics side, specific for value-based functions, so that we have actionable data for our outreach and clinical teams to drive results and better clinical outcomes. we have also built customized dashboards which include performance metrics baselines and targets which are visible to the organization. hit improvements, digital outreach and tools are implemented.

the focus is to delineate responsibilities and have teams work to the top of their licenses. we have seen a significant financial improvement with regards to value-based incentives and are building financial models for the next three to five years with regards to this program. team-based strategy and focus on building infrastructure and creating financial sustainability are the focus. attend this session to learn how your organization can utilize data analytics to transform your team, drive results, and improve clinical outcomes.

learning objectives:
- gain a better understanding of creating structure around a value-based program in an fqhc setting.
- describe a data-driven practice transformation model.
- understand the importance of success strategies and buy-in at all levels of an organization.

presenter(s):

kamal sumar, md, mba, cpe, associate chief medical informatics officer, adelante healthcare

3:00pm – 3:45pm
palace ballroom

dedicated exhibit time and refreshment break in expo hall

isua3  augustus 1-2
establishing an administrative fellowship program:
a practical toolkit to support and develop future community health center leaders

cpe: 1.5  ceu: 1.25
level: basic

topic: operations/leadership

while hospitals and health systems have trained and promoted administrative fellows through their executive ranks for 45+ years, health center fellowship opportunities remain scarce (an online search of “fqhc administrative fellowship” only produced two results, with our organization, community health center, inc., constituting one of those results). this session is designed to provide an overview of administrative fellowships, items to consider prior to implementation, and practical tools to recruit, train, and place fellows into permanent roles. this framework is designed to be flexible, allowing leaders to customize their content and future fellows’ experience.

as former administrative fellows ourselves, we strongly support these training programs, and realize that with the many challenges facing the health care industry, it is important to invest in the future leaders within the field. unlike strictly academic programs, post-fellowship candidates are uniquely prepared to think practically, critically, and innovatively, having obtained the necessary skills to support and implement the essential changes in health care. we hope this session will prompt health center leaders to consider establishing administrative fellowships at their organizations to develop the next generation of health care professionals who are passionate about the health of their community and committed to superior patient care.

learning objectives:
- understand what an administrative fellowship is and why it is valuable to developing the next generation of health center leaders.
- identify considerations necessary in establishing an administrative fellowship.
- understand how to develop a fellowship and recruit, train, and place fellows into permanent roles.

presenter(s):

meredith johnson, chief operating officer, community health center, inc.
megan coffinbargar, project manager, optimizing virtual care grant, community health center, inc.
One platform for all healthcare payments

COMMERCIAL | GOVERNMENT | PATIENT PAYMENTS

Financial Clearance +
Patient Financial Experience +
Revenue Capture +
Claim + Denial Management +
Analytics + Reporting +

Visit us at booth 100

WAYSTAR

visit waystar.com
Sunday, October 30, continued

3:45pm – 5:00pm
EDUCATION SESSIONS

ISuB3  Augustus 3-4
How a Data Governance Strategy Securely Protects You and Your Patients
CPE: 1.5  CEU: 1.25
Level: Intermediate
Prerequisite: Basic content will provide intro to more in-depth topics.
Topic: Data/IT

Health centers and their networks are experiencing a growing need to make a myriad of decisions around managing and obtaining value from data, such as minimizing cost and complexity, managing risk, and ensuring adherence to regulations and legal requirements. As organizations mature in their data science teams and projects, formal mechanisms are needed to oversee these analytic processes. These mechanisms are referred to as data governance, which is the decision-making authority over data-related matters. Data governance becomes more complex as more organizations participate, especially among diverse stakeholders. A data governance framework, for example, may need to account for the needs of health plans, which are different than a health care provider.

New use cases, including public health, population health, and research are also built into and expanded within a governance framework. While data governance exists in single health care organizations and integrated delivery networks, data governance requirements become more complex as information exchange grows beyond state lines and incorporates new types of health care organizations.

As health information sharing becomes more common due to federal legislation and health care reform, data governance models must be adopted and should be flexible to adapt to these changes. Although health centers and networks belonging to the same enterprise, or are closely affiliated, generally agree on data governance, the primary challenge in their governance framework is how to place the needs of the data/information exchange and sharing above tangential or unrelated interests of each externally participating organization. In this session, attendees will be able to explain the concept of data governance and identify nuances such as organizational structures for managing data, rules and policies, data decision rights, methods for accountability, and methods enforcement for data-related processes.

Learning Objectives:
- Describe and explain the concept of data governance as it applies to your health center organization.
- Discuss various nuances and challenges in the creation, maintenance and adoption of a data governance framework that represents your organizational needs.
- Identify the state of your organization’s data governance framework and how to pursue next steps in the improvement or creation of one.

Moderator:
Julia Skapik, MD, MPH, FAMIA, Chief Medical Information Officer, NACHC

Presenter(s):
Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer, AllianceChicago
Gregory Pappas, MD, PhD, Administrator, Office of the National Coordinator for Health Information Technology, US HHS
Carron Young, BSN, RN, CPHIMS, PCMH CCE, Director, Performance Measurement and Improvement, Cenevia
Gregory Raglow, MD, FAAFP, Dip Clinical Informatics, Chief Medical Informatics Officer, El Rio Health

ISuC3  Augustus 5-6
To Seek the Future, We Must Look to the Past: A Health Center Merger on Hawai‘i Island
CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Finance/Operations

While business and finance interests drive the blueprint of mergers and acquisitions, the role of operations and organizational culture is often overlooked or undervalued. We posit that a successful health center merger is defined by the degree of collaboration between merging teams; with processes rooted in integrity, respect, and the unique values of each organization. “I ka wa ma mua, I ka wa ma hope: The future is found in the past," a Hawaiian proverb, describes the spirit of the merger between the West Hawai‘i Community Health Center and Bay Clinic, both located on Hawai‘i Island.

This session will address four areas relating to our merger process: (1) theoretical framework for collaboration; (2) organizational structure and culture; (3) importance of leadership development; and (4) our Merger Toolkit. Merger processes will focus on health center operations, including the intentional strategic planning process, facilitating alliance between teams, and taking a strengths-based approach to individual and staff development. Presenters will discuss the challenges faced in delivering health care in a diverse, rural community while staying grounded in the CHC mission.
Learning Objectives:
- Explore a theoretical framework to guide merger strategy.
- Define the key components of a successful merger of health center operations.
- Identify mechanisms to facilitate healthy change in individuals and systems.

Presenter(s):
Victoria Hanes, PsyD, Chief Operating Officer, West Hawai‘i Community Health Center
Lee-Ann Heely, Director of Innovation and Transformation, West Hawai‘i Community Health Center
Marcie Saquing, MSW, Chief Operating Officer-East, Hawai‘i Island Community Health Center
Steven Pine, DMD, Dental Director, West Hawai‘i Community Health Center

5:00pm – 6:30pm
SPECIAL EVENT
Conference Reception in EXPO Hall

Palace Ballroom
Sponsored by
Allscripts/Veradigm
For more about NACHC’s & Human Resources Virtual Training Workshops, visit nachc.org/operations-human-resources/

For additional information, email trainings@nachc.org.

NACHC elevates a health center’s operational performance capabilities with tools and training for more efficient clinic operations. Our TTA programs are designed to enhance critical decision-making and positively impact care delivery, change management, patient/staff satisfaction, and compliance with employment laws and Health Center Program requirements.
Monday, October 31

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<tbody>
<tr>
<td>7:30am – 10:30am</td>
<td><strong>EXPO Hall Open</strong></td>
<td>Palace Ballroom</td>
</tr>
<tr>
<td>7:30am – 8:30am</td>
<td>Continental Breakfast in EXPO Hall</td>
<td></td>
</tr>
<tr>
<td>10:00am – 10:30am</td>
<td>Dedicated Exhibit Time and Refreshment Break in EXPO Hall</td>
<td></td>
</tr>
<tr>
<td>10:15am</td>
<td><strong>NACHCopoly</strong> Prize Drawing in EXPO Hall at NACHC Booth (#303)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(You must be present to win.)</td>
<td></td>
</tr>
<tr>
<td>7:30am – 12:30pm</td>
<td>Registration</td>
<td>Office 5 and Registration Desk</td>
</tr>
<tr>
<td>7:30am – 3:45pm</td>
<td>Speaker Check-In</td>
<td>Office 5 and Registration Desk</td>
</tr>
</tbody>
</table>

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#NACHCEvents
Monday, October 31

8:30am – 10:00am
GENERAL SESSION

IGS2  ▶
General Session

Welcome
Gina Capra, MPA, Senior Vice President, Training and Technical Assistance, NACHC

Keynote

Micky Tripathi, PhD, MPP
National Coordinator for Health Information Technology
US Department of Health and Human Services

Micky Tripathi is the National Coordinator for Health Information Technology at the US Department of Health and Human Services, where he leads the formulation of the federal health IT strategy and coordinates federal health IT policies, standards, programs, and investments.

Dr. Tripathi has over 20 years of experience across the health IT landscape. He most recently served as Chief Alliance Officer for Arcadia, a health care data and software company focused on population health management and value-based care, the project manager of the Argonaut Project, an industry collaboration to accelerate the adoption of FHIR, and a board member of HL7, the Sequoia Project, the CommonWell Health Alliance, and the CARIN Alliance.

