



Fall 2015 Quarterly Newsletter

Published November 10, 2015

NWRPCA/CHAMPS Annual Primary Care Conference



From October 17-20, 2015, more than 500 people from across the country gathered in Seattle, WA to enjoy educational sessions, networking opportunities, meetings, and engaging conversations during the Community Health Association of Mountain/Plains States (CHAMPS) and Northwest Regional Primary Care Association (NWRPCA) Annual Primary Care Conference. Plenary speakers included Dr. Marilyn Hughes Gaston (pictured right), Dan Hawkins from the National Association of Community Health Centers, Tonya Bowers from the Bureau of Primary



Health Care, and Sallie Thieme Sanford, JD from the University of Washington School of Law. Conference attendees gained insights on governance, behavioral health, quality transformation, workforce, health equity, information technology, and much more. CHAMPS, NWRPCA, and WCN (Western Clinicians Network) partner to host the conference each year in alternating regions. Next year's Annual Primary Care Conference will be held October 15-18, 2016 at the Westin Denver Downtown in Denver, CO.

Visit the [CHAMPS Annual Primary Care Conference](#) webpage to review conference highlights, link to session handouts (participant password required), view a photojournal, and monitor plans for the 2016 conference in Denver, CO.

We want to know what you think! Please take a couple of minutes to evaluate the CHAMPS Newsletter by visiting <https://www.surveymonkey.com/r/NewsletterEval2015> before November 24th. You'll have the chance to win a \$35 Amazon gift card!

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Thoughts from the CHAMPS Board of Directors on CHAMPS' 30th Anniversary

CHAMPS has done a fantastic job over the last 30 years in helping health centers maximize our efficiencies and effectiveness in serving our patient populations.

~ *John Santistevan, Chief Executive Officer, Salud Family Health Centers, CO*

Happy 30th anniversary, CHAMPS! It is a great honor to work with you on moving the Community Health Center movement onward and upward. Your high quality education and resource materials are easily accessible to Colorado Community Health Centers. Your partnership and organizational leadership also makes a big difference, and we at CCHN look forward to our continued work together to make Community Health Centers the future of health care.

~ *Annette Kowal, President and Chief Executive Officer, Colorado Community Health Network, CO*

CHAMPS continues to provide an invaluable resource for CHCs in our region with education, support, and networking opportunities. Congratulations and Happy Anniversary, CHAMPS! Thank you for 30 years of strengthening our health care safety net!

~ *Nancy Taylor, Vice President of Clinical Operations, RiverStone Health, MT*

The CHAMPS conference brings together national, regional, and state information in a useful way to network and share best practice information that motivates one's organization to develop strategy and acquire tools to address today's challenges in healthcare. It is an excellent mechanism for our staff to more effectively work together with the knowledge and resources acquired through attendance. It is also an opportunity to identify the strengths and successes of our organization when you interact with your colleagues away from the daily activity one is involved in at home.

~ *Ricardo Velasquez, MD, Physician, Valley-Wide Health Systems, Inc., CO*

As a New Access Point leader, the fall conference was an excellent opportunity for education and networking!

~ *Colette Behrent, Chief Executive Officer, Heritage Health Center, WY*

HHS Announces Several Funding Awards

In May and August 2015, Health and Human Services (HHS) Secretary Sylvia M. Burwell announced \$270 million in grants to fund 430 new health center sites. Twenty of these grants were awarded to health centers in Region VIII. Congratulations to newly funded Clínica Tepeyac (CO), Marillac Clinic, Inc. (CO), Heritage Health Center (Powell Health Care Coalition, WY), and Sapphire Community Health, Inc. (MT), and to all the other grantees in Region VIII!

In August, Health Resources and Services Administration (HRSA) Acting Administrator Jim Macrae announced \$63.3 million in health center quality improvement awards to 1,153 health centers. These funds will be used to expand current quality improvement systems and infrastructure, and improve primary care service delivery in the communities they serve. In September, HHS Secretary Sylvia M. Burwell announced nearly \$500 million in awards to expand health care services and to construct or renovate facilities.

Congratulations to all the Region VIII grantees receiving awards!



Community Health Advocate for Many People; Super job for 30 years!

