



FOM / IT

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

Paris Las Vegas, Las Vegas, NV

Conference: October 24–25

Preconference Workshops: October 23

Hybrid Event

Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience



WE ARE STRONGER TOGETHER

Join Today! Visit the NACHC Booth and mention this ad to receive 20% off your first-year Organizational Membership Dues!

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



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

- Dr. Simon Hambidge, CEO, Denver Health's Community Health Services, NACHC MEMBER

Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience

Vision Statement

NACHC is the leading innovative change agent collaborating with affiliates and partners to advance Community Health Centers as the foundation of an equitable health care system free from disparities, and built on accessible, patient-governed, high-quality, integrated primary care.

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WELCOME

What an honor it is for me to welcome you to the **2023 Financial, Operations Management/Information Technology (FOM/IT) Conference & Expo** of the National Association of Community Health Centers. This marks the 14th FOM/IT — and my first as CEO and President of NACHC!

We are proud that FOM/IT is the premier national gathering of Community Health Center professionals interested in cutting-edge practices to bolster operations, health information technology, finance, workforce, and more.

As health centers stretch to meet the soaring demand for primary care services and adapt to new technologies and trends, we have worked hard to provide educational sessions to help you succeed in the ever-evolving healthcare landscape.

This year's conference theme sums up our purpose — *Navigating the Future: Empowering Health Centers Through Financial Sustainability, Operational Excellence, IT Advancements, and Resilience*. Our steering committee of health center leaders, spanning the nation, selected the 24 education sessions and two general sessions on the agenda. Tracks include Finance, Operations, Information Technology, and Workforce.

Overall, the 2023 FOM/IT program aims to ensure your long-term success while future-proofing your operations. All the while centering your work in health equity — and ensuring that no one is left behind from the right to high-quality, culturally competent, patient-directed healthcare.

We hope you're able to network, share ideas with colleagues and industry leaders, recharge, and feel like you come away with promising practices you can implement back home.

On behalf of the NACHC Board and staff, thank you for joining us for these next two days as we delve into the strategies and best practices to support you in navigating future challenges with confidence and securing your health center's vital role in healthcare delivery.



Kyu Rhee, MD, MPP
President and CEO



True Partners in Care

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

PROUD SPONSOR OF THE 2023 FINANCIAL, OPERATIONS, MANAGEMENT/INFORMATION TECHNOLOGY (FOM/IT) & EXPO
 Centene state health plans reflect our core belief that healthcare is best delivered locally.



General Information

Accessing Conference Handouts

Conference handouts can be accessed on the NACHC Mobile App and the NACHC Conferences virtual platform. The NACHC Mobile App is only accessible on mobile devices (smartphones, tablets, or Kindles). Download the app by searching for “NACHC Mobile” in either the Apple Store or Google Play Store. If your device does not have access to these stores, the mobile app cannot be installed on your device. All conference attendees, in-person or virtual, have access to the NACHC Conferences virtual platform.

If you wish to access session handouts, evaluations, and speaker bios, simply log in to the NACHC Mobile App (*see page 6 for details*) or the NACHC Conferences virtual platform (<https://conferences.nachc.org/nachc/>) from your device; you can do this both during and ahead of the conference. Use your NACHC login and password to access the site.

Forgot your password? Go to the nachc.org website; on the top menu, click **Membership**, then click **Manage Your Account**, then under Membership Management, click **Forgot your Password** and enter your email address. You will immediately receive an email with your iMIS login and password. Once you have logged in to the virtual platform, click **My Account** at the top of the page, then click **Live Events** on the left-hand navigation bar on the page that follows. From here, you can select the conference and access additional information for that event, including handouts, session evaluations, certificates, and recorded sessions shortly after the event concludes.

Wi-Fi Access

Internet access will be available throughout the 2023 FOM/IT Conference areas and EXPO Hall.

Follow these simple steps for access:

To Log In:

1. Go to Wi-Fi list on phone, laptop, or other device.
2. Click on **Caesars Resorts** to connect.
3. Caesars Resorts splash page will pop up.
4. Check box to agree to terms and click **CONNECT** to begin browsing the Internet.

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

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 platforms. 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.

General Information, *continued*

Mobile App

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

- Submit questions to presenters
- Participate in real-time polls
- Receive important updates

To access the NACHC MOBILE APP, you will need your iMIS login and password.

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

1. Launch the Google Play Store or App Store
2. Search for **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 2023 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.*

Forgot your iMIS login and password?

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

You will immediately receive an email with your iMIS login and password.

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:



Delivering the support your community needs



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Step of the Way**



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to Enhance
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Registration and Speaker/Exhibitor Check-In

Registration

Registered attendees can pick up badges and conference materials at the **REG O/D A&B Registration Desk** during the following hours:

Monday, October 23
3:00pm – 5:00pm

Tuesday, October 24
7:30am – 4:00pm

Wednesday, October 25
7:00am – 12:30pm

NACHC gratefully acknowledges the sponsor of the Registration Area:

Elise^{AI}

Speaker Check-In

Upon arrival, all speakers should report to the **REG O/D A&B Registration Desk** to pick up badges and review/upload presentations during the following hours:

Monday, October 23
3:00pm – 5:00pm

Tuesday, October 24
7:30am – 4:00pm

Wednesday, October 25
7:00am – 3:45pm

Exhibitor Check-In

Upon arrival, all exhibitors should report to the **Paris Foyer** to pick up badges and booth packets during the following hours:

Monday, October 23
12:00pm – 5:00pm

Tuesday, October 24
7:30am – 4:00pm

Wednesday, October 25
7:00am – 9:30am

Conference Hotel

Paris Las Vegas

3655 Las Vegas Blvd. South
Las Vegas, NV 89109
Hotel Direct: (877) 796-2096

NACHC gratefully acknowledges the sponsor of *Lanyards*:



NACHC gratefully acknowledges the sponsor of *Tote Bags*:

eClinicalWorks

Conference Basics

Business Center

The FedEx Business Center can serve as your extended office while you are in town. Located on the lobby level, at the walkway between the Paris and Horseshoe hotels, the business center offers a full range of services, including photocopying, faxing, word processing, computer workstation rental, and much more. You can contact the business center at (725) 238-7140.

Business Center Hours:

Monday – Friday	8:00am – 5:00pm
Saturday – Sunday	9:00am – 3:00pm

Cellular Telephones

PLEASE Turn OFF Your Cell Phone

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

Conference Attire

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

Lost and Found

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

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 (#411) in Rivoli A-C.

NACHC's Statement of Personal Accountability for Registered Attendees, Exhibitors, Speakers, and Guests

To review this statement, refer to the NACHC Mobile App or our conference website at <https://www.nachc.org/conference-page/financial-operations-management-information-technology-fom-it-conference-expo>.

Consent to Use of Photographic Images

Registration and attendance at or participation in all NACHC conferences and other activities constitutes an agreement by the registrant to NACHC's use and distribution (both now and in the future) of the registrant's or attendee's image or voice in photographs, videotapes, electronic reproductions, audio files and/or contents of any communications of such events and activities.

Need Help?

We want to ensure that your attendance at this conference is an enjoyable experience.

If we can be of any assistance, please call on any member of the Events Team.

Angelique A. Wilkins, MPS

Senior Vice President, Communications and Events

Jason G. Watkins, CAE, CMP

Associate Vice President, Event Operations

Vernetta Copeland

Director, Event Partnerships

Lisette Garrity, CMP

Director, Event Logistics

Brian Kirkland, CAE, DES

Director, Event Program Development

Laura Headrick

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Elizabeth Breidenbach, DES

Specialist, Event Logistics

Helene Slavin, DES

Manager, Event Program Development

Taylor Walker

Manager, Event Logistics

Eve Giordano, MPH

Specialist, Event Logistics

FOR unmatched industry insight, VISION matters



FORward VISION revives

We applaud that the lives you mend begin with your vision of making a positive impact in the world. Our vision is helping make yours a reality. Whether you're looking to navigate regulatory compliance, reduce risk, or identify reimbursement opportunities, our forward-thinking professionals can help you prepare for what's next.

FORVIS ranks among the nation's top 10 public accounting firms, helping unlock the potential of our clients, people, and communities. We deliver an **Unmatched Client Experience**® with assurance, tax, and consulting services that reflect our exceptional capabilities and uncommon commitment to excellence.

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Continuing Education

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

Due to individual state-by-state requirements, nurses and lawyers should have their badges scanned, complete the Session Evaluation on the NACHC Mobile App or the conference virtual platform, and go to the *NACHC Online Library* at <https://conferences.nachc.org/nachc> to download a certificate of completion to submit to state licensing organizations when applying for credits.

Accounting Professionals (CPE)

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

Other Health Professionals (CEU)

The 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, if participating in person.
- Respond to alertness checks if participating virtually.
- Complete session evaluations on the NACHC Mobile App or the NACHC Conferences virtual platform at the conclusion of each session attended.

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

Printing Certificates

To print continuing education certificates, **in-person attendees** must have their badges scanned and session evaluations completed. Following the conference, all scans must be verified prior to printing certificates. This process takes a few days after the conference to complete. Once complete, in-person attendees should visit the NACHC Conferences virtual platform at <https://conferences.nachc.org/nachc>; sign in with your iMIS login and password, access the **FOM/IT Conference**, click on “Evaluations” from the top menu, and print your certificate.

Virtual attendees must respond to the majority of alertness checks during sessions, and complete session evaluations on the NACHC Conferences virtual platform to print certificates.

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

NACHC Online Library – Continuing education right at your fingertips

The world of NACHC events is just a click away! The **NACHC Online Library** is your online portal to educational content from all NACHC events. All FOM/IT education sessions are **FREE to ALL** paid 2023 FOM/IT attendees.

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

The **NACHC Online Library** provides:

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

Note: To access the **NACHC Online Library**, visit <https://conferences.nachc.org/nachc> and log in using your iMIS login and password (*see page 6 for iMIS login*). If you need login assistance or additional information, contact trainings@nachc.com or call (301) 347-0400.

▶ This icon designates sessions that will be live-streamed or audio-streamed and recorded for the **NACHC Online Library**. These sessions will also be available online after the conference concludes and are **FREE to ALL** paid 2023 FOM/IT attendees.

Social Media and Conference Contest

Join the FOM/IT Conversation on Social Media

Share your conference experience, in real time, by using **#NACHCEvents** when you post about the FOM/IT on Facebook; X, formerly known as Twitter; LinkedIn; and Instagram. Be sure to follow @NACHC on X at (www.twitter.com/nachc) for important updates before and during the conference.

Show Your Health Center Spirit: First Place Wins a \$200 Visa Gift Card!

Help us celebrate YOU and your organization's achievements at this year's **FOM/IT Spirit Day** on Tuesday, October 24. Represent your organization by proudly wearing your health center's unique swag. In-person attendees are encouraged to post photos live from FOM/IT for a chance to win one of three Visa Gift Cards.

Instructions

- Post a photo from your personal or organizational account on the social media channel of your choice – X, LinkedIn, Facebook, or Instagram.
- Use the **#NACHCEvents** hashtag.
- Make sure your social media stream is visible (not private).
- **Post all photos by 5:00pm PT on Tuesday, October 24.**





You or your organization will have a chance of winning one of three Visa Gift Cards in a random drawing:

- **First Place:** \$200 Visa Gift Card
- **Second Place:** \$100 Visa Gift Card
- **Third Place:** \$50 Visa Gift Card

Announcement of Contest Winners

The contest winners will be announced on Tuesday at 6:00pm PT on social media and at the NACHC Booth (#411) in the EXPO Hall (Rivoli A-C)!

Remember to follow NACHC's social media channels:

-  @NACHC
-  [LinkedIn.com/company/NACHC](https://www.linkedin.com/company/NACHC)
-  Instagram: @NACHC
-  Facebook: NACHC

NACHC gratefully acknowledges the sponsor of *Know Before You Go* and *The Daily Rundown* emails:



The National Association of Community Health Centers recognizes the 2023 FOM/IT Field Steering Committee members for their commitment of time and service. Thank you.

Tina Adamson, PHR, SHRM-CP

Vice President of Human Resources,
Primary Health Network, Sharon, PA

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Director of Information Technology
and HCCN Program Director, South
Carolina Primary Health Care
Association, Columbia, SC

Veronica Clarke, MS

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Inc., Chicago, IL

Tami Fife, MHS

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Florida, Inc., Miami, FL

Alfredo Reynoso, MHA

Chief Operations Officer,
Universal Community Health
Center, Los Angeles, CA

Penny Yang

Chief Financial Officer, Hope
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to optimize care teams



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OCHIN is here for you.

Come see us at **booth #119** or learn more at ochin.org.

OCHIN

Education Sessions At-A-Glance

(as of October 2, 2023 and is subject to change)

All times listed are Pacific.

