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# Fall 2013 Quarterly Newsletter

Published November 25, 2013

## NWRPCA/CHAMPS Annual Primary Care Conference

On October 19-22, 2013, more than 450 people from across the country gathered in Seattle, WA to enjoy educational sessions, networking opportunities, meetings, and engaging conversations during the Northwest Regional Primary Care Association (NWRPCA) and Community Health Association of Mountain/Plains States (CHAMPS) Annual Primary Care Conference. Plenary speakers included Congressman Jim McDermott, Tonya Bowers, Dan Hawkins, Clement Bezold, PhD, and Winston Wong, MD, MS. Participants gained insights on outreach and enrollment, governance, pain management, PCMH, 330 grants, Meaningful Use, ICD-10, and much more. The conference theme of Transforming Care – Enhancing Value was reflected throughout the sessions and meetings. 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 19-22, 2014 at the Westin Denver Downtown in Denver, CO.

Visit the [CHAMPS Annual Conference](#) webpage to review conference highlights, see a photojournal, link to session handouts (participant password required), and monitor plans for the 2014 conference in Denver.



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## Congratulations, 2013 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 at the annual CHAMPS Board of Directors Meeting during the NWRPCA/CHAMPS Annual Primary Care Conference.



**Stanley J. Brasher** (left, on the right), President/Chief Executive Officer of Salud Family Health Centers in Fort Lupton, CO, was presented the **CHAMPS Presidential Award** for his commitment and vision with sincere appreciation for his steadfast leadership.



**Jen Knellinger** (right), Board Chairperson at Peak Vista Community Health Centers in Colorado Springs, CO, was awarded the **Exceptional Board Leadership Award** in recognition of her service to Peak Vista Community Health Centers and the community.

**Pam Locken** (above, on the left), Chief Executive Officer at Prairie Community Health in Isabel, SD, was given the inaugural **Stanley J. Brasher Legacy Award** for her dedication to advancing health equity and the mission of community health centers.



**Lucy Loomis, MD** (left on the left, pictured with Donna Singer), Family Medicine Director at Denver Health in Denver, CO, was awarded the **Exceptional Clinical Leadership Award** for demonstrating clinical excellence and commitment to providing quality health care for all.



**Nancy Taylor** (right), Vice President of Clinical Services at RiverStone Health in Billings, MT, was presented the **Exceptional Administrative Leadership Award** for

demonstrating dedication to the health center mission through exceptional leadership and service.

Visit the [CHAMPS Annual Conference](#) webpage for an overview of the 2013 conference, including additional details about each of these awardees.

## Introducing New CHAMPS O/E Coordinator



Welcome to **Alyssa Panning**, the newest CHAMPS staff member! Her work as the Outreach and Enrollment (O/E) Coordinator will involve supporting Region VIII health centers and State Primary Care Associations in reaching out to current and new patients and helping them enroll in the health insurance marketplaces, Medicaid, and the Children's Health Insurance Program. Alyssa has a Master of Arts in international development and global health affairs from the University of Denver and a Bachelor of Arts in biology from Middlebury College. She recently returned from a year in Uganda where she started a family planning project in an urban slum. Please feel free to contact Alyssa about

CHAMPS' outreach and enrollment programs at [alyssa@CHAMPSonline.org](mailto:alyssa@CHAMPSonline.org) or 303-861-5165.



## Awards for Region VIII Health Centers: New Access Points

On September 13, 2013, Health and Human Services (HHS) Secretary Kathleen Sebelius announced \$67 million in grants to health centers, including \$19 million to establish new access points (NAP) and \$48 million to support ongoing operations and quality improvement. This announcement was followed on November 7, 2013 with an announcement of an additional \$150 million in awards to support new health center sites.