He holds a PhD in political science from the Massachusetts Institute of Technology and a Master of Public Policy from Harvard University. Prior to receiving his PhD, he was a Presidential Management Fellow and a senior operations research analyst in the Office of the Secretary of Defense in Washington, DC, for which he received the Secretary of Defense Meritorious Civilian Service Medal.

Panel Discussion: Emerging Federal Agency Efforts in Technology and Data for Health Centers

Health centers are increasingly being recognized not just as the US healthcare safety net, but also as sources of innovation in health IT, patient engagement and cultural competency, and as leaders in the dual challenges of addressing social drivers of health (SDOH) and health inequities. Federal agencies are working rapidly to modernize legacy reporting programs, creating programs to help improve the delivery of care through the effective use of health IT and by improving standards for technology and data.

This session features federal officials whose agencies are engaged in working with health centers to address data and technology challenges, and whose programs and scope affect health centers on a daily basis. These speakers will discuss how their agencies hope to address data quality and health IT product challenges with health centers. NACHC welcomes federal leadership from the Office of the National Coordinator for Health IT, the Centers for Disease Control and Prevention, and the Health Resources and Services Administration to discuss data and reporting system modernization among other topics.

Moderator: Julia Skapik, MD, MPH, FAMIA, Chief Medical Information Officer, NACHC

Panelists:

Matthew D. Ritchey, PT, DPT, MPH, Captain, US Public Health Service
Chief, Partnerships and Evaluation Branch and Lead, COVID-19 Data, Analytics and Visualization Task Force, Center for Surveillance, Epidemiology and Laboratory Services, Centers for Disease Control and Prevention

Lisa Lewis Person
Deputy National Coordinator for Operations and Chief Operating Officer, Office of the National Coordinator for Health IT US Department of Health and Human Services
10:30am – 11:45am
EDUCATION SESSIONS

**IMA1**
Augustus 1-2

**1,001 Reasons Why You Should Invest in Your Informatics Team**

- **CPE:** 1.5
- **CEU:** 1.25
- **Level:** Basic
- **Topic:** Informatics/Data

With the ever-increasing importance of organization expertise in data and analytics across projects and funding opportunities, informatics teams comprised of professionals with multidisciplinary backgrounds, in both clinical and computer science, are essential in increasing revenue, decreasing operational costs, and creating evidence-based policies and regulation. These teams are the forefront in innovation and translational approaches in solving public and population health issues within health center communities through the scientific approach of harnessing data to drive decisions.

Informatics teams support the structure and maintenance of an enterprise-wide data management, which is the first step in transforming an organization’s adoption of data science. They also support federal policy efforts that target complementary areas, such as health IT standards, patient identification and matching, data governance, data privacy/security, and the creation of stronger financial incentives for care coordination through delivery and payment reform. This interactive session on building and investing in an informatics team will be led by health center leaders who have successfully built their informatics teams, demonstrating the added value across multiple facets of health center financial, regulatory, management, and clinical operations.

**Learning Objectives:**
- Define informatics and what comprises a clinical informatics team.
- Demonstrate and give examples of how informatics teams give value to health center organizations and networks.
- Pursue future opportunities that require informatics teams.

**Moderator:**
Raymonde Uy, MD, MBA, ACHIP, Physician Informaticist, NACHC

**Presenter(s):**
Jennifer Williams, MAEL, Chief Executive Officer, FQHC Resource Alternative
Lindsay Dietz, BSW-MAPM, Director, Program Services, Collaborative Ventures Network, HealthyArizona
Isaiah Nathaniel, CPHIMS, Chief Information Officer, Delaware Valley Community Health, Inc.

**IMB1**
Augustus 3-4

**The Trickle-Down Effect: CEO + CFO = A Healthy Center**

- **CPE:** 1.5
- **CEU:** 1.25
- **Level:** Intermediate
- **Prerequisite:** Knowledge of the importance of a CEO/CFO relationship.
- **Topic:** Finance

This session will address the importance of a positive, trusting CEO/CFO relationship. Health center executives will identify necessary components of this relationship and how this relationship is essential to the overall health of an organization. They will also share their personal experience in how this relationship moved their health center, G.A. Carmichael Family Health Center, from a negative cash flow balance, struggling to pay bills and meet payroll to having 1.2 million in the bank and 72 days cash on hand.

**Learning Objectives:**
- Identify key components of a strong, trusting CEO/CFO relationship.
- Discuss how a strong, trusting CEO/CFO relationship impacts the health (fiscal and human) of an organization.
- Apply learned strategies to promote a positive organizational culture and positive employee moral.

**Presenter(s):**
James Coleman, EdD, Chief Executive Officer, G.A. Carmichael Family Health Center
William Edwards, Chief Financial Officer, G.A. Carmichael Family Health Center
Building and Aligning a Project Management Function Inside an FQHC

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Operations

Driven by an influx of infrastructure support funds from the American Rescue Plan Act, Neighborcare determined that developing an organizational skill in project and change management would be critical to the effective utilization of the funds. The project management team was created to drive action and accountability from leadership, ensure thorough implementations, create capacity and reduce burnout, build inclusive staff and patient engagement—with the overall goal of supporting patient care.

Neighborcare built a governance structure to include leaders from around the organization to promote a coordinated prioritization of the projects in the organization, which served to unite the leadership team with a collective responsibility. To ensure successful adoption and coordination, a standard framework and common understanding of a project, the roles and responsibilities and the tools and processes were adopted. A dedicated change management framework was applied to introduce and sustain the change, building and utilizing the same tools which would be provided. The insights gained from applying project management organization and framework within a health care setting are described, which will inform the benefits realized and challenges encountered in adopting a centralized project management team.

Learning Objectives:
- Identify success factors for implementing a project management team in a health care setting.
- Identify challenges and opportunities for change management in health care.
- Understand the benefits realized from the project management team.

Presenter(s):
Sarah Ramsay, MPH, Director of Information Technology, Neighborcare Health
Cora Weed, MSW, Chief Operating Officer, Neighborcare Health
Lena Rubinstein, MBA, Project Management Team Lead, Neighborcare Health

1:15pm – 2:30pm
EDUCATION SESSIONS

Improved Financial Viability, Patient Experience, and Provider Workflows: Can We Do It All?

CPE: 1.5  CEU: 1.25
Level: Basic
Topic: Finance

For community health centers serving a population of diverse languages, interpretation services represent a large budget item and a challenging workflow. Yet, culturally competent interpretation services are critical to meeting patient health care needs and advancing health equity. At Lowell Community Health Center, where 46 percent of patients are best served in a language other than English, we developed an innovative solution to save costs and improve clinical team and patient experiences.

In 2021 we identified that our third-party interpretation service was being overutilized, and our in-house service underutilized, which represented both a large financial cost to the organization as well as a missed opportunity to access culturally competent interpreters highly knowledgeable about the local community and health care system. In response, we implemented an innovative technological and workflow change and also partnered with a mission-aligned telehealth vendor in order to revolutionize our interpreter services cost model and transform the clinical team and patient experience of working with interpreters. As a result, we achieved measurable improvements in clinical team and patient experience and saved $120,000 per year in interpretation costs. This innovation illustrates how, through careful change management strategies, workflow optimization has positive implications for virtual as well as in-person care.

Learning Objectives:
- Identify the technological components of an innovative interpreter services workflow improvement.
- Identify best practice change management strategies to implement a cost-savings transformation.
- Understand how patient and clinical team experiences are enhanced and health equity is advanced through seamless interpreter services workflow.

Presenter(s):
Kathleen Tracey, MSN, CPNP-PC, Clinical Informatics Specialist, Lowell Community Health Center
Molly Morgan, Project Manager, Lowell Community Health Center
Padma Sastry, Senior Director, Digital Transformation, Lowell Community Health Center
#NACHCEvents

**IMB2**

**UDS+: Modernizing Health Center Program Data Reporting Strategies by Leveraging Data Interoperability Standards to Advance Patient-Centered Care Delivery and Health Equity**

**CPE:** 1.5  **CEU:** 1.25

**Level:** Intermediate  
**Prerequisite:** General knowledge of UDS measures and reporting requirements.  
**Topic:** Data/Operations

The Health Resources and Services Administration (HRSA) and the Office of the National Coordinator for Health Information Technology (ONC) have partnered to modernize HRSA's Uniform Data System (UDS), and transform UDS from reporting aggregate data at the health center level to disaggregated and de-identified data at the patient level. Uniform Data System Patient Level Submission (UDS+) implementation will begin with the 2023 UDS reports that health centers will submit by February 15, 2024.

Patient-level data will better support health centers with identifying and analyzing important factors that influence care seeking behavior, quality of care, and health outcomes. Additionally, these data will better inform resource and intervention investments, Health Center Program technical assistance strategies, as well as improve efforts to address health disparities. This session will review Fast Healthcare Interoperability Resources (FHIR) and United States Core Data for Interoperability (USCDI) standards and describe UDS Patient Level Submission (UDS+) purpose, submission requirements, and how implementation will support Health Center Program health equity goals.

**Learning Objectives:**
- Describe what UDS+ is, its purpose and benefits, UDS+ reporting formats, and submission expectations.
- Describe how USCDI standards can help revolutionize Health Center Program data.
- Stay engaged with UDS+ progress and updates via resources and additional references.