~ *Simon Hambidge, MD, PhD, Executive Director, Denver Health Community Health Services, CO*

SOAR

We are CHAMPS;
See us SOAR!
We aren't invisible anymore.
We are sensitive, caring and kind;
We help to educate anyone's mind.
A regional network is what we are;
We fill the gap and raise the bar.
Our staff is responsive, timely and prepared;
No need to worry, fret or be scared.
We look out for you and help you along;
For we are here and we are strong.

~ *Aaron Garman, MD, Medical Director, Coal Country Community Health Center, ND*

Congratulations 2015 CHAMPS Award Winners!

Each year CHAMPS is honored to recognize community health leaders from across the Mountain/Plains states. All Region VIII health centers and State Primary Care Associations (SPCAs) are invited to submit nominations, and winners are chosen by the CHAMPS Executive Committee. This year's award presentations were made during the NWRPCA/CHAMPS Annual Primary Care Conference in October.



Robert "Jay" Brooke (pictured at right), Chief Executive Officer of High Plains Community Health Center in Lamar, CO, was presented the **Stanley J. Brasher Legacy Award** for his dedication to advancing health equity and the mission of community health centers.



Chastity Dolbec, RN, BSN (pictured at left with Pam Locken), Director of Patient Care and Innovation at Coal Country Community Health Center in Beulah, ND, was awarded the

Exceptional Clinical Leadership Award for demonstrating clinical excellence and commitment to providing quality health care for all.



Pam Locken (pictured at right with John Mengershausen and Julie Hulstein), Chief Executive Officer at Prairie Community Health, Inc. in Isabel, SD, was awarded the **CHAMPS Mountain/Plains Legacy Award** for her steadfast commitment and countless contributions to CHAMPS, Prairie Community Health, Inc., the Community Health Center Movement, and Region VIII.



Pam McManus (pictured at above left), President and Chief Executive Officer at Peak Vista Community Health Centers in Colorado Springs, CO, was given the **Outstanding Legislative Leadership Award** for championing accessible, affordable, and quality health care for all.



Jennifer Morse (pictured at right with John Santistevan), Vice President of Development at Salud Family Health Centers in Fort Lupton, CO, was given the **Outstanding Advocate for the Underserved Award** for demonstrating dedication to the health center mission through exceptional leadership and service.



Melissa Robins (pictured at left), Board Member at Wayne Community Health Center in Bicknell, UT, was awarded the **Exceptional Board Leadership Award** in recognition of her service to Wayne Community Health Center and the community.



Michael Welch, DO (pictured at right), Chief Medical and Dental Officer at Peak Vista Community Health Centers in Colorado Springs, CO, was awarded the **Exceptional Administrative Leadership Award** for demonstrating dedication to the health center mission through exceptional leadership and service.

Thanks to the health center leaders that have provided input for the **2015/2016 Region VIII Health Center Training and Technical Assistance (T/TA) Needs Assessment!** Your contributions to this annual survey are vital, and ensure that CHAMPS and your State Primary Care Association are meeting your most current needs.

WORKFORCE DEVELOPMENT NEWS

Encouraging successful careers and strong, cutting-edge organizations by providing live and archived continuing education, recruitment and retention tools, and the latest information on current trends and statistics.

Continuing Education on Your Schedule

Don't miss your opportunity to learn from these archived CHAMPS trainings.

Live CHAMPS Distance Learning Events are recorded to allow ongoing access to online archives, giving health center staff extra opportunities to enhance professional development, clinical knowledge, and workforce strategies. Current archived events include:

2014 Region VIII Health Center Workforce Data (Online through 01/13/16)

- ★ Understanding and utilizing data and metrics from the 2014 CHAMPS Region VIII Salary, Benefits, Turnover, and Vacancy Survey Project
- ★ 1.5 general HR recertification credits available through 12/31/15 for online archive only

Behavioral Health Integration Models for CHCs: Balancing the Team and Workflow (Online through 02/25/16)

- ★ Identifying models of behavioral health staffing and integration into primary care

Retention of the Medical Provider at a CHC (Online through 03/18/16)

- ★ Developing plans, skills, and strategies for provider retention

Student Loan Management and Repayment Options (Online through 04/15/16)

- ★ Understanding how to utilize information and tools to manage student loans

Civility in the Workplace (Online through 06/17/16)

- ★ Understanding strategies to resolve workplace conflicts and strengthen workplace civility

Asking for What You Want (Online through 07/15/16)

- ★ Identifying how to use active listening and empathy to address challenging conversations

