

2019

FINANCIAL, OPERATIONS MANAGEMENT / IT
CONFERENCE & EXPO

FOM-IT

OCTOBER 24-25 / HILTON CHICAGO, IL

Using Information to Drive Transformation



NATIONAL ASSOCIATION OF
Community Health Centers



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OCTOBER 24-25
HILTON CHICAGO, IL



NATIONAL ASSOCIATION OF
Community Health Centers



FOHC

2019
FINANCIAL, OPERATIONS MANAGEMENT / IT
CONFERENCE & EXPO
FOM-IT
OCTOBER 24-25 / HILTON CHICAGO, IL

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Welcome



Welcome to the NACHC Financial, Operations Management/Information Technology (FOM/IT) Conference & EXPO. The FOM/IT is a key educational conference focused on keeping health centers operationally strong in a value-driven health care world.

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

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

A handwritten signature in black ink that reads "Tom Van Coverden". The signature is written in a cursive, flowing style.

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

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General Information

Accessing Conference Handouts

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

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

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

The screenshot shows the NACHC Online Library website. At the top, there is a navigation bar with "Upcoming Events" on the left and "Login", "Cart", and "Contact Us" on the right. Below this is a dark blue header with the NACHC logo (National Association of Community Health Centers) and the text "Online Library". A search bar is located in the center of the header. To the right of the search bar are social media icons for Facebook, Twitter, YouTube, and Instagram, along with the text "nachc.org REDEEM".

The main content area features a large orange graphic with a magnifying glass over a bar chart and a dollar sign, with the text "NACHC LIBRARY". Below this graphic is the text: "At NACHC, we are committed to providing you the tools you need to support the health center mission. Our new NACHC Library streamlines your access to our content—and showcases our evolving training offerings!".

Below the main graphic is a section titled "RESOURCES LIBRARY" with a grid of category tiles: CLINICAL, FINANCIAL MANAGEMENT, HEALTH CENTER GOVERNANCE, HEALTH INFORMATION, LEADERSHIP, MANAGED & ACCOUNTABLE CARE, OPERATIONS MANAGEMENT, and POLICY & RESEARCH. A "WORKFORCE" tile is also visible at the bottom left of the grid.

Below the grid is a text box: "Select a category to explore NACHC'S training and technical assistance resources, which include podcasts, webinars, technical assistance documents, and elearning modules. You can also use the search box to locate your resource."

In the bottom right corner of the page, there is a "Live Support" button.

General Information, continued

Wi-Fi

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



Simply follow these easy steps for access:

To Log In:

1. Search for **NACHC CONFERENCE** and double click on it to connect.
2. Enter password: **athenahealth**
3. Open a web browser and the *Welcome* page and the *Terms and Conditions of Use* will appear.
4. Once you have reviewed and accepted the *Terms and Conditions of Use*, you will be redirected to **NACHC's FOM/IT website**, where you can begin browsing the internet.

Time Limit:

Your internet access will have a time limit of three hours.

You can be reconnected immediately after three hours by opening a new browser window and accepting the *Terms and Conditions of Use*. If you are unable to access the *Terms and Conditions of Use* page, disconnect the **NACHC CONFERENCE** network and connect again.

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

Mobile App

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

Questions for the presenters? DOWNLOAD the MOBILE APP and LOG IN.

Participate in real-time polls? DOWNLOAD the MOBILE APP and LOG IN.

Receive important updates? You guessed it - DOWNLOAD the MOBILE APP and LOG IN!

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

Forgot your iMIS login and password?

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

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

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

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



Scan to download the NACHC Mobile App

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

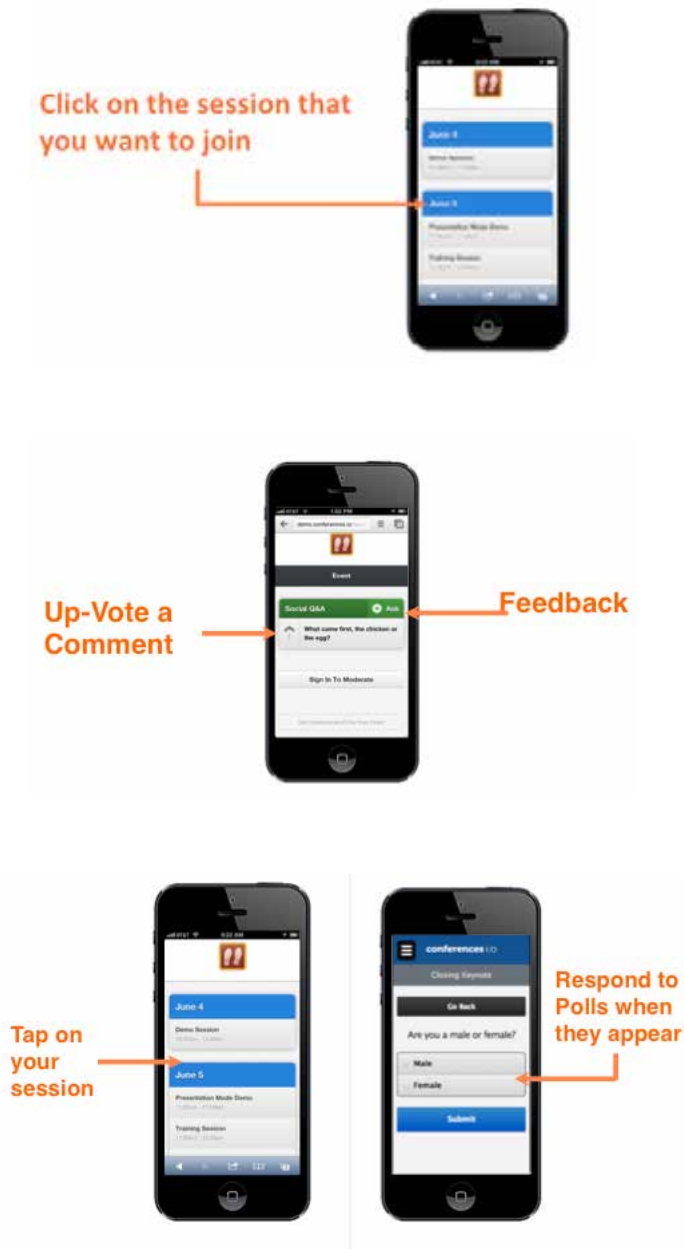
Note: Adobe Reader **MUST** be installed on your android device to open the presentations.

General Information, continued

Feedback/Polling

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

HOW TO PARTICIPATE:



Business Center

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

Cellular Telephones

PLEASE Turn OFF Your Cell Phone

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

Conference Attire

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

Conference Hotel

Hilton Chicago

720 South Michigan Avenue
Chicago, IL 60605
(312) 922-4400 Hotel Direct

Continuing Education

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

Accounting Professionals (CPE)

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

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

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

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

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- Population health solutions—gather, organize, and analyze patient data
- Built-in behavioral health content—document mental health concerns more easily and more efficiently

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

Visit us at booth 200 to talk to one of our community health experts.

General Information, continued

Other Health Professionals (CEU)

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

Scanning and Evaluations

To receive Continuing Education Units (CEUs) at this NACHC conference, ALL attendees must:

- Have their conference badges scanned by room monitors at the end of each education session attended.

AND

- Complete session evaluations, via the NACHC Mobile App, at the conclusion of each session attended.

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

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

Lost and Found

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

Messages

In case of an emergency, callers should contact the hotel directly and request that a copy of the message be given to the NACHC Registration staff. The telephone number for the Hilton Chicago is (312) 922-4400. Messages will be posted on a designated message board in the 8th Street North Registration area, Lobby Level.

Membership

Organizations or individuals interested in NACHC Membership, please contact the NACHC office at (301) 347-0400 or obtain a membership application by visiting the NACHC Booth (#117) in Salon D, Lower Level.

MyNACHC Learning Center (MyNACHC) Continuing education right at your fingertips


The world of NACHC events is just a click away! The **MyNACHC Learning Center (MyNACHC)** is your online portal to educational content from all NACHC events. All FOM/IT education sessions are FREE to ALL paid 2019 FOM/IT attendees.

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

The **MyNACHC Learning Center (MyNACHC)** provides:

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

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

 This icon designates education sessions audiotaped with presentations for the **MyNACHC Learning Center (MyNACHC)**. These sessions will be available online after the conference and FREE to ALL paid 2019 FOM/IT attendees.

Registration

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

Wednesday, October 23	3:00pm – 5:00pm
Thursday, October 24	8:00am – 4:00pm
Friday, October 25	7:30am – 12:30pm

General Information, continued

Speaker/Exhibitor Check-In

NACHC's Speaker/Exhibitor Check-In is in the 8th Street West Office, Lobby Level. All speakers and exhibitors are asked to report to this room upon arrival at the conference. At this location, speakers will receive badges and review or upload presentations. Exhibitors will receive badges and booth packets. Speaker/Exhibitor Check-In hours are as follows:

Wednesday, October 23	3:00pm – 5:00pm
Thursday, October 24	8:00am – 4:00pm
Friday, October 25	7:30am – 3:45pm

Social Media and Conference Contests

#FOMIT19 Social Media

Join the online conversation at the NACHC FOM/IT Conference & EXPO using **#FOMIT19** when you post about the FOM/IT on Facebook, Twitter, and Instagram. Share your conference experience with others in real time as events unfold. Also, be sure to follow @NACHC on Twitter (www.twitter.com/nachc) for important updates during the conference.

#FOMIT19 Twitter Contest

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

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

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

Mobile App QR Code Challenge

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

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

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

RANDOM DRAWING RULES: (1) No purchase is necessary. (2) The Twitter contest starts at 8:00am Wednesday, October 23, 2019 and ends at 9:00am Friday, October 25, 2019. (3) Adults over the age of 18, registered to attend the National Association of Community Health Center's 2019 FOM/IT Conference & EXPO, with Twitter accounts that follow @NACHC on Twitter are eligible to win the random Twitter drawing. NACHC employees and exhibitors are not eligible to win. (4) How to enter: post a publicly viewable Tweet, related to the FOM/IT, and include "#FOMIT19" for the Twitter random drawing which counts as one entry. (5) Individual Twitter accounts are limited to 100 non-identical, FOM/IT-related Tweet entries and individuals, primary care associations, or health centers are eligible to win only once. (6) Odds of winning are determined by total number of entries. (7) There is one prize of a \$100 Amazon gift card. (8) There will be one Twitter random drawing winner. (Winner will also be announced publicly on <http://twitter.com/nachc>.) (9) You must be present to win. If you are not present, that prize will be awarded to another winner selected at random. (10) This is sponsored by the National Association of Community Health Centers, Inc., 7501 Wisconsin Ave., Suite 1100W, Bethesda, MD 20814.