**Moderator:**
**Julia Skapik, MD, MPH, FAMIA,** Chief Medical Information Officer, NACHC

**Presenter(s):**
- **Hank Hoang, PharmD, MBA,** Deputy Director, Data and Evaluation, Health Resources and Services Administration, US HHS
- **Matthew Rahn,** Deputy Director, Standards Division, Office of the National Coordinator for Health IT, US HHS

**IMC2**

**Be ePIC: Restore Your Passion and Wellness to Best Serve Your Community**

**CPE:** 1.5  **CEU:** 1.25

**Level:** Basic  
**Topic:** Leadership/Workforce

Are you engaged and inspired by what you do? Or have the pandemic and associated impacts left you overwhelmed, exhausted, and lacking motivation or even the compassion you once had? Steve Wiley knows first-hand what it’s like to be the latter and how to pursue and capture the former. He will share a story of transformation that was not dictated by job or role, but rather by passion, integrity, and creativity—applied right where he was!

This session will guide you through an approach to take control of your job and your life regardless of current circumstances. By tapping into an inner passion that you value, in and outside of work, you will improve and achieve personal fulfillment and professional success. By maintaining a broader definition of integrity, you will enhance balance and self-worth. And, by embracing inner creativity, you will open the door to new possibilities, including a redefined purpose in your work. Imagine the collective impact of a workforce that embraces the Creative application of a Passion, sustained with Integrity. Be ePIC!

**Learning Objectives:**
- Understand how to restore a sense of balance and personal wellness in the midst, or aftermath, of a global pandemic.
- Understand how to restore a passion (and associated compassion) that you may have once had for your respective profession.
- Define and intentionally create an ePIC narrative, or differentiating way to live an inspired life.

**Moderator:**
**Gerrard L. Jolly, MA,** Director, Career Advancement Strategies, NACHC

**Presenter(s):**
- **Steve Wiley,** President, CEEK LLC

**2:30pm – 3:00pm**  
**Refreshment Break**

**Augustus Foyer**
Monday, October 31, continued

3:00pm – 4:30pm
EDUCATION SESSIONS

IMA3  Augustus 1-2
Cybersecurity: Know the Basics and Ask the Right Questions
CPE: 1.8  CEU: 1.5
Level: Basic
Topic: Data/IT/Operations
With the rise in cyber attacks of government agencies and large-scale companies, organizations large and small are questioning if they are doing all they should to protect their data. Security breaches, fines, and audits create a complexity of challenges for health centers to navigate. Join us for an interactive and engaging session on cybersecurity led by a health center IT leader as well as an information security specialist.

Learning Objectives:
- Identify the basic tool sets required to protect an organization from cybersecurity risks.
- Understand how to cultivate a culture of security awareness in your organization.
- Do practical exercises to know what to do WHEN, not IF, a data breach occurs.

Moderator: Phillip Stringfield, Manager, Health Center Operations Training, NACHC
Presenter(s): Arnel Mendoza, Director of Information Systems, QueensCare Health Centers
Nicholas Rosario, CNA, CCENT, Chenb0x Development, LLC

IMB3  Augustus 3-4
Revenue Cycle Workshop
CPE: 1.8  CEU: 1.5
Level: Basic
Topic: Finance/Operations
The reimbursement financial landscape continues to evolve, and health centers must adapt to shifting payment mechanisms. As health centers prepare for more and newer value-based payment schemes, the efficiency and effectiveness of their revenue cycles become even more paramount. A strong revenue cycle ensures the foundation needed for health centers to remain solvent as they prepare for reimbursement innovations. This session will focus on revenue cycle challenges in community health centers across the country.

Learning Objectives:
- Identify the four types of innovation and understand the importance of having a comprehensive innovation strategy.
- Value the importance of understanding the environment in which problems exist to create meaningful solutions.
- Apply different methods to clearly define problems and generate innovative solutions.

Presenter(s): Merrill Press, Senior Vice President, Development and Innovation, NACHC
Camila Silva, MSE, Deputy Director, Center for Community Health Innovation, NACHC
HYBRID WORKSHOPS FOR HEALTH CENTERS
2022 – 2023 FINANCIAL MANAGEMENT & REIMBURSEMENT

We’re back with in-person and virtual training options! View the opportunities below to determine what works best for you!

Introduction to Community Health Center Finance
December 1 – 2, 2022 | Charleston, SC
This introductory-level workshop provides an orientation to financial management, accounting principles, and terminology unique to health centers as well as an in-depth focus on 330 grant management.

Financial Operations Management (FOM 1)
January 18 – 19, 2023 | Savannah, GA
FOM 1 is an intermediate-level workshop that provides an in-depth understanding of grants management, budgeting, profitability, and Medicare cost reporting.

Financial Operations Management (FOM 2)
April 5 – 6, 2023 | New Orleans, LA
FOM 2 is an intermediate-level workshop providing insight into the core qualities needed to approach the business aspects of financial operations, management, and service delivery.

Financial Operations Management (FOM 3)
Date & Location TBD
FOM 3 is the advanced-level workshop that provides approaches to management and leadership, creating high-performing teams, and defining the principles of effective compliance programs for health centers.

Revenue Cycle Management 360 (Rev Cycle 360)
Date & Location TBD
RevCycle 360° provides in-depth guidance on the unique and complex revenue cycle for Federally Qualified Health Centers (FQHCs), including effective billing departments, efficient patient revenue and collections procedures, and accurate reporting on accounts receivable.

About
NACHC offers practical and accessible technical support and training for Chief Financial Officers (CFOs), accounting staff, revenue cycle team to help them meet the dynamic challenges of a community health center’s financial management system. Our training programs benefit from the technical expertise of a former health center CFO and other content experts.

Why Choose Us
• Recognize the key business aspects of efficient health center financial operations.
• Develop effective operational budgets and evaluate the influence of grant requirements on health center systems.
• Accurately complete timely and meaningful cost reports for CMS and others.
• Identify key drivers of profitability for a prospective payment system that promotes successful coding, billing, collections, accounts receivable, and more!

For more about NACHC’s Financial Management & Reimbursement Training Workshops, visit nachc.org/trainings-and-conferences/financialoperations-management/
For additional information, email trainings@nachc.org.

#NACHCEvents
### Key to Moderators and Presenters

<table>
<thead>
<tr>
<th>Moderator/Presenter</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adamson, Tina</td>
<td>ISuB1</td>
</tr>
<tr>
<td>Bertsch, Matthew</td>
<td>ISuB2</td>
</tr>
<tr>
<td>Blankson, Amy</td>
<td>IGS1</td>
</tr>
<tr>
<td>Bowen, Nancy</td>
<td>IGS1</td>
</tr>
<tr>
<td>Caiazzo, Stephanie</td>
<td>SS1</td>
</tr>
<tr>
<td>Capra, Gina</td>
<td>IGS2</td>
</tr>
<tr>
<td>Clarke, Veronica</td>
<td>IGS1</td>
</tr>
<tr>
<td>Coffinbarg, Megan</td>
<td>ISuA3</td>
</tr>
<tr>
<td>Coleman, James</td>
<td>IMB1</td>
</tr>
<tr>
<td>Dietz, Lindsay</td>
<td>IMA1</td>
</tr>
<tr>
<td>Edwards, William</td>
<td>IMB1</td>
</tr>
<tr>
<td>Gilpin, Catherine</td>
<td>ISuA1</td>
</tr>
<tr>
<td>Gold, Scott W.</td>
<td>ISuA1</td>
</tr>
<tr>
<td>Hamilton, Andrew</td>
<td>ISuC1, ISuB3</td>
</tr>
<tr>
<td>Hanes, Victoria</td>
<td>ISuC3</td>
</tr>
<tr>
<td>Heely, Lee-Ann</td>
<td>ISuC3</td>
</tr>
<tr>
<td>Hoang, Hank</td>
<td>IMB2</td>
</tr>
<tr>
<td>Holmes, Michael A.</td>
<td>IGS1</td>
</tr>
<tr>
<td>Johnson, Ama</td>
<td>IMB3</td>
</tr>
<tr>
<td>Johnson, Meredith</td>
<td>ISuA3</td>
</tr>
<tr>
<td>Johnson, Jr., Hugh</td>
<td>ISuB1</td>
</tr>
<tr>
<td>Jolly, Gerrard</td>
<td>IMC2</td>
</tr>
<tr>
<td>Jones, Brandon L.</td>
<td>ISuB2</td>
</tr>
<tr>
<td>Lebherz, Everett</td>
<td>SS2</td>
</tr>
<tr>
<td>Lewis Person, Lisa</td>
<td>IGS2</td>
</tr>
<tr>
<td>Mann, Adrienne</td>
<td>ISuA2</td>
</tr>
<tr>
<td>Mendoza, Arnel</td>
<td>IMA3</td>
</tr>
<tr>
<td>Morgan, Molly</td>
<td>IMA2</td>
</tr>
<tr>
<td>Nathaniel, Isaiah</td>
<td>IMA1</td>
</tr>
<tr>
<td>Pappas, Gregory</td>
<td>ISuB3</td>
</tr>
<tr>
<td>Pine, Steven</td>
<td>ISuC3</td>
</tr>
<tr>
<td>Press, Merrill</td>
<td>IMC3</td>
</tr>
<tr>
<td>Raglow, Gregory</td>
<td>ISuB3</td>
</tr>
<tr>
<td>Rahn, Matthew</td>
<td>IMB2</td>
</tr>
<tr>
<td>Ramsay, Sarah</td>
<td>IMC1</td>
</tr>
<tr>
<td>Ritchey, Matthew D.</td>
<td>IGS2</td>
</tr>
<tr>
<td>Rosario, Nicholas</td>
<td>IMA3</td>
</tr>
<tr>
<td>Rubinstein, Lena</td>
<td>IMC1</td>
</tr>
<tr>
<td>Saquing, Marcie</td>
<td>ISuC3</td>
</tr>
<tr>
<td>Sastry, Padma</td>
<td>IMA2</td>
</tr>
<tr>
<td>Silva, Camila</td>
<td>IMC3</td>
</tr>
<tr>
<td>Simmons, Tracy</td>
<td>ISuA2</td>
</tr>
<tr>
<td>Sital, Shelly</td>
<td>ISuC1</td>
</tr>
<tr>
<td>Skapik, Julia</td>
<td>ISuC1, ISuB3, IGS2, IMB2</td>
</tr>
<tr>
<td>Stringfield, Phillip</td>
<td>IMA3</td>
</tr>
<tr>
<td>Sumar, Kamal</td>
<td>ISuC2</td>
</tr>
<tr>
<td>Tracey, Kathleen</td>
<td>IMA2</td>
</tr>
<tr>
<td>Tripathi, Micky</td>
<td>IGS2</td>
</tr>
<tr>
<td>Uy, Raymonde</td>
<td>ISuA2, IMA1</td>
</tr>
<tr>
<td>Vermillion-Freeman</td>
<td>Susan - ISuA2</td>
</tr>
<tr>
<td>Weed, Cora</td>
<td>IMC1</td>
</tr>
<tr>
<td>Wiley, Steve</td>
<td>IMC2</td>
</tr>
<tr>
<td>Williams, Gervean</td>
<td>IMB3</td>
</tr>
<tr>
<td>Williams, Jennifer</td>
<td>IMA1</td>
</tr>
<tr>
<td>Wrobel, Beth</td>
<td>ISuB1</td>
</tr>
<tr>
<td>Young, Carron</td>
<td>ISuB3</td>
</tr>
</tbody>
</table>