Facilitation of Problem Solving (Online through 08/19/16)

- ★ Defining problems and learning techniques to move a conversation forward

Cultural Competency (Online through 09/16/16)

- ★ Understanding elements of cultural competence and awareness of cultural assumptions and bias

Achieving Equity in Health Care for LGBT People (Online through 09/30/16)

- ★ Identifying how to effectively communicate with and care for LGBT patients

Serving America's Veterans (Online through 04/07/17)

- ★ Understanding how health centers can work with federal partners to best care for veterans

For more details about each event, including links to archive recordings, credit opportunities, and possible costs, visit the CHAMPS [Distance Learning](#) webpage.

Archived CHAMPS Outreach and Enrollment Distance Learning Events are also available. See page 9 for more details.

Many archived events are also available on CD. Visit the CHAMPS [Lending Library](#) and [Electronic Media](#) webpages to learn more.

EHCI Launches Online Readiness Assessment Tool

The Education Health Center Initiative (EHCI) is a partnership between CHAMPS and NWRPCA. Since 2006, EHCI has worked with dozens of community health centers to improve healthcare for underserved populations by providing innovative solutions for primary care workforce training partnerships in urban and rural settings. EHCI provides financial, academic, and legal consulting services for the development or expansion of family medicine residency programs, dental residency programs, nurse practitioner programs, and physician assistant programs. If you are interested in an initial free phone consultation, get started by completing the **EHCI Readiness Assessment Tool**. This free online survey is designed as a way for EHCI to obtain key information from your organization to be able to best respond to your current and future workforce program needs.

To access the tool and learn more about EHCI, visit the [EHCI website](#).

WORKFORCE DEVELOPMENT NEWS, *Continued*

SAVE THE DATES:

2016 Critical Skills for Mid-Level Managers Course

Immediate Impact – Long-Term Gains

Community health centers are a crucial aspect of the health care safety net and **knowledgeable, skilled, and versatile managers and supervisors are key to your organization's ability to successfully serve your patients and your community.** This intensive, hands-on, and immediately applicable course is designed to meet the specific needs of CHC managers and supervisors, building and enhancing critical management skills to significantly strengthen your managers, their teams, and your entire organization.

Join your colleagues from Regions VIII and X ("Region 18") to delve into challenges and best practices for hiring the right people for long-term success, coaching, managing, and retaining flexible and responsive teams, strengthening communication skills, de-escalating and resolving conflict, understanding key factors for health center financial stability, maintaining legal compliance when handling day-to-day issues, implementing accountability strategies that work, and much more. The course, led by lead trainer Lisa Mouscher of Sogence Training and Consulting, begins with a face-to-face training and continues with a capstone project back in the home health center, networking group conference call, and continuing education via distance learning.



Kick-Off Training: Tuesday, April 5 – Wednesday, April 6, 2016 in Denver, CO

Offered in collaboration with Northwest Regional Primary Care Association (NWRPCA). Visit the CHAMPS [Leadership Learning Opportunities](#) webpage for more information coming soon.

Update Your JOB Postings

CHAMPS [Job Opportunities Bank \(JOB\)](#) includes administrative, behavioral health, clinical, dental, and support staff postings. Posting is **FREE** for Region VIII health centers. Make sure your health center's openings are listed and update them today!

To post and update your openings, email Chelsea@CHAMPSonline.org.

Upcoming Networking & Job Fair

CHAMPS and CCHN will be hosting a Region VIII Health Center Job Fair and Networking event in the evening on January 7, 2016 in Lakewood, CO. Health center human resources representatives will be invited to present information on their health center and display materials. Health professional students, residents, and job seekers are invited to learn about job opportunities at health centers and loan repayment opportunities. Please watch for more information in the coming months!

STAR² Center Reaching Out in Second Year

Submitted by Mariah Blake, Staff Assistant, Association of Clinicians for the Underserved



The Solutions, Training, and Assistance for Recruitment and Retention (STAR²) Center has entered its second year as the workforce project of the Association of Clinicians for the Underserved (ACU). The STAR² Center continues to offer a variety of free training and technical assistance based on the findings of individual recruitment and retention data profiles for health centers across the country. Health center staff members are encouraged to explore the ever expanding free online resource center and contact STAR² Center staff for a free phone consultation about their individual workforce goals. STAR² Staff will present at several regional conferences in the coming months and will be bringing recruitment and retention discussions to a broader audience in an upcoming 2016 webinar series.