NACHC gratefully acknowledges the following sponsor:

Tote Bags

eClinicalWorks

NACHC gratefully acknowledges the following sponsor:

Lanyards



Conference Code of Conduct

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

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

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

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

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

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

Jason Greer
Chief Executive Officer
Colorado Community Managed
Care Network

Javier Jimenez
Director
Asociación de Salud Primaria de
Puerto Rico

Jonathan Lee
Chief Executive Officer
Signature Health, Inc.

Joban Singh
Director, Business
Intelligence and Strategy
Johnson Health Center

**Robin Tenenbaum, MBA,
CHCIO**
IT Consultant

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

Lora Winchell, CPA
Chief Financial Officer
Hunter Health Clinics

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

What is a User Group?

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

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

EHRs Currently Supported

- athenaOne
- Centricity
- eClinicalWorks
- Greenway Intergy
- NextGen Healthcare

Benefits

- ✓ Connect with other health centers that use the same EHR that you do
- ✓ Focuses on issues and enhancements that are most important to health centers
- ✓ Led by health center, HCCN, and/or PCA staff on a voluntary basis
- ✓ Online forums to exchange ideas, lessons learned, and best practices
- ✓ Groups meet both virtually and in-person
- ✓ NACHC provides support via WebEx, conference calls, and meeting space at our major conferences

Wednesday, October 23

Room: Lake Erie, 8th Floor

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

*To learn more or to sign-up for NACHC User Groups,
please visit our website at*

<http://www.nachc.org/health-center-issues/health-information-technologies-hit/>

OCHIN



OCHIN improves the playing field for community health centers nationwide with technology, data analytics, research, and support services.

Please visit us in **Booth #212**

503.943.2500 | info@ochin.org | www.ochin.org

Thursday, October 24 - Friday, October 25 • Salon D, Lower Level

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

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

EXPO Schedule:

Thursday, October 24

9:30am – 6:30pm EXPO Hall Open

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

12:30pm – 2:00pm **Lunch provided in the EXPO Hall**

3:30pm – 4:00pm Dedicated Exhibit Time and Refreshment Break

5:30pm – 6:30pm Conference Reception in the EXPO Hall

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

Friday, October 25

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

7:30am – 10:30am EXPO Hall Open

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

10:15am Twitter Contest, Mobile App QR Code Challenge, and NACHCopoly prizewinners announced at the NACHC Booth (#117) in Salon D! **You MUST be present to claim the Twitter Contest and NACHCopoly prizes. You DO NOT need to be present for the Mobile App QR Code Challenge prizes.**

NACHCopoly!

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

It's easy to play:

Step 1: You'll find the **NACHCopoly** game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game stamps.

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

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

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

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

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

You DO NOT need to be present to claim the Mobile App QR Code Challenge prizes.

Education Sessions At-A-Glance

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

Thursday, October 24, 2019

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

Legend: ■ Finance ■ HIT ■ Operations/Management

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,375,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.

Friday, October 25, 2019

Friday, October 25, 2019					
	Salon A-1, Lower Level	Salon A-2, Lower Level	Salon A-3, Lower Level	Salon A-5, Lower Level	Salon C 3-4, Lower Level
7:30am – 8:30am	Continental Breakfast in the EXPO Hall Salon D, Lower Level				
7:30am – 10:30am	EXPO Hall Open Salon D, Lower Level				
7:30am – 12:30pm	Registration 8th Street North Registration area, Lobby Level				
7:30am – 3:45pm	Speaker Check-In 8th Street West Office, Lobby Level				
8:30am – 10:00am	IFA1 The Practice of Practice Transformation: A Roadmap for FQHCs	IFB1 HIT Panel Discussion: Federal and State Perspectives to Advance Technology and Improve Health	IFC1 Radical Redesign to Decrease Abandoned Calls, Improve Patient Productivity, and Reduce Cycle Times: A Case Study on Improving Patient Access	IFD1 Grants Management Update and Lessons Learned: Highlights, Current Issues, Best Practices, and Reminders	IFE1 Organizations of High Reliability: Incorporating Daily Operations and Safety Briefings
	OPERATIONS	HIT	OPERATIONS	FINANCE	OPERATIONS
10:00am – 10:30am	Dedicated Exhibit Time and Refreshment Break in the EXPO Hall Salon D, Lower Level				
10:30am – 12:00pm	IFA2 How to Increase Patient Engagement One Text at a Time	IFB2 Getting to the Cloud: Creating Your Next Generation Financial System	IFC2 Hire the Right People: Strategies to Attract High Performers	IFD2 Building and Operationalizing Your Organizational Data Strategy: The Process and Operations Plan for Networks and Health Centers	IFE2 FASB Revenue Recognition for CHCs: A Focus on Patient Service Revenue
	HIT	FINANCE	OPERATIONS	OPERATIONS	FINANCE
12:00pm – 1:30pm	Lunch on your own				
1:30pm – 3:00pm	IFA3 Reinventing the Front Desk	IFB3 Leveraging Lean Tools for Operational Improvement	IFC3 Tracking Enabling Services Provided to Respond to Social Determinant Needs	IFD3 Risk Adjustment for Community Health Centers	IFE3 Exploring Critical Success Factors for Telehealth Implementation
	OPERATIONS	OPERATIONS	HIT	FINANCE	HIT
3:00pm – 3:30pm	Pre-Happy Hour Half-Hour Salon A Foyer, Lower Level				
3:30pm – 5:00pm	IFA4 340B Compliance: Practical Strategies and Self-Assessment	IFB4 Government Audits and Investigations: Financial Risk Areas and Building a Proactive Response Team	IFC4 The Value of a Health Center-Embedded Care Management Model	IFD4 How to Develop a Patient Access and Clinical Efficiency Report Card	IFE4 Looking into that Crystal Ball: Preparing for Tomorrow with Today's Information
	OPERATIONS	FINANCE	OPERATIONS	OPERATIONS	FINANCE

■ Finance
 ■ HIT
 ■ Operations/Management





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Education Sessions

Thursday, October 24, 2019

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

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

9:30am – 6:30pm

EXPO Activities

Salon D, Lower Level

10:00am – 11:00am

Dedicated Exhibit Time and Refreshment Break

12:30pm – 2:00pm

Lunch provided in the EXPO Hall

3:30pm – 4:00pm

Dedicated Exhibit Time and Refreshment Break

5:30pm – 6:30pm

Conference Reception in the EXPO Hall

8:30am – 10:00am
GENERAL SESSION

IGS1 ▶

International Ballroom, Second Floor

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

Keynote Speaker



Daniel Kraft, MD

Faculty Chair for Medicine,
Singularity University and
Founder and Chair,
Exponential Medicine

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

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

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

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

After graduating from Brown University and medical school at Stanford, Kraft was board certified in both internal medicine and pediatrics following residency at the Massachusetts General Hospital and Boston Children's Hospital, and completed Stanford fellowships in hematology/oncology and bone marrow transplantation. He was also selected as a fellow of the inaugural 2016 class of the Aspen Institute Health Innovators Fellowship.

10:00am – 11:00am Salon D, Lower Level
Dedicated Exhibit Time and
Refreshment Break in the EXPO Hall

11:00am – 12:30pm
EDUCATION SESSIONS

■ **IThA1** ▶ Salon A-1, Lower Level
**Cybersecurity Practices: Manage Your Threats and
Protect Your Patients**

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

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

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

Learning Objectives:

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

6. Network management
 7. Vulnerability management
 8. Incident response
 9. Medical device security
 10. Cybersecurity policies
- Understand the importance of cybersecurity practices and that cybersecurity should be treated as an enterprise issue, not just an IT issue.

Presenter(s):

Julie Chua, Security Risk Management Division Manager, U.S. Department of Health and Human Services
Erik Decker, Chief Information Security and Privacy Officer, The University of Chicago Medicine
Nicholas Heesters, JD, CIPP, Health Information Privacy and Security Specialist, Office for Civil Rights, U.S. Department of Health and Human Services
Lacy A. Knight, MD, MS, Chief Medical Information Executive, North Region, Northwestern Medicine

■ **IThB1** ▶ Salon A-2, Lower Level
**Leverage Text Messaging to Increase Access and
Improve Outcomes**

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

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

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

Learning Objectives:

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



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Presenter(s):

Alexandra Harris, MSPH, Head of Community Health, Luma Health

Tashfeen Ekram, MD, Chief Medical Officer, Luma Health

■ **IThC1** ▶

Salon A-3, Lower Level

New Tech for Your Health Center's Revenue Cycle: Robotic Processes, Machine Learning, AI, and More

CPE: 1.8

CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: A basic understanding of claims submission and denial processes, and standard HIPAA file formats.

Topic: Finance

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

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

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

Learning Objectives:

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

Presenter(s):

Jeffrey Diliddo, Chief Operating Officer, PMG, Inc.

■ **IThD1** ▶

Salon A-5, Lower Level

Effective Strategy Deployment Utilizing Innovative Data Techniques

CPE: 1.8

CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

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

Learning Objectives:

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

Presenter(s):

Garrett Olin, MBA, Chief Quality Officer, Hidalgo Medical Services

Darrick P. Nelson, MD, Chief Medical Officer, Hidalgo Medical Services

■ **IThe1** ▶

Salon C 3-4, Lower Level

Financial Considerations for Developing an IT Roadmap

CPE: 1.8

CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: A general knowledge of budgeting and IT infrastructure.

Topic: Finance

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

Learning Objectives:

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

Presenter(s):

James Sinkoff, MBA, CPA, Deputy Executive Officer and CFO, HRHCare

Les Perkins, Owner, Perkins Solutions

12:30pm – 2:00pm

Salon D, Lower Level

Lunch provided in the EXPO Hall

2:00pm – 3:30pm

EDUCATION SESSIONS

■ **IThA2** ▶

Salon A-1, Lower Level

The Essential Role of Finance and Operations in Optimizing Value and Supporting Compliance of Your 340B Pharmacy Program

CPE: 1.8

CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of 340B basics.

Topic: Operations

Access to effective and affordable pharmacy services is a key driver of improved clinical outcomes, and therefore essential to providing a high-quality, comprehensive primary care medical home. In order for patients to realize the full value of the health center's pharmacy services – whether provided in-house or through a contract arrangement – the pharmacy program must not be operated in isolation but instead, aligned and integrated with the overall health care program. This session will explore the specific roles that individuals in operations, finance, and other health center support divisions can play in optimizing the value of the pharmacy program to the benefit of both the patients served and the organization.