### Ad Index

- **2023 Community Health Institute (CH) & Expo**: 58
- **2023 Financial, Operations Management/IT (FOM/IT) Conference & EXPO**: Back Cover
- **2023 Policy & Issues (P&I) Forum**: Inside Back Cover
- **FORVIS**: 16
- **Centene Corporation**: 2
- **Community Health Ventures**: 43
- **eClinicalWorks**: 8
- **McKesson**: 4
- **Medcor Group, Inc.**: 27
- **NACHC Membership**: Inside Front Cover
- **NACHC Training & Technical Assistance 2022-2023 Financial Management & Reimbursement Workshops**: 33
- **NACHC Training & Technical Assistance 2022-2023 Health Center Operations Workshops**: 26
- **NACHC Training & Technical Assistance 2022-2023 National Workshop Schedule**: 57
- **NextGen Healthcare**: 12
- **Waystar**: 23

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Meet one-on-one with NACHC exhibitors for an introduction to products and services that can help you build and manage your health care business. Network with other industry professionals and discover innovative practices that are making a difference in health centers across the country. And there are great prizes to win just by visiting the EXPO floor!

Note: For details about FOM/IT exhibitors and their business products and services, see the Exhibitor Profiles on page 38.

**EXPO Schedule:**

**Sunday, October 30**

9:30am – 6:30pm  EXPO Hall Open

10:00am – 11:00am Dedicated Exhibit Time and Refreshment Break

10:15am - 10:45am SS1 Solutions Spotlight: Offsetting Loss: A Compliance-First Approach to Maximizing 340B Savings  
Sponsored by [CloudMed](http://www.cloudmed.com)  
(see page 19 for details)

12:15pm – 1:45pm Lunch and Networking Time in EXPO Hall  
Grab some lunch as you visit with exhibitors

1:00pm - 1:30pm SS2 Solutions Spotlight: Proactively Retaining Member Coverage Amid the PHE Unwinding  
Sponsored by [PointCare](http://www.PointCare.com)  
(see page 21 for details)

3:00pm – 3:45pm Dedicated Exhibit Time and Refreshment Break

5:00pm – 6:30pm Conference Reception in EXPO Hall  
Join health center colleagues and EXPO partners for cocktails and light fare at the 2022 FOM/IT Conference Reception. Explore unique solutions for tackling your business challenges!  
Sponsored by [Allscripts](http://www.Allscripts.com)

**Monday, October 31**

7:30am – 8:30am  Continental Breakfast in EXPO Hall

7:30am – 10:30am  EXPO Hall Open

10:00am – 10:30am Dedicated Exhibit Time and Refreshment Break

10:15am  NACHCopoly prizewinners announced at the NACHC Booth (#303) in the Palace Ballroom! You must be present to win.

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#NACHCEvents
Exhibitor Profiles (as of September 19, 2022)

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Phone: (800) 442-4867  
Address: 400 Race Street, Suite 200, San Jose, CA 95126  
Website: www.501c.com

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Contact: Kyle DuBose  
Phone: (409) 344-2141  
Address: 200 South 10th Street, McAllen, TX 78501  
Website: www.accuhealth.tech

AccuVax by TruMed

AccuVax is a fully automated, pharmaceutical-grade vaccine management system that ensures vaccine integrity, reduces medication errors, and delivers time-savings that allows a practice to focus on what matters most, patients. The AccuShelf inventory management system tracks medications, samples, and supplies, throughout the healthcare setting. All products by TruMed include hardware, software, online reports, software updates, training, optional EHR integrations, 24/7 support and maintenance, and industry-leading security. Schedule a demo at AccuVax.com, (844) 878-6331 or info@AccuVax.com.

Contact: Fernanda Tirado  
Phone: (844) 878-6331  
Address: 4370 La Jolla Village Drive, Suite 200, San Diego, CA 92122  
Website: www.trumedsystems.com

ACSI & ALCAR, Inc.

ACSI-Allied Customer Solutions has focused for 25+ years to provide call center and back office services to the healthcare industry. By partnering with ALCAR, Inc., the service lines have grown to provide specialized services to FQHCs, health plans, IPAs, medical groups and health insurance brokers. The goal is to help our clients augment their existing call center operations or help them build a whole new team.

Contact: Alejandro Carrillo  
Phone: (702) 737-5506  
Address: 3090 S. Durango Drive, Suite 101, Las Vegas, NV 89117  
Website: http://alcarinc.com
Advocatia

Advocatia's technology delivers a powerful screening and enrollment tool for financial counselors to engage the uninsured, allowing them to self-screen for available programs through automatic outreach. Our unified form editor auto populates multiple applications and forms while collecting applicant signatures and documents via SMS text and email. Eliminate redundant data with our HL7 EHR integration while also providing a 33% reduction in application time. Are you ready for the unwinding of Medicaid? We can help.

Contact: Jennifer Miksch  
Phone: (414) 533-9657  
Website: www.advocatia.io

Allscripts/Veradigm

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

Contact: Tim Abeyta  
Phone: (520) 631-6729  
Website: www.allscripts.com

AQuity Solutions LLC

We are the nation's largest provider of virtual scribing, medical coding, and TOS services. We have been awarded the Best in KLAS #1 award for seven years in a row. We have the perfect solution for combating provider burnout.

Contact: Hunter Hebestreet  
Phone: (307) 689-9162  
Website: https://aquitysolutions.com

ARcare

FQHCs are dedicated to providing care to vulnerable and underserved populations. We are committed to serving FQHCs with specialty pharmacy services, the ScriptNet specialized call center, and medical appointment scheduling services that improve patient access and adherence while strengthening your revenue stream at no risk to you.

Contact: Jamie Frazier  
Phone: (479) 899-1982  
Website: www.arcare.net

athenahealth

athenahealth offers network-enabled services for EHR, revenue cycle management, patient engagement, care coordination, and population health. Unlike conventional vendors, athenahealth combines performance insights from our 100,000-provider network with continually updated payer knowledge and administrative work to help our clients get paid more, faster, focus on patients, and thrive through change.

Contact: Katherine Mullane  
Phone: (617) 402-8591  
Website: http://athenahealth.com

Benco Dental

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

Contact: John Lamb  
Phone: (830) 399-3986  
Website: www.benco.com
Blackbaud, Inc.  

Blackbaud is the world’s leading cloud software company powering social good. We provide software solutions, services, expertise, and data intelligence for the entire social good community — nonprofits, foundations, corporations, education institutions, and individual change agents. Our solutions connect and empower organizations globally to increase their impact through grant management, accounting, relationship management, websites, digital marketing, fundraising, advocacy, payments, social responsibility, volunteerism, and analytics.