Check out the [STAR² Center](#) website or contact ACU at 844-ACU-HIRE and info@chcworkforce.org to learn more.

MOUNTAIN/PLAINS CLINICAL NETWORK (MPCN) NEWS

Providing professional, administrative, and educational support to all clinicians that practice in Community, Migrant, and Homeless Health Centers in Region VIII to ensure the delivery of the highest possible quality of care to poor and underserved populations.

UpToDate Group Purchasing Offer for CHAMPS Members

CHAMPS provides a group purchasing offer (GPO) for the popular clinical decision support tool, UpToDate, to [CHAMPS Organizational Members](#). UpToDate is an evidence-based, peer-reviewed information resource that answers clinical questions quickly and easily on a computer or mobile device. UpToDate can be used as a point of care tool for referencing diseases, treatments, drugs, visual imaging, and other patient care information. UpToDate also offers CME to their subscribers who perform clinical research/searches.

The **CHAMPS UpToDate GPO** allows new subscribers to purchase individual subscriptions for a discount of \$80 off the retail price for a one-year subscription. The retail price in 2015 is \$499 and the CHAMPS GPO price is \$419 (plus a one-time \$15 processing fee). The GPO also allows subscribers to renew subscriptions in the following year for a discount of \$30 off the retail renewal rate. The retail renewal rate is \$449 and the CHAMPS GPO rate is \$419 per subscription. Subscriptions under the current CHAMPS GPO must be ordered by November 30, 2015 and paid for by December 15, 2015.

For more information or to view product video demonstrations, visit [UpToDate](#).

To learn about the GPO or to enroll a provider, visit the CHAMPS [UpToDate](#) webpage or email Jen Anderson at Jen@CHAMPSonline.org.

Newly Updated CHAMPS Oral Health Card Now Available



CHAMPS has updated the **Oral Health Pocket Card** for 2015. The laminated 3.7" x 7" card contains information on normal tooth eruption dates, treatment for avulsed permanent teeth, oral and head/neck cancer examination, and common prescriptions for dental problems. CHAMPS can ship this card to you for \$1.50. Additionally, an [electronic version](#) of the Oral Health Card is available online to download for free. This version contains additional information detailing the tooth numbering system for adult and child dentition.

Visit the CHAMPS [Clinical Reference Pocket Cards and Posters](#) webpage for more information.

Sexual and Reproductive Health Resources

This past June, the Centers for Disease Control and Prevention (CDC) published its updated **Sexually Transmitted Diseases Treatment Guidelines, 2015**. The CDC has developed several resources for clinicians based on the guidelines, including a wall chart, pocket guides, mobile apps, and evidence tables. In addition, the National Network for STD Clinical Prevention Training Centers (NNPTC) is now offering a free **Clinical Consultation Network** that provides STD clinical consultation services to help providers diagnose, treat, manage and prevent Sexually Transmitted Infections. Clinicians will receive a response within one to three business days, depending on urgency, from anywhere across the United States. NNPTC is also a resource for the prevention and clinical management of STDs.

View the CDC's [Sexually Transmitted Diseases Treatment Guidelines 2015](#).

To register for courses, find resources, and access STD consultation, visit the [NNPTC](#) webpage.

SAVE THE DATES! CHAMPS' popular **Spanish Language for HealthCare Professionals Training** will be April 22-25, 2016. Registration will open in early 2016. Look for additional information on the CHAMPS [Events and Trainings](#) webpage.

The American Cancer Society Provides Support for Clinicians Managing Survivors

Submitted by Jane Harris, Health Systems Manager, Great West Division, American Cancer Society

The American Cancer Society has released its first ever **Colorectal Cancer Survivorship Care Guidelines** to help colon and rectal cancer survivors and their primary care providers better manage their long-term care. The guidelines were published September 8, 2015 in *CA: A Cancer Journal for Clinicians*. They provide detailed recommendations for managing side effects, testing to see if the cancer has come back, making healthy lifestyle changes, and coordinating care among primary care providers and specialists. The guidelines are the second in a series of cancer survivorship guidelines developed by the American Cancer Society. The first, published last year, made recommendations for survivors of prostate cancer. The Society is developing survivorship care guidelines for other cancer types as well, based on the number of survivors and the severity of health problems survivors face.