### Congratulations to the Region VIII health centers that received NAP grants!

- ★ **Newly Funded:** Axis Health System (CO)
- ★ **Newly Funded:** Paiute Indian Tribe of Utah (UT)
- ★ **Newly Funded:** Sweetwater County Community Health Center (WY)
- ★ **Newly Funded:** Utah Partners for Health (UT)
- ★ Colorado Coalition for the Homeless (CO)
- ★ Community Health Centers, Inc. (UT)
- ★ Horizon Health Care, Inc. (SD)
- ★ Midtown Community Health Center, Inc. (UT)
- ★ Missoula City/County Health Department/Partnership Health Center (MT)
- ★ Mountain Family Health Centers (CO)
- ★ Mountainlands Community Health Center, Inc. (UT)
- ★ Northland Health Partners Community Health Center (ND)
- ★ Peak Vista Community Health Centers (CO)
- ★ Rural Health Care, Inc. (SD)
- ★ Union County Health Foundation/*allPOINTS* Health Services (SD)
- ★ Wayne Community Health Centers, Inc. (UT)

Visit [www.hhs.gov/news/press/2013pres/09/20130913a.html](http://www.hhs.gov/news/press/2013pres/09/20130913a.html) to read the September news release.

Visit [www.hhs.gov/news/press/2013pres/11/20131107a.html](http://www.hhs.gov/news/press/2013pres/11/20131107a.html) to read the November news release.

## Honoring Stanley J. Brasher

Stanley J. "Jerry" Brasher (center below, pictured with John Mengershausen and Julie Hulstein) represents the spirit of the Mountain/Plains States through his 40 years of service to urban and rural communities and commitment to the provision of and access to quality healthcare in Colorado, Region VIII, Region 18 (Regions VIII and X), and across the nation.

Mr. Brasher was instrumental in founding Community Health Association of Mountain/Plains States (CHAMPS) as well as many other worthwhile programs and organizations such as Colorado Community Health Network (CCHN-the CO PCA) and Colorado Community Managed Care Network (CCMCN-the CO HCCN). Mr. Brasher also tirelessly served on the Executive Committees and Boards of Directors of CHAMPS, CCHN, CCMCN, and the National Association of Community Health Centers (NACHC).

Mr. Brasher regularly traveled across the country to meet with his peers and colleagues, to advocate on behalf of Community Health Centers, and to promote high quality healthcare as a basic human right. He mentored countless colleagues working in the community health movement, made significant positive differences in the lives of thousands of individuals and families, and inspired many to champion the CHC movement. His legacy of generosity, benevolence, and perseverance is remarkable.

As a tribute to Stanley J. Brasher's 40 years of service at Salud Family Health Centers, with CHAMPS, and in the health center movement, the CHAMPS Executive Committee created the **Stanley J. Brasher Legacy Award**, to be awarded annually beginning in 2013. This award will honor individuals who have dedicated their careers to solving the problems of health, poverty, and human rights and who have contributed toward the mission and recognition of community and migrant health centers in the Mountain/Plains States.



### John Mengershausen Appointed to VRHAC

*Reprinted from a Horizon Health Care, Inc. October 10, 2013 Press Release.*

Secretary of Veterans Affairs Eric Shinseki has appointed John Mengershausen, a U.S. Army, 172<sup>nd</sup> airborne infantry brigade veteran and CEO of Horizon Health Care, Inc., to the VA's Veterans' Rural Health Advisory Committee (VRHAC). Created in 2008, VRHAC advises the Secretary on health care issues affecting rural veterans who are enrolled in the VA health care system.

As a member of VRHAC, Mengershausen and the 15-member committee, nationwide, will examine ways to improve health care services for veterans residing in rural areas through a combination of community based clinic expansion, increased partnership with non-VA rural providers, and increased use of telemedicine and information technology.

### Region VIII Health Center Staff Honored at the NACHC CHI

Each year the National Association of Community Health Centers (NACHC) recognizes exemplary leaders from across the nation. This August, two Region VIII community health leaders were honored at the NACHC Community Health Institute (CHI) held in Chicago, IL.