Contact: David Hazeltine  
Phone: (843) 654-3401  
Website: www.blackbaud.com

BlueNово

BlueNovo is a national leader in provider and patient-centered healthcare, quality, and technology services exclusively for community health centers and similar healthcare providers. With offices nationally in DC, IL, and CA, we specialize in assisting safety-net organizations to achieve profound solutions to their strategic health IT imperatives. Within BlueNово’s five practice areas – (1) Clinical Transformation and QI, (2) Strategy and Risk, (3) EHR Implementation and Optimization, (4) Cybersecurity, and (5) Technology Managed Services – they deploy cost-effective solutions that improve patient care and simplify processes while ensuring greater customer service.

Contact: Roopak Manchanda  
Phone: (443) 766-0071  
Website: http://bluenovo.com

BlueStar TeleHealth

BlueStar TeleHealth builds and executes remote monitoring programs to support HRSA NHCI-HC grant programs, the management of chronic conditions, and maternal health. We’re helping CHCs of all sizes connect with their patients in the home to offer first-class remote monitoring. Working with BlueStar is easy and risk-free. Whether trying to improve outcomes, health equity, or your bottom line, BlueStar can develop a custom solution for you.

Contact: David Coakley  
Phone: (800) 441-0730  
Website: https://bluestartelehealth.com

Boostlingo

Boostlingo, for healthcare providers, helps your team procure easier language support with instant access to qualified medical interpreters on any device. We offer both an interpreter management system for on-site interpreters employed by your practice, and on-demand virtual medical interpretation on any device. Our network of 13,000 interpreters for 300 languages all over the globe represents a chance for your practice to effectively serve more LEP patients.

Contact: Kristy Seiber  
Phone: (865) 243-1198  
Website: www.boostlingo.com

CAI Global

CAI helps health care organizations improve the quality of their services, particularly for communities that have been marginalized. We do this by providing training, technical assistance, research, and other capacity-building support. We develop these services together, learning from you about what you need and tailoring practical programs with measurable results. For more than 40 years, we’ve helped thousands of nonprofit agencies, health centers, health departments, and others improve the health and well-being of under-served communities.

Contact: Will Murphy  
Phone: (212) 594-7741  
Website: https://caiglobal.org
Cardinal Health

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

Contact: Kevin Coffman  
Phone: (720) 219-8273  
Email: kevin.coffman@cardinalhealth.com  
Website: www.cardinalhealth.com/chc

Centene Corporation

Centene Corporation is committed to helping people lead healthier lives through its longstanding partnership with the National Association of Community Health Centers (NACHC). As a Fortune 50 healthcare company that’s grown to serve more than 25 million members, our local approach enables us to provide accessible, high-quality, culturally sensitive services to members in all 50 states. Every individual, family, and community we serve is unique.

Contact: Ralph Perez  
Phone: (314) 604-6893  
Email: rperez@centene.com  
Website: www.centene.com

Change Healthcare

Change Healthcare is a leading healthcare technology company, focused on insights, innovation, and accelerating the transformation of the US healthcare system. We provide data and analytics-driven solutions to improve clinical, financial, administrative, and patient engagement outcomes. Our platform and comprehensive suite of software, analytics, technology enabled services, and network solutions drive improved results in the complex workflows of healthcare system payers and providers by enhancing clinical decision making, simplifying billing, collection and payment processes, and enabling a better patient experience.

Contact: Dan Benaquista  
Phone: (412) 287-3261  
Email: daniel.benaquista@changehealthcare.com  
Website: www.changehealthcare.com

Clearwave Corporation

Clearwave is the comprehensive patient engagement platform that improves profitability, productivity, and patient engagement for specialty practices, hospitals, and health systems. Along with check-in for mobile, kiosk and tablet, we offer a leading eligibility engine to impact revenue directly – and scheduling and communications to enhance your practice’s digital front door.

Contact: Pamela Hibler  
Phone: (916) 365-5985  
Email: phibler@clearwaveinc.com  
Website: www.clearwaveinc.com

Clinify Health

Clinify Health is a digital health company that enables providers, managed care organizations, and government agencies working with underserved communities to develop, test, deploy, and scale data-driven, value-based models of care delivery and reimbursement.

Contact: Ashley Myles  
Phone: (312) 471-5514  
Email: ashley.myles@clinifyhealth.com  
Website: www.clinifyhealth.com
Cloudmed Solutions

Cloudmed, an R1 company, helps healthcare systems maximize outcomes in a complex financial world. With industry-leading expertise and data-driven technology, we deliver actionable insights across the revenue cycle, helping providers boost productivity and increase revenue. We are proud to partner with over 3,100 healthcare providers in the United States to recover over $1.7 billion of underpaid or unidentified revenue annually.

Contact: Lee Ann Bryant  
Phone: (615) 612-9562  
Website: www.cloudmed.com

CNECT

CNECT is a national group purchasing organization that leverages $69 billion in purchasing power to give its members access to exclusive savings on products and services they use every day. Without compromising quality, CNECT negotiates the lowest possible prices to maximize the financial strength of its members, who join completely free of charge. More than 8,000 organizations trust CNECT to help them reduce their costs, refine their procurement processes, and achieve their goals.

Contact: Samantha Arboleda  
Phone: (619) 542-4323  
Website: http://cnectgpo.com

CohnReznick LLP

CohnReznick's Healthcare Industry Practice responds with holistic solutions that are both strategic and pragmatic to help organizations improve profitability, efficiency, and the client experience. CohnReznick is active in helping community health centers evaluate their performance and reimbursement and regulatory procedures to operate efficiently. CohnReznick serves behavioral health and addiction services agencies with a team of professionals who have dedicated their careers to addressing the business, financial, and accounting issues of the healthcare industry.

Contact: Steven Schwartz  
Phone: (646) 254-7484  
Website: www.cohnreznick.com

CommonWealth Purchasing Group, LLC

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

Contact: Phil DuBois  
Phone: (617) 721-3677  
Website: www.cwpurchasing.com

Community Health Ventures

Founded under the direction of health center leadership, Community Health Ventures (CHV) creates solutions to economic pressures facing health centers. Visit our booth to learn about discounted pricing for your staffing, medical, dental, office supplies, services, and much more! CHV offers the Value in Purchasing (ViP), Value in Benefits (ViB), Value in Dental (ViD), Value in Laboratory (ViL), and Value in Staffing (ViS) programs and is the only National Group Purchasing Program endorsed by NACHC.

Contact: Danny Hawkins  
Phone: (703) 684-3982  
Website: www.communityhealthventures.com
Savings through Association

Community Health Ventures (CHV) is the business development affiliate of the National Association of Community Health Centers (NACHC). Founded in 2000 under the direction of health center leadership, CHV is tasked with creating solutions to the economic pressures facing health centers.

By negotiating group-purchasing agreements for medical supplies and office supplies, insurance, staffing solutions, lab agreements and much more, CHV helps health centers reduce costs.
Compliatric

Compliatric provides a SINGLE 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, Grant Tracking, Risk Registry, Auditing and Monitoring, Peer Review, Referrals Tracking, Surveys and so much more.

Contact: Karen Hoadley
Phone: (704) 351-3004
Website: www.compliatric.com

CoveredMeds

CoveredMeds offers a completely unique solution to manufacturer restrictions and blocked NDCs by unmasking insurance formularies and designated pharmacies for clinicians at the point of care so they can quickly identify which medications are COVERED and where those medications need to be filled to capture 340B savings. Improve outcomes, save time, and increase 340B savings with just two clicks! Every indication, every medication, every insurance plan, every time!

Contact: Byron Jones
Phone: (619) 500-1081
Website: http://coveredmeds.com

CTI+

Care Transitions Intervention® Plus (CTI+) combines precision software with evidenced-based approaches to social care coordination to minimize risk, create sustainable safety nets, streamline referrals, and – ultimately – improve and maintain community health outcomes. With CTI+, your organization can support both clinical and social care in a single, flexible solution. Whichever care model you’re using – CTI Coaches, Community Health Workers, or another – we can support you with our full suite of industry leading tools.

Contact: Brent Feorene
Phone: (440) 724-6590
Website: http://ccs.health

eClinicalWorks

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

Contact: Megan Webber
Phone: (508) 471-6550
Website: www.eclinicalworks.com

Envista

Envista is a global family of more than 30 trusted dental brands, united by a shared purpose: to partner with professionals to improve lives.

Contact: Ryan Pehanick
Phone: (631) 525-3818
Website: www.envistaco.com
**Equiscript**

We help community health centers and hospitals generate resources and improve patient adherence through 340B home delivery pharmacy programs. Medication adherence is vitally important for patient care and quality outcomes. Equiscript helps ensure patients have access to the medications they need. With Equiscript, you can give your patients the services that improve medication adherence with a service that is patient-focused and centered around support and outreach.

Contact: Erika Pfeifer  
Phone: (410) 310-8034  
Website: www.equiscript.com

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**FORVIS**

As a top-tier CPA and advisory firm, FORVIS helps community health centers nationwide with unique financial issues. FORVIS Healthcare Practice provides audit, tax, and accounting outsourcing; operations consulting; cost-report preparation; strategic positioning; Medicare and Medicaid; and third-party payer reimbursement consulting to thousands of healthcare providers, including approximately 360 CHCs.

Contact: Jenalee Davidson  
Phone: (417) 865-8701  
Website: http://forvis.com/hc

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**Greenway Health**

Greenway Health provides electronic health records (EHRs), practice management, and revenue cycle management solutions that help practices in multiple specialties grow profitably, remain compliant, work more efficiently, and improve patient outcomes. Our team of clinical, financial, and technology experts serve as trusted advisors, committed to enabling successful providers, empowering patients, and building healthier communities. Greenway works with more than 55,000 providers across multiple specialties, translating into millions of lives touched daily by our solutions. To learn more about Greenway Health or how we can work together to build a more efficient healthcare system, visit www.greenwayhealth.com.