Monday, October 23

12:00pm – 5:00pm	Exhibitor Check-In	Paris Foyer
3:00pm – 5:00pm	Registration and Speaker Check-In	REG O/D A&B Registration Desk

Tuesday, October 24

	Champagne 1-2	Champagne 3-4	Concorde A-B	Concorde C
7:30am – 4:00pm	Registration and Speaker Check-In		REG O/D A&B Registration Desk	
7:30am – 4:00pm	Exhibitor Check-In		Paris Foyer	
8:30am – 10:00am	IGS1 Opening General Session		Concorde A-B	
9:30am – 6:30pm	EXPO Hall Open		Rivoli A-C	
10:00am – 11:00am	Refreshment Break in EXPO Hall		Rivoli A-C	
11:00am – 12:15pm	ITuA1 Using AI and NLP Analytical Innovations to Improve SDOH Data Capture and Care Management Services at CareSouth Carolina	ITuB1 HRSA Grant Management Through the Federal Financial Reporting Process	ITuC1 Cybersecurity in Healthcare: Managing Threats and Protecting Patients	ITuD1 It's More Than Just Pay: Recruiting and Retaining a High-Performing Workforce
	OPERATIONS/HIT	FINANCE	HIT/OPERATIONS	WORKFORCE
12:15pm – 1:45pm	Complimentary Lunch and Networking Time in EXPO Hall		Rivoli A-C	
1:45pm – 3:00pm	ITuA2 The Health Center Team Charting the Course to Health Equity: Appropriate Person-Centered Communication in Action	ITuB2 Demonstrated Results: Creating a Positive Workplace Culture to Improve Outcomes	ITuC2 A Health Center's Journey to Integrated Data	ITuD2 No Task is Too Big When Done Together: A Year One Look Back at a Health Center Merger on Hawai'i Island
	OPERATIONS	WORKFORCE/OPERATIONS	HIT/OPERATIONS	OPERATIONS/FINANCE
3:00pm – 3:45pm	Refreshment Break in EXPO Hall		Rivoli A-C	
3:45pm – 5:00pm	ITuA3 Becoming a Performance-Driven Organization: A Case Study in Sustaining Patient-Centered Outcomes	ITuB3 Enabling Data-Driven Care Through Improved Governance, Interoperability, and Analytics	ITuC3 Finance Forecasting and Strategic Planning: Navigating the Financial Implications of Key Decisions	ITuD3 Leveraging an AI Solution To Get Providers Home for Dinner
	OPERATIONS/WORKFORCE	HIT	FINANCE	HIT/WORKFORCE
5:00pm – 6:30pm	Conference Reception in EXPO Hall		Rivoli A-C	

Wednesday, October 25

	Champagne 1-2	Champagne 3-4	Concorde A-B	Concorde C
7:00am – 9:30am	Exhibitor Check-In Paris Foyer			
7:00am – 12:30pm	Registration REG O/D A&B Registration Desk			
7:00am – 3:45pm	Speaker Check-In REG O/D A&B Registration Desk			
7:30am – 8:30am	Continental Breakfast in EXPO Hall Rivoli A-C			
7:30am – 10:30am	EXPO Hall Open Rivoli A-C			
8:30am – 10:00am	IGS2 Closing General Session Concorde A-B			
10:00am – 10:30am	Refreshment Break in EXPO Hall Rivoli A-C 10:15am NACHCopoly Prize Drawing			
10:30am – 11:45am	IWA1 Revenue Cycle Management Starts with Scheduling	IWB1 Transforming Health Center Culture: Shared Experiences in Fostering Alignment Between Health Center Departments to Strengthen Health Center Operations	IWC1 From Data to Impact: Understanding HIT Interoperability Policies and HRSA UDS+ Reporting for Data-Driven Decision-Making	IWD1 Navigating Value-Based Care: Strategies for Contract Negotiation, Implementation, and Lessons Learned
	FINANCE	WORKFORCE	HIT	FINANCE
11:45am – 1:15pm	Lunch on your own			
1:15pm – 2:30pm	IWA2 Developing, Implementing, and Refining In-House Clinical Training Programs	IWB2 Cybersecurity Strategies to Secure Health Center Operations	IWC2 Building Operational Resiliency Against Climate Change and an Unreliable Power Grid	IWD2 Health Center Enrollment and Credentialing: Avoidable Negligence
	WORKFORCE/OPERATIONS	HIT	OPERATIONS	FINANCE
2:30pm – 3:00pm	Refreshment Break REG O/D A&B Foyer			
3:00pm – 4:15pm	IWA3 The Federal Audits of the Present	IWB3 Innovating Together: Collaborative Strategies for Optimizing Electronic Health Record Systems	IWC3 Leaving No Stone Unturned: The Quest for Excellence in Health Center Pharmacy Programs	IWD3 From Disparities to Parities: How One LA Community Health Center Leveled the Healthcare Playing Field
	FINANCE/OPERATIONS	HIT	FINANCE/OPERATIONS	OPERATIONS

Some sessions of this conference program are supported by the Health Resources and Services Administration (HRSA), of the U.S. Department of Health and Human Services (HHS), as part of an award totaling \$6,625,000. 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.

Conference Activities

Monday, October 23

12:00pm – 5:00pm	Exhibitor Check-In	Paris Foyer
3:00pm – 5:00pm	Registration and Speaker Check-In	Registration O/D A&B Registration Desk

Tuesday, October 24

7:30am – 4:00pm	Registration and Speaker Check-In	Registration O/D A&B Registration Desk
7:30am – 4:00pm	Exhibitor Check-In	Paris Foyer
9:30am – 6:30pm	EXPO Hall Open	Rivoli A-C
10:00am – 11:00am	Refreshment Break in EXPO Hall	
12:15pm – 1:45pm	Complimentary Lunch and Networking Time in EXPO Hall	
3:00pm – 3:45pm	Refreshment Break in EXPO Hall	
5:00pm – 6:30pm	Conference Reception in EXPO Hall	

8:30am – 10:00am

OPENING GENERAL SESSION

IGS1 ▶

Opening General Session

Concorde A-B

Welcome to Nevada

Nancy Bowen, Chief Executive Officer, Nevada Primary Care Association

Conference Welcome and Introduction of NACHC President and CEO

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

NACHC President and CEO Remarks

Kyu Rhee, MD, MPP, President and CEO, NACHC

Introduction of Keynote

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

Keynote



Shawn Achor

Author and Lecturer

Considered one of the world's leading experts on the connection between happiness and success, Shawn Achor is the *New York Times* bestselling author of *The Happiness Advantage*, *Big Potential*, and *The Orange Frog*.

His research on mindset made the cover of *Harvard Business Review*, his TED Talk is one of the most popular of all time with more than 25 million views, and he has lectured or worked with nearly half of the Fortune 100 companies as well as the NFL, the NBA, the Pentagon, and the White House.

Having spent over a decade living, researching, and lecturing at Harvard University (and during that time winning over a dozen distinguished teaching awards), Shawn draws on his own research — including one of the largest studies of happiness and potential at Harvard — and more recently on the effects of positivity in organizations facing crisis, to show how our potential can be unleashed, and our people re-energized when we focus on pursuing happiness now, especially during times of challenge and uncertainty.

He has now lectured in more than 50 countries speaking to CEOs in China, doctors in Dubai, schoolchildren in South Africa, and farmers in Zimbabwe. His *Happiness Advantage* training is one of the largest and most successful positive psychology corporate training programs in the world.

Closing Remarks

Lathan J. Woodard, Chief Executive Officer, South Carolina Primary Health Care Association

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Education Sessions

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▶ This icon designates sessions that will be live-streamed or audio-streamed and recorded for the **NACHC Online Library**.

Tuesday, October 24

9:30am – 6:30pm EXPO Hall Open	Rivoli A-C
10:00am – 11:00am Refreshment Break in EXPO Hall	Rivoli A-C

11:00am – 12:15pm EDUCATION SESSIONS

ITuA1 ▶ Champagne 1-2 **Using AI and NLP Analytical Innovations to Improve SDoH Data Capture and Care Management Services at CareSouth Carolina**

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Data Strategy - SDOH Screening, Data Capture and Utilization

CareSouth Carolina, one of the largest FQHCs in South Carolina, has committed to the use of advanced, AI-enabled data analytics to optimize its capture of SDoH data and the use of this data to drive improved outcomes and impact of its care management programs. This presentation will demonstrate the process and the lessons learned through the implementation of AI analytics for SDoH data and care services optimization at CareSouth, with support from the South Carolina Primary Health Care Association (SCPHCA).

The targeted areas where AI has been used to enhance the analytics and services are as follows:

- Use of AI analytics to aggregate and combine SDoH survey data with demographic, medical, and behavioral health data to create more accurate predictive risk models for populations with significant social and healthcare disparities served by CHCs;
- Use of AI models to discover which SDoH risk factors are contributing the most to the risk for future complications and costs;
- Use of natural language processing (NLP) applied to unstructured EHR care coordination notes to completely and accurately identify SDoH risk factors and services needed to address them; and

- Use of AI models for services impactability analysis to identify the care enabling services most likely to reduce health risks and costs.

Learning Objectives:

- Understand the benefits of AI and machine learning systems for SDoH predictive risk and prescriptive care management services analysis within value-based care.
- Identify the value of accurate SDoH data capture and analysis in addressing healthcare inequities in value-based care programs.
- Describe the optimal process and steps involved in implementing an advanced AI-based SDoH analytics program in a CHC, along with the potential challenges that need to be addressed through the process.

Moderator:

Nalani Tarrant, PMP, MPH, Director, Social Drivers of Health, NACHC

Presenter(s):

Gary Herrington, Chief Information Officer, CareSouth Carolina
Chandra Beasley, MBA, MHRM, MNSA, MPA, CLSSGB, Director of Information Technology and HCCN Program Director, South Carolina Primary Health Care Association
Huzefa Dossaji, Analytics and VBC Consultant, South Carolina Primary Health Care Association

ITuB1 ▶ Champagne 3-4 **HRSA Grant Management Through the Federal Financial Reporting Process**

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Federal Grants Management

Managing the various HRSA grants community health centers receive (Section 330, Ryan White, ARP) and tracking how these dollars are spent takes a lot of time and effort for health center finance departments. The vehicle used to report this information is the Federal Financial Report (FFR). The FFR is an important form that can be confusing at times for individuals to prepare.

The goal of this presentation will be to discuss the importance of tracking federal funds (including the review of the order of spending for the various grants), along with identifying best practices and avoiding common findings. It will also provide an overview of how to prepare the FFR properly including a walk-

through of the form and a review of key terminologies such as Excess Program Income, Unobligated Balances, and Expanded Authority and how they all play a role in earning and spending federal grant dollars timely and appropriately.

Learning Objectives:

- Understanding the importance of federal grants management and tracking expenses in accordance with the regulations.
- Understand the purpose of the FFR and how to prepare it properly under the various HRSA grants CHCs receive.
- Identify best practices surrounding federal grants management and how to avoid common findings and maximize the spending of the federal grant funds.

Presenter(s):

Steven Schwartz, CPA, Partner, CohnReznick LLP

Janet G. Salazar, CPA, Senior Manager, CohnReznick LLP

ITuC1

Concorde A-B

Cybersecurity in Healthcare: Managing Threats and Protecting Patients

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Technology - Cybersecurity

Join HHS to discuss Healthcare and Public Health (HPH) Sector-specific cybersecurity resources that help protect patients from cyber threats. The HHS 405(d) Program released three new initiatives that support the HPH sector in understanding the threats we face and how we can work together to mitigate them. Presenters will discuss the new Health Industry Cybersecurity Practices (HICP) publication that provides an overview of the top five threats facing the sector and the ten practices that can be used to mitigate them. The Hospital Cyber Resiliency Initiative Landscape Analysis will also be a discussion topic. It uses data from private and public partners to compare US hospital systems' cybersecurity capabilities against the most prevalent methods cyber adversaries use to break in and cause disruptive attacks, and then provides information on how to align these deficiencies to the HICP publication.

Participants will also be introduced to our new free cyber awareness education platform, Knowledge on Demand. This new platform includes multiple delivery methodologies to reach various sized health care facilities across the country. The platform includes five cybersecurity awareness trainings that align with the top five cybersecurity threats outlined in the HICP. All of these resources are free and available to the public!

Learning Objectives:

- Identify the top five cyber threats facing the healthcare industry and the ten mitigating practices needed to fight them. These practices were developed by industry with industry in mind.
- Understand the cybersecurity landscape of US hospitals today and assess where they stand, and identify which practices need immediate attention based on current threats.

- Identify free cyber training resources that support all organization sizes and all end users. Cyber training is the first line of defense and attendees will be able to understand the importance of cyber awareness.

Presenter(s):

La Monte Yarborough, MCS, MSIA, MCPM, CISSP, Chief Information Security Officer, U.S. Department of Health and Human Services

Julia Chua, PMP, CAP, CISSP, Director, Governance, Risk Management and Compliance Division, Office of Information Security, U.S. Department of Health and Human Services

Nick Rodriguez, MCJ, HHS 405(d)-Aligning Health Care Industry Security Approaches Program Manager, U.S. Department of Health and Human Services

ITuD1

Concorde C

It's More Than Just Pay: Recruiting and Retaining a High-Performing Workforce

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Workforce - Recruiting, Developing, and Retention of Staff

Hiring, developing, and retaining employees is one of the most pressing issues for health centers. Ensuring that you have the right staff, in the right place, to serve your patients and communities requires innovative solutions and strategies. It also requires a strong awareness of generational priorities; Justice, Diversity, Equity and Inclusion (JDEI) strategies; financial and non-financial incentives; and career pathways. Join this session to hear from health center operations and human resources leaders on how they are recruiting the best and brightest staff.

Learning Objectives:

- Identify innovative solutions and strategies for recruiting and retaining staff.
- Describe how health centers have incorporated financial and non-financial incentives into their workforce strategy.
- Outline the impact of JDEI principles in human resource policies and strategies.

Presenter(s):

Tina Adamson, PHR, SHRM-CP, Vice President of Human Resources, Primary Health Network

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

12:15pm – 1:45pm

Rivoli A-C

Complimentary Lunch and Networking
Time in EXPO Hall

1:45pm – 3:00pm
EDUCATION SESSIONS

ITuA2 ▶ Champagne 1-2

The Health Center Team Charting the Course to Health Equity: Appropriate Person-Centered Communication in Action

CPE: 1.5 CEU: 1.25

Level: Basic

Track: Operations

The gap between individuals' healthcare needs and the availability of equitable health pathways is a persistent challenge in society. However, by implementing person-centered strategies, we can bridge this gap and ensure that everyone has access to the healthcare they need in a fair and equitable manner.

When developing healthcare plans and pathways, person-centered strategies prioritize the individual's unique needs, preferences, and circumstances. This approach shifts the focus from a one-size-fits-all approach to a more tailored and personalized approach. By considering the person as a whole rather than just their medical condition, person-centered strategies can help identify and address barriers to equitable healthcare access.

This interactive session will introduce NACHC's white papers on patient-centered care and provide real-life examples of implementing this concept.

Learning Objectives:

- Understand how person-centered communication differs from traditional communication approaches and its significance in promoting patient engagement and satisfaction.
- Identify the terminology and definitions related to investing in health center pathways for equitable health and well-being.
- Explore the practical application of person-centered communication at all levels or each discipline in a community health center setting.

Presenters:

Lathran J. Woodard, Chief Executive Officer, South Carolina Primary Health Care Association

Beth Wrobel, Chief Executive Officer, HealthLinc

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

Reginald Vicks, RN, BSN, MBA, Chief Operations Officer, CrescentCare Community Health Center

ITuB2 ▶ Champagne 3-4
Demonstrated Results: Creating a Positive Workplace Culture to Improve Outcomes

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Workforce - Organizational Culture

Applying the latest research-based techniques from the field of positive psychology, health center staff across the country are learning the practices of resilient leaders; they become more adaptable and develop a capacity to "see" more opportunities, leading to better results for the staff and patients they serve. But how did they do it? In this session, learn how health center leaders leveraged Shawn Achor's Happiness Advantage curriculum, featured in NACHC's Leading Positive Team Performance workshops, to improve their workplace culture.