View the [Guidelines for Prostrate Cancer Survivors](#) and the [Colorectal Cancer Survivorship Care Guidelines](#).

UW TelePain Offers Expert Consultation via Telemedicine

Submitted by Kris Freeman, Communications Specialist, University of Washington

University of Washington (UW) TelePain is a live weekly session that allows community practitioners to remotely present complex pain management cases to a multidisciplinary panel of pain medicine experts. Weekly sessions open with didactics by pain specialists and are followed by case-based presentations by community clinicians. Sessions take place each Wednesday from 1:00-2:30 PM MT (2:00-3:30 PM CT). The series of Wednesday sessions from September 2 through early December 2015 comprise the **UW TelePain REMS-Compliant program**, covering topics such as taking a pain history, establishing a pain diagnosis, and opioid and non-opioid therapy for chronic pain. This CME-accredited series meets and exceeds the FDA REMS (Risk Evaluation and Mitigation Strategy) for extended-release (ER) and long-acting (LA) opioids.

Learn how to join the sessions via teleconference or video conference and procedures for presenting a case on the [UW TelePain](#) webpage.

MCN Highlights Health Network

Submitted by Claire Hutkins Seda, Writer & Editor, Migrant Clinicians Network

Health Network is Migrant Clinicians Network's (MCN) **bridge case management system**, which assures continuity of care and treatment completion for mobile patients like migratory agricultural workers. Health centers across the country enroll their mobile patients with ongoing medical conditions into Health Network for free; Health Network associates take it from there to help the patients remain in care as they move, whether to another state or to another country. What is Health Network, how does it work, and what are the benefits for health centers and their patients? MCN has released a new video to answer these questions, in English with Spanish subtitles. MCN also provides free teleconference training to health centers wishing to begin enrolling their patients in Health Network.

To access the video and learn more, visit the [Migrant Clinicians Network](#) website.

Check Out this App! [Shots Immunizations mobile app](#) is a downloadable application for iPhones and Android devices that was developed to serve as a point of care tool. Shots Immunizations includes the unified CDC childhood and adolescent schedule, catch-up schedule, adult schedule, and adult medical indications schedule.

SPECIAL POPULATIONS NEWS

Increasing the ability of Region VIII health centers to effectively serve populations with limited access to health care by increasing knowledge and enhancing collaborations.

Spotlight on FQHC Role in Supportive Housing Services

Submitted by Kim Keaton, Senior Program Manager, Corporation for Supportive Housing

Are you an FQHC or community clinic that services patients that live in supportive housing? If so, you likely have encountered difficulty getting Medicaid to reimburse your health center for those services. Recently, the Corporation for Supportive Housing (CSH), in partnership with the Colorado Governor's office and the Colorado State Department of Health Care Policy and Financing, produced a report, [Crosswalk: Improving Medicaid Financing of Supportive Housing Services](#), to examine the extent to which Colorado's Medicaid program covers supportive housing services for people with significant housing and service needs. The Crosswalk can help CHAMPS member health centers located in Colorado to understand the gaps in Medicaid reimbursement for housing services. This is of particular concern for local FQHCs because most of the critical services people in supportive housing need can currently only be billed by behavioral health providers, even though several FQHCs deliver these very services. CSH hopes this tool and the accompanying recommendations will help the state and other stakeholders understand this gap and ensure that both behavioral health and primary care providers can receive Medicaid reimbursement for supportive housing services as the state works to better coordinate primary and behavioral health services delivery and financing. Although the Crosswalk covers only the state of Colorado, CSH has many resources that are relevant to all Region VIII states.

Corporation for Supportive Housing (CSH) is funded by HRSA under a National Cooperative Agreement as a technical assistance provider for health centers nationwide. CSH partners with the National Health Care for the Homeless Council in this work, providing a combination of webinars, tools, and on-the-ground assistance to health centers to improve coordination and collaboration with supportive housing and other health system providers.

For information on Health Center Training and Technical Assistance, visit the [CSH](#) website.

Are Health Centers Prepared to Increase their Capacity to Meet the Needs of a Growing Patient Base?