Contact: John Prast  
Phone: (877) 932-6301  
Website: www.greenwayhealth.com

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**HealthMark Group**

HealthMark Group is a leading provider of digital health information management solutions for healthcare providers across the country. Guided by over 15 years of experience in healthcare IT, we are pioneering an efficient, compliant, and patient-centric approach to the patient information journey. Our patient engagement and release of information solutions help thousands of hospitals and clinics transform administrative processes into seamless digital encounters.

Contact: Erin Dixon  
Phone: (800) 659-4035  
Website: www.healthmark-group.com

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**Henry Schein | Dentrix Enterprise**

At Henry Schein Dental, our mission is to improve the lives of those we touch by focusing on practice care, so dental professionals can focus on patient care. Dentrix Enterprise is designed to address the unique needs of community and federally qualified health centers as well as government and institutional dental organizations.

Contact: Shelley Bushman  
Phone: (913) 707-2631  
Website: www.henryschein.com
InteCare, Inc.

InteCare is a nonprofit, administrative service organization specializing in provider enrollment and credentialing with all payers, Medicaid, Medicare, and commercial plans specifically for FQHCs and CMHCs. Our Credentialing and Enrollment team will act as your credentialing department and maximize your revenue cycle management. Visit our website at www.intecare.org to learn more.

Contact: Jesse Clasen     Address: 8604 Allisonville Road, Suite 325, Indianapolis, IN 46250
Phone: (317) 237-5770     Email: marketing@intecare.org
Website: www.InteCare.org

InteliChart

At InteliChart, perfecting the patient experience is not a secondary effort for us – it’s our exclusive focus. Our Healthy Outcomes® patient engagement platform has multiple solutions - Patient Portal, Patient Intake, Patient Notify, Patient Survey, Patient Schedule, Patient Activate, Patient eHealth, and Family Portal - that work in unison to help providers stay connected to patients with proactive, personal engagement that strengthens their brand, generates patient loyalty, streamlines workflows, and yields better patient outcomes.

Contact: Claudia Gaitan     Address: 11035 Golf Links Drive, Suite 77498, Charlotte, NC 28277
Phone: (704) 307-2384     Email: hello@intelichart.com
Website: www.intelichart.com

Intrado

Intrado healthcare supports more than 10,000 healthcare provider organizations, health centers, and FQHCs with automated, EHR-integrated patient engagement solutions. We help our customers communicate with patients at the right time and in the most effective communication channels to improve the customer experience and enhance care— all with less burden on the staff.

Contact: Daphne Harper     Address: 11808 Miracle Hills Drive, Omaha, NE 68154
Phone: (404) 689-0595     Email: daphne.harper@intrado.com
Website: http://intrado.com/life-safety/healthcare

Language Services Associates

Language Services Associates (LSA) is a woman/minority-owned, full-service language services provider. LSA provides Over the Phone Interpretation, Video Remote Interpretation, On-Site/Face-to-Face Interpretation, and Document Translation in over 240 languages. LSA has partnered with Community Health Ventures, NACHC’s business development affiliate, to offer aggressive pricing while providing industry leading connect times and interpreter quality, all built on our cloud-based, state-of-the-art technology platform.

Contact: Jerry Lotierzo     Address: 455 Business Center Drive, Suite 100, Horsham, PA 19044
Phone: (631) 732-4101     Email: jlotierzo@lsaweb.com
Website: www.lsaweb.com

Main Street Health

Main Street Health is the nation’s largest provider of value-based care focused exclusively on serving rural America. We believe in the old ways of medicine when healthcare was simpler. By partnering with local providers, we reinforce the importance of trust and relationship-driven care in rural communities. We also know that rural providers need more resources to ensure patients have access to the right care at the right time. That’s why we provide our partner clinics with the staff, technology, and opportunities they need to succeed in a value-based delivery model.

Contact: Bennett Graham     Address: 926 Main Street, Nashville, TN 37206
Phone: (615) 268-2392     Email: bgraham@mainstreetruralhealth.com
Website: www.mainstreetruralhealth.com

Matrix Networks

We offer Solutions through Automation. Our two primary areas of focus are solutions for improved patient engagement and communications, as well as automation of carrier and network management. These solutions not only create greatly improved efficiency and performance for your organization, they also provide a long-term solution for staffing issues.

Contact: Ryan Graven     Address: 629 2nd Street, Encinitas, CA 92024
Phone: (760) 444-9119     Email: ryang@mtrx.com
Website: http://mtrx.com
McKesson Medical Surgical  Booth 507
McKesson is a proud supporter of community health centers. Bringing you more than 350,000 products you need, when you need them. We offer tools that help you manage costs and enhance patient care - all while providing insights and expertise to guide you through the changing world of healthcare. We deliver the right products and the right solutions to address today’s challenges, while preparing for tomorrow.
Contact: Caroline Crabtree  Address: 9954 Maryland Drive, Richmond, VA 23233
Phone: (804) 591-8864  Email: caroline.crabtree@mckesson.com
Website: http://mms.mckesson.com/content/customers-we-serve/community-health-centers

Med Tech Solutions  Booth 413
Med Tech Solutions (MTS) creates technology systems that work the way healthcare practices work. Our Practice-Centered Care™ services use dedicated IT Care Teams to ensure technology systems support essential clinical workflows and strategic business plans. Provider organizations and networks can count on a secure, reliable IT infrastructure, optimized clinical and business applications, and full end-user support so they can focus on patient care. For more information please visit: www.medtechsolutions.com
Contact: Tim West  Address: 24307 Magic Mountain Parkway, Suite 76, Valencia, CA 91355
Phone: (410) 322-4185  Email: twest@medtechsolutions.com
Website: www.medtechsolutions.com

Medcor Group, Inc.  Booth 310
The Medcor Group, Inc. 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.
Contact: Jason Gerber  Address: 725 W. Town and Country Road, Suite 300, Orange, CA 92868
Phone: (714) 221-8512  Email: jason@medcorinc.com
Website: www.medcorinc.com

Medicus IT  Booth 215
Medicus IT goes beyond traditional IT to help healthcare organizations run, grow, and transform their operations by leveraging technology to optimize patient care. Together, we drive healthcare forward.
Contact: Kerry Goble  Address: 100 North Point Center East, Alpharetta, GA 30022
Phone: (201) 937-0216  Email: kgoble@medicusit.com
Website: http://MedicusIT.com

Merino Computer Concepts  Booth 107
Merino Computer Concepts, Inc. (MCC) provides CHCs across the country with 24/7 live helpdesk support, 24/7 proactive monitoring/remediation, as well as IT infrastructure design and deployment services for on-premise and cloud environments. MCC also provides a wide array of security services including security risk assessments, policy and procedure review for compliance with relevant governing bodies, security technologies and services for edge, endpoint, cloud, and everything in-between.
Contact: Joshua Handrich  Address: 1822 W. Kettleman Lane, Suite 4, Lodi, CA 95242
Phone: (414) 477-3922  Email: jhandrich@mccpros.com
Website: http://mccpros.com

MIP Fund Accounting by Community Brands  Booth 616
Community Brands is a technology-driven company that delivers purpose-built solutions for the world’s leading nonprofits to thrive and succeed in today’s fast-paced, evolving digital world. Our unique approach to accelerating innovation for nonprofits brings to market interoperable and integrated modern technology solutions that power social impact and effect positive change.
Contact: Shannon Pilgrim  Address: 9620 Executive Center Drive, N., Suite 200, St. Petersburg, FL 33702
Phone: (425) 256-0879  Email: shannon.pilgrim@communitybrands.com
Website: www.communitybrands.com
MyConnectSolutions

We offer worry-free IT to organizations in high-compliance, regulated industries like medical, financial, legal, and nonprofit CBOs. Let us introduce you to MedConnect, our HIPAA-compliant platform, built on best-in-class health information technologies (HIT). MedConnect bridges the gap between legacy technology and today's more efficient and effective cloud technologies. We integrate health center-specific technologies and applications on secure, reliable, and scalable platforms.

Contact: Ikki Boudargham
Phone: (858) 633-1600
Email: ikki@myconnectsolutions.com
Website: www.myconnectsolutions.com

NACHC

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.

Contact: Keisha Mukanos
Phone: (301) 347-0400
Email: kmukanos@nachc.org
Website: www.nachc.org

NextGen Healthcare, Inc.

The NextGen Healthcare community health solution enables comprehensive, high-quality community care with a complete view of patient health—all in one database—for physical, dental, behavioral health, pediatrics, women's health, chiropractic, physical, occupational, and speech therapy, with robust revenue cycle and value-based reimbursement. Our wide range of solutions and services elevate provider experience, engage patients, improve financial stability, manage risk reimbursement models, and promote interoperability. For more information, visit www.nextgen.com/fqhc.

Contact: Shelby Smotherman
Phone: (615) 218-9728
Email: ssmotherman@nextgen.com
Website: www.nextgen.com

Nonstop Administration and Insurance Services, Inc.