The data speaks for itself. North Country (NoCo) Family Health Center experienced 11.3 percent improved optimism in their staff, 30 percent improved motivation, 7.6 percent improved reduction in burnout, and a 20.7 percent improvement in the staff's ability to embrace change. Health center leaders from three organizations will share their own journeys and practical applications of embracing positivity to develop a new organizational culture that delivers big results.

Learning Objectives:

- Identify key results achievable through creating a positive workplace culture.
- Understand how health centers can implement positive psychology practices to achieve better results.
- Determine applicability of positive psychology practices in your own organization and the next steps to get started.

Moderator:

Cindy Thomas, MS, Director, Leadership Development and Training, NACHC

Presenter(s):

Gloria Warner, MHA, Chief Operating Officer, Beaufort Jasper Hampton Comprehensive Health Services, Inc.

Gloria del C. Amador Fernandez, DrPH-HSAM, MHSA, President and CEO, Salud Integral en la Montaña, Inc.

Ada Torres, Human Resources Director, Salud Integral en la Montaña, Inc.

Jennifer Gourdine, Clinical Health Informatics Specialist, Beaufort Jasper Hampton Comprehensive Health Services, Inc.

ITuC2 ▶

Concorde A-B

A Health Center’s Journey to Integrated Data

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Data Strategy - Data Reporting, Tools, and Templates

Health centers nationwide struggle to integrate all their data from fragmented sources in clinical, financial, and operational departments. Valley Professionals Community Health Center in Indiana had a vision to change that: breaking down data silos and uniting their data in one cutting-edge, interactive analytics platform. With support from the HRSA-funded organization HealthEfficient, Valley Professionals successfully achieved this vision. How? Now that’s a story.

This presentation will detail the obstacles Valley Professionals faced in implementing its vision and will provide strategies to overcome challenges and achieve success. From defining system requirements, to managing the project, to affordably obtaining data from five vendors, to building a data warehouse to store it all, the Valley Professionals and HealthEfficient teams required patience, teamwork, and know-how. Presenters will explore Valley Professionals’ two-and-a-half-year journey to streamline its systems. Valley Professionals’ CEO and staff from HealthEfficient will provide a framework for integrating data sources and reporting tools into one platform. They will discuss how they met unexpected obstacles, negotiated repeatedly with vendors, automated data flow and transformation, and built interactive dashboards for the health center’s board and leadership. Presenters will discuss strategies and methods that will support other health centers nationwide in replicating this success.

Learning Objectives:

- Develop project management strategies to promote successful creation of an integrated data analytics system.
- Recognize the technology concepts and layers needed to support an integrated data analytics system.
- Identify and engage key stakeholders in communication and collaboration to ensure the project’s success.

Presenter(s):

Alan Mitchell, Executive Director, HealthEfficient
Terry Warren, MBA, Chief Executive Officer, Valley Professionals Community Health Center
Jessica Jolly, MHA, MPH, NBC-HWC, CHES, CLSSGB, Program Director, Workforce Development & Operations, HealthEfficient

ITuD2 ▶

Concorde C

No Task Is Too Big When Done Together: A Year One Lookback at a Health Center Merger on Hawai`i Island

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Operations - Operationalizing Innovation

Hawai`i Island Community Health Center (HICHC) was created with the merger of two mid-sized health centers in July 2022. Presenters will retrospectively examine lessons learned from year one of the merger; with a focus on operations, human resources, and processes rooted in integrity, respect, and the unique cultural values of HICHC. “A’ohe hana nui ke alu ‘ia”: No task is too big when done together by all, a Hawaiian proverb, describes the approach used to facilitate the operational components of the merger between the West Hawai`i Community Health Center and Bay Clinic, both located on Hawai`i Island.

Five areas will be reviewed during this presentation: (1) guiding principles and theory to structure merger strategy; (2) partnerships, possibilities, and programmatic capacity building; (3) workforce analysis, planning, and company culture post-merger; (4) areas of operational risk and mitigation strategies; and (5) the role of governance and strategic planning. Real-life scenarios, challenges, and successes will be shared within the context of each of the five areas. Presenters will highlight the importance of interdisciplinary teams and taking a strengths-based approach to healthcare delivery in our diverse, rural community while staying grounded in the CHC Mission.

Learning Objectives:

- Explore guiding principles and theoretical framework in merger strategy.
- Understand the role of community partnerships in capacity building.
- Examine areas of operational risk and mitigation strategies in a merger.

Presenter(s):

Victoria Hanes, PsyD, Chief Operating Officer, Hawai`i Island Community Health Center
Marcie Saquing, MSW, Chief Administrative Officer, Hawai`i Island Community Health Center
Steven Pine, DDS, Chief Dental Officer, Hawai`i Island Community Health Center
Kateryna Petriyenko, Director, Human Resources Department, Hawai`i Island Community Health Center
Lee-Ann Heely, DM, Director, Health Equity Department, Hawai`i Island Community Health Center

3:00pm – 3:45pm Rivoli A-C
Refreshment Break in EXPO Hall

3:45pm – 5:00pm
EDUCATION SESSIONS

ITuA3 ▶ Champagne 1-2
Becoming a Performance-Driven Organization: A Case Study in Sustaining Patient-Centered Outcomes

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Workforce - Organizational Culture

The pandemic's lingering effects on health center operations, workforce culture, and staff burnout have made it challenging to refocus on what is needed to prepare for future Alternative Payment Models (APMs). This often feels unattainable with the day-to-day challenges of running a health center in our current fee-for-service (FFS) world. This workshop will include a case study of one organization with 13 locations - Open Door Community Health in Humboldt County, California.

Open Door underwent a massive workforce development project with a focus on leadership development and process improvement to shift their culture towards one that was outcomes-based and better poised to care for patients in an APM world. The results? They increased patients per hour by 6 percent to improve access to care in their area, reduced their cycle times by 25 percent to improve patient experience, and improved work-life balance by increasing same-day charting completion rates to 72 percent by end of day. Attendees will learn tactics to achieve a measured shift to a performance-driven culture, focused on innovation, and how to sustain their improvements over time using data and new leadership tactics. Attendees will leave this workshop with an understanding of the roadmap to success.

Learning Objectives:

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

Presenter(s):

Tory Starr, MSN, PHN, RN, President and CEO, Open Door Community Health

Trisha Cooke, MA, Director of Workforce Development, Open Door Community Health

Amanda Laramie, COO and Trainer, Coleman Associates

ITuB3 ▶ Champagne 3-4
Enabling Data-Driven Care Through Improved Governance, Interoperability, and Analytics

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Clinical Informatics - Health Information Technology Policy and Governance

As healthcare organizations strive to provide modern, evidence-based care, the role of HIT systems becomes increasingly critical. However, the effective implementation and utilization of HIT systems are often hindered by challenges in interoperability, usability, data sharing, governance, and analytics. This session aims to address this issue by exploring strategies and best practices in community health centers' HIT systems for improved patient care outcomes and analytics.

Participants will delve into the key issues of HIT systems, including data collection, storage, sharing, analysis, and clinical decision support. Through case studies and real-world health center examples, attendees will gain insights into the potential pitfalls and common errors that can hinder optimization. The workshop will also highlight innovative approaches, such as interoperability, data governance, and user-centered design, that can significantly enhance precision in practice. Attendees will have the opportunity to engage in collaborative discussions and problem-solving in HIT related to EHR optimization, change management, data governance, and others.

Learning Objectives:

- Identify key challenges and potential pitfalls in the implementation and utilization of HIT systems in CHCs.
- Apply strategies and best practices in HIT systems, including interoperability, data governance, and user-centered design, to enhance evidence-based practice and improve patient care outcomes.
- Develop practical solutions and action plans for optimizing HIT systems in CHCs, focusing on areas such as EHR optimization, change management, and data governance.

Presenter(s):

AnnMarie Overholser, MD, Medical Informaticist - Family Medicine, OCHIN

Michele Whitt, MD, MS, MBA, FACOG, Obstetrician/ Gynecologist and Medical Informaticist, OCHIN

ITuC3

Concorde A-B

Finance Forecasting and Strategic Planning: Navigating the Financial Implications of Key Decisions

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Budgeting

In today's ever-changing healthcare landscape, financial forecasting and strategic planning are vital for the long-term success and sustainability of community health centers. As the CFO, it is crucial to have a clear understanding of the financial implications associated with key decisions. This session will examine the thought process of the CFO when important issues are proposed during board meetings.

Presenters will explore specific scenarios to illustrate the significance of considering financial implications when making critical decisions. They will also examine the potential impact on the balance sheet when opening a new clinic over a five-year period. Additionally, they will assess the consequences of bringing dental services in-house, outsourcing billing, and integrating a mental health provider into the center's services.

While acknowledging that financial considerations are just one aspect of the decision-making process, this session emphasizes the pivotal role they play. By providing real-life examples, presenters will showcase instances where CFOs either strategically thought ahead or neglected to do so, thereby affecting the community health center's outcomes.

Learning Objectives:

- Discuss the goals of strategic and financial planning.
- Analyze market considerations that CHCs should consider during the strategic planning process.
- Identify common key performance indicators that should be monitored related to CHC financial success.

Moderator:

Gervean Williams, MS, MIT, Director, Finance Training and Technical Assistance, NACHC

Presenter(s):

Jeffrey Allen, CPA, Partner, FORVIS

ITuD3

Concorde C

Leveraging an AI Solution To Get Providers Home for Dinner

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Workforce - Employee Well-Being

Dragon Ambient eXperience (DAX) is an artificial intelligence-powered, voice-enabled, ambient clinical intelligence tool to document patient care. This session will explore one health center's experience with implementing this technology as a tool to decrease provider burnout and improve retention.

Learning Objectives:

- Identify signals of provider burnout.
- Articulate the benefits of DAX for providers and health centers.
- Describe characteristics of clinicians who will most benefit from DAX.

Moderator:

Nalani Tarrant, PMP, MPH, Director, Social Drivers of Health, NACHC

Presenter(s):

Margaret Wheeler, Vice President of Operations and Quality, Family First Health

Marie Kellett, MD, Family Physician, Family First Health

5:00pm – 6:30pm

Rivoli A-C

Conference Reception in EXPO Hall

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Wednesday, October 25

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7:00am – 9:30am	Exhibitor Check-In	Paris Foyer
7:00am – 12:30pm	Registration	Registration O/D A&B Registration Desk
7:00am – 3:45pm	Speaker Check-In	Registration O/D A&B Registration Desk
7:30am – 10:30am	EXPO Hall Open	Rivoli A-C
7:30am – 8:30am	Continental Breakfast in EXPO Hall	
10:00am – 10:30am	Refreshment Break in EXPO Hall	
10:15am	NACHCopoly Prize Drawing in EXPO Hall at NACHC Booth (#411) (You must be present to be eligible to win prizes at the drawing.)	

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Join us Oct. 25 at 10:30 AM for Beth Edward's session, *Revenue Cycle Management Starts with Scheduling*, and at 1:15 PM for CEO Becky Regan's *Building Operational Resiliency Against Climate Change and an Unreliable Power Grid* presentation.

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8:30am – 10:00am

CLOSING GENERAL SESSION

IGS2 

Concorde A-B

Closing General Session: Health Center Challenges and Opportunities in Leveraging Data and Technology

Welcome

Sue Veer, MBA, CMPE, Secretary, NACHC Board of Directors and President and CEO, Carolina Health Centers

Introduction of Keynote

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

Keynote



Elisabeth Myers, MBA

Deputy Director, Office of Policy

Office of the National Coordinator for Health Information Technology (ONC)

As deputy director of the Office of Policy at ONC, Ms. Myers is focused on leading teams implementing the 21st Century Cures Act health IT provisions on interoperability for patient access, information blocking, and health IT for specialty settings and sites of service. She also leads the policy team working on the health IT provisions of the SUPPORT Act of December 2018 which established initiatives for Opioid Use Disorder prevention and treatment. Her portfolio includes supporting health IT policy for HHS partner initiatives including CMS, CDC, SAMHSA and HRSA as well as state health IT infrastructure initiatives.

Prior to her work at ONC, Ms. Myers served as policy lead in the CMS Centers for Clinical Standards and Quality supporting CMS electronic quality reporting and the meaningful use/EHR Incentive Programs. In two decades of experience in healthcare and health IT policy, she has served in numerous roles in both the private and public sector including as assistant director of legislative affairs for the Governor's Office of Healthcare Reform in Pennsylvania. In this role, she worked on landmark legislation and administrative initiatives related to improving patient access to healthcare through expansions of nurse-managed care, reducing hospital acquired infections and adverse events through real-time digital surveillance, and expanding health care coverage for children and adults in the Commonwealth. In the private sector, she served as an advocate on policy initiatives related to high priority health care issues such as childhood obesity, mesothelioma, and health equity.

Ms. Myers holds a bachelor's degree from Haverford College and a Master of Business Administration from Johns Hopkins University.

Reactor Panel: Challenges and Opportunities in Using Technology

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

Panelists:

Kyu Rhee, MD, MPP, President and CEO, NACHC

Isaiah Nathaniel, CPHIMS, Vice President and CIO, Delaware Valley Community Health, Inc.

Chandra Beasley, MBA, MHRM, MNSA, MPA, CLSSGB, Director of Information Technology and HCCN Program Director, South Carolina Primary Health Care Association

Abby Sears, MBA, MHA, President and CEO, OCHIN

Elisabeth Myers, Deputy Director, Office of Policy, Office of the National Coordinator for Health Information Technology (ONC)

Closing Remarks

Veronica Clarke, MS, Chief Executive Officer, TCA Health, Inc.

10:00am – 10:30am Rivoli A-C
Refreshment Break in EXPO Hall

10:15am
NACHCopoly Prize Drawing in EXPO Hall at NACHC Booth (#411)
(You must be present to be eligible to win prizes at the drawing.)

NTTAP Featured highlights the 22 National Training and Technical Assistance Partners (NTTAPs), funded by HRSA's Bureau of Primary Health Care, that provide free training and technical assistance (T/TA). NTTAPs support existing and potential health center grantees and Look-Alikes.