Learning Objectives:

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

Presenter(s):

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

■ **IThB2** ▶

Salon A-2, Lower Level

Utilizing Technology to Improve Access to Care: Best Practices

CPE: 1.8

CME/CE/Governance: 1.5

Level: Basic

Topic: HIT

This presentation provides best practices of three FQHCs in Florida, Arizona, and North Carolina that are using telehealth technology to increase access to care for behavioral health and chronic conditions-- specifically behavioral health with virtual visits, CCM using virtual visits, time tracking modules and health coaches as well as remote patient monitoring for patients with uncontrolled diabetes with HbA1C greater than nine percent. These FQHC leaders will share their experiences in utilizing web-based telehealth solutions including direct to patient RPM for patients with diabetes, providing statistics and addressing any challenges including information on billing. The presentation will also cover the changing reimbursement landscape including new opportunities to bill for CCM/BHI for Medicare patients.

Learning Objectives:

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

Presenter(s):

Huzefa Dossaji, MD, Vice President, Business Development/CSO, Certintell Inc.

Jonathan Leonard, Chief Executive Officer, Desert Senita Community Health Center

Biswas Pradhan, MPH, MSW, Population Health Analyst, Friend Health, Inc. (an affiliate of University of Chicago Medicine)

■ **IThC2** ▶

Salon A-3, Lower Level

21st Century Marketing: How to Strategically Brand Your Organization to Attract and Retain Patients

CPE: 1.8

CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

According to Hubspot, 78 percent of people watch online videos every week, and 55 percent view online videos every day. This hands-on session will break down the evolution of online marketing and help you craft a video marketing strategy designed to fit your unique needs. Attract and retain patients, connect with new donors, and expand your reach through the power of video.



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Learning Objectives:

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

Presenter(s):

LaShonda Delivuk, Corporate Film Producer, Life Focus Pictures

■ IThD2  Salon A-5, Lower Level
How “Healthy” Is Your Center’s Departmental Financial Performance?

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: Finance

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

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

Learning Objectives:

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

Presenter(s):

Peter R. Epp, CPA, Partner and Community Health Centers Practice Leader, CohnReznick LLP

Janet Salazar, CPA, Senior Manager, CohnReznick LLP

■ IThE2  Salon C 3-4, Lower Level
Integrating Inventory Management into the EHR

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate
Prerequisite: An understanding of inventory management and costs.
Topic: HIT

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

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

Learning Objectives:

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

Presenter(s):

Jason Brokaw, MS, NCP, Director, Business Intelligence, Valley-Wide Health Systems, Inc.

3:30pm – 4:00pm Salon D, Lower Level
Dedicated Exhibit Time and Refreshment Break in the EXPO Hall

4:00pm – 5:30pm
EDUCATION SESSIONS

■ **IThA3** ▶ Salon A-1, Lower Level
Using Predictive Analytics to Reduce No-Shows

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: HIT

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

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

Learning Objectives:

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

Presenter(s):

Joseph Caruso, Chief Executive Officer, COMPASS Family and Community Services

Quentin Fisher, Chief Executive Officer, Health Care Analytics LLC

Jonathan Lee, LICDC, Chief Executive Officer, Signature Health, Inc.

■ **IThB3** ▶ Salon A-2, Lower Level
Health Centers and Telehealth: Surmounting Regulatory and Operational Challenges

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: HIT

Community health centers are increasingly adopting telehealth and remote patient monitoring strategies to address provider shortages, expand access to a broad range of high-quality services, and improve patient health outcomes. The important and growing role of such technology within the Health Center Program is increasingly recognized by the Health Resources and Services Administration. In fact, several recent funding opportunities explicitly contemplate the provision of key services

via telehealth. In addition, the UDS reporting methodology was updated for 2019 to capture all in-scope telehealth visits. Despite its many clinical benefits, telehealth raises a number of significant legal considerations that must be addressed prior to adoption.

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

Learning Objectives:

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

Presenter(s):

Susannah Gopalan, Esq., Partner, Feldesman Tucker Leifer Fidell LLP

Carrie Bill Riley, Esq., Partner, Feldesman Tucker Leifer Fidell LLP

■ **IThC3** ▶ Salon A-3, Lower Level
From Spreadsheets and Files to Dashboards and Paperless Automation

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: Finance

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

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

Learning Objectives:

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

Presenter(s):

Lora Winchell, CPA, Chief Financial Officer, Hunter Health Clinics

Michael Norris, Principal Sales Engineer, Sage Intacct

■ **IThD3** ▶

Salon A-5, Lower Level

Medication-Assisted Treatment Documentation and the Charge Capture Process

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of MAT services and complications associated with administering sliding fee requirements.

Topic: Finance

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

Learning Objectives:

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

Presenter(s):

Shellie Sulzberger, LPN, CPC, ICDCT-CM, President, Coding & Compliance Initiatives, Inc.

Patrick Sulzberger, CPA, Partner, Total Solution Partners

■ **IThE3** ▶

Salon C 3-4, Lower Level

Operationalizing a Robust Integrated Care Team Model: A Case Study of One CHC's Experience Amplifying Behavioral Health in Primary Care

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

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

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

Learning Objectives:

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

Presenter(s):

Amy Feimer, MBA, Chief Executive Officer, Hunter Health
Kaitlin Boger, EdD, LMSW, LMAC, Director, Integrated Care, Hunter Health

Jessika Cooks, RN, BSN, Chief Clinical Operations Officer, Hunter Health

Amanda Laramie, Coach and Trainer, Coleman Associates

5:30pm – 6:30pm

SPECIAL EVENT

**Conference Reception
in EXPO the Hall**

Salon D,
Lower Level



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

7:30am – 10:30am

EXPO Activities

Salon D, Lower Level

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

8:30am – 10:00am

EDUCATION SESSIONS

■ IFA1 ▶

Salon A-1, Lower Level

The Practice of Practice Transformation: A Roadmap for FQHCs

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of advanced concepts of quality improvement and basic understanding of value-based reimbursement.

Topic: Operations

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

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

Learning Objectives:

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

Presenter(s):

Natalie Martin, MBA, SHRM-SCP, TCIF, Chief Executive Officer, Elevation Health Partners

Deena Pourshaban, MPH, PCMH CCE, Senior Managing Consultant, Elevation Health Partners

Lauren Philp, MSHI, Project Manager/Coach, Community Clinic Association of Los Angeles County

■ IFB1 ▶

Salon A-2, Lower Level

HIT Panel Discussion: Federal and State Perspectives to Advance Technology and Improve Health

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: HIT

The Office of the National Coordinator for Health Information Technology (ONC) is at the forefront of the administration's health IT efforts, and is a resource to the entire health system to support the adoption of health IT and the promotion of nationwide health information exchange to improve health care. This session will provide a federal update from the ONC with reaction and perspective from two innovative Health Center Controlled Networks. Participants will learn why partnerships and collaborations are critical to improving outcomes.

Learning Objectives:

- Understand the role of the ONC.
- Identify current and emerging trends in health IT.
- Understand the importance and impact of partnerships when implementing a data/business intelligence strategy.

Moderator:

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

Presenter(s):

Donald Rucker, MD, National Coordinator, Health Center Technology, U.S. Department of Health and Human Services

Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer, AllianceChicago

Javier Jiménez-Jirau, Director, Asociación de Salud Primaria de Puerto Rico, Inc.

■ **IFC1** ▶

Salon A-3, Lower Level

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

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

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

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

Learning Objectives:

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

Presenter(s):

Amy Feimer, MBA, Chief Executive Officer, Hunter Health

Jessika Cooks, RN, BSN, Chief Clinical Operations Officer, Hunter Health

Amanda Laramie, Coach and Trainer, Coleman Associates

■ **IFD1** ▶

Salon A-5, Lower Level

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

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of the statutory requirements of the 330 grant program.

Topic: Finance

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

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

Learning Objectives:

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

Presenter(s):

David Fields, CPA, CMA, CFM, Partner, BKD, LLP

Justin Kensinger, CPA, Partner, BKD, LLP

■ **IFE1** ▶

Salon C 3-4, Lower Level

Organizations of High Reliability: Incorporating Daily Operations and Safety Briefings

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

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

research, Ryan Network discovered key briefing points to address the daily concerns of an FQHC.

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

Learning Objectives:

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

Presenter(s):

Ronald Jean, MHA, PMP, ATC, OTC, Network Practice Facilitator, Ryan Health Center

Jessina Wachtelhausen, RN, BSN, Chief Nursing Officer, Ryan Health Center

10:00am – 10:30am Salon D, Lower Level
Dedicated Exhibit Time and Refreshment Break in the EXPO Hall

10:30am – 12:00pm EDUCATION SESSIONS

■ IFA2 ▶ Salon A-1, Lower Level **How to Increase Patient Engagement One Text at a Time**

CPE 1.8 CME/CE/Governance 1.5

Level: Basic
Topic: HIT

FQHCs know that delivering great care and driving outcomes starts with getting patients in clinic doors and effectively engaging with them in between visits. Many health centers, however, face similar challenges of high no-show rates, low response rates, and difficulty reaching quality goals, despite many staff hours going into calls and letters.

Attend this session to learn why ChapCare and Omni Family Health decided to implement text-messaging solutions to best engage with their large, underserved patient populations; the key use cases they've developed to achieve goals; and the strong impact they've seen in health outcomes, operational efficiency,

and bottom line results. Learn best practices in implementing a successful patient engagement with text messaging for your FQHC.

Learning Objectives:

- Identify considerations for using text messaging for the first time or expanding use within a health clinic.
- Understand how scaling patient communication starts with one initiative, but has the potential to drive greater impact in other areas, both clinically and operationally, within a health center.
- Understand the potential impact of patient engagement and strategic text messaging.

Presenter(s):

Steve Abramson, Chief Operations Officer, ChapCare

Maridette Schloe, Quality Director, Omni Family Health

■ IFB2 ▶ Salon A-2, Lower Level **Getting to the Cloud: Creating Your Next Generation Financial System**

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: Finance

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

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

Learning Objectives:

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

Presenter(s):

Christina Phillips, Director, BKD Technologies

Sara E. Grenier, CPA, Director, BKD, LLP

■ **IFC2** ▶ Salon A-3, Lower Level
Hire the Right People: Strategies to Attract High Performers

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic
Topic: Operations

The session is focused on attracting and retaining high-performing staff. Learn how FQHC leaders have implemented new approaches to the recruitment model. These strategies include the branding and communication of the organizational message, to potential new hires, to ensure candidates align with the organizational mission before applying. Participants will also learn how to develop competitive compensation packages to attract ideal employees who will be engaged and committed to their teams.