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

Contact: Lesley Brown Albright
Phone: (877) 626-6057
Email: lbrownalbright@nonstophealth.com
Website: www.nonstophealth.com

OnBoard

At OnBoard, we believe board meetings should be informed, effective, and uncomplicated. That's why we give boards and leadership teams an elegant solution that simplifies governance. With customers in higher education, nonprofit, health care systems, government, and corporate enterprise business, OnBoard is the leading board management provider. Passageways Inc., founded in 2003, is the parent company of OnBoard.

Contact: Madeline Searight
Phone: (317) 730-2661
Email: msearight@onboardmeetings.com
Website: http://onboardmeetings.com
OSIS
Booth 212
OSIS provides integrated technology solutions to community health centers through innovative solutions, data analytics, quality improvement, and consulting services that enhance clinical outcomes. Representing NextGen’s largest network of community health centers, our fundamental premise is to share expertise, best practices, and resources for a holistic approach to value-based care.

Contact: Nicole Miller
Phone: (513) 295-4658
Website: www.osisonline.net

PharmaForce
Booth 712
PharmaForce is the Best in KLAS 2021 and 2022.

Contact: Justin Rolling
Phone: (205) 777-8521
Website: www.thepharmaforce.com

PointCare
Booth 112
Isn’t it time to give your enrollment department the right technology? PointCare is pioneering healthcare access and data analytics through its intuitive Enrollment Management Platform. Our Customer Success team has implemented best practices in 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.

Contact: Alex Richmond
Phone: (925) 639-4943
Website: www.pointcare.com

POS Professional Office Services, Inc.
Booth 117
Using data collected from more than 8,000 healthcare leaders, POS helps to improve practice profitability. Simplifying patient payments through clear communication and easy-to-use technology allows patients to focus on their care. Reach out to learn how healthcare entities streamline payment plans, automate past due balances and eliminate paper statements, all while providing better care for their patients.

Contact: Travis Heimbuch
Phone: (319) 235-6777
Website: www.poscorp.com

Practice Management
Booth 706
Practice Management provides nationwide revenue cycle services for Federally Qualified Health Centers. Our methodical approach focuses on improving revenue through ongoing identification of opportunities and obstacles. Practice Management can help keep you on the path to steady and improved cash flow.

Contact: Vera Loftin
Phone: (847) 385-0660
Website: www.maximizedrevenue.com

Questica
Booth 106
Questica works to drive budget transformation. We partner with public sector organizations and representatives like yourself to help implement budgeting solutions from the ground up. More than 800 governments, universities, hospitals, healthcare facilities, and nonprofit organizations have eliminated their spreadsheets and elevated their budgeting solutions, through a platform that integrates with a wide range of financial systems.

Phone: (877) 707-7755
Website: www.questica.com
Keep total control of your revenue cycle, eliminate billing errors, and streamline your cash flow through the utilization of robotic process automation, Artificial Intelligence, and machine learning. Healthcare organizations benefit by working with R Systems due to our flexibility to start small and scale up with any size FQHC. We will work with your existing EMR software, your existing staff, our own highly trained back-end billing staff, and/or any combination in between.

Contact: Damian Clinton  
Address: 5000 Windplay Drive, Suite 5, El Dorado Hills, CA 95762  
Phone: (916) 939-5111  
Email: damian.clinton@rsystems.com  
Website: www.rsystems.com

Founded in 2010, RCxRules partners with leading FQHCs across the country, raising the bar on automation, speed, and cost savings. The company’s AI-driven solutions simplify revenue cycle and risk adjustment workflows and help healthcare organizations succeed with both value-based care and fee-for-service billing models by automatically correcting administrative billing errors before they ever reach your billing team.

Contact: James Nichols  
Address: 44 Lakeside Avenue, Suite 109, Burlington, VT 05401  
Phone: (802) 881-4959  
Email: james.nichols@rcxrules.com  
Website: www.rcxrules.com

Rejuvenation is a leading supplier of FDA devices that works with medical professionals all over the United States.

Contact: Debbie Rasmussen  
Address: 2700 S. Las Vegas Boulevard, Suite 904, Las Vegas, NV 89109  
Phone: (702) 883-0398  
Email: rejuvenation3355@gmail.com  
Website: https://rltmed.com

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

Contact: Karin Smith  
Address: 1010 Sync Street, Suite 100, Morrisville, NC 27560  
Phone: (919) 246-2124  
Email: kasmith@relias.com  
Website: www.relias.com

RxStrategies emphasizes a conservative approach to 340B contract pharmacy administration to maintain program compliance. Our simple, all-inclusive fee ensures more of the 340B savings remain with the covered entity. Learn more and schedule a Platform Demo at rxstrategies.com.

Contact: Rhodie Smith  
Address: 1900 Glades Road, Suite 350, Boca Raton, FL 33431  
Phone: (404) 661-9796  
Email: rsmith@rxstrategies.com  
Website: https://rxstrategies.com

Sage Intacct is the AICPA’s preferred provider of cloud financial applications. Specializing in helping nonprofits of all types, Sage Intacct’s modern solution and open APIs streamline grant, fund, project, and donor accounting – while delivering real-time visibility into the metrics that matter. At Sage Intacct, we help nonprofits strengthen stewardship, build influence, grow funding, and achieve mission success.

Contact: Thomas Parker  
Address: 300 Park Avenue, Suite 1400, San Jose, CA 95110  
Phone: (615) 584-2083  
Email: thomas.parker@sage.com  
Website: www.sage.com
SIB Fixed Cost Reduction

SIB is the top choice in cost containment and data management solutions for multi-site businesses. We work in all categories of spend, including utilities, energy, telecom, waste removal, bank fees, property taxes, maintenance, and shipping. When SIB does the heavy lifting, you save time and money.

Contact: Alexis Werner
Phone: (843) 576-3628
Website: www.aboutsib.com

Spindustry

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

Contact: Andy Bretz
Phone: (515) 225-0920
Website: www.spindustry.com

Streamline Data Science

Streamline is an analytics group working to improve provider utilization through a platform that lets leaders better track and manage their key metrics as well as predict where and when they are likely to see patient no-shows. Our customers have seen a 5 percentage point improvement in their utilization within the first year, which translates to a $1.5M financial improvement for a mid-sized CHC. This has led to improved patient access, stronger financial sustainability, and an increase in reach as the CHCs open new locations.

Contact: Charlie Drain
Phone: (504) 281-0477
Website: www.streamlinedatascience.io

SUNRx

340B. Simplified. SUNRx partners with covered entities and pharmacies to manage the complexities of the 340B program, continuously evolving solutions that provide choice and promote transparency in decision-making. SUNRx provides a complete 340B Solution. We work collaboratively to improve 340B performance, combine our technology and expertise to streamline processes, and provide knowledge and insight for informed decision-making.

Contact: Justina Phomphakdy
Phone: (619) 509-1006
Website: www.sunrx.com

SyncTimes, Inc.

We believe in a better experience for patients and staff. CHCs partner with SyncTimes to enable better patient flow, care team communication, and data-driven decision-making.

Contact: John Boyd
Phone: (801) 358-6951
Website: http://synctimes.com

Technagroup

Technagroup is an IT consulting firm, with a focus on the medical vertical for over 15 years, that provides IT consulting, support, project implementation, hardware, software, phone systems, and security.

Contact: David Smith
Phone: (330) 884-6040
Website: http://technagroup.com
The Fisher Consulting Group & MedClaim Comprehensive  
Booth 516
The Fisher Consulting Group & MedClaim Comprehensive provides affordable expertise to community health centers. FCG has extensive experience with solutions that help health centers thrive and survive in a constantly changing healthcare environment. Our focus is on delivering “best practices” and “total solutions” to our clients through a range of clinical, systems, billing, and fiscal consulting services.
Contact: Jennifer St. Romain  
Phone: (225) 313-9697  
Address: 105 N.W. Railroad Avenue, Suite 1314, Hammond, LA 70404  
Website: www.fcg-health.com

Trizetto Provider Solutions  
Booth 604
As a Cognizant Company, TriZetto Provider Solutions leverages industry-leading products and services that help simplify revenue cycle management for healthcare practices. Our comprehensive solutions cover billing, analytics, appeals, clinical integration, digital patient engagement, and more. These tools, combined with our collective expertise in healthcare technology, simplify the business of healthcare for clients of various sizes and specialties.
Contact: Andrew Waibel  
Phone: (800) 969-3666  
Address: 3300 Rider Trail South, Earth City, MO 63045  
Website: www.trizettoprov.who-we-servw.hospitals-and-health-centers

True North ITG  
Booth 700
True North provides managed IT, cybersecurity, compliance, EMR/HER, and vendor support for healthcare companies. Time and again, we deliver value to our clients by thoroughly assessing each client’s environment, identifying their technology risk, and translating that into business risk. We then develop a road map to help ensure clients reach full IT maturity, improve efficiency, boost productivity, and achieve business goals.
Contact: William Hafdal  
Phone: (612) 386-1816  
Address: 16504 9th Avenue, S.E., Suite 203, Mill Creek, WA 98012  
Website: www.truenorthitg.com

Verity Solutions  
Booth 615
Verity Solutions is a leader in software and services developed for administration of the federal 340B drug pricing program. We partner with FQHCs and community health centers to stretch scarce resources, foster compliance, respond to changing regulations, and optimize drug cost savings. Verity Solutions is dedicated to providing agile and proactive solutions to those who serve the most vulnerable in our communities. We are uniquely qualified to partner with your organization for increased 340B savings.
Contact: Alisa Lahti  
Phone: (206) 499-5367  
Address: 12131 113th Avenue, N.E., Suite 200, Kirkland, WA 98033  
Website: http://verity340b.com

Vigilance Health  
Booth 410
Vigilance Health is an innovative, progressive healthcare organization that helps partners transform the way they deliver care. Thousands of providers have depended on Vigilance Health for help transitioning to electronic health records. Today, the organization partners with providers, health systems, and payers to implement population health management solutions. With a focus on health coaching and motivational interviewing, Vigilance Health’s care management solutions lead to improved patient outcomes, a more engaged patient population, and increased revenue.
Contact: Mark Davis  
Phone: (805) 823-0981  
Address: 2815 Townsgate Road, Suite 130, Westlake Village, CA 91361  
Website: www.vigilancehealth.com
Visualutions, Inc.  