(NTTAP Featured sessions: IWA1 and IWC2)

10:30am – 11:45am
EDUCATION SESSIONS

NTTAP FEATURED

IWA1  Champagne 1-2
Revenue Cycle Management Starts with Scheduling

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Revenue Cycle

The revenue cycle comprises processes other than billing and collecting. The billing department is often the focus of the revenue cycle process; however, many functions occur before the claim reaches the billing department to bill and collect on claims effectively. Factors that affect the health center's ability to receive revenue for services rendered are often controlled by scheduling, registration, information technology, personnel, and providers.

This training, co-presented with a health center Capital Link has worked with to implement revenue cycle management (RCM) strategies effectively, will provide an overview of the factors influencing the revenue cycle and ways to consider improving the process. This presentation will provide a comprehensive view of the revenue cycle and the importance of each individual function to the whole. An effective revenue cycle requires that all functions be integrated and operate well in order for a claim to be paid properly and on time; your revenue cycle will only be as good as each of the individual processes. The strength or weakness of each function can make or break the entire process.

Learning Objectives:

- Review the various aspects of the revenue cycle and the importance of each role in a successful model.
- Discover influences (internal and external) on health center RCM and strategize ways to improve or strengthen the RCM process.
- Determine ways to improve processes that result in more efficient workflows in each revenue cycle role.

Presenter(s):

Beth Edwards, MSN, RN, CNL, CPNP-PC, EDAC, Director, Project Consulting, Capital Link

Elvia Sanchez, MPH, Chief Operations Officer, ParkTree Community Health Center

IWB1  Champagne 3-4
Transforming Health Center Culture: Shared Experiences in Fostering Alignment Between Health Center Departments to Strengthen Health Center Operations

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Other Health Center Essentials

While both are vital to the success of a health center, operations and finance teams and their workstreams are often separated and isolated from each other. The integration of finance and operations teams will lead a health center on a pathway to excellence. This session will provide a practical guide for changing organizational culture to integrate finance and operations teams. Successful interdisciplinary collaboration of finance and operations with health center clinical teams will also be discussed.

Health center leaders, who have engaged in organizational transformations to create collaborative and meaningful relationships across teams and among leaders, will outline their journeys during this process. Discussion topics will include: best practices for building and sustaining relationships between operational and financial leadership and teams; creating workflows that enable operations and finance staff to work together, and with other departments; and developing strong communication pathways and systems to support the teams. The goal of this session is to help organizations develop workforce habits that support an interdisciplinary culture change and penetrate beyond leadership to embed in the fabric of the health center so best practices will continue beyond leadership changes.

Learning Objectives:

- Assess workflows for areas where operations and finance teams can cooperate, and systems can be integrated.
- Identify opportunities to improve communication and workflows between operations and finance teams.
- Create an implementation plan to improve the health center's performance.

Presenter(s):

Rebecca Stauffer, Manager, CohnReznick

Susan Sleight, MPA, LPN, Chief Operating Officer, Family Health Center of Worcester

Yinka Fadahunsi, DBA, MBA, MSF, PMP, Chief Financial Officer, Family Health Center of Worcester

IWC1 

Concorde A-B

From Data to Impact: Understanding HIT Interoperability Policies and HRSA UDS+ Reporting for Data-Driven Decision-Making

CPE: 1.5

CEU: 1.25

Level: Basic

Topic: Clinical Informatics - UDS+ and Reporting

This session provides comprehensive updates on HRSA's Uniform Data System reporting initiative and the HIT interoperability policies implemented by the Office of the National Coordinator for Health IT (ONC). Attendees will gain insights into the recent Health Data, Technology, and Interoperability: Certification Program Updates, Algorithm Transparency, and Information Sharing (HTI-1) proposed rule introduced by the ONC, aligned with the 21st Century Cures Act, which aims to promote interoperability and transparency in health data. The session highlights key provisions of the HTI-1 proposed rule, including updates to the certification program, information blocking regulations, and the adoption of advanced standards.

Attendees will also explore the UDS+ Modernization Initiative, focusing on important aspects such as reporting modernization, content review, and stakeholder engagement. Moreover, the session delves into the UDS+ Initiative, which expands the UDS reporting by augmenting health center-level data with de-identified, patient-level data, aligning with the Fast Healthcare Interoperability Resources standards.

Session participants will be updated on the progress of the UDS Test Cooperative, contributing to a comprehensive understanding of the UDS+ reporting initiative. Throughout the session, the importance of HIT interoperability and UDS+ reporting in enabling data-driven decision-making will be emphasized. Attendees will gain valuable knowledge and insights, enabling them to leverage these initiatives to improve patient outcomes and enhance program effectiveness.

Learning Objectives:

- Understand and interpret the key provisions of the HTI-1 proposed rule and its impact on HIT interoperability and transparency in health data.
- Develop strategies to leverage the UDS+ Modernization Initiative for reporting modernization, content review, and stakeholder engagement in your organization.
- Acquire practical knowledge on implementing the UDS+ Initiative, including the integration of de-identified, patient-level data and adherence to FHIR interoperability standards, enabling you to enhance data-driven decision-making and improve patient outcomes in your health-care setting.

Presenter(s):

Matthew Rahn, Deputy Director, Standards Division, Office of the National Coordinator for Health Information Technology

Andrew Hamilton, RN, BSN, MS, Chief Informatics Officer and Deputy Director, AllianceChicago

IWD1 

Concorde C

Navigating Value-Based Care: Strategies for Contract Negotiation, Implementation, and Lessons Learned

CPE: 1.5

CEU 1.25

Level: Intermediate

Prerequisite: Participants will need at least five years health center finance experience.

Topic: Financial Sustainability - Value-Based Care

This session will provide an overview of a value-based care (VBC) delivery model, highlight the difference between Fee-for-Service and VBC models, and offer insight into VBC contract negotiation, infrastructure planning, and implementation. Healthcare leaders will share their experiences and challenges, as well as lessons learned regarding this care delivery model; and attendees will have an opportunity to engage in Q&A with presenters.

Learning Objectives:

- Understand VBC delivery models.
- Identify VBC infrastructure required to be successful.
- Develop the skills to approach and engage in VBC contract negotiations.

Presenter(s):

Vernicka Porter-Sales, DO, FAAP, Chief, Population Health and Performance Services, Legacy Community Health

Benjamin Stewart, MBA, Chief of Staff, Legacy Community Health

Cassie Lindholm, MPA, PCMH CCE, Deputy Director, Quality Center, NACHC

11:45am – 1:15pm

Lunch on your own



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1:15pm – 2:30pm EDUCATION SESSIONS

IWA2 Champagne 1-2 **Developing, Implementing, and Refining In-House Clinical Training Programs**

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Workforce - Recruiting, Developing, and Retention of Staff

This session will address the development of in-house training programs in order to fill key roles in the organization. Learn how one health center established its own pipeline for critical roles in its organization by utilizing student rotations, residency programs, and in-house clinical training programs such as homegrown dental assistants, medical assistants, and pharmacy technician programs.

Learning Objectives:

- Maximize student rotations to serve as a pipeline for providers in your organization.
- Fill key roles in your organization by utilizing a homegrown training program for pharmacy technicians, dental assistants, and medical assistants.
- Understand how to develop a standardized supervisory development training program in order to increase education amongst supervisors and managers in the organization.

Presenter(s):

Matthew Bertsch, PharmD, 340B ACE, Director of Education, Sun Life Health

IWB2 Champagne 3-4 **Cybersecurity Strategies to Secure Health Center Operations**

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Technology - Cybersecurity

With the rise in cyberattacks of government agencies and large-scale companies, organizations large and small are questioning if they are doing all they should to protect their data. Security breaches, fines, and audits create a complexity of challenges for health centers to navigate. Join us for an interactive and engaging session on cybersecurity led by a health center IT leader.

Learning Objectives:

- Identify the basic tool sets required to protect an organization from cybersecurity risks.
- Cultivate a culture of security awareness in your organization.
- Perform practical exercises to know what to do WHEN, not IF, a data breach occurs.

Presenter(s):

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

NTTAP FEATURED

IWC2 Concorde A-B **Building Operational Resiliency Against Climate Change and an Unreliable Power Grid**

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Operations - Emergency Management/Preparedness

Climate change is a main driver for intensifying natural disasters and other extreme weather events that cause widespread power outages that affect both patient health and community health center services. Without reliable access to electricity, CHCs are unable to provide necessary services, forcing health centers to lose hundreds of thousands of dollars. Populations that have been systematically marginalized are disproportionately affected by climate change and rely heavily on the ability of CHCs to remain resilient, especially in emergency situations.

Recently, the U.S. Centers for Medicare & Medicaid Services released a categorical waiver permitting emergency power to be supplied by sources other than a generator, including a solar microgrid system. Microgrids are innovative pieces of technology that can connect and disconnect from the grid and utilize a battery storage system that allows health centers to tap into stored energy while continuing as fully operational. In this session, CrescentCare Community Health Center and Community Health Access to Resilient Green Energy (CHARGE) partners will discuss the benefits of installing solar microgrids and backup battery systems and how this turnkey solution helps health center operations and patient care all while reducing carbon emissions.

Learning Objectives:

- Understand the importance of building health center and community resilience in the face of a changing climate and unreliable power grid.
- Identify health center benefits and intended outcomes for installing solar microgrid and backup battery systems.
- Discuss opportunities for identifying, financing, and installing solar microgrids at health centers, especially based on recent policies like the Inflation Reduction Act.

Presenter(s):

Rebecca Regan, MBA, Chief Executive Officer, Capital Link
Andrew MacCalla, MPP, Co-Founder and CEO, Collective Energy

Reginald Vicks, MBA, RN, BSN, Chief Operations Officer, CrescentCare Community Health Center

E. Benjamin Money, MPH, Senior Vice President, Public Health Priorities, NACHC

Julia Dempsey, MPH, Program Associate, Environmental Health, NACHC

IWD2

Concorde C

Health Center Enrollment and Credentialing: Avoidable Negligence

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Financial Sustainability - Revenue Cycle

In today's complex healthcare landscape, successful provider enrollment is crucial for payors and community health centers. This session will delve into the multistep enrollment process for payors, exploring its variations and discussing strategies for navigating the process effectively. Additionally, we will explore how technology can be leveraged to optimize provider enrollment and streamline the overall workflow.

Join this session to enhance your knowledge of provider enrollment, compliance, and billing practices. By optimizing enrollment processes and ensuring compliance, community health centers can mitigate liabilities, maximize revenue, and prevent potential legal issues resulting from inadequate enrollment practices.

Learning Objectives:

- Understand the varying multistep enrollment process and gain insights into tailoring your own enrollment strategies accordingly.
- Gain insights into compliance requirements and identify practical approaches to adhere to these guidelines effectively.
- Understand the role of the Council for Affordable Quality Healthcare (CAQH) in provider enrollment.

Presenter(s):

Ray Jorgensen, MS, Consultant, Ray Jorgensen Consulting, LLC

2:30pm – 3:00pm Registration O/D A&B Foyer
Refreshment Break

3:00pm – 4:15pm EDUCATION SESSIONS

IWA3

Champagne 1-2

The Federal Audits of the Present

CPE: 1.5 CEU: 1.25

Level: Intermediate

Prerequisite: At least five years of finance experience.

Topic: Financial Sustainability - Federal Grants Management

While working to respond to the COVID pandemic, health centers received a tremendous amount of support. This support came in the form of grant funds, provider relief payments, and other resources. It is important that health centers approach all of

the funds available to them, now and into the future, with the mindset that it is not if, but when federal auditors will review health center use of these funds and records because reconciliation and accountability will come.

During this session, presenters will review the administrative requirements attached to federal funding and discuss the recent results of COVID grant audits completed by the HHS Office of Inspector General (OIG) to assist health centers with preparing and maintaining auditable records related to all of their federal funding.

Learning Objectives:

- Review HHS OIG and Division of Financial Integrity audit work plans of grant funds to understand how audits of COVID-19 stimulus funds were approached.
- Discuss the results of the recently completed OIG audits of health center COVID grant funds (May 2023).
- Identify financial management requirements of health center financial records to refresh knowledge surrounding record keeping and the use of grant funds.

Presenter(s):

Jeffrey Allen, CPA, Partner, FORVIS

David Fields, CPA, Partner, FORVIS

Catherine Gilpin, CPA, Managing Director, FORVIS

IWB3

Champagne 3-4

Innovating Together: Collaborative Strategies for Optimizing Electronic Health Records Systems (Interactive Session)

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Clinical Informatics - EHR Reporting and Systems Integration

This interactive session focuses on collaborative strategies to optimize electronic health record (EHR) systems. Presenters will address common challenges in EHR systems, such as interoperability, data integration, user interface design, and regulatory compliance. Real-world case studies and best practices will be shared, emphasizing successful collaborative approaches. Key topics include interdisciplinary collaboration, human-centered design, standards and interoperability, data governance and privacy, and change management strategies.

Through interactive discussions and exercises, attendees will have the opportunity to share experiences and insights. By the end of the session, participants will gain practical knowledge on how to improve EHR systems through collaboration and innovation. The session aims to foster a more efficient, user-friendly, and patient-centric future for EHRs. Join us in exploring collaborative strategies to optimize EHR systems and drive transformative change in healthcare organizations.

Learning Objectives:

- Identify key challenges and pain points in EHR systems, such as interoperability issues, data integration complexities, and user interface design limitations.
- Apply collaborative strategies to address EHR system optimization, including interdisciplinary collaboration, human-centered design principles, and standardized data formats and protocols.
- Develop practical skills in change management techniques to overcome resistance to change, train staff, and engage stakeholders in the process of EHR system optimization.

Presenter(s):

Nicole Kemper, MPH, Vice President, Clinovations Government + Health

Stacey Curry, MPH, Director, Quality Management, Coastal Family Health Center

Phillip Stringfield, MS, Deputy Director, Health Center Operations Training, NACHC

IWC3

Concorde A-B

Leaving No Stone Unturned: The Quest for Excellence in Health Center Pharmacy Programs

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Operations - Pharmacy Operations (340B, Contract Pharmacy, Integration Clinical Pharmacy Models, Pharmacy Residency Programs)

This session will address the importance of pharmacy services in a primary care medical home and the essential role 340B plays in enabling health centers to provide patients with comprehensive services. The basics of the program will be covered briefly to familiarize attendees who are new to 340B. Discussion will also include the ongoing assaults on the 340B program, and the resulting challenges health centers are facing. Experts will share how health centers are pivoting – both strategically and operationally – leaving no stone unturned and seizing every opportunity to best serve their patients and the communities that depend upon them.