**John Mengershausen**, Chief Executive Officer of Horizon Health Care, Inc. in South Dakota (pictured at left with NACHC Immediate Past Chair Kauila Clark and NACHC Chair Dr. Gary Wiltz), received the **2013 John Gilbert Award** for his longstanding excellence and leadership in community health. Since 1983, John Mengershausen has grown the small community health center, Miner-Hamlin Health Care Project, with a staff of 14 and a budget of \$700,000, into Horizon Health Care, Inc., with over 160 employees and a \$13 million budget. In addition to building Horizon, John Mengershausen has served as board chair at Community HealthCare Association of

the Dakotas (CHAD) and CHAMPS, was a co-founder of CHAMPS, and served as the Chair of NACHC in 2001.

**Pete Leibig**, Chief Executive Officer of Clinica Family Health Services, Inc. for 26 years (pictured at right with NACHC Immediate Past Chair Kauila Clark and NACHC Chair Dr. Gary Wiltz), received the **2013 Aaron L. Brown Memorial Public Service Award** for his significant contributions to the community health field. Pete Leibig grew Clinica Family Health Services from a single facility with two medical providers to five locations and the capacity to care for more than 40,000 patients annually. Pete Leibig has worked hard advocating for health centers through his service on Colorado Community Health Network's Board of Directors and legislative committee, attending NACHC Policy and Issues Forums, mounting voter registration drives, and serving on many panels to improve health care delivery.



**CHAMPS congratulates these highly deserving Region VIII representatives!**

### Coming in December: Region VIII Health Center Directory

Every two years CHAMPS releases a bound copy of the **CHAMPS Region VIII Health Center Directory**. The 2013-2014 edition includes contact information for all Region VIII health center leadership staff and a listing of health center clinicians. [CHAMPS Organizational members](#) will receive two free copies and non-members who provided directory updates will receive one free copy. Additional printed copies may be purchased from CHAMPS. **Thank you to all the health centers that provided updates for this project!**

*For more information, please visit the [CHAMPS Publications](#) webpage or login to the [CHAMPS' Members Only](#) webpage to explore the searchable online directory.*

# 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

### **Archive Closing Soon: Understanding and Utilizing Region VIII Health Center Market Statistics**

- ★ Discussion of the salary/benefits data and recruitment/retention metrics presented in the [2012 Region VIII Health Center Salary Survey Report](#)
- ★ 1.25 HRCI recertification credit hours available through 12/04/2013 for the online archive



### **Health Center Recruitment and Retention**

- ★ Overview of how to use the [2011 Region VIII Health Center Recruitment & Retention Survey Report](#) to tailor recruiting and retention practices plus a Region VIII Health Center Best Practice, Clinica Family Health Services' successful physician onboarding program
- ★ 1.25 HRCI recertification credit hours available through 03/19/2014 for the online archive

### **The Physician Recruiting Makeover**

- ★ Webcast hosted by CHAMPS, NWRPCA, and the state PCAs of Region X provides information on the national physician recruiting market and strategies for successfully recruiting and retaining these providers
- ★ Online archive available through 04/04/2014 (credit is not available)

### **ACA & PCMH: Recent Impacts on Health Center HR & Workforce Series**

- ★ Webcast series hosted by CHAMPS, NWRPCA, and the state PCAs of Region X analyzes how ACA workforce components and PCMH initiatives impact health center workforce efforts
- ★ Online archives available through 07/18/2014 (credit is not available)

### **Patient Care Teams: Transforming the Primary Care Practice**

- ★ Presentation on the multiple components of successful patient care team transformation
- ★ 1.50 CME credits available through 05/13/2014 for the online and CD archives

### **Veterans: a Highly Effective Workforce (see pg. 7 for more details)**

- ★ Presentation on the major aspects of recruiting, hiring, managing, and retaining veterans
- ★ Online archive available through 11/14/14 (credit is not available)

*For more details about each event, including links to archives and possible costs, please visit [www.CHAMPSonline.org/Events/DistanceLearning.html](http://www.CHAMPSonline.org/Events/DistanceLearning.html).*

## **NEW CHAMPS Health Center Recruitment Testimonial Video**

CHAMPS is pleased to announce the publication of **Working at Health Centers in Region VIII**, a five minute video of testimonials from health center and Primary Care Association (PCA) staff addressing the importance of health centers and the value of health center careers. It will be used as a recruitment and educational tool at networking events and job fairs and posted on the CHAMPS website and social media.