Learning Objectives:

- Design a branding strategy to recruit ideal candidates.
- Align benefits and compensation packages with industry standards.
- Create new approaches to work with the community to attract new hires.

Presenter(s):

Michele Ottley, Director, Total Rewards, Unity Health Care
April Lewis, Director, Health Center Operations and Human Resources Training, NACHC

■ **IFD2** ▶ Salon A-5, Lower Level
Building and Operationalizing Your Organizational Data Strategy: The Process and Operations Plan for Networks and Health Centers

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate
Prerequisite: A basic knowledge of HIT and data management.
Topic: Operations

Collecting complete data used to be a primary goal for many organizations, but the evolution of technology now makes almost too much data available. Having a data strategy will provide a foundation to collect, store, protect, and use the information you have and enable you to make sound decisions around services, patient care, and health outcomes. This session will provide a high-level look at data strategy models and components.

Learning Objectives:

- Describe the components of a comprehensive data strategy.
- Describe how an effective strategy can support collection, validation, protection, and utilization of data.
- Identify tools and resources to support the development and operationalization of a data strategy.

Presenter(s):

Lynda Meade, MPA, Senior Operations Consultant, OSIS
Ashley Ballard, RN, BSN, Director, Clinical Quality, Ohio Association of Community Health Centers
Jessica Schaner, Health IT Specialist, Ohio Association of Community Health Centers

■ **IFE2** Salon C 3-4, Lower Level
FASB Revenue Recognition for CHCs: A Focus on Patient Service Revenue

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate
Prerequisite: A general understanding of the FASB revenue recognition changes.
Topic: Finance

This session will consider how to apply the new FASB revenue recognition standard to your community health center's traditional patient service revenue. Presenters will walk you through the model for conventional patient service revenue, make suggestions for improvements in the timely posting of contractual adjustments, and cover other essential topics. The goal will be to take this standard from the abstract to the concrete as we work through the most significant revenue source for most CHCs.

Learning Objectives:

- Build on the basic knowledge of revenue recognition and illustrate the new standard by explaining how to apply it to traditional CHC patient service revenue.
- Explain the practical expedient in detail and how using a portfolio approach will work for CHC patient service revenue.
- Recognize how CHCs can use their current practice management systems to obtain the information necessary to apply this standard to financial records.

Presenter(s):

David Fields, CPA, CMA, CFM, Partner, BKD, LLP
Ray Jorgensen, Co-Founder, RevenueHealth, Inc., PMG Credentialing, Inc., and PMG RCM, Inc.

12:00pm – 1:30pm
Lunch on your own

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1:30pm – 3:00pm
EDUCATION SESSIONS

■ **IFA3** ▶ Salon A-1, Lower Level
Reinventing the Front Desk

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of front desk operations.

Topic: Operations

Managing diverse populations of patients, especially those who are non-English speakers, is more challenging than ever before. Now, intelligent, multilingual “chatbots” embedded in the electronic medical record are a new solution for efficiency, cost-effectiveness, and patient management. Using these innovations for conversational two-way patient communications, community health clinics can achieve new levels of compliance and better health outcomes, while lowering the burden on staff.

Learning Objectives:

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

Presenter(s):

Amanda Heidemann, MD, FAAFP, Chief Medical Information Officer, CMIO Services, LLC and Advisor, asparia

Kamal Anand, MBA, MS, Chief Executive Officer and Co-Founder, asparia

■ **IFB3** ▶ Salon A-2, Lower Level
Leveraging Lean Tools for Operational Improvements

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

This session will discuss how Open Door Health Services embraced Lean methodologies to drive efficiencies within their organization. By using a variety of tools, Open Door Health Services tackled projects including patient scheduling/access, medical assistant workflows, and implementation of a chronic care management (CCM) program. These initiatives have led to significantly increased access, decreased patient cycle time, and improved patient engagement related to chronic diseases.

Learning Objectives:

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

Presenter(s):

Allison Bryan-Jungels, MS, CHES, Senior Advisor, Purdue Healthcare Advisors

Ashley Wilson, MHA, BSN, RN, Director, Clinical Operations, Open Door Health Services

Laura Medows, Director, Clinical Information Systems, Open Door Health Services

NCA FEATURED highlights organizations that hold BPHC-funded National Cooperative Agreements (NCAs) to provide training and technical assistance (T/TA) to health centers across the country. (NCA Featured sessions scheduled during the 2019 FOM/IT: IFC3 and IFE4.)

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■ **IFC3** ▶ Salon A-3, Lower Level
Tracking Enabling Services Provided to Respond to Social Determinant Needs

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: HIT

Enabling services, defined as non-clinical services that aim to increase access to health care and improve health outcomes, are a hallmark of community health centers, connecting vulnerable patients to supports that enhance their ability to become active partners in their own health care. Patients with chronic conditions may require enabling services such as care coordination, language assistance services, transportation, and/or other supports to help them fully adhere to their clinical treatment plans. Community health centers effectively address patients' social determinants of health (SDH) barriers and can benefit from a standardized protocol to systematically document those interventions.

The ability to track and evaluate these services is essential in order for health centers to demonstrate their value in meeting and addressing patient social risks. The Association of Asian Pacific Community Health Organizations (AAPCHO) offers an enabling services data collection (ESDC) tool and best practices for community health centers.

Learning Objectives:

- Explain the importance of enabling services data collection and documentation in order to understand the SDH needs of patients and demonstrate the value of enabling services that address them.
- Identify training and technical assistance resources to launch or expand an ESDC initiative in your own community health center.
- Describe the updated ESDC standardized protocol and identify the role of enabling services in supporting value-based care payment models.

Presenter(s):

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

■ **IFD3**  **Salon A-5, Lower Level**
Risk Adjustment for Community Health Centers

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: A basic knowledge of risk-based contracts.

Topic: Finance

Health centers care for a medically and socially complex patient population. While there are many examples of this complexity, health centers are being asked to prove/measure this complexity as they go into value-based pay. This session will evaluate risk adjustment in value-based pay and provide a review of current risk adjustment systems in place, such as the Ohio CPC program, that rely on diagnosis and service information. We will discuss the importance of risk-adjustment in total cost of care or risk contracts, and will also evaluate what other risk adjustment data is currently available, including the NACHC PRAPARE tool.

Learning Objectives:

- Understand the concept of risk adjustment.
- Review how risk adjustment impacts value-based pay contracts.
- Determine a role for social determinants of health in risk adjustment.

Presenter(s):

Curtis Degenfelder, President, Curtis Degenfelder Consulting, Inc.

■ **IFE3** **Salon C 3-4, Lower Level**
Exploring Critical Success Factors for Telehealth Implementation

CPE 1.8 CME/CE/Governance 1.5

Level: Basic

Topic: HIT

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

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

Learning Objectives:

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

Presenter(s):

Kathy Chorba, Executive Director, California Telehealth Resource Center

Deb LaMarche, Program Director and PI, Northwest Regional Telehealth Resource Center

Mei Kwong, JD, Executive Director, Center for Connected Health Policy

3:00pm – 3:30pm **Salon A Foyer, Lower Level**
Pre-Happy Hour Half-Hour



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3:30pm – 5:00pm
EDUCATION SESSIONS

■ **IFA4** ▶ Salon A-1, Lower Level
340B Compliance: Practical Strategies and Self-Assessment

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: A basic knowledge of 340B Program operations.

Topic: Operations

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

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

Learning Objectives:

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

Presenter(s):

Matthew Atkins, CPA, CIA, 340B ACE, Manager, Draffin & Tucker, LLP

Judy Lapinski, PharmD, Principal, JL Healthcare Solutions

■ **IFB4** ▶ Salon A-2, Lower Level
Government Audits and Investigations: Financial Risk Areas and Building a Proactive Response Team

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Finance

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

tial of an audit or investigation taking place or for reducing their scope or duration.

This session will address those proactive steps such as establishing an "advance team," reviewing billing policies and procedures, identifying common risk areas, and conducting self audits.

Health centers also need to know how to respond in the event that they receive a notice of an audit or investigation. When a health center has been armed in advance with the knowledge of who should be involved in responding to an audit or investigation, the health center can do a better job of responding in an organized and thoughtful fashion.

Learning Objectives:

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

Presenter(s):

Kathy Ghiladi, Esq., Partner, Feldesman Tucker Leifer Fidell LLP

■ **IFC4** ▶ Salon A-3, Lower Level
The Value of a Health Center-Embedded Care Management Model

CPE: 1.8 CME/CE/Governance: 1.5

Level: Basic

Topic: Operations

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

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

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

Learning Objectives:

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

Presenter(s):

Catherine Olexa, Vice President, Product Transitions of Care and High Risk, Aledade Inc.

IFD4  **Salon A-5, Lower Level**
How to Develop a Patient Access and Clinical Efficiency Report Card

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: An understanding of your health center's access, quality, and financial goals and data capturing/reporting.

Topic: Operations

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

Learning Objectives:

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

Presenter(s):

Denise Della-Sabas, MPH, MHA, Clinical Operations Project Analyst, Waianae Coast Comprehensive Health Center

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IFE4 **Salon C 3-4, Lower Level**
Looking into that Crystal Ball: Preparing for Tomorrow with Today's Information

CPE: 1.8 CME/CE/Governance: 1.5

Level: Intermediate

Prerequisite: At least five years' experience working in a health center.