The session will conclude with a discussion of strategies at the state and federal levels to support legislative and policy initiatives that protect the integrity of the 340B program and the value it brings to the patients and communities served.

Learning Objectives:

- Explain the challenges in the health policy and pharmacy marketplace and the impact on health center pharmacy programs.
- Outline opportunities for health centers to align strategy and operations in order to optimize the care of patients and service to communities.
- Discuss legislative and health policy strategies to protect the 340B program, and the importance of the health center advocacy message.

Presenter(s):

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

David W. Christian, RPh, Pharmacy Director, Central Virginia Health Services, Inc.

IWD3

Concorde C

From Disparities to Parities: How One LA Community Health Center Leveled the Healthcare Playing Field

CPE: 1.5 CEU: 1.25

Level: Basic

Topic: Operations - Operationalizing Innovation

Are you tired of hearing about how the pandemic has set back progress in healthcare? Well, we've got a story that will restore your faith! This session will focus on how one health center in LA survived the pandemic and thrived by implementing operational improvements that had a cascading effect on their finances, staff satisfaction, and patient satisfaction. But that's not all – this health center also saw a dramatic decrease in health access disparities, proving that a focus on efficiency and effectiveness can go hand in hand with achieving equity in healthcare. Don't miss out on this feel-good success story!

Attendees will learn tactics to improve health access disparities by improving no-show rates, productivity, and missed opportunities. Leave this workshop with an understanding of the roadmap to success and concrete tactics that can be implemented immediately to improve disparities, operations, and patient access at your healthcare organization.

Learning Objectives:

- Define key indicators of access to care, the definition of each indicator, and how to measure disparities for these indicators.
- Explore tactics to improve health access disparities.
- Identify the leadership behaviors needed to make these process improvements successful.

Presenter(s):

Ernesto Barahona, Chief Development Officer, St. John's Community Health

Wendy Moncada, LCSW, Associate Director of Dramatic Performance Improvement Initiative, St. John's Community Health

Adrienne Mann, RN, BSN, Chief Innovation Officer, Coleman Associates

Key to Moderators and Presenters

Achor, Shawn - IGS1	Herrington, Gary - ITuA1	Salazar, Janet - ITuB1
Adamson, Tina - ITuD1	Holmes, Michael A. - IGS1	Sanchez, Elvia - IWA1
Allen, Jeffrey - ITuC3, IWA3		Saquiring, Marcie - ITuD2
	Jolly, Jessica - ITuC2	Schwartz, Steven - ITuB1
Barahona, Ernesto - IWD3	Jorgensen, Ray - IWD2	Sears, Abby - IGS2
Beasley, Chandra - ITuA1, IGS2		Skapik, Julia - IGS2
Bertsch, Matthew - IWA2	Kellett, Marie - ITuD3	Sleigh, Susan - IWB1
Bowen, Nancy - IGS1	Kemper, Nicole - IWB3	Starr, Tory - ITuA3
		Stauffer, Rebecca - IWB1
Christian, David W. - IWC3	Laramie, Amanda - ITuA3	Stewart, Benjamin - IWD1
Chua, Julie - ITuC1	Lindholm, Cassie - IWD1	Stringfield, Phillip - IWB3
Clarke, Veronica - IGS1		
Cooke, Trisha - ITuA3	MacCalla, Andrew - IWC2	Tarrant, Nalani - ITuA1, ITuD3
Curry, Stacey - IWB3	Mann, Adrienne - IWD3	Thomas, Cindy - ITuB2
	Mitchell, Alan - ITuC2	Torres, Ada - ITuB2
del C. Amador Fernandez, Gloria - ITuB2	Moncada, Wendy - IWD3	
Dempsey, Julia - IWC2	Money, E. Benjamin - IWC2	Veer, Sue - ITuA2, IGS2, IWC3
Dossaji, Huzefa - ITuA1	Myers, Elisabeth - IGS2	Vicks, Reginald - ITuA2, IWC2
Edwards, Beth - IWA1	Nathaniel, Isaiah - ITuD1, IGS2, IWB2	Warner, Gloria - ITuB2
		Warren, Terry - ITuC2
Fadahunsi, Yinka - IWB1	Overholser, AnnMarie - ITuB3	Wheeler, Margaret - ITuD3
Fields, David - IWA3		Whitt, Michele - ITuB3
	Petriyenko, Kateryna - ITuD2	Williams, Gervean - ITuC3
Gilpin, Catherine - IWA3	Pine, Steven - ITuD2	Woodard, Lathran J. - IGS1, ITuA2
Gourdine, Jennifer - ITuB2	Porter-Sales, Vernicka - IWD1	Wrobel, Beth - ITuA2
Hamilton, Andrew - IWC1	Rahn, Matthew - IWC1	Yarborough, La Monte - ITuC1
Hanes, Victoria - ITuD2	Regan, Rebecca - IWC2	
Heely, Lee-Ann - ITuD2	Rhee, Kyu - IGS1, IGS2	
	Rodriguez, Nick - ITuC1	

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FOM / IT

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EXHIBIT GUIDE



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Tuesday, October 24 - Wednesday, October 25 EXPO Hall: Rivoli A-C

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*Note: For details about FOM/IT exhibitors and their business products and services, see the **Exhibitor Profiles** on page 39.*

EXPO Schedule:

Tuesday, October 24

- 9:30am – 6:30pm** EXPO Hall Open
- 10:00am – 11:00am** Exhibit Time and Refreshment Break
- 12:15pm – 1:45pm** Complimentary Lunch and Networking Time in EXPO Hall
- 3:00pm – 3:45pm** Exhibit Time and Refreshment Break
- 5:00pm – 6:30pm** Conference Reception in EXPO Hall
Join health center colleagues and exhibitors and sponsors for cocktails and light fare at the **2023 FOM/IT Conference Reception**. Connect with industry professionals and explore unique solutions for tackling your business challenges.

Wednesday, October 25

- 7:30am – 8:30am** Continental Breakfast in EXPO Hall
- 7:30am – 10:30am** EXPO Hall Open
- 10:00am – 10:30am** Exhibit Time and Refreshment Break
- 10:15am** NACHCopoly Prize Drawing at the NACHC Booth (#411)

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Booth 205

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ACSI

Booth 103

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Advance CVO ●

Booth 102

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ALCAR, Inc.

Booth 101

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AndHealth

Booth 200

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Email: cdiaz@andhealth.com

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Booth 517

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athenahealth ●

Booth 304

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Email: kmullane@athenahealth.com

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Benco Dental ●

Booth 313

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Blackbaud ●

Booth 616

Blackbaud is the leading software provider exclusively dedicated to powering social impact. Serving the nonprofit and education sectors, companies committed to social responsibility, and individual change makers, Blackbaud’s essential software is built to accelerate impact in fundraising, financial management, digital giving, grantmaking, and corporate social responsibility. With millions of users and \$100 billion donated, granted, and invested through its platforms every year, Blackbaud’s solutions are unleashing the potential of organizations that change the world.

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Phone: (800) 443-9441 Email: marybeth.robards@blackbaud.com
www.blackbaud.com

BluIP ● ●

Booth 607

BluIP® is a Tier1 global service provider and communications technology innovator. The company develops artificial intelligence and enterprise-grade telephony solutions for leaders in hospitality, restaurants, healthcare, small business, and the enterprise. BluIP’s comprehensive suite of products includes an industry disrupting, all-in-one artificial intelligence platform with modules that improve every customer interaction, streamline business processes, and provide in-depth business intelligence to help customers optimize resources and drive more revenue.

Joe Hernandez, 410 S. Rampart Boulevard, Suite 460, Las Vegas, NV 89117
Phone: (714) 202-4020 Email: jhernandez@bluip.com
www.bluip.com

Boostlingo

Booth 202

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

Kristy Seiber, 98 San Jacinto Boulevard, 4th Floor, c/o Industrious, Austin, TX 78701
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Cardinal Health

Booth 310

As healthcare’s most trusted partner, Cardinal Health services are designed to equip you with tools to reduce 340B complexity, overcome pain points, and strengthen confidence in the maintenance of an optimized and audit-ready program, so that you can focus on what matters most – your patients.

Kevin Coffman, 7000 Cardinal Place, Dublin, OH 43017
Phone: (720) 219-8273 Email: Kevin.Coffman@cardinalhealth.com
www.cardinalhealth.com/chc

Centene Corporation ● ● ●

Booth 410

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

Ralph Perez, 7700 Forsyth Boulevard, St. Louis, MO 63105
Phone: (314) 604-6893 Email: rperez@centene.com
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Clearwave Corporation

Booth 604

Clearwave is the patient revenue platform for high-growth practices, enabling them to increase revenue and point-of-service collections while accelerating patient acquisition and retention with support from an unsurpassed client-partner relationship through clearwaveCARE. Clearwave streamlines patient registration, intake and self-scheduling, automates communications, and creates financial transparency through real-time, automated insurance verification.

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www.clearwaveinc.com

Cloudmed, an R1 Company

Booth 617

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

Skylla Billen, 1100 Peachtree Street, Suite 1900, Atlanta, GA 30309
Phone: (312) 823-2064 Email: sbillen1@r1rcm.com
www.cloudmed.com

CNECT

Booth 201

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

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Phone: (619) 542-4323 Email: rrobinson@cnectgpo.com
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CohnReznick LLP ●

Booth 518

CohnReznick's Community Health Practice responds with multi-disciplinary solutions that are both strategic and pragmatic to help organizations improve profitability, efficiency, and the client experience. CohnReznick is active in helping community health centers evaluate both financial and operational performance given their expertise in understanding reimbursement and regulatory statutes. CohnReznick serves health centers with a team of professionals who have dedicated their careers to addressing business, financial, and accounting issues through assurance, tax, and advisory services.

Steven Schwartz, 1301 Avenue of the Americas, 7th Floor, New York, NY 10019
Phone: (646) 254-7484 Email: steven.schwartz@cohnreznick.com
www.cohnreznick.com

CommonWealth Purchasing Group, LLC

Booth 619

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.

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Phone: (617) 721-3677 Email: pdubois@cw purchasing.com

www.cwpurchasing.com

Compliatric ●

Booth 407

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

Karen Hoadley, 4179 S. Riverboat Road, Suite 260, Salt Lake City, UT 84123

Phone: (704) 351-3004 Email: conference@compliatric.com

www.compliatric.com

CoveredMeds

Booth 612

CoveredMeds offers a completely unique solution to manufacturer restrictions and blocked NDCs by unmasking insurance formularies and designated pharmacies for clinicians at the point of care, so they can quickly identify which medications are COVERED and where those medications need to be filled to capture 340B savings. Improve outcomes, save time, and increase 340B savings with just 2 clicks! Every indication, every medication, every insurance plan, every time!

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www.coveredmeds.com

CPa Medical Billing ●

Booth 210

At CPa Medical Billing (A GeBBS Healthcare Company), we understand the unique challenges faced by FQHCs, CHCs, and Tribal Health when it comes to managing revenue cycles effectively. Our comprehensive RCM services are specifically designed to address these challenges and optimize financial performance, allowing you to focus on delivering exceptional patient care. With our expertise and proven track record, we are the partner you can trust to maximize your revenue potential.

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Curative Talent

Booth 501

Curative is the healthcare staffing firm of Doximity, the largest community of medical professionals in the country. We leverage data, technology, and deep industry expertise to intelligently source high-quality physician and advanced practitioner candidates. Leveraging our exclusive relationship with Doximity, we're able to reach candidates that no one else has access to. Our modern approach takes the hassle out of your search, so you can focus on what you do best – provide high-quality care.

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CureMD Healthcare ●

Booth 117

CureMD's all-in-one smart cloud software offers EMR, patient engagement, dental, medical billing, case management, telemedicine, and vaccine management. Designed to meet the information needs of your community health center, our certified web-technology and integrated approach to service delivery enables seamless exchange of care management and information exchange across multiple platforms, systems, and organizations – driving greater collaboration, productivity, and patient safety.

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Phone: (212) 509-6200, x712 Email: bill.adsit@curemd.com

www.curemd.com

e-care India Private Limited ●

Booth 700

e-care is a 23-year-old, fully-HIPAA compliant, Twin ISO (9001 and 27001) and SSAE Type 2-Certified, Revenue Cycle Management/FQHC/CHC/RHC billing company serving 120+ clients across the United States. With three delivery centers and approximately 1,500 associates, e-care's team has expertise in end-to-end billing and a wide range of related services (wrap billing set-up, applying sliding fee scale, yearly review of any change in PPS/encounter rate, billing/coding audit, claims submission, payment posting, AR follow-up and denial management, credit balance review, old AR recovery, provider credentialing/enrollment, insurance eligibility and benefit verification, prior authorization, handling patient calls, indexing medical records, data conversion/migration services, etc.) for more than 30 specialties and experience working on 25+ different billing platforms. Looking for a reliable business partner to save cost without compromising quality and to increase overall efficiency in service delivery? Call, email, or visit us at www.e-careindia.com.

Angela (Shalini Ganesh), VP Sales & CRM, Tampa, FL

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www.ecareindia.com

eClinicalWorks ● ● ●

Booth 211

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

Megan Webber, 2 Technology Drive, Westborough, MA 01581

Phone: (508) 471-6550 Email: Megan.Webber@eclinicalworks.com

www.eclinicalworks.com

Emerging Global Services ●

Booth 301

We solve your Call Center, Help Desk, and Patient Support problems. Emerging Global Services (EGS) is a Call Center Outsourcing company, delivering innovative patient support, outreach, technology, and help desk services from bilingual labor markets in Northern Mexico. Our operators are highly-skilled, educated, and trained in all facets of patient support AND Tier 1, 2, and 3 Help Desk/IT support services. In addition, our business automation and Ai tools, combined with the lower cost labor market of Northern Mexico make us an ideal solution for any Help Desk, IT, and Patient Support need you may have.

Steve Shefveland, 3219 E. Camelback Road, Suite 519, Phoenix, AZ 85018

Phone: (602) 312-8900 Email: steve@emergingglobal.com

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Equiscript

Booth 611

We are a patient-oriented 340B solutions company. Over the years, we've been able to collect and analyze data that helps community health centers better understand their patient population and equip them with the tools they need to address barriers to care. Our business is based on developing relationships with community health centers and providing our deep 340B knowledge to create programs that increase adherence, improve outcomes, and increase revenue to support your clinic operations.