CHAMPS thanks the health centers and PCAs that participated by providing video testimonials and photos!

- |   |  |
|---|--|
| ★ 4 <sup>th</sup> Street Clinic         | ★ Montana Primary Care Association     |
| ★ <i>allPOINTS</i> Health Services      | ★ Mountain Family Health Centers       |
| ★ Community Health Partners             | ★ Peak Vista Community Health Centers  |
| ★ Custer County Community Health Center | ★ Pueblo Community Health Center, Inc. |
| ★ Green River Medical Center            | ★ Utah Navajo Health System, Inc.      |
| ★ Horizon Health Care, Inc.             |  |

Click [HERE](#) to view the video on YouTube.

*If you have questions or thoughts about uses for the video, please contact [chelsea@CHAMPSonline.org](mailto:chelsea@CHAMPSonline.org).*

## WORKFORCE DEVELOPMENT NEWS, Continued

### Enhance Your Health Center's Clinical & Operations Team

Join CHAMPS, NWRPCA, and NACHC for a dynamic training for two-person teams, addressing issues of health center management, learning how to develop processes for success across the board, and engaging in practical exercises.

Each two-member team (a clinician and an operations person who work together at the same health center) will gain tools for practical application and ongoing process improvement within the following areas:

- ★ Theory of Collaborative Management
- ★ Recruitment and Retention
- ★ Provider Productivity
- ★ Performance Compensation
- ★ Strengthening Group Process
- ★ Enhancing Motivation
- ★ Leadership and Management Styles
- ★ Negotiation and Conflict Resolution
- ★ Political Advocacy

#### Enhancing Collaborative Management in Community Health Centers: Developing Clinical-Operations Teams

**Dates:** Tuesday, June 10, 2014 - Friday, June 13, 2014

**Location:** Embassy Suites, Portland, OR

**Presenters:** Paul Campbell, MBA, ScD, Harvard University and Robert Hoch, MD, MPH, Harbor Health Services (HHSI)

**Credit:** CME and CPE credits pending approval

**Cost:**

- ★ NWRPCA or [CHAMPS Organizational Members](#): \$3,500 for first team from an organization; \$3,000 for each additional team from an organization; \$1,500 for an additional individual with team (3rd team member)
- ★ Nonmembers of NWRPCA or CHAMPS: \$4,000 for first team from an organization; \$3,500 for each additional team from an organization; \$2,000 for an additional individual with team (3rd team member)



*For more information download the course [flyer](#) and the course [agenda](#).*

*To register, please click [HERE](#).*

*The registration deadline is May 9, 2014, after which an additional \$500 fee will be charged in each category.*

### Remember to Update your JOB Postings!

The [CHAMPS Region VIII Job Opportunities Bank \(JOB\)](#) is an interactive, online job bank of administrative, clinical, and support openings at Health Centers and Primary Care Associations (PCAs) throughout Region VIII. CHAMPS will be hosting two Meet & Greet Receptions in the coming months where current positions will be advertised. **Keep your jobs updated** so we have the most up to date information to share with job seekers!

*To post or update a position, email [chelsea@CHAMPSonline.org](mailto:chelsea@CHAMPSonline.org).*

### Register Now: Meet & Greet

CHAMPS and Colorado Community Health Network (CCHN) will be hosting a **Meet & Greet: Community Health Career Connection** recruitment event on Thursday, December 12, 2013 from 6:00-7:30 PM MT at the Marriott Denver South, Lone Tree, CO. This event will give health center staff, interested health students, and job seekers an opportunity to network, learn about the benefits of working at a health center, and connect with similar mission-driven individuals.