Topic: Finance

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

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

Learning Objectives:

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

Presenter(s):

Jonathan Chapman, Chief Project Officer, Capital Link

OPTIMIZE PERFORMANCE

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Key to Moderators and Presenters

Abramson, Steve - IFA2	Ghiladi, Kathy - IFB4	Nelson, Darrik P. - IThD1
Anand, Kamal - IFA3	Gopalan, Susannah - IThB3	Norris, Michael - IThC3
Atkins, Matthew - IFA4	Grenier, Sara E. - IFB2	
Ayson, Jr., Albert - IFC3		Olexa, Catherine - IFC4
	Hamilton, Andrew - IFB1	Olin, Garrett - IThD1
Ballard, Ashley - IFD2	Harris, Alexandra - IThB1	Ottley, Michele - IFC2
Boger, Kaitlin - IThE3	Heesters, Nicholas - IThA1	
Brokaw, Jason - IThE2	Heidemann, Amanda - IFA3	Perkins, Les - IThE1
Bryan-Jungels, Allison - IFB3		Phillips, Christina - IFB2
	Jean, Ronald - IFE1	Philp, Lauren - IFA1
Caruso, Joseph - IThA3	Jiménez-Jirau, Javier - IFB1	Pourshaban, Deena - IFA1
Chapman, Jonathan - IFE4	Jorgensen, Ray - IFE2	Pradhan, Biswas - IThB2
Chorba, Kathy - IFE3		
Christian, David W. - IThA2	Kensinger, Justin - IFD1	Riley, Carrie Bill - IThB3
Chua, Julie - IThA1	Knight, Lacy A. - IThA1	Rucker, Donald - IFB1
Cooks, Jessika - IThE3, IFC1	Kraft, Daniel - IGS1	
	Kwong, Mei - IFE3	Salazar, Janet - IThD2
Decker, Erik - IThA1		Schaner, Jessica - IFD2
Degenfelder, Curtis - IFD3	LaMarche, Deb - IFE3	Schloe, Maridette - IFA2
Delivuk, LaShonda - IThC2	Lapinski, Judy - IFA4	Sinkoff, James D. - IThE1
Della-Sabas, Denise - IFD4	Laramie, Amanda - IThE3, IFC1	Sulzberger, Patrick - IThD3
Diliddo, Jeffrey - IThC1	Lee, Joe - IFC3	Sulzberger, Shellie - IThD3
Dossaji, Huzefa - IThB2	Lee, Jonathan - IThA3	
	Leonard, Jonathan - IThB2	Veer, Sue - IThA2
Ekram, Tashfeen - IThB1	Lewis, April - IFB1, IFC2	
Epp, Peter R. - IThD2		Wachtelhausen, Jessina - IFE1
	Martin, Natalie - IFA1	Wilson, Ashley - IFB3
Feimer, Amy - IThE3, IFC1	Meade, Lynda - IFD2	Winchell, Lora - IThC3
Fields, David - IFD1, IFE2	Medows, Laura - IFB3	
Fisher, Quentin - IThA3		

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2019

FINANCIAL, OPERATIONS MANAGEMENT / IT
CONFERENCE & EXPO

FOM-IT



EXHIBIT GUIDE

OCTOBER 24-25
HILTON CHICAGO, IL



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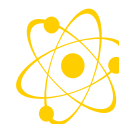
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EXPO

Thursday, October 24 - Friday, October 25 • Salon D, Lower Level

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

EXPO Schedule:

Thursday, October 24

9:30am – 6:30pm EXPO Hall Open

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

12:30pm – 2:00pm **Lunch provided in the EXPO Hall**

3:30pm – 4:00pm Dedicated Exhibit Time and Refreshment Break

5:30pm – 6:30pm Conference Reception in the EXPO Hall

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

Friday, October 25

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

7:30am – 10:30am EXPO Hall Open

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

10:15am Twitter Contest, Mobile App QR Code Challenge, and NACHCopoly prizewinners announced at the NACHC Booth (#117) in Salon D! **You MUST be present to claim the Twitter Contest and NACHCopoly prizes. You DO NOT need to be present for the Mobile App QR Code Challenge prizes.**

NACHCopoly!

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

It's easy to play:

- Step 1:** You'll find the **NACHCopoly** game card in your registration bag. Simply visit all the exhibitors featured on the game card and collect their individual game stamps.
- Step 2:** Once you've collected all **NACHCopoly** game stamps from participating exhibitors, your game card is officially complete!
- Step 3:** Now just drop off your game card at the NACHC Booth (#117), in Salon D, and you are automatically entered for a chance to go home with great prizes!

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

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

**You MUST be present to claim the Twitter Contest and NACHCopoly prizes.
You DO NOT need to be present for the Mobile App QR Code Challenge prizes.**



Ready, Set, Go!

NACHC 2020 Regional Training Events *Now Open for Registration*

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

**January
14 – 15**

Starting with Success: Building and Enhancing Your Health Center Long Beach, CA

Join NACHC and the Community Clinic Association of Los Angeles County (CCALAC) for this two-day "Health Center 101" overview of the Health Center Program.

**January
22 – 23**

2020 Revenue Cycle 360° (RevCycle 360°) San Diego, CA

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

**February
11 – 13**

Practical Art of Health Center Operations (PAHCO) New Orleans, LA

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

**February
26 – 28**

2020 Financial Operations Management, Level I (FOM 1) Charleston, SC *Attend In-person or Virtually*

Attention health center CFOs: NACHC's highest-attended training workshop is back! Sign up for this orientation to the fundamentals of health center leadership whether you are a novice or want to refresh. Either way, FOM 1 is designed just for you.

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

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

Exhibitor Profiles (as of September 19, 2019)

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

340Basics ● ●

Booth 300

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

Melanie Gaffney, 309 Fellowship Road, Suite 200, Mount Laurel, NJ 08054

Phone: (609) 541-1300 Email: mgaffney@340Basics.com

<http://www.340Basics.com>

501(c) Agencies Trust ●

Booth 321

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

Heidi Posada, 400 Race Street, Suite 200, San Jose, CA 95126

Phone: (800) 442-4867 Email: hposada@501c.com

<http://www.501cTrust.org>

AccuVax

Booth 511

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

Lexie Kennedy, 4350 Executive Drive, Suite 120, San Diego, CA 92121

Phone: (844) 878-6331 Email: tradeshows@trumedsystems.com

<http://www.accuvax.com>

Allscripts

Booth 405

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

Lisa Thomas, 222 W Merchandise Mart Plaza, Suite 2024, Chicago, IL 60654

Phone: (630) 669-3963 Email: lisa.thomas@allscripts.com

<http://www.allscripts.com>

asparia

Kiosk 4

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

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Phone: (408) 930-7922 Email: kamal@asparia.com

<http://www.asparia.com>

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



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

Benco Dental ● ● ●

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

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

BKD, LLP ● ● ●

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



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

Burri Law, PA

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

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

Capital Link

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

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

CaptureRx ●**Booth 309**

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

Brady Heiner, 219 E. Houston Street, Suite 100, San Antonio, TX 78205

Phone: (210) 300-8908 Email: brady.heiner@capturerx.com

<http://www.capturerx.com>

Cardinal Health ● ●**Booth 312**

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

Erin Orem, 7000 Cardinal Place, Dublin, OH 43016

Phone: (440) 371-2776 Email: erin.orem@cardinalhealth.com

<http://www.cardinalhealth.com>

CareMessage ●**Booth 210**

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

Jie Charles, 332 Pine Street, Suite 300, San Francisco, CA 94104

Phone: (765) 631-0258 Email: marketing@caremessage.org

<http://www.caremessage.org>

Cintas Corporation ●**Kiosk 2**

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

Adam Deas, 1722 4H Club Road, Augusta, GA 30906

Phone: (803) 627-5714 Email: deasa@cintas.com

<http://www.cintas.com>

CNECT**Booth 404**

CNECT, a national Group Purchasing Organization and certified Premier Sponsor, offers free access to a comprehensive savings portfolio that includes thousands of contracts covering all aspects of an organization's purchasing from medical/surgical supplies to office furniture, car rentals, and cell phone services. Without compromising quality, we strive to leverage the lowest possible price on contracted services and products for our 8,000+ members, allowing them discounts and services specifically designed to enhance their financial strength.

Amy Bruce, 3710 Ruffin Road, San Diego, CA 92123

Phone: (800) 640-1662 Email: abruce@cnectgpo.com

<http://www.cnectgpo.com>

CohnReznick LLP ●**Booth 411**

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

Kimberly Angus, 1301 Avenue of the Americas, New York, NY 10019

Phone: (646) 762-3452 Email: kim.angus@cohnreznick.com

<http://www.cohnreznick.com>

CommonWealth Purchasing Group, LLC

Booth 521

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

Scott Halterman, 40 Court Street, 10th Floor, Boston, MA 02108

Phone: (617) 988-2276 Email: shalterman@cw purchasing.com

<http://www.cwpurchasing.com>

Community Health Ventures ●

Booth 217

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

Danny Hawkins, 211 N. Union Street, Suite 200, Alexandria, VA 22314

Phone: (703) 684-3982 Email: djhawkins@nachc.com

<http://www.communityhealthventures.com>

Compliatric

Booth 418

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

David Monaghan, 4179 S. Riverboat Road, Suite #260, Salt Lake City, UT 84123

Phone: (801) 243-6723 Email: dmonaghan@compliatric.com

<http://www.compliatric.com>

eClinicalWorks ● ● ●

Booth 101

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.

eClinicalWorks

Kelli Smith, 2 Technology Drive, Westborough, MA 01581

Phone: (508) 836-2700 Email: sales@eclinicalworks.com

<http://www.eclinicalworks.com>

emapp

Kiosk 5

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

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Booth 305

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Juliet Quick, 1360 Truxtun Avenue, Suite 300, North Charleston, SC 29405

Phone: (904) 860-5548 Email: jquick@equiscript.com

<http://www.equiscript.com>

HRSA's National Cooperative Agreements

Attention Health Centers: Need Training? Technical Assistance? Infrastructure Support?

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

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

Healthcare Delivery to Special and Vulnerable Populations

Association of Asian Pacific
Community Health Organizations

<http://www.aapcho.org>



Corporation for Supportive Housing

<http://www.csh.org>



Equitable Care for Elders – Harvard
University School of Dental Medicine

<https://ece.hsds.harvard.edu/>



National Center for Farmworker Health

<http://www.ncfh.org>



National Center for Health in
Public Housing

<https://nchph.org>



National Health Care for the
Homeless Council

www.nhchc.org



National LGBT Health Education Center

www.lgbthealtheducation.org



National Nurse-Led Care Consortium

www.nurseledcare.org



School-Based Health Alliance

<http://www.sbh4all.org>



Farmworker Justice

www.farmworkerjustice.org



Health Outreach Partners

<http://www.outreach-partners.org>



MHP Salud

www.mhpsalud.org



Migrant Clinicians Network

<http://www.migrantclinician.org>



Health Center Capacity Development

Association of Clinicians
of the Underserved

www.clinicians.org



Capital Link

www.caplink.org



Community Health Center, Inc.

www.weitzmaninstitute.org



Health Information Technology Training
and Technical Assistance Center (HITEQ)

<https://hiteqcenter.org>



National Association of
Community Health Centers

www.nachc.org



National Center for
Medical-Legal Partnership

<http://medical-legalpartnership.org>



National Network for
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Feldesman Tucker Leifer Fidell LLP