Samantha Carr, 1360 Truxtun Avenue, Suite 300, North Charleston, SC 29405

Phone: (877) 568-4115 Email: samantha.carr@equiscript.com

www.equiscript.com

Ero Health

Booth 503

Ero Health is the largest eClinicalWorks solution partner providing a full suite of digital health services to community health centers. Let us help you adopt and optimize all the functionality available in version 12 of eClinicalWorks for today and into the future. Ero Health has served health centers and HCCNs for the past 20 years. From training, analytics, patient engagement, and digital front door development, we are your eClinicalWorks partner.

Steve Rhodes, 1676 Bryan Road, Suite 110, Dardenne Prairie, MO 63368

Phone: (949) 306-2913 Email: steve.r@ero.health

www.ero.health

Expense Reduction Analysts

Booth 718

For nearly 30 years, Expense Reduction Analysts (ERA) have helped thousands of clients improve cash flow and improve operational efficiency in more than 40 expense categories. Our risk-free model means the cost of doing business with us comes from a portion of the savings we find. If we do not find savings, there is no fee for our services.

Dave Thorpe, 9921 Carmel Mountain Road, Suite 135, San Diego, CA 92129

Phone: (858) 538-0462 Email: dthorpe@expensereduction.com

www.expensereduction.com

EZ-ERC

Booth 419

EZ-ERC provides accounting and legal services to help FQHCs determine eligibility and file for the Employee Retention Credit.

Amanda Copenhaver, 608 SW 4th Avenue, Fort Lauderdale, FL 33315

Phone: (336) 951-9273 Email: amanda.copenhaver@ez-erc.com

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Foresight Health Solutions LLC ●

Booth 215

Foresight Health Solutions (FHS) uses AI to predict, preserve, and promote a healthier future, through accurate risk identification and management, performance tracking, and comparison, with a focus on equity and social determinants of health. Natural Language Processing (incl. GPT) unlocks insights in EHR notes for a more complete and effective picture of individuals and population-wide. FHS analytics yield measurably impactful care recommendations and optimized health outcomes while reducing costs.

Mathias Kolsch, 860 Crest Road, Del Mar, CA 92014

Phone: (805) 300-0990 Email: mathias@foresighthealthsolutions.com

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FORVIS ● ● ●

Booth 105

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

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Phone: (417) 865-8701 Email: jenalee.davidson@forvis.com

<http://forvis.com/hc>

FORVIS



FQHC 340B Compliance

Booth 300

FQHC 340B Compliance's team members are the 340B experts for FQHCs. They understand what an incredibly vital resource the 340B program is to health centers, and the challenges of ensuring their 340B programs are compliant and profitable. The ever-changing complexities of 340B can be difficult to navigate. Our team of experts focuses on ensuring our FQHC clients maintain ongoing 340B compliance and HRSA audit readiness while helping maximize the financial benefits of their 340B programs.

Felicity Homsted, PO Box 997, Lebanon, TN 37087

Phone: (207) 702-3249 Email: felicity@fqhc340b.com

<http://FQHC340B.com>

HIV±Plan App



The HIV±App was created by the National Association of Community Health Centers to enhance your HIV prevention outreach and sexual health programs, and prevent the spread of HIV. Use it to:

- Teach patients about HIV prevention
- Offer guidance on how and where to get screened for HIV
- Find out about new medicines that prevent HIV transmission

Download & install the HIV±App



Point your phone's camera at the QR code.

To protect your privacy, the app icon is called **"HealthFlow"**

Apple iPhone



Android



The information you enter in the app will not be sent to anyone; it is private to you. If you want to follow-up with a doctor, you can use the app to find your nearest Community Health Center. They provide health services to everyone whether or not they have health insurance. Or find care with: <https://findahealthcenter.hrsa.gov>. The Developer Privacy Policy is located here: <https://www.healthflow.io/our-policies>.



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Greenway Health ●

Booth 311

Greenway Health provides electronic health records (EHRs), practice management, and revenue cycle management solutions that help practices in multiple specialties grow profitably, remain compliant, work more efficiently, and improve patient outcomes. Our team of clinical, financial, and technology experts serves as trusted advisors, committed to enabling successful providers, empowering patients, and building healthier communities. Greenway works with more than 55,000 providers across multiple specialties, translating into millions of lives touched daily by our solutions. For more information on Greenway and our holistic solutions, please visit www.greenwayhealth.com, call (877) 537-0063, or follow Greenway on Facebook, X, formerly known as Twitter, and LinkedIn.

Brooke Smith, 4301 W. Boy Scout Boulevard, Suite 800, Tampa, FL 33607

Phone: (877) 932-6301 Email: Sales@greenwayhealth.com

www.greenwayhealth.com

HealthAsyst LLC ●

Booth 316

HealthAsyst® is a healthcare-focused technology company offering CheckinAsyst® – a digital patient intake and communication platform. CheckinAsyst digitizes patient check-in with intelligent forms, accelerates patient balance collection with powerful payment tools, and improves your staff productivity with automated workflows. CheckinAsyst is integrated with leading EHR/PM software to send clinical data directly to the EHR fields, providing the clinical staff access to patient data even before the patient enters the exam room.

Maury Johnston, 746 Holcomb Bridge Road, Norcross, GA 30071

Phone: (843) 333-0377 Email: maury.johnston@healthasystllc.com

www.healthasyst.com

HealthMark Group

Booth 314

HealthMark Group is a leading provider of digital health information management solutions for healthcare providers. We are pioneering an efficient, compliant, and patient-centric approach to the patient information journey, with solutions that help thousands of hospitals and clinics transform administrative processes into seamless digital encounters. Learn more at healthmark-group.com.

Erin Dixon, 325 N. Saint Paul Street, Dallas, TX 75201

Phone: (800) 659-4035 Email: edixon@healthmark-group.com

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Henry Schein, Inc. ●

Booth 404

Henry Schein, Inc. is the world's largest provider of health care products and services to office-based dental and medical practitioners. Henry Schein is dedicated to providing customers with a superior experience through expert advice, strategic resources, and integrated solutions that enable the best quality patient care and enhance efficiency and productivity. We offer a comprehensive selection of products and value-added business and technology solutions.

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Phone: (480) 262-5707 Email: mari.archibeque@henryschein.com

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Hudson Headwaters 340B ●

Booth 615

Across the nation, Hudson Headwaters 340B is a leader in 340B third-party administration, compliance, and auditing. Distinguished as the only third-party administrator wholly owned by a covered entity (FQHC), our strategy is to customize your 340B program through a combination of technology, shared perspective, and personal attention. We understand the challenges you face and are prepared to simplify the process for you and your pharmacy partners.

Alex Homkey, PO Box 896, Glens Falls, NY 12801

Phone: (518) 284-3797 Email: ahomkey@Hudson340B.com

www.Hudson340B.com

iLocal Box provides automated prescription pick-up kiosks that allow our pharmacy partners to extend the reach of their pharmacy further into their communities.

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InteCare, Inc.**Booth 606**

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

Tricia Paul, 9425 Delegates Row, Indianapolis, IN 46240
Phone: (317) 829-5747 Email: tpaul@intecare.org
www.intecare.org

InteliChart**Booth 315**

At InteliChart, our sole focus is perfecting the patient experience. Our Healthy Outcomes® patient engagement platform has multiple solutions - Patient Portal, Patient Intake, Patient Notify, Patient Survey, Patient Schedule, Patient Activate, and Patient eHealth - that work in unison to help providers stay connected to patients with proactive, personal engagement that strengthens their brand, generates patient loyalty, streamlines workflows, and yields better patient outcomes.

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

LANAIR Technology Group**Booth 605**

LANAIR Technology Group is a Managed Service Provider dedicated to providing security and data protection to client IT environments. LANAIR's NIST-based approach provides a proven roadmap to help eliminate risk. In addition to our SOC2 TYPE2 Certification, LANAIR's four simple solutions (COMPUTE, SECURE, PROTECT, MANAGE) grant you freedom from IT Operations so you can FOCUS on patient outcomes.

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Language Services Associates**Booth 214**

Language Services Associates (LSA) supports organizations that serve the needs of Limited English proficient individuals. Over 65% of our clients are healthcare providers, which include large, nationally recognized, integrated delivery networks, community hospitals, and health systems, FQHCs, ancillary acute and non-acute facilities, clinics, physician groups and practices. LSA offers interpreting by telephone, video remote interpreting, on-site interpreting, document translation, language assessments, and can fully integrate into the Epic EHR system, providing live interpreters for Epic users. LSA has had a contract with the HealthTrust Purchasing Group since 2010.

Jerry Lotierzo, 455 Business Center Drive, Suite 100, Horsham, PA 19044
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HEALTH CENTER RESOURCE CLEARINGHOUSE

Luma Health

Booth 706

Luma Health was founded on the idea that healthcare should work better for all patients. Luma's Patient Success Platform™ empowers patients and providers to be successful by connecting and orchestrating all the steps in the patient journey, along with all the operational workflows and processes in the healthcare ecosystem. This orchestration is supported by Luma Bedrock™ data-driven best practices, based on more than 700 million data points across more than 80 million patient interactions. Headquartered in San Francisco, Luma serves more than 600 health systems, integrated delivery networks, FQHCs, specialty networks, and clinics across the United States, and today orchestrates the care journeys of more than 50 million patients. For additional information, visit lumahealth.io.

Pamela Talley, 3 East 3rd Avenue, San Mateo, CA 94401

Phone: (615) 513-7495

Email: pamela@lumahealth.io

<http://lumahealth.io>

Matrix Networks

Booth 303

Delivering exceptional client experiences through innovative solutions made simple. With over three decades of experience, Matrix Networks has developed a proven method for discovering, testing, deploying, and supporting business technology solutions. Our close-knit team is passionate about delivering technology solutions that simplify IT projects and support. Whether your goal is the automation of enterprise communications, improving network infrastructure, enhancing internet connectivity, or anything in between, our success is yours!

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Maxor ●

Booth 218

Maxor helps covered entities plan, build, manage, and grow their pharmacy programs through transparent, service-oriented, and highly integrated pharmacy solutions. We help ensure you are a trusted care provider in your community, while helping you achieve your mission and improve your bottom line.

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McKesson Medical-Surgical ● ● ●

Booth 115

With more patients needing more services, the burden on community health centers is greater than ever. With our catalogue of over 350,000 products and comprehensive offering of solutions, McKesson Med-Surg is committed to helping you address your center's unique challenges – so you can focus on delivering excellent patient care.

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Phone: (804) 882-2037

Email: kimberly.norris@mckesson.com

<https://mms.mckesson.com/content/customers-we-serve/community-health-centers>

MCKESSON



Med Tech Solutions ●

Booth 305

Med Tech Solutions (MTS) creates technology systems that work the way healthcare practices work. Our Practice-Centered Care™ services use dedicated IT Care Teams to ensure technology systems support essential clinical workflows and strategic business plans. Provider organizations and networks can count on a secure, reliable IT infrastructure, optimized clinical and business applications, and full end-user support so they can focus on patient care. For more information, please visit www.medtechsolutions.com.

Jeanette Kebisek, 24307 Magic Mountain Parkway, Suite 76, Valencia, CA 91355

Phone: (773) 343-7618

Email: kebisekj@medtechsolutions.com

www.medtechsolutions.com

Medcor Group, Inc. ●

Booth 104

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

Jason Gerber, 725 W. Town and Country Road, Suite 300, Orange, CA 92868

Phone: (714) 221-8512

Email: jason@medcorinc.com

www.medcorinc.com

Medicus IT ● ●

Booth 511

Medicus IT is dedicated to supporting community health centers nationwide. With over 50 CHC/FQHC clients, benefiting 20,000 health workers and 2.8 million lives, we make a meaningful impact on communities. Our expertise lies in maximizing health technology investments, optimizing operations, enhancing staff satisfaction, and delivering optimal patient care. We provide comprehensive technology support, and management services to make your centers more efficient. Together, we drive healthcare forward™.



Tony Niemotka, 100 North Point Center East, Suite 150, Alpharetta, GA 30022

Phone: (925) 389-2181

Email: taniemotka@medicusit.com

http://MedicusIT.com

MedTrainer ●

Booth 704

Established in 2013, MedTrainer is the healthtech leader accelerating compliance with a unified digital platform that optimizes workflows and streamlines education, credentialing, and documentation. Backed by Telescope Partners and Vista Equity Partners, MedTrainer helps busy healthcare professionals accelerate their credentialing, training, and compliance process while maintaining the highest standards of safety for staff, patients, and the organization. Over 300,000 healthcare professionals across 15,000 healthcare sites in North America rely on MedTrainer to get more done in less time. Learn more by visiting www.medtrainer.com.

Evan Fehler, 1084 Griffith Peak Drive, Suite 2, Las Vegas, NV 89135

Phone: (888) 337-0288

Email: marketing@medtrainer.com

www.medtrainer.com

MIP Fund Accounting by Community Brands

Booth 613

MIP Fund Accounting® is the nation's leading cloud-based, SaaS fund accounting solution from Community Brands. We've helped associations, nonprofits, K-12 schools, and government entities better achieve their missions for more than 40 years. MIP provides complete financial oversight and helps organizations improve financial decision-making, engage with donors, and operate more efficiently.

Shannon Pilgrim, 9620 Executive Center Drive N., Suite 200, St. Petersburg, FL 33702

Phone: (425) 256-0879

Email: shannon.pilgrim@communitybrands.com

www.communitybrands.com

Mission Mobile Medical ● ●

Booth 207

Purpose-driven people providing mobile health clinics and technical assistance to improve access and equity.

Brad Watson, 7700 Boeing Drive, Greensboro, NC 27409

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Email: bwatson@missionmobilemed.com

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Mutual of America ● ●

Booth 306

Mutual of America Financial Group provides retirement plan (401k and 403b) services nationwide to FQHC organizations. For nearly 80 years, our proven approach to simplifying retirement planning and investing has helped plan participants build the assets they need to support the life they want in retirement.



Jason Hurst, 320 Park Avenue, New York, NY 10022

Phone: (629) 800-6621

Email: jason.hurst@mutualofamerica.com

www.mutualofamerica.com

National Association of Community Health Centers

Booth 411

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.