*For more information and to register to attend, click [HERE](#).*



## WORKFORCE DEVELOPMENT NEWS, Continued

**Coming Soon!** CHAMPS and NWRPCA will be hosting another *Critical Skills for Mid-Level Managers* six-month hybrid (distance-based and face-to-face) course beginning in March or April of 2014 near Seattle, WA. Previous participants' comments on the course included: "Transitioning to a team leader role came with a lot of nervousness, this has helped me gain some confidence and think strongly about ways I can positively influence my clinic" and "I learned so much on everything while making new contacts!"

Check CHAMPS' [Leadership Learning Opportunities](#) webpage for more details in the coming months.

### Do You Want to Learn about Strategies for Hiring and Retaining Veterans at Your Health Center?

On November 14, 2013, CHAMPS was pleased to work in collaboration with the Primary Care Associations of Region X (AK, ID, OR, and WA) to present **Veterans: a Highly Effective Workforce**, a live webcast addressing strategies for hiring and retaining veterans at health centers. In the past several years there has been a significant draw down of military personnel, increasing the number of service personnel returning home and transitioning to civilian life. Veterans now represent approximately 10% of the total health center workforce and occupy clinical, administrative, and management positions within many of these organizations. To support **HRSA's "Health Centers Hire Veterans Challenge"** goal of employing 8,000 veterans by the end of 2014, this session provided participants with the successful practices of Horizon Health Care, Inc. (a South Dakota health center that has successfully worked with the veteran population for both employment and health care needs), addressing major aspects of recruiting, hiring, managing, and retaining veterans.

**Region VIII Health Center and Primary Care Association staff who missed the live event can log onto the FREE online archive, available through November 13, 2014.**

**Presenter:** Jeff Mengenhause, MBA, Chief Operating Officer, Horizon Health Care, Inc. Former US Navy SEAL, Active Duty and Active Reserves, Special Operations Chief / E-7

**Target Audience:** Health Center and Primary Care Association staff involved in recruiting and retaining veterans as employees

#### Participants will:

- ★ Understand why veterans are a good fit for health centers, both as staff and potential board members
- ★ Identify the different rank structures in the military and understand basic military terminology
- ★ Develop recruiting strategies to locate and hire highly qualified veterans
- ★ Determine if a veteran's skills/experience are appropriate for health center employment
- ★ Understand the general challenges and misperceptions about recruiting/hiring veterans

Click [HERE](#) for more details and to connect to the online archive of this event.

### Corps Community Day Promotes Service Awareness

On October 10, 2013, states across the nation held Corps Community Day events to **celebrate National Health Service Corps (NHSC) members and promote awareness of the importance of primary health care.** Events in Region VIII included a presentation to first year medical students in Bozeman, MT, a community wellness day in Hettinger, ND, a presentation and discussion in Rapid City, SD, information displays in various cities, WY, a lunch and learn event in Salt Lake City, UT, and a networking and awards event in Denver, CO (attendees listening to the speaker Gretchen Hammer, Executive Director at Colorado Coalition for the Medically Underserved, pictured at left).



Check out all the events by visiting the [NHSC's Corps Community Day](#) webpage.

## WORKFORCE DEVELOPMENT NEWS, Continued

### EHCI: Addressing the Need to Train Residents in Safety Net Settings

A study titled "Do Residents Who Train in Safety Net Settings Return for Practice?" published in *Academic Medicine* in October 2013 identified residents who trained in safety net settings (federally qualified health center, rural health clinic, or critical access hospital); the authors found that between one-third and one-half of these residents went on to practice in safety net settings.

To address this trend, a growing number of health centers are developing their future physician workforce while serving their clients by working with Family Medicine Residency (FMR) programs or establishing their own FMR. The Education Health Center Initiative (EHCI), jointly sponsored by CHAMPS and Northwest Regional Primary Care Association (NWRPCA), has been providing consulting assistance to health centers and Family Medicine Residencies since 2011.