Visualutions is a healthcare technology company providing clinical, financial, and IT solutions to enterprise organizations such as FQHCs, community health centers, PCPs, accountable care organizations, ambulatory facilities, and freestanding emergency rooms. Our products and services are as diverse as the customers we serve, and include 360° Spherical Security, Microsoft-Certified Cloud Hosting Services, Revenue Cycle Management/Consulting, PM/EHR Software Enhancements, System Implementation, Training and Support, Data Conversions/Interfaces, and Data Analytics Software/Warehouse.

Contact: Daryl Skeeters  
Address: 7440 Mintwood Lane, Spring, TX 77379  
Phone: (713) 501-9454  
Website: www.visualutions.com

Waystar  

Waystar’s market-leading technology simplifies and unifies the revenue cycle. Our cloud-based platform removes friction in billing processes, streamlines workflows, and improves financials for healthcare providers in every care setting. Our single sign-on platform lets you manage commercial, government, and patient payments all in one place, so you can consolidate vendors and eliminate the hassle of multiple systems. Give your staff intuitive solutions that will make their jobs easier and their workflows more productive.

Contact: Sam Marshall  
Address: 888 W. Market Street, Louisville, KY 40202  
Phone: (312) 966-8797  
Website: www.waystar.com/fqhc

WELL Health Inc.  

WELL® Health is a SaaS digital health leader in patient communications and the 2021 and 2022 Best in KLAS winner in Patient Outreach. WELL Health’s intelligent communications hub is the only two-way digital health solution engaging patients throughout their entire care experience. WELL Health enables conversations between patients and their providers through secure, multilingual messaging in the patient’s preferred communications channel: texting, email, and telephone.

Contact: Elyssa Jaffe  
Address: 1025 Chapala Street, Santa Barbara, CA 93101  
Phone: (904) 536-7790  
Website: http://wellaapp.com
<table>
<thead>
<tr>
<th>Exhibitor Index by Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>4Q Pro Financial Management &amp; Consulting, LLC</td>
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### Exhibitor Index by Booth Number

<table>
<thead>
<tr>
<th>Booth</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Waystar</td>
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<td>101</td>
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</tbody>
</table>
NACHC 2022 FOM/IT EXPO Floor Plan

Palace Ballroom
Sunday, October 30
9:30am – 6:30pm
Monday, October 31
7:30am – 10:30am
Discover best practices for your health center with NACHC’s National Training and Technical Assistance (TTA) Workshops

For more information, visit: www.nachc.org/trainings-and-conferences/

2022 – 2023 TTA Workshop Schedule

_Hybrid events are offered in-person and virtually – choose the learning modality that works best for you!_

<table>
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<tr>
<th>Training Event</th>
<th>Dates/Location *</th>
<th>Delivery Mode</th>
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<tbody>
<tr>
<td>Board Chair - CEO Partnership</td>
<td>Fall 2022</td>
<td>Virtual</td>
</tr>
<tr>
<td>NACHC 2022 – 2023 Primary Care Association/Health Center Controlled Network (PCA/HCCN) New Leaders Institute Kickoff</td>
<td>November 14 – 16, 2022 Fort Lauderdale, FL</td>
<td>In person</td>
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<tr>
<td>Introduction to Community Health Center Finance (Intro to CHC Finance)</td>
<td>December 1 – 2, 2022 Charleston, SC</td>
<td>Hybrid</td>
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<tr>
<td>Growing Health Center Leaders (2-day leadership &amp; networking intensive)</td>
<td>December 14 – 25, 2022</td>
<td>Virtual</td>
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<tr>
<td>2023 Board Chair Leadership Program</td>
<td>Early 2023</td>
<td>Virtual</td>
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<tr>
<td>Finance Operations Management, Level 1 (FOM 1)</td>
<td>January 18 – 19, 2023 Savannah, GA</td>
<td>Hybrid</td>
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<tr>
<td>Starting With Success: Building and Enhancing Your Health Center (SWS)</td>
<td>January 25 – 26, 2023</td>
<td>Virtual</td>
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<tr>
<td>Practical Art of Health Center Operations (PAHCO)</td>
<td>February 21 – 22</td>
<td>Virtual</td>
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<tr>
<td>Finance Operations Management, Level 2 (FOM 2)</td>
<td>April 5 – 6, 2023 New Orleans, LA</td>
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<tr>
<td>Cultivating Health Center Operations (CHCO)</td>
<td>April 11 – 12, 2023</td>
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<tr>
<td>Finance Operations Management, Level 3 (FOM 3)</td>
<td>Early Spring 2023*</td>
<td>Hybrid</td>
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<tr>
<td>Revenue Cycle 360° (Rev Cycle)</td>
<td>Early Summer 2023*</td>
<td>In person</td>
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<tr>
<td>Elevating Health Center Operations (EHCO)</td>
<td>June 13 – 14, 2023</td>
<td>Virtual</td>
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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 $6,625,000 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.

*Dates and in-person locations coming soon. As of September 17, 2022
COMMUNITY HEALTH INSTITUTE 2023

CHI & EXPO

Manchester Grand Hyatt, San Diego, CA
Conference: August 27-29 | Committee Meetings: August 25-26
HYBRID
# Upcoming NACHC Conferences and Trainings

**MARK YOUR CALENDARS!**

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

*(as of October 4, 2022 and subject to change)*

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

<table>
<thead>
<tr>
<th>DATES</th>
<th>CONFERENCE/TRAINING</th>
<th>HOTEL</th>
<th>CITY</th>
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<tbody>
<tr>
<td>November 14-16, 2022</td>
<td>PCA &amp; HCCN Conference</td>
<td>The Westin Fort Lauderdale Hotel</td>
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<td>December 1-2, 2022</td>
<td>Introduction to Community Health Center Finance (Hybrid)</td>
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<td>Charleston, SC</td>
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<tr>
<td>March 8-11, 2023</td>
<td>Policy &amp; Issues Forum (P&amp;I) Committee Meetings: March 6-7, 2023</td>
<td>Marriott Marquis</td>
<td>Washington, DC</td>
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<td>April 5-6, 2023</td>
<td>Finance Operations Management, Level 2 (FOM 2) Hybrid</td>
<td>Hotel Indigo New Orleans French Quarter</td>
<td>New Orleans, LA</td>
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<td>April 11-12, 2023</td>
<td>Cultivating Health Center Operations (CHCO)</td>
<td>Virtual</td>
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<td>May 2-4, 2023</td>
<td>Conference for Agricultural Worker Health</td>
<td>Grand Hyatt Seattle</td>
<td>Seattle, WA</td>
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<tr>
<td>June 13-14, 2023</td>
<td>Elevating Health Center Operations (EHCO)</td>
<td>Virtual</td>
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<td>August 27-29, 2023</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 25-26, 2023</td>
<td>Manchester Grand Hyatt</td>
<td>San Diego, CA</td>
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<td>October 24-25, 2023</td>
<td>Financial, Operations Management/Information Technology (FOM/IT) Conference &amp; EXPO Preconference Workshops: October 23</td>
<td>Paris Las Vegas</td>
<td>Las Vegas, NV</td>
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<td>November 13-15, 2023</td>
<td>PCA &amp; HCCN Conference</td>
<td>Omni Louisville Hotel</td>
<td>Louisville, KY</td>
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<td>August 25-27, 2024</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 23-24, 2024</td>
<td>Hyatt Regency Orlando</td>
<td>Orlando, FL</td>
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<td>February 5-8, 2025</td>
<td>Policy &amp; Issues Forum (P&amp;I) Committee Meetings: February 3-4, 2025</td>
<td>Marriott Marquis</td>
<td>Washington, DC</td>
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<td>August 17-19, 2025</td>
<td>Community Health Institute (CHI) &amp; EXPO Committee Meetings: August 15-16, 2025</td>
<td>Hyatt Regency Chicago</td>
<td>Chicago, IL</td>
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</table>

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

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

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Caesars Palace

EMPERORS LEVEL
FOM / IT
2023 Financial, Operations Management / Information Technology (FOM/IT) Conference & EXPO

Paris Las Vegas, Las Vegas, NV
Conference: October 24–25
Preconference Workshops: October 23
Hybrid Event

NATIONAL ASSOCIATION OF Community Health Centers
FQHC