Keisha Mukanos, 7501 Wisconsin Avenue, Suite 1100W, Bethesda, MD 20814

Phone: (301) 347-0400

Email: membership@nachc.org

www.nachc.org

National Network for Oral Health Access ●

Booth 116

National Network for Oral Health Access (NNOHA) is a nationwide membership association that exists to promote access to oral healthcare for underserved populations by encouraging community health centers to start and maintain dental programs. We provide training, technical assistance, and networking for oral health professionals who work in the safety net.

Debra Schmidt, 181 E. 56th Avenue, Suite 410, Denver, CO 80216

Phone: (815) 451-7345

Email: debra@nnoha.org

www.nnoha.org

NextGen Healthcare, Inc. ● ● ●

Booth 516

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



Brittini Tracy, 18111 Von Karman Avenue, Suite 600, Irvine, CA 92612

Phone: (931) 338-7630

Email: btracy@nextgen.com

www.nextgen.com

Nonstop Administration and Insurance Services, Inc. ●

Booth 400

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

Lesley Brown Albright, 1800 Sutter Street, Suite 730, Concord, CA 94520

Phone: (877) 626-6057

Email: lbrownalbright@nonstophealth.com

www.nonstophealth.com

Nuance

Booth 312

Used by 77% of hospitals and 10,000 healthcare organizations worldwide, Nuance's AI-powered solutions capture 300 million patient stories each year. Nuance helps unburden clinicians, radiologists, and care teams with efficient new ways to capture clinical information, applying real-time intelligence for better decision-making across the continuum of care.

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Phone: (207) 852-6011

Email: Catelyn.Kimball@nuance.com

<http://nuance.com/healthcare>

OCHIN ● ● ●

Booth 119

OCHIN is a nonprofit leader in equitable health care innovation and a trusted partner to a growing national provider network. With the largest collection of community health data in the country and more than two decades of practice-based research and solutions expertise, OCHIN provides the clinical insights and tailored technologies needed to expand patient access, grow and connect care teams, and improve the health of rural and medically underserved communities. Learn more at ochin.org.

Mark Catuogno, PO Box 5426, Portland, OR 97228

Phone: (503) 943-2500

Email: catuogno@ochin.org

www.ochin.org

OCHIN



OnBoard

Booth 618

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

Michael Head, 333 N. Alabama Street, Indianapolis, IN 46202

Phone: (765) 535-1882

Email: mhead@onboardmeetings.com

www.onboardmeetings.com

OSIS ● ●

Booth 507

OSIS provides expert NextGen® Healthcare technology assistance to community health centers around the country through innovative solutions, data analytics, Quality Improvement, and consulting services that enhance clinical outcomes. Representing NextGen's largest network of CHCs, our fundamental premise is to share expertise, best practices, and resources for a holistic approach to value-based care.

Tony Walcher, 8790 Governors Hill Drive, Suite 202, Cincinnati, OH 45249

Phone: (513) 707-1604

Email: tony.walcher@osisonline.net

www.osisonline.net



PointCare

Booth 502

With the PHE unwinding well underway, Medicaid lapses are increasing and PointCare is here to assist. We offer Lapse Detection, patient outreach via text message, and virtual re-enrollment – all automated which means no additional burden on your team.

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Phone: (925) 639-4943

Email: arichmond@pointcare.com

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POS Professional Office Services, Inc. ●

Booth 418

Professional Office Services, Inc. (POS) provides best practice RCM solutions to help improve practice profitability through improved patient communication. Since 1970, POS has continued to adapt with the industry to provide the services you need. We can do more than give you tools. We can help drive utilization of statements, digital text statement communication, increase patient payments online, and send effective marketing messages via digital.

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Phone: (319) 235-6777

Email: tmarshall@poscorp.com

www.poscorp.com

Practice Management

Booth 319

Practice Management provides nationwide revenue cycle services for FQHCs. 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.

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Phone: (847) 385-0660 Email: vloftin@maximizedrevenue.com
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Propio Language Services

Booth 302

Founded in 1998, Propio Language Services is an industry leader in over-the-phone interpretation, video remote interpretation, in-person interpretation, and document translation services. We offer a full suite of interpretation and translation services in over 350 spoken languages and American Sign Language (ASL). Clients can connect to a medically-qualified interpreter on-demand in 10-20 seconds from any device, 24/7/365. Propio partners with FQHCs nationwide to eliminate language barriers between patients and providers, improving health equity and outcomes. Propio has been recognized as one of the Top 20 Language Service Providers (LSPs) in the world, and one of the Top 10 Fastest Growing companies in the language services industry (Slator, 2023). Request a demo or pricing today. Learn more at Propio-LS.com.

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Proximity ●

Booth 113

Proximity centralizes your 340B data, accurately diagnosing your program's health, identifying revenue leakage, while maximizing revenue capture to ensure long-term program viability. Acting as an extension of your management team, our innovative data-first approach combined with deep 340B expertise puts more money in your pocket and makes operational headaches disappear.

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R Systems Inc.

Booth 416

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Rain Technologies ●

Booth 111

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Relias

Booth 417

Relias specializes in education solutions and software for healthcare and human service organizations. We help you get better at maintaining compliance, developing staff, and promoting consistent, high-quality care.

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NACHC's Training and Technical Offerings

2023-2024 National Training Workshops

Training Event	Dates	Location	Delivery Mode
PCA/HCCN New Leader Institute (NLI)	Dec 2023-May 2024	Online	Virtual
Intro to CHC Finance	Dec 5-6, 2023	Portland, OR	Hybrid
Starting with Success	January 2024	Online	Virtual
Financial Operations Management Level 1 (FOM1)	January 24-25, 2024	Charleston, SC	Hybrid
Financial Operations Management Level 2 (FOM2)	Feb 21-22, 2024	Atlanta, GA	Hybrid
Financial Operations Management Level 3 (FOM3)	April 10-11, 2024	Denver, CO	Hybrid
Revenue Cycle 360° (Rev Cycle)	Feb 21-22, 2024	St. Louis, MO	Hybrid
Board Chair Leadership Program 2024	TBD 2024	Online	Virtual
Practical Art of Health Center Operations (PAHCO)	Feb 27-28, 2024	Online	Virtual
Cultivating Health Center Operations (CHCO)	May 7-8, 2024	Online	Virtual
Elevating Health Center Operations (EHCO)	June 11-12, 2024	Online	Virtual
Five Functions of High Performing Teams	April 17-18, 2024	Atlanta, GA	In-Person



Online Resources

This catalog is designed for health center staff, leaders, and members of health center governing boards. Use the QR code to access NACHC trainings and resources to meet your diverse learning preferences. These include recorded webinars, technical assistance documents, self-paced learning modules, and podcasts, all of which can be accessed electronically.

All projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,625,000 with individually noted percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).



RxStrategies

Booth 600

As a technology and service leader since 2002, RxStrategies reduces the complexity of implementing, maintaining and optimizing 340B programs for covered entities of all types. RxStrategies prioritizes 340B program compliance and provides covered entities with knowledgeable, timely, and transparent communication. Learn more and schedule a Platform Demo at rxstrategies.com.

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Phone: (404) 661-9796

Email: rsmith@rxstrategies.com

<http://rxstrategies.com>

Scribe-X

Booth 702

Scribe-X and MyTeam Medical Staffing Services empower health centers to support their providers and improve patient care through real-time documentation that eases provider burden, provides educational resources to nurture and upskill allied healthcare professionals, and staffing options that are efficient, cost-effective, and customized to fit your team's needs.

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ScribeEMR ● ●

Booth 402

ScribeEMR are experts in charting, billing, and FQHC operational challenges. We help centers run efficiently, ensuring providers are current with EMR charting and optimizing reimbursement through our medical coding team. Our virtual assistants manage inbound calls, schedule appointments, manage eligibility, and coordinate referrals. Our medical scribes, medical coders, and virtual assistants become trusted members of a center's team, enabling physicians to focus on improving access to care, quality time with patients, and enhancing reimbursement accuracy.

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Phone: (813) 230-5669

Email: terry.ciesla@scribeemr.com

<https://scribeemr.com>

Shawn Achor's Happiness Advantage Orange Frog Workshop

Booth 519

The evidence-based Happiness Advantage | Orange Frog Workshop™ takes a fun, fresh approach to Shawn Achor's leading research on the impact of positive psychology in the workplace and translates it into a powerful tool for reducing stress and burnout as well as creating sustainable organizational transformation. Organizations implementing The Happiness Advantage | Orange Frog Workshop are consistently able to: develop a culture that embraces positive change; increase employee satisfaction and retention; improve employee well-being while increasing productivity; and create and sustain a more optimistic, adaptive, and resilient workforce through the power of positive psychology.

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Phone: (214) 235-6877

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SIB

Booth 318

SIB reduces your company's costs by 11-34% in the 15 spend categories we oversee, typically without changing your vendors or service levels. We leverage data from 500,000+ pricing benchmarks, deep industry expertise in each spend category, and ongoing spend management discipline to find, capture, validate, and sustain savings that dramatically improve your bottom line.

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Email: alexis@aboutsib.com

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Spindustry

Booth 505

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Stamps.com ●

Booth 217

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Strategic Tax Planning ●

Booth 500

Strategic Tax Planning is made up of certified professional accountants and other financial professionals with the main goal of making tax planning simpler. With the current tax landscape, our team's priority is to assure that individuals, businesses, and other accountants are aware of essential credits, incentives, and stimulus programs available to them. Based out of Maryland, our firm supports clients across the US with smarter, simpler, end-of-year tax planning options.

Christina Christiansen, 839 Bestgate Road, Suite 400A, Annapolis, MD 21401

Phone: (301) 615-3644

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SUNRx ●

Booth 504

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Phone: (619) 509-1006

Email: jphomphakdy@sunrx.com

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SyncTimes, Inc.

Booth 114

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

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Phone: (801) 358-6951

Email: john.boyd@synctimes.com

www.synctimes.com

Technagroup

Booth 614

Technagroup, Inc. is a full-service IT firm with 20+ years experience in the industry. Providing small and large medical groups across the country with Information Technology consulting, management, resources, and support.

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Email: dsmith@technagroup.com

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TeleVox supports more than 10,000 healthcare provider organizations, health centers, and FQHCs with automated, EHR-integrated patient engagement solutions. From our automated patient engagement platform to our AI-powered virtual assistant, we help our customers communicate with patients at the right time and in the most effective communication channels to improve the customer experience and enhance care – all with less burden on the staff.

Ryan Franks, 11650 Miracle Hills Drive, Omaha, NE 68154

Phone: (813) 765-7926

Email: ryan.franks@televox.com

<https://televox.com>

The Hilb Group is a national insurance broker offering a wide portfolio of business, personal, and employee benefits products. Our specialty programs include FTCA Gap Medical Malpractice, which has offered an insurance solution to numerous FQHCs across the country. Our collaboration with top insurers allows us to offer you a wide range of high-quality choices to meet your organization's needs.

Kelly Bolton, PO Box 1990, 973 Iyannough Road, Hyannis, MA 02601-1990

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William Hafdal, 16504 9th Avenue SE, Suite 203, Mill Creek, WA 98012

Phone: (612) 386-1816

Email: bhafdal@truenorthitg.com

www.truenorthitg.com

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

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Phone: (844) 878-6331

Email: tradeshows@trumedsystems.com

www.trumedsystems.com

Trumpet helps health care organizations who are overloaded with volumes of repetitive work. Every patient encounter triggers tasks across departments that get in the way of providing care and cut into compensation for services. EHRs and other systems don't share information easily, and make it difficult to see current data about operations, finances, and gaps in care. Trumpet can show how automation can eliminate repetitive work so staff can focus on improving outcomes.

Phil Guarrera, 4505 E. Chandler Boulevard, Suite 200, Phoenix, AZ 85048

Phone: (480) 961-6003

Email: phil.guarrera@trumpetinc.com

<https://trumpetinc.com>

Veradigm, formerly Allscripts

Booth 401

Veradigm, formerly Allscripts, is a healthcare technology company that drives value through its unique combination of platforms, data, expertise, connectivity, and scale. The Veradigm Network features a dynamic community of solutions and partners providing advanced insights, technology, and data-driven solutions, all working together to transform healthcare insightfully.

Paul Wiley, 222 W. Merchandise Mart Plaza, Suite 2024, Chicago, IL 60654

Phone: (520) 631-6729

Email: paul.wiley@veradigm.com

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Verity Solutions ●

Booth 710

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

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Email: tfloor@verity340b.com

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Viewgol ●

Booth 602

Viewgol empowers healthcare organizations to uncover systemic RCM issues, identify opportunities, access applicable data, and implement solutions through enterprise-grade technology, a robust business intelligence team, a payer science team, and RCM experts. Viewgol's primary products, Analytics, Engage, and Comprehensive, provide RCM solutions to healthcare organizations of any size to resolve RCM problems and act on opportunities. Viewgol's business intelligence team examines an organization's RCM process to detect issues, offer expertise, and deliver custom solutions.

Eric Effertz, Five Cowboys Way, Suite 300 #39, Frisco, TX 75034

Phone: (855) 477-9947

Email: eeffertz@viewgol.com

www.viewgol.com

Vigilance Health Inc.

Booth 610

Vigilance enables improved clinical outcomes, additive clinic revenues, and increases productivity for the nation's FQHCs through care management solutions. Vigilance, the largest Population Healthcare firm in the nation, is on the cutting edge of healthcare reform, supporting patients with value-based innovative services through our national expert clinical team. Working alongside our partners and their patients, we are reducing the onset of disease, slowing disease progression, and empowering patients to thrive regardless of their circumstance.

Leslie Munoz, 2815 Townsgate Road, Suite 130, Westlake Village, CA 91361

Phone: (805) 265-0863

Email: jcoburn@vigilancehit.com

www.vigilancehealth.com

Visualutions, Inc. ●

Booth 712

Visualutions, Inc. provides vital services and solutions designed to power the success of FQHCs, rural health centers, Indian Health Services (IHS), and public health departments. For over two decades, hundreds of customers have partnered with Visualutions for revenue cycle optimization, technology services, business intelligence, and productivity solutions that help them serve their communities more efficiently and effectively. We are proud to partner with those who care for the underserved populations in our communities around the nation.