Booth 414

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

Nick Waters, 1129 20th Street, NW, Suite 400, Washington, DC 20036

Phone: (703) 401-8766 Email: learning@ftlf.com

<http://feldesmantucker.com>

First American Healthcare Finance

Booth 523

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

Emily Cole, 255 Woodcliff Drive, Fairport, NY 14450

Phone: (585) 643-3359 Email: emily.cole@fahf.com

<http://www.fahf.com>

Greenway Health, LLC ●

Booth 206

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

Rachel Curtiss, 4301 W. Boy Scout Boulevard, Suite 800, Tampa, FL 33607

Phone: (813) 450-6397 Email: rachel.curtiss@greenwayhealth.com

<http://www.greenwayhealth.com>

Health Care Analytics

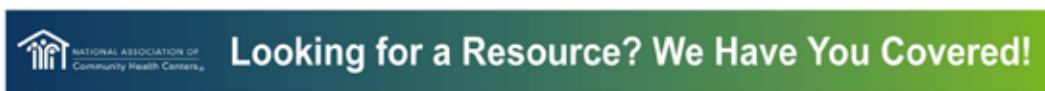
Booth 419

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

Quentin Fisher, 11840 Stonegate Drive, Chardon, OH 44024

Phone: (440) 823-6402 Email: quentin@hcanalytics.net

<http://www.hcanalytics.net>



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www.healthcenterinfo.org

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

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Henry Schein One ● ● ●

Booth 211

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

Sales Department, 1220 South 630 East, Suite 100, American Fork, UT 84003

Phone: (833) 471-7253 Email: info@henryscheinone.com

<http://www.henryscheinone.com>

HIMSS

Booth 304

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

Jessica Bird, 33 W. Monroe Street, Suite 1700, Chicago, IL 60603

Phone: (312) 915-9202 Email: JBird@himss.org

<http://www.himss.org>

HITCare

Booth 315

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

Nicholas Goldbach, 1310 Redwood Way, Suite 125, Petaluma, CA 94954

Phone: (707) 324-4871 Email: ngoldbach@hitcare.com

<http://www.hitcare.com>

Hudson Headwaters 340B ●

Booth 420

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

Stephanie Willis, 9 Carey Road, Queensbury, NY 12804

Phone: (518) 409-8640 Email: swillis@hohn.org

<http://www.hudson340b.com>

i2i Population Health ●

Booth 202

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

Meredith Melrose, 377 Riverside Drive, Suite 300, Franklin, TN 37064

Phone: (615) 561-1155 Email: meredith.melrose@i2ipophealth.com

<http://www.i2ipophealth.com>

InteCare, Inc. ●

Booth 306

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

Brooke Abbott, 8604 Allisonville Road, Suite 325, Indianapolis, IN 46250

Phone: (317) 829-5765 Email: babbott@intecare.org

<http://www.intecare.org>

Luma Health

Booth 310

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

Kate Gibbons, 101 Montgomery Street, Suite 550, San Francisco, CA 94110

Phone: (925) 642-9269 Email: Kate@lumahealth.io

<https://www.lumahealth.io>

MAICO Diagnostics

Booth 408

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

Michael Ramirez, 10393 West 70th Street, Eden Prairie, MN 55344

Phone: (888) 941-4201 Email: Info@maico-diagnostics.com

<http://www.maico-diagnostics.com/us>

McKesson Medical-Surgical ● ● ● ●

Booth 201

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

Christine Ford, 9954 Mayland Drive, Richmond, VA 23233

Phone: (860) 826-3673 Email: christine.ford@mckesson.com

<http://www.mckesson.com>

MCKESSON



Med Tech Solutions

Booth 508

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

Gary Jacobs, 25060 Avenue Stanford, Suite 250, Valencia, CA 91355

Phone: (626) 782-6416 Email: [gjacob@medtechsolutions.com](mailto:gjacobs@medtechsolutions.com)

<http://www.medtechsolutions.com>

MedHelp, Inc.

Booth 519

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

Tory Smith, 1530 Caton Center Drive, Suites F-G, Baltimore, MD 21227

Phone: (443) 838-5522 Email: tsmith@medhelpinc.com

<http://www.medhelpinc.com>

Medline Industries, Inc. ● ●

Booth 307

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

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

MedTrainer Inc. ● ●

Booth 205

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

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

Merino Computer Concepts

Booth 415

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

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

Midmark Corporation ●

Booth 302

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

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

National Association of Community Health Centers

Booth 117

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

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



National Consortium of Telehealth Resource Centers

Booth 308

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

Ray Dizon, 2520 Venture Oaks Way, Suite 180, Sacramento, CA 95833

Phone: (916) 993-6191 Email: rayd@cchpca.org

<http://www.telehealthresourcecenter.org>

NextGen Healthcare ● ● ●

Booth 200

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

Thomas Farmer, 18111 Von Karman Avenue, Irvine, CA 92612

Phone: (949) 255-2600 Email: sales@nextgen.com

<http://www.nextgen.com>



Nonstop Administration and Insurance Services, Inc. ● ●

Booth 213

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

Jamie Meinig, 1800 Sutter Street, Suite 730, Concord, CA 94520

Phone: (971) 235-5486 Email: jmeinig@nonstopwellness.com

<http://www.nonstopwellness.com/>

NP Solutions, Inc. ● ● ●

Booth 509

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

Bill O'Brien, 11651 Sterling Avenue, Suite J, Riverside, CA 92503

Phone: (951) 351-3115 Email: bill@NPSol.com

<http://www.NPSol.com>

OCHIN, Inc. ● ● ●

Booth 212

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

Kim Klupenger, 1881 SW Naito Parkway, Portland, OR 97201

Phone: (503) 943-2500 Email: klupengerk@ochin.org

<http://www.ochin.org>

OCHIN



OneHealthEQ is your cloud-based eClinicalWorks solution provider. We deliver a secure and straight forward unified infrastructure to give the modern practice the reliability and connectivity it needs.



Greg Peters, 990 S. Broadway, Suite 300, Denver, CO 80209
Phone: (303) 916-3848 Email: gpeters@zivaro.com
<http://www.onehealtheq.com>

OSIS ●

Booth 111

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 wholistic approach to value-based care.



Jeff Lowrance, 8790 Governor's Hill Drive, Suite 202, Cincinnati, OH 45249
Phone: (513) 677-5600 Email: jeffl@osisonline.net
<http://www.osisonline.net>

OTech Group LLC

Booth 518

OTech will streamline your patient experience with solutions for precheck-in, check-in, and electronic forms. Clients accelerate cash flow, improve efficiency, boost patient satisfaction, AND control staffing costs using both kiosks and tablets. UDS questionnaire, PRAPARE, proof of income, budget plans, sliding scale payments... all customized as part of automating patient check-in with OTech. Join us and learn how FQHCs and CHCs like yours are benefiting from OTech solutions!

Natalie Wiedmeyer, N173W21294 NW Passage Road, Jackson, WI 53037
Phone: (414) 412-4344 Email: nwiedmeyer@otechgroupllc.com
<http://www.otechgroupllc.com>

par8o ●

Booth 311

par8o's 340B Referral Capture is a solution for capturing prescriptions from referrals, designed for 340B compliance. For more information, go to par8o.com/340b.

Hannah Drake, 170 Milk Street, Floor 2, Boston, MA 02109
Phone: (854) 222-4065 Email: hannah@par8o.com
<http://www.learn.par8o.com>

PMG, Inc. ●

Booth 416

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

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

PointCare ●

Booth 107

Isn't it time to give your enrollment department the right technology? PointCare is pioneering health care access and data analytics through its intuitive Enrollment Intelligence Platform. Our Customer Success team has implemented best practices in over 500 FQHC locations nationwide. We will help you identify reimbursement opportunities, automate Medicaid approvals, give you the exact percentage of patients that would qualify for a reimbursable program, provide insight into staff productivity, and much more. Get your free consultation today.

Jennifer Hagerty, 1299 Newell Place, Suite 100, Walnut Creek, CA 94596
Phone: (925) 214-4045 Email: jhagerty@pointcare.com
<http://www.pointcare.com>

Practice Management

Booth 514

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

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

PracticeMatch

Booth 505

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

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

Privis Health

Booth 103

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

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

Purdue Healthcare Advisors

Booth 512

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

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

ReCept Healthcare Services ●

Booth 410

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

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

Relevant

Booth 109

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

Jacob Hodes, 11 Park Place, Floor 3, New York, NY 10007

Phone: (718) 755-6853 Email: jacob@relht.com

<http://www.relevant.healthcare>

Relias

Booth 409

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

Michael Price, 1010 Sync Street, Suite 100, Morrisville, NC 27560

Phone: (919) 655-7859 Email: mprice@relias.com

<http://www.relias.com>

Sage Intacct

Kiosk 1

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

Rebecca Bonham, 300 Park Avenue, Suite 1400, San Jose, CA 95110

Phone: (408) 569-6825 Email: rebecca.bonham@sage.com

<http://www.sageintacct.com>

Spindustry

Booth 516

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

Brittany Tibben, 1370 NW 114th Street, Suite 300, Des Moines, IA 50325

Phone: (515) 348-6138 Email: btibben@spindustry.com

<http://www.spindustry.com>

Stratus Video ●

Booth 207

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

Parker Falke, 33 N. Garden Avenue, Suite 1000, Clearwater, FL 33755

Phone: (336) 420-4963 Email: pfalke@stratusvideo.com

<http://www.stratusvideo.com>

Synergy Billing ●

Booth 504

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

Ronnie Reeves, 1410 LPGA Boulevard, Suite 148, Daytona Beach, FL 32117

Phone: (386) 675-4709 Email: ronnie@synergybilling.com

<http://www.synergybilling.com>



SYNERGY BILLING

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

Jason Gerber, 725 W. Town and Country Road, Suite 550, Orange, CA 92868

Phone: (714) 221-8511 Email: jason@medcorinc.com

<http://www.medcorinc.com>

UDS Mapper

Booth 412

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

Jennifer L. Rankin, 1133 Connecticut Avenue, NW, Suite 1100, Washington, DC 20036

Phone: (202) 331-3360 Email: jrankin@healthlandscape.org

www.udsmapper.org

Verity Solutions

 ●**Booth 400**

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

Alisa Lahti, 12131 113th Avenue, NE, Suite 200, Kirkland, WA 98034

Phone: (425) 947-3790 Email: alahti@verity340b.com

<http://www.verity340b.com>

Vigilance Health

Booth 406

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

Mark Davis, 26610 Agoura Road, Calabasas, CA 91302

Phone: (805) 823-0981 Email: mdavis@vigilancehit.com

<http://www.vigilancehealth.com>

Visualutions, Inc.