Submitted by Meredith Tzouros, Communication Specialist, Capital Link

Capital Link's report on the findings from the new study, **Capital Plans and Needs of Health Centers: A National Perspective**, sought to determine the near-term facility needs and challenges of health centers nationwide. Supported by the Health Resources and Services Administration (HRSA), the assessment also gathered information on funding sources and interest in collaborative projects addressing the social determinants of health. The assessment found that 79% of the responding health centers indicated that they had specific plans to initiate capital projects within the next five years, which Capital Link estimates will total approximately \$4.6 billion. This investment should build almost 12 million square feet of space and accommodate an additional 5.4 million patients for a total capacity of 27 million patients and 6,100 new providers by 2020. With 32 million patients annually projected, however, total capital investment of \$8.5 billion, nearly \$4 billion more than anticipated, will be needed to construct or renovate a total of 22 million square feet of space and accommodate 11,300 providers.

Seventy-five percent of health centers report funding gaps for planned projects, identifying securing grant funding, building sufficient equity, and fundraising as common challenges. Despite the difficulties in expanding capacity, 33% of health centers expressed interest in co-locating or collaborating with separate entities to address the social determinants of health. Near-term collaborations focus on behavioral health, mental health, substance abuse treatment, schools, and dental programs.

View an [infographic](#) of key findings from the report.

For detailed results, access the complete report online at the [Capital Link](#) website.

SPECIAL POPULATIONS NEWS, *Continued*

Medical-Legal Partnership Accepting Summit Proposals

Submitted by Shannon Murphy, Program Assistant, National Center for Medical-Legal Partnership

The National Center for Medical-Legal Partnership is currently accepting workshop proposals for the 11th annual Medical-Legal Partnership Summit, "Health is a Shared Value." The summit will be held April 6-8, 2016, in Indianapolis, Indiana, at the Hyatt Regency Indianapolis. This year's Summit will pay particular attention to how partners are re-orienting their practice, policies, or data collection efforts in the interest of more efficient and meaningful collaboration. The submission deadline for workshop proposals is Friday, December 4, 2015.

Visit [Annual Medical-Legal Partnership Summit](#) for more information about submitting a proposal.

OUTREACH AND ENROLLMENT NEWS

*Assisting Primary Care Associations and health centers
in maximizing health insurance coverage for health center patients
and communities across Region VIII.*

Archived O&E Distance Learning Events

Over the last year, CHAMPS has partnered with Colorado Community Health Network (CCHN) to offer a distance learning series on outreach and enrollment. All events are archived online, to allow ongoing learning opportunities, including:

Integrating Outreach and Enrollment into CHC Workflow (Online through 05/14/16)

- ★ Strategies and techniques for incorporating outreach and enrollment into existing health center systems and workflow

Building Effective Community Partnerships (Online through 06/18/16)

- ★ Take Care Utah partnership about how to build a collaborative state-wide enrollment network

School-Based Outreach: A Recipe for Success (Online through 07/09/16)

- ★ Techniques for partnering with school districts to increase enrollments among students and their families

Taxes and Consumer Education (Online through 08/13/16)

- ★ Review current guidance for assisters on tax issues and hear strategies to help consumers understand their tax options

Motivating Consumers to Enroll in Coverage (Online through 09/10/16)

- ★ Understand the framework on which motivational interviewing techniques are based and hear how motivational interviewing can be used in O&E work

Communication Strategies for OE3 (Online through 10/08/16)

- ★ Hear an updated messaging strategy from Enroll America for OE3

For more details about each event, visit the CHAMPS [Distance Learning](#) webpage.

See page 4 for information about other available archived CHAMPS trainings.

New Assister Resource: Sample Documents to Prove Citizenship, Immigration Status, and Identity on the Marketplace

CHAMPS has created a new tool for application assisters meant to simplify the process of identity verification on the health insurance Marketplace. This [digital guide](#) contains pictures of most forms of identification that can be used to prove citizenship, lawful immigration status, and identity. The immigration section also includes information on what specific numbers need to be entered into the consumers Marketplace application. The document is digitally searchable.