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Phone: (713) 501-9454

Email: daryl.skeeters@visualutions.com

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Vital Interaction ●

Booth 405

An award-winning leader in patient communication technology, Vital Interaction specializes in patient reactivation and retention. We have 10,000 providers that trust us to facilitate more than 40 million messages to 2.5 million patients each year. Vital Interaction's proprietary Smart List Engine constantly scans practice management systems using specific criteria like appointment, clinical, and billing data to generate automated, customizable campaigns for targeted patient outreach. Smart List Engine automatically identifies and engages at-risk patients, encourages them to schedule appointments, and measures the effectiveness of outreach efforts.

Kayleigh Maqueda, 503 E. 6th Street, Suite C, Austin, TX 78701

Phone: (254) 715-8260

Email: kmaqueda@vitalinteraction.com

www.vitalinteraction.com

VOCO America, Inc.

Booth 603

German-based VOCO is one of the international leading manufacturers of dental materials. In the United States, we are proud to offer our products through Patterson Dental Supply Inc., Henry Schein, Inc., Benco Dental Inc., and Burkhart Dental Supply Co. For more detailed information, please visit our website at www.vocoamerica.com, email us at infousa@voco.com, or call us toll-free at 888-658-2584.

John O'Neill, 1285 Rosemont Drive, Charlotte, SC 29707

Phone: (630) 649-9909

Email: john.oneill@voco.com

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Waystar

Booth 601

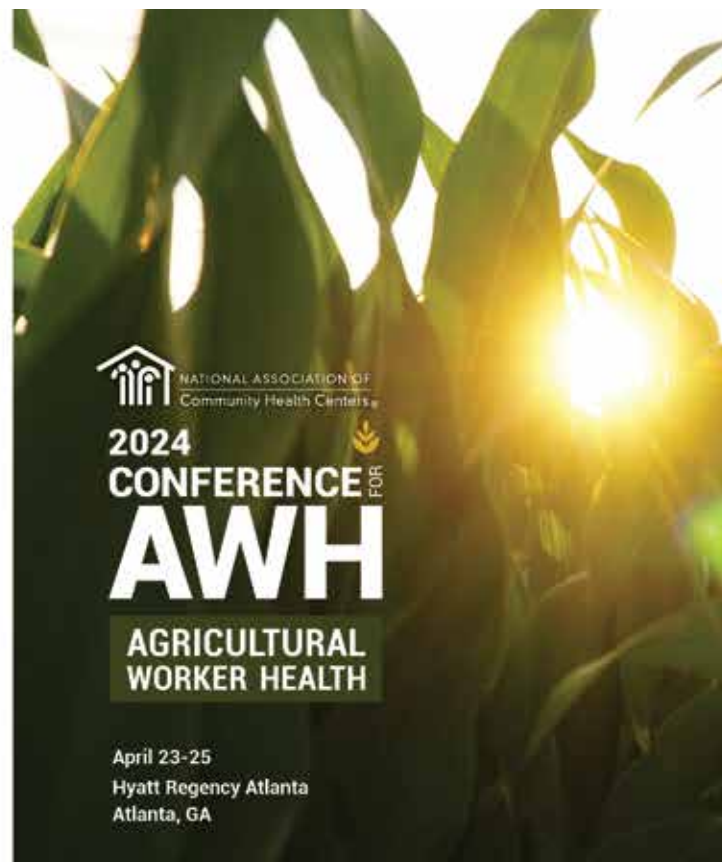
Waystar's healthcare payments platform combines innovative, cloud-based technology, robust data, and unparalleled client support to streamline workflows and improve financials so providers can focus on what matters most: their patients and communities. Waystar is trusted by 1M+ providers, 1K+ hospitals and health systems, and is connected to over 5K commercial and Medicaid/Medicare payers. Annually, Waystar's AI-powered solutions process \$6B+ patient payments, \$4B+ out-of-pocket estimates, and claims for over 50% of US patients. Discover a better way forward at waystar.com.

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318	SIB	704	MedTrainer
319	Practice Management	706	Luma Health
400	Nonstop Administration and Insurance Services, Inc.	710	Verity Solutions
401	Veradigm, formerly Allscripts	712	Visualutions, Inc.
402	ScribeEMR	716	iLocal Box
403	The Hilb Group	718	Expense Reduction Analysts
404	Henry Schein, Inc.		
405	Vital Interaction		

NACHC 2023 FOM/IT EXPO Floor Plan

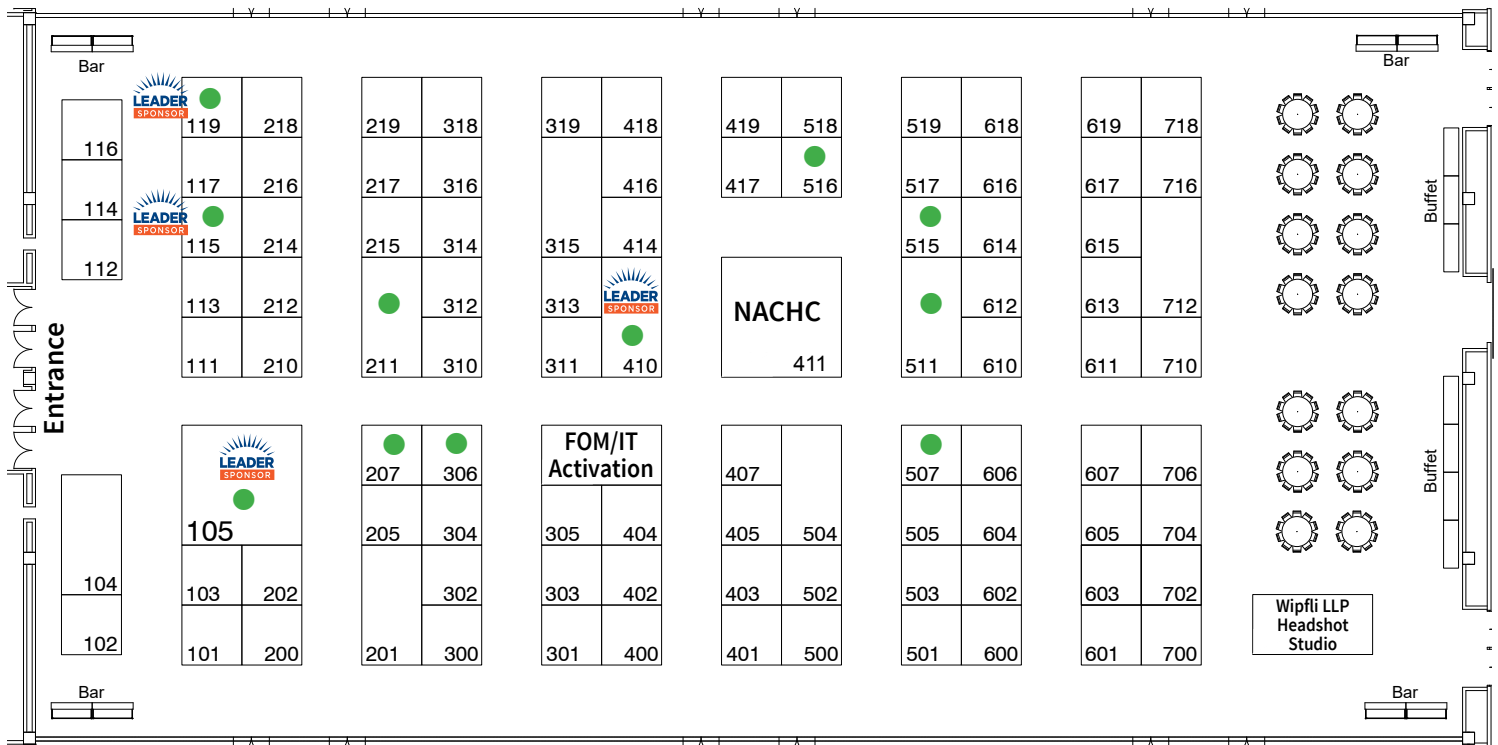
EXPO Hall: Rivoli A-C

Tuesday, October 24

9:30am – 6:30pm

Wednesday, October 25

7:30am – 10:30am



2023 Leader Sponsors



FOM/IT Conference Sponsors



NATIONAL ASSOCIATION OF
Community Health Centers®

PCA & HCCN CONFERENCE 2023

Primary Care Association and Health Center Controlled Network Conference

Omni Louisville Hotel, Louisville, KY

November 13-15, 2023



Upcoming NACHC Conferences and Trainings

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

(as of October 3, 2023 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 13-15, 2023	PCA & HCCN Conference	Omni Louisville Hotel	Louisville, KY
February 12-15, 2024	Policy & Issues Forum (P&I) Committee Meetings: February 10-11, 2024	Marriott Marquis	Washington, DC
April 23-25, 2024	Conference for Agricultural Worker Health	Hyatt Regency Atlanta	Atlanta, GA
August 24-26, 2024	Community Health Institute (CHI) & EXPO Committee Meetings: August 22-23, 2024	Hyatt Regency Atlanta	Atlanta, GA
October 28-29, 2024	Financial, Operations Management/Information Technology (FOM/IT) Conference & EXPO Preconference Workshops: October 27, 2024	Hilton San Francisco Union Square	San Francisco, CA
November 18-20, 2024	PCA & HCCN Conference	The Westin Seattle	Seattle, WA
February 5-8, 2025	Policy & Issues Forum (P&I) Committee Meetings: February 3-4, 2025	Marriott Marquis	Washington, DC
August 17-19, 2025	Community Health Institute (CHI) & EXPO Committee Meetings: August 15-16, 2025	Hyatt Regency Chicago	Chicago, IL
August 30- September 1, 2026	Community Health Institute (CHI) & EXPO Committee Meetings: August 28-29, 2026	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
trainings@nachc.com or meetings@nachc.com.

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NATIONAL ASSOCIATION OF
Community Health Centers®

2024

CHI &
EXPO

COMMUNITY HEALTH INSTITUTE

CONFERENCE: August 24-26

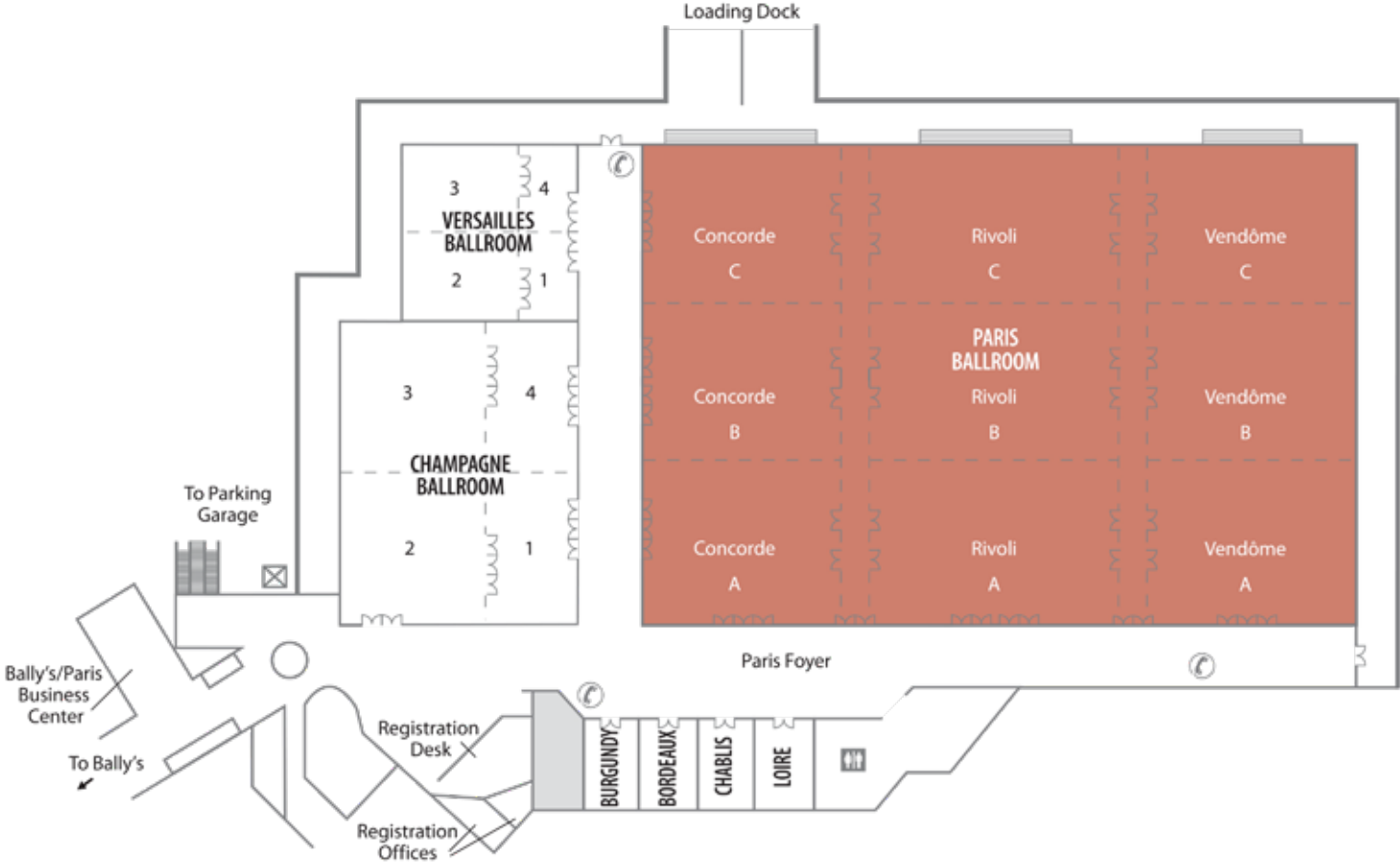
COMMITTEE MEETINGS: August 22-23

**Hyatt Regency Atlanta
Atlanta, GA**

HYBRID EVENT

Paris Las Vegas

Conference Center





NATIONAL ASSOCIATION OF
Community Health Centers®

2024

P&I

FORUM

POLICY & ISSUES

CONFERENCE: February 12-15

COMMITTEE MEETINGS: February 10-11

**Marrriott Marquis
Washington, DC**

HYBRID EVENT





NATIONAL ASSOCIATION OF
Community Health Centers®

2024



FOM/IT

CONFERENCE & EXPO

FINANCIAL OPERATIONS MANAGEMENT
INFORMATION TECHNOLOGY

CONFERENCE: October 28-29

PRECONFERENCE WORKSHOPS: October 27

**Hilton San Francisco Union Square
San Francisco, CA**

HYBRID EVENT