 ●**Booth 317**

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

Daryl Skeeters, 7440 Mintwood Lane, Spring, TX 77379

Phone: (281) 297-2257 Email: daryl.skeeters@visualutions.com

<http://www.visualutions.com>

West-TeleVox Solutions (now Intrado)

Booth 413

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

DeBekka McKnight, 1110 Montlimar Drive, Suite 700, Mobile, AL 36609

Phone: (251) 706-4046 Email: dmcknight@west.com

<http://www.west.com>

Wipfli LLP ●

Booth 209

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

Kris Sterling, 505 Fourteenth Street, Fifth Floor, Suite 400, Oakland, CA 94612

Phone: (509) 489-4524 Email: ksterling@wipfli.com

<http://www.wipfli.com>

 NATIONAL ASSOCIATION OF
Community Health Centers

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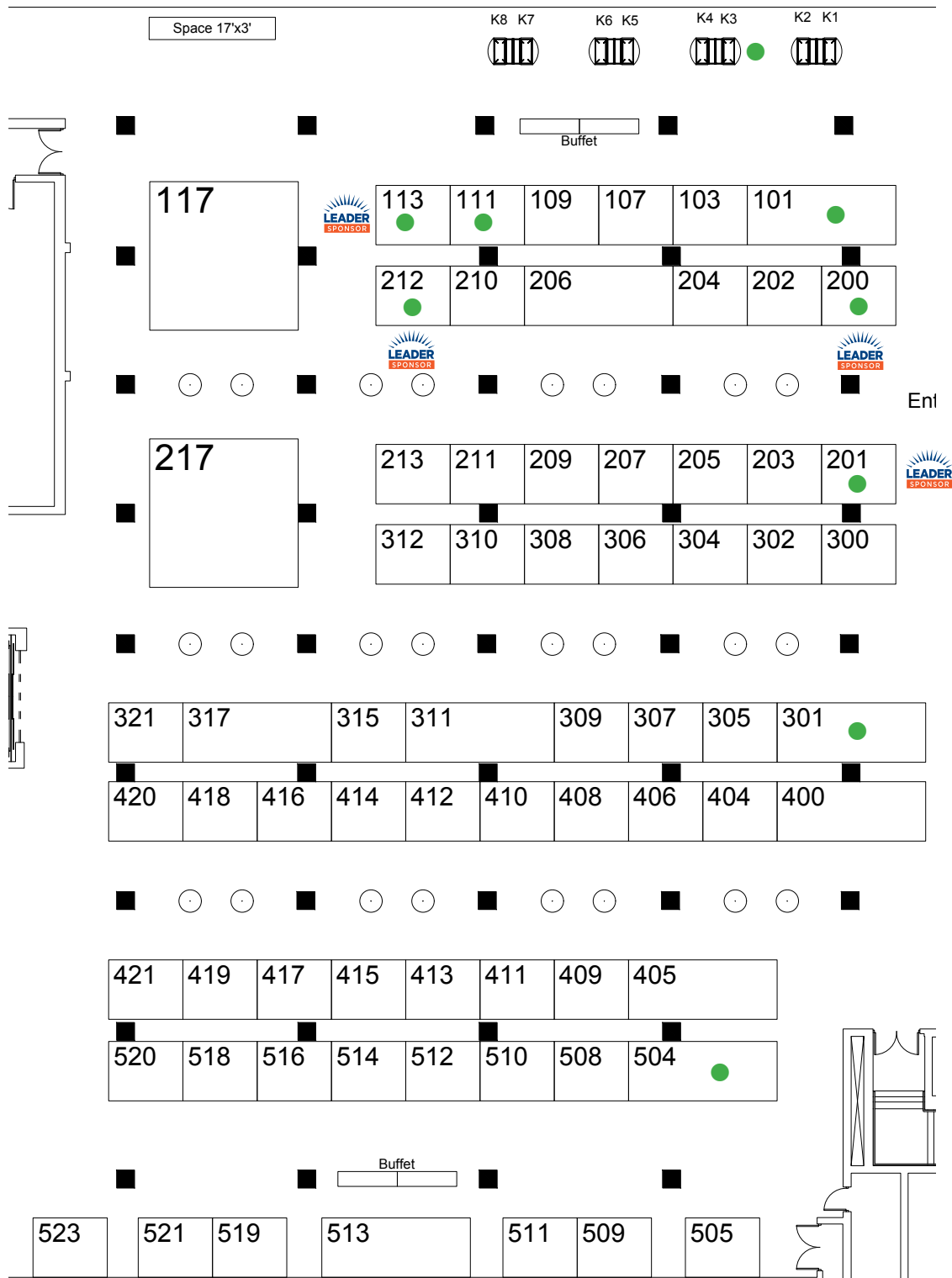
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NACHC 2019 FOM/IT EXPO Floorplan

Salon D, Lower Level

Thursday, October 24, 9:30am – 6:30pm • Friday, October 25, 7:30am – 10:30am

(as of September 19, 2019)