*To view more printable outreach and enrollment resources,
visit the CHAMPS [Printable Outreach Materials Page](#).*

OUTREACH AND ENROLLMENT NEWS, *Continued*

Third Marketplace Open Enrollment Period Begins

The third open enrollment period began on November 1, 2015, and will run until January 31, 2016. Consumers who want coverage to begin on January 1, 2016 must enroll by December 15, 2015. To view state-specific resources for assistance staff and consumers, visit your state's enrollment resource hub:

- ★ **Colorado** – [Connect for Health Colorado](#)
- ★ **Montana** – [Cover Montana](#)
- ★ **North Dakota** – [Get Covered North Dakota](#)
- ★ **South Dakota** – [Get Covered South Dakota](#)
- ★ **Utah** – [Take Care Utah](#)
- ★ **Wyoming** – [Wyoming Primary Care Association](#)

For additional information visit these CHAMPS webpages:
[The Affordable Care Act Outreach & Enrollment Health Insurance Literacy](#)

Region VIII Medicaid Expansion Update

Two more Region VIII states are considering expanding Medicaid to all people earning less than 138% of the federal poverty level (FPL). In South Dakota, Governor Dennis Daugaard has expressed interest in pursuing an alternative expansion plan. He has assembled a committee to explore methods of covering the ten percent of the expansion costs that the state would be responsible for starting in 2020 (approximately \$30 to \$33 million). If this plan is implemented, approximately 48,500 South Dakotans will gain access to health insurance. In Wyoming this year, Governor Mead is approaching Medicaid expansion by submitting two different budget plans to the state Legislature, one that includes the federal dollars from Medicaid expansion and one that does not. The deadline to submit his plans to the Joint Appropriations Committee for approval is December 1, 2015. If the expansion plan passes, nearly 18,000 Wyoming residents will be newly eligible for health coverage. Currently, Colorado and North Dakota have expanded Medicaid. Montana has expanded Medicaid under an alternative waiver plan. The waiver was approved by CMS on November 2, 2015: Montanans can start enrolling for Medicaid coverage beginning January 1, 2016. In Utah, the most recent expansion plan (Utah Access Plus) was rejected in October by the state House of Representatives.

New HOP Resources

Submitted by Megan O'Brien, Client Services and Marketing Manager, Health Outreach Partners

Health Outreach Partners (HOP) is a national organization that supports safety net health organizations to build and strengthen their outreach efforts to increase access to services and decrease disparities. HOP is excited to announce two new resources for health centers: (1) **Outreach Business Value (OBV) Coffee Break webinar**, and (2) **"Becoming a Health Center of Choice: Customer Service for Patient Engagement and Retention" Training**. HOP's Outreach Business Value (OBV) Toolkit is a unique way to demonstrate the financial benefits of a well-integrated health outreach program. The OBV features four return-on-investment calculators that allow organizations to enter their data to see the potential financial benefits of investing in specific outreach activities. HOP's brief, pre-recorded OBV Coffee Break webinar shows how to use these calculators.

HOP has also recently completed a new training curriculum entitled **"Becoming a Health Center of Choice: Customer Service for Patient Engagement and Retention"** to support health center staff in providing positive customer service experiences through a deeper understanding of the needs of customers, as well as strategies and methods to practice and prioritize customer service. This curriculum equips health center staff with the information, tools, and strategies not only to engage and retain patients through customer service based on trust and respect, but also to support the establishment of health centers as "providers of choice."

View the free [OBV Coffee Break](#) webinar.

Email Megan O'Brien at megan@outreach-partners.org for information on how to bring the *Becoming a Health Center of Choice* training to your organization.

UPCOMING EVENTS – MARK YOUR CALENDARS

NOVEMBER 2015

November 15-18, 2015
NNOHA Annual Conference
Indianapolis, IN

DECEMBER 2015

December 9, 2015
MPCA UDS Training
Webinar

December 18, 2015
AUCH UDS Training
Sandy, UT

**Other Region VIII UDS Trainings
occurred prior to Newsletter publication.*



LOOKING AHEAD

NACHC Policy & Issues Forum
March 16-19, 2016
Washington, DC

CHAMPS/NWRPCA Critical Skills for Mid-Level Managers Training
April 5-6, 2016
Denver, CO

CHAMPS/DMS Spanish Language for Health Care Professionals
April 22-25, 2016
Denver, CO

NACHC National Farmworker Health Conference
May 23-25, 2016
Portland, OR

National Health Care for the Homeless Conference
May 31-June 3, 2016
Portland, OR

November

Veterans Day, 11/11
Thanksgiving, 11/26

December

World AIDS Day, 12/1
Hanukkah, 12/7-12/24
Christmas, 12/25
Kwanzaa, 12/26

January

New Year's Day, 1/1
Martin Luther King Jr. Day, 1/18

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