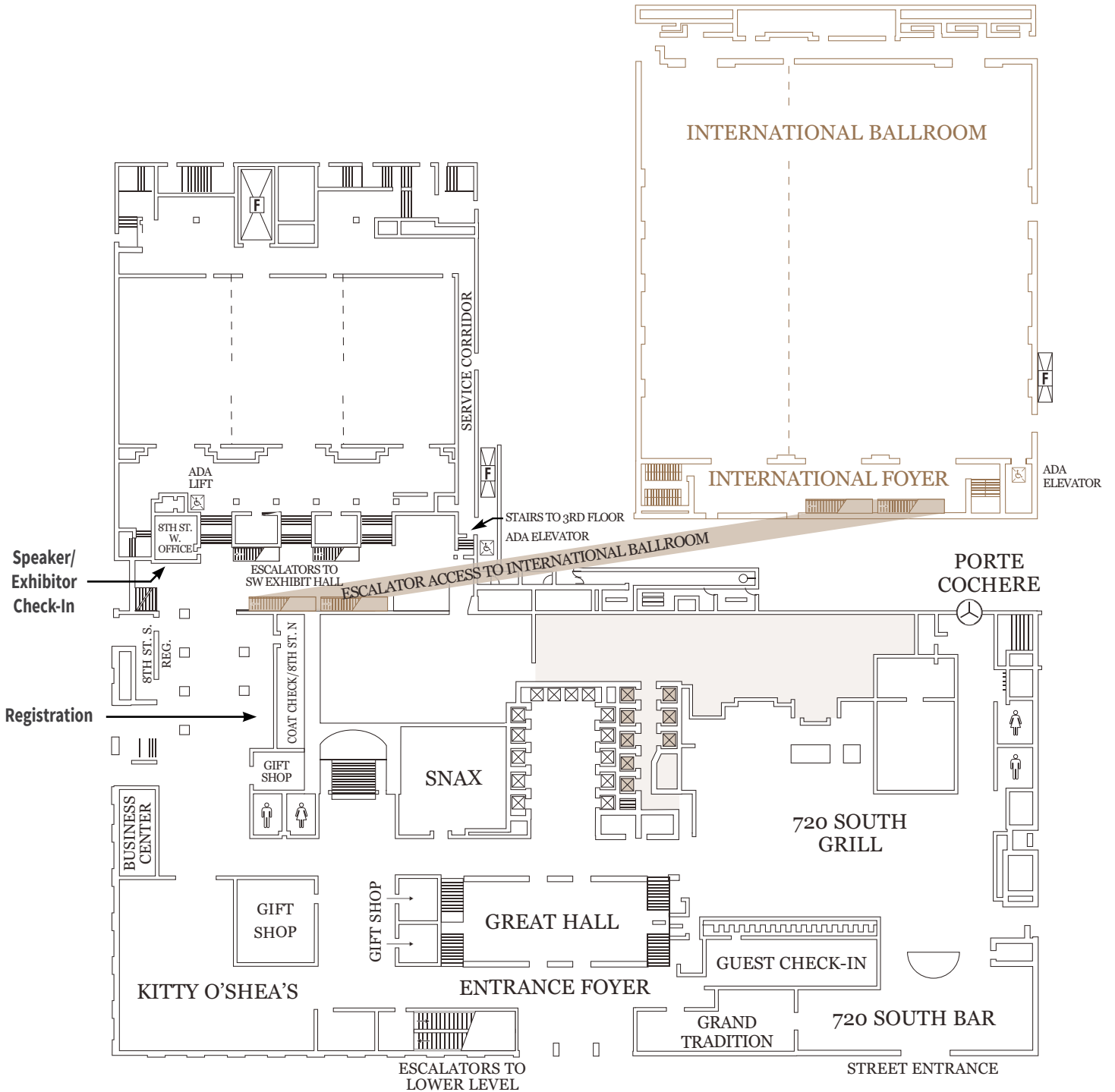


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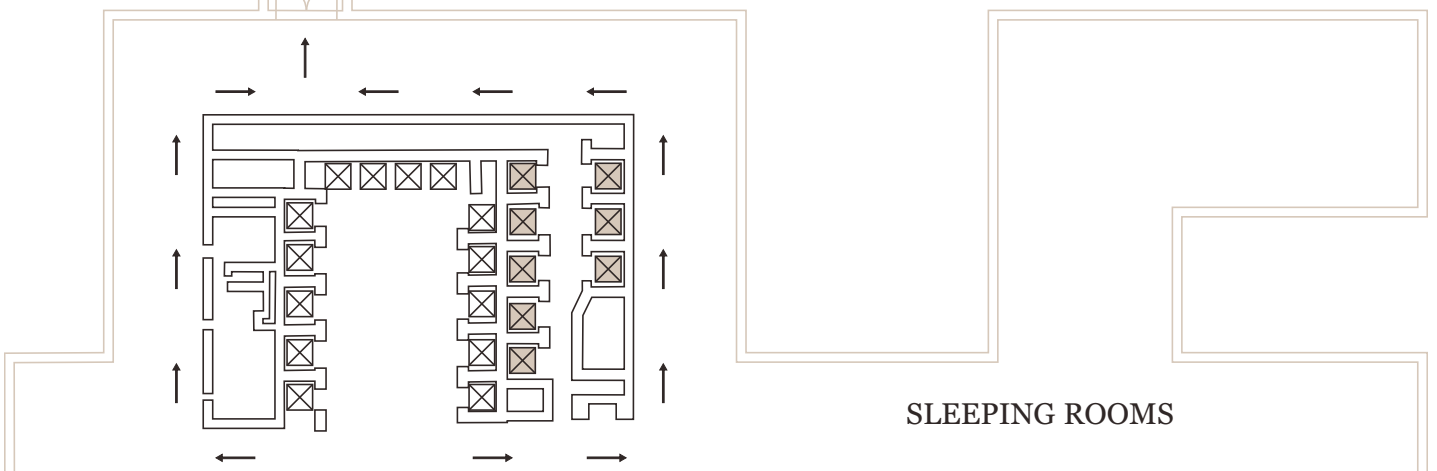
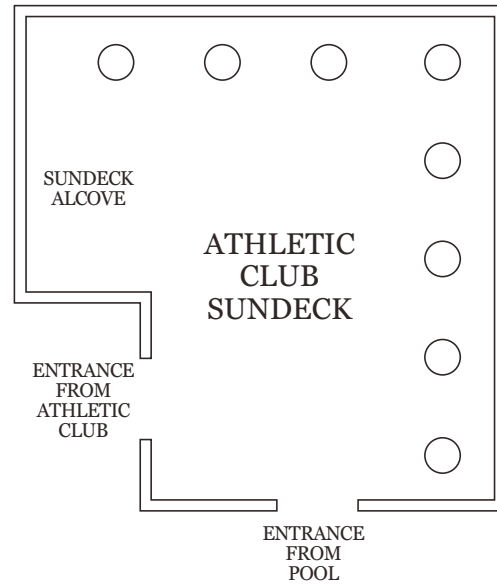
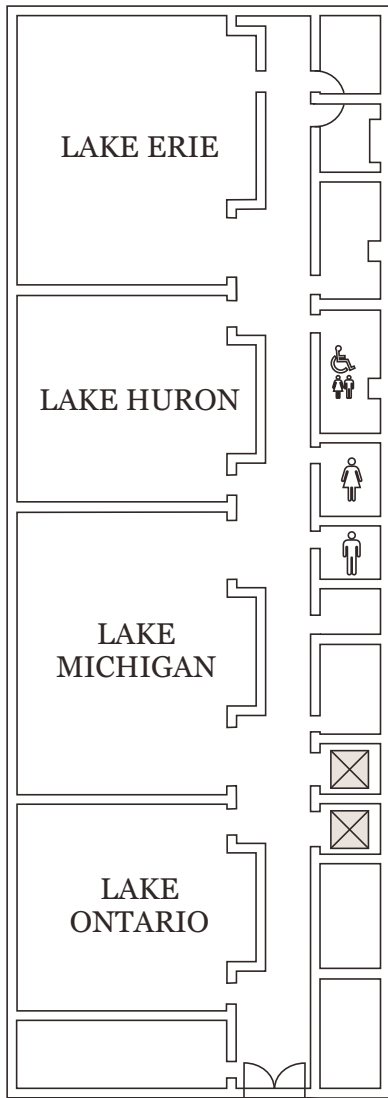


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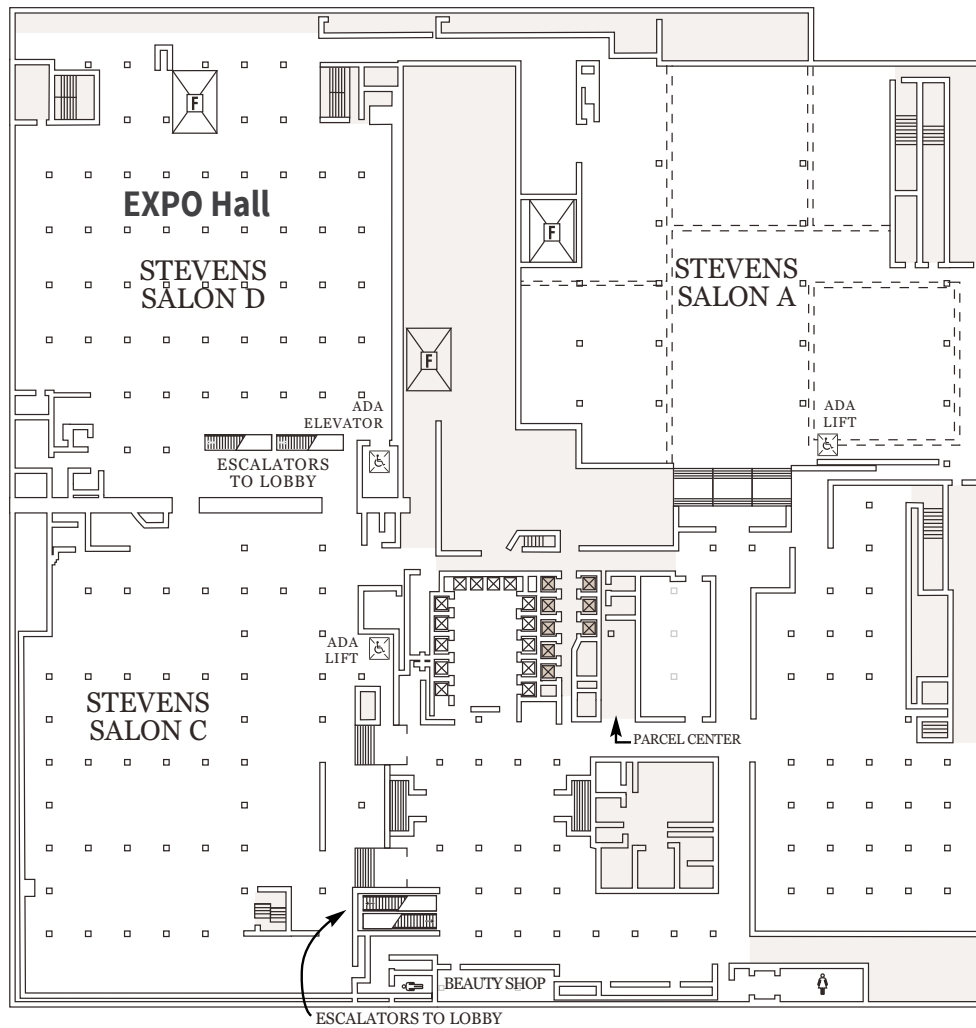
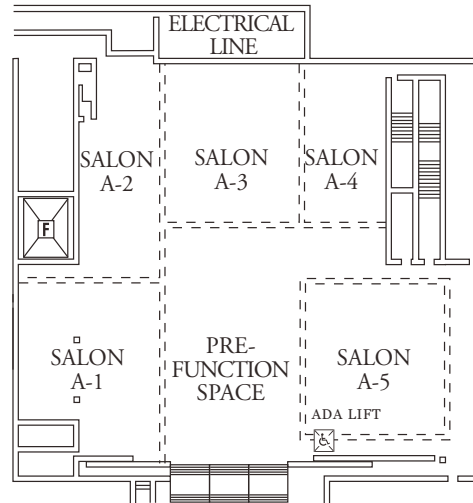
Lobby Level and International Ballroom on Second Floor



8th Floor
Preconference Trainings and User Group Meetings



Lower Level Education Sessions and EXPO Hall



Upcoming NACHC Conferences and Trainings

MARK YOUR CALENDARS!

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

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

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

DATES	CONFERENCE/TRAINING	HOTEL	CITY
November 4-5, 2019	Newly Funded Grantee (Invitation only)	Embassy Suites by Hilton DC Convention Center	Washington, DC
November 18-20, 2019	PCA and HCCN Conference	Omni San Diego Hotel	San Diego, CA
January 14-15, 2020	Starting with Success	Hilton Long Beach	Long Beach, CA
January 22-23, 2020	RevCycle 360	Embassy Suites by Hilton San Diego	San Diego, CA
February 11-13, 2020	Practical Art of Health Center Operations	Hilton New Orleans/St. Charles Avenue	New Orleans, LA
February 26-28, 2020	Financial Operations Management, Level I (FOM I)	Courtyard Charleston Historic District	Charleston, SC
March 16-19, 2020	Policy & Issues Forum (P&I) Committee Meetings: March 14-15, 2020	Marriott Wardman Park	Washington, DC
April 15-16, 2020	Financial Operations Management, Level II (FOM II)	Kimpton Brice Hotel	Savannah, GA
May 12-13, 2020	Cultivating Health Center Operations	Hyatt Place + Hyatt House Charleston	Charleston, SC
May 19-21, 2020	Conference for Agricultural Worker Health	Wyndham Grand Clearwater Beach	Clearwater, FL
June 11-12, 2020	Financial Operations Management, Level III (FOM III)	Embassy Suites by Hilton Minneapolis Downtown	Minneapolis, MN
June 23-24, 2020	Elevating Health Center Operations	Hilton Long Beach	Long Beach, CA
August 30 - September 1, 2020	Community Health Institute (CHI) & EXPO Committee Meetings: August 28-29, 2020	Manchester Grand Hyatt	San Diego, CA
October 19-21, 2020	Financial, Operations Management/Information Technology (FOM/IT) Conference	Rio All Suite Hotel	Las Vegas, NV
November 16-18, 2020	PCA and HCCN Conference	The Westin Fort Lauderdale Beach Hotel	Fort Lauderdale, FL
March 15-18, 2021	Policy & Issues Forum (P&I) Committee Meetings: March 12-14, 2021	Marriott Wardman Park	Washington, DC
May 4-6, 2021	Conference for Agricultural Worker Health	Grand Hyatt Denver	Denver, CO
August 22-24, 2021	Community Health Institute (CHI) & EXPO Committee Meetings: August 20-21, 2021	Hyatt Regency Orlando	Orlando, FL
March 21-24, 2022	Policy & Issues Forum (P&I) Committee Meetings: March 19-20, 2022	Marriott Wardman Park	Washington, DC
August 28-30, 2022	Community Health Institute (CHI) & EXPO Committee Meetings: August 26-27, 2022	Hyatt Regency Chicago	Chicago, IL
March 27-30, 2023	Policy & Issues Forum (P&I) Committee Meetings: March 25-26, 2023	Marriott Wardman Park	Washington, DC
August 27-29, 2023	Community Health Institute (CHI) & EXPO Committee Meetings: August 25-26, 2023	Manchester Grand Hyatt	San Diego, CA

To register for these and future trainings, visit us at <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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FOM-IT 2020

FINANCIAL, OPERATIONS MANAGEMENT / IT
CONFERENCE & EXPO

OCTOBER 20-21 2020 | RIO ALL SUITE HOTEL | LAS VEGAS, NV



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QUALITY

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Value in Staffing Program



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

Value in Laboratory Program



A collaboration with LabCorp and TACHC that provides significant savings off standard catalog cost.



Contracting with pharmacy manufacturers for pricing below 340B.



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Physician Recruitment & Locum Tenens



Dental Supplies, Equipment & Distribution



340B & Pharmacy Program



Employee Discount Programs & HR Solutions



Employee Health Insurance



Telecommunications & Cellular Services



Laboratory Services



Computers, Printers, Copiers & Scanners



Office Supplies, Equipment & Furniture