To read the study, visit [Academic Medicine](#).

To learn more about EHCI, visit [www.teachinghealthcenter.org/](http://www.teachinghealthcenter.org/) and [www.CHAMPSonline.org/ToolsProducts/RRResources/EHCI.html](http://www.CHAMPSonline.org/ToolsProducts/RRResources/EHCI.html).

## 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.*

### Providers Learn and Share Best Practices at the NWRPCA/CHAMPS Primary Care Conference

Health care providers and other clinical staff from 13 different states networked, learned from experts, visited exhibitors, and shared successes and challenges at the 2013 NWRPCA/CHAMPS Primary Care Conference in October. Following is a brief summary of some of the clinical lessons learned at the conference:

- ★ A group of clinicians learned about new trends and best practices of opioid treatment of chronic pain and then attended a seminar on the drug Buprenorphine. MDs and DOs who attended the Buprenorphine seminar, and completed a pre-seminar course, obtained the waiver to prescribe Buprenorphine.
- ★ Clinicians attended a half-day session where they learned about the best ways to access and implement evidence-based medicine and develop data-driven protocols.
- ★ Providers learned best practices from a health center in California on e-prescribing controlled substances via EHR.
- ★ Clinicians and other health center staff attended an engaging session on motivational interviewing which taught practical skills and allowed participants to practice through role plays.
- ★ A large group of clinicians met for the Clinicians Roundtable and discussed topics including recruitment and retention of providers, billing and coding best practices, coordinating with specialists, using practice guidelines, team based care, obtaining health risk population data from an EHR, and how to get more providers to attend the conference.

Visit the [CHAMPS Annual Conference](#) webpage for an overview of all the sessions.



### Registration Closing Soon: Anatomy 101 Training for CHC Billers, Coders, and MAs

Transition to the ICD-10 medical classification code set in October 2014 will require certain health center staff to have more knowledge of human anatomy than required for ICD-9. Hosted by CHAMPS and Association for Utah Community Health (AUCH), the Anatomy 101 course will teach anatomy and pathophysiology fundamentals to health center staff involved with billing, coding, and/or documentation functions to assist with using ICD-10. No travel is required, as the course will be offered through interactive webinars. The course will take place December 2013 through March 2014, on two Thursdays each month, from 1:00-3:00 PM MT (2:00-4:00 PM CT). The first session starts December 5, 2013 so register soon!

To register, complete this [registration form](#) and send payment to CHAMPS. For more information, please visit [www.CHAMPSonline.org/Events/DistanceLearning.html#Anatomy](http://www.CHAMPSonline.org/Events/DistanceLearning.html#Anatomy).

### Coming Soon! CHAMPS Offers Comprehensive ICD-10 Education and Training Services through Optum

The transition from ICD-9 to ICD-10 will affect all operations of Region VIII health centers. It will influence documentation and coding, business processes, billing and claims, IT, and the electronic medical record. Delivering education and training to staff will determine in part how successful the transition to ICD-10 will be.

Optum – made up of OptumHealth, OptumInsight and OptumRx – is one of the leading information and technology-enabled businesses dedicated to making health care systems work better. Optum serves nearly 247,000 health professionals and physician practices; nearly 5,000 hospitals, and over 125 state and federal agencies – helping to manage data for more than 109 million lives in the US.

Optum and CHAMPS have come together to offer comprehensive ICD-10 training services to ensure CHAMPS members are ready for the transition in October 2014. The Optum program provides education and training for the following learners:

Health care providers	Revenue cycle staff
Nurses	IT staff
Coders	Reporting and analytics staff

**Through the CHAMPS group purchasing offer, [CHAMPS Organizational Members](#) will be able to purchase online trainings at 30% off the Optum retail price.** Some of the online courses available include:

- ★ Level 1 Overview courses for revenue, clinical, and IT/Reporting staff
- ★ Code Set Training
- ★ Provider Documentation Enhancement for ICD-10
- ★ Impact to Nursing Documentation
- ★ Coding for Non-Coders - Financial
- ★ Coding for Non-Coders - Clinical

Other supplemental training options include:

- ★ Instructor-led ICD-10 Physician Education
- ★ Clinical Documentation Improvement Boot Camp
- ★ Instructor-led ICD-10 Code Set Training
- ★ Ask an ICD-10 Expert
- ★ Dual Coding/Post-Transition Audit (includes an audit of records by a certified coding expert)

*Be on the lookout for CHAMPS email and website announcements about this new opportunity coming soon. Also, feel free to contact Shannon Kolman, CHAMPS Clinical Programs Director, at 303-867-9583 or [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org) with any questions.*

### MPCN Steering Committee

Mountain/Plains Clinical Network (MPCN) is a program of CHAMPS that includes all health care providers working at Region VIII health centers and National Health Service Corps (NHSC) participants working in Region VIII. The mission of MPCN is to facilitate the professional, administrative, and educational development of these providers through communications, education and training, building partnerships, and maintaining the provider resources library. MPCN is guided by a Steering Committee of clinicians made of up four representatives from each of the six states in Region VIII; two medical, one dental, and one behavioral health provider.

#### MPCN Steering Committee Members

- ★ Patricia Bell, MD, Community Health Center of Central Wyoming, Inc., WY
- ★ Patricia Carrick, FNP, Butte Community Health Center, MT
- ★ Chastity Dolbec, RN, Coal Country Community Health Centers, ND
- ★ Angela Green, PsyD, Metro Community Provider Network, CO
- ★ Chad Hess, PA-C, Pueblo Community Health Center, Inc., CO
- ★ Keith Horwood, MD, Community Health Centers, Inc., UT
- ★ Megan Littlefield, MD, RiverStone Health, MT
- ★ Kim McFarlane, PA-C, Green River Medical Center, UT
- ★ Jim McNeely, CFNP, Rural Health Care, Inc., SD
- ★ Noreen O'Shea, DO, *allPOINTS* Health Services, SD
- ★ Pat Powell, MD, Sunrise Community Health, CO
- ★ Steve Stemm, DDS, Northland Community Health Center, ND



*Thank you for your continued support and input!*

#### Interested in Joining the MPCN Steering Committee?

These are current openings:

- ★ Dental health providers from Colorado, Montana, Utah, South Dakota, and Wyoming
- ★ Behavioral health providers from Montana, North Dakota, South Dakota, and Wyoming
- ★ Medical health provider from Wyoming

*If you are interested in joining the MPCN Steering Committee, contact Shannon Kolman, CHAMPS Clinical Programs Director, at [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org) or call 303-867-9583.*

## OUTREACH & ENROLLMENT NEWS

### Outreach & Enrollment Update

It has been more than a month since the launch of the new state-based and federally-facilitated health insurance marketplaces. Health centers have been at the forefront of conducting outreach to community members and inreach to help uninsured current patients enroll in the marketplaces, Medicaid, and CHIP. Health centers are increasing primary care access for the populations that they serve and are also investing in their own financial future by increasing reimbursement opportunities.

In Region VIII, approximately **\$7,150,000** in federal funds were awarded to health centers for outreach and enrollment and **137 new outreach and enrollment staff** were expected to be hired. About **1,475,000 people** in the region are uninsured, and outreach and enrollment staff can have a huge impact on reducing this number.

*To view profiles of each state that includes marketplace information, federal support, and maps of the uninsured population, please visit [www.enrollamerica.org/best-practices-institute/states](http://www.enrollamerica.org/best-practices-institute/states).*

# OUTREACH & ENROLLMENT NEWS, Continued

## What's Working?

Outreach and enrollment workers around the region have been using **creative and successful strategies to reach out to people and help them get enrolled.**

- ★ Providers have been handing out 'prescriptions for coverage' to uninsured patients, which direct the patient to an in-person assister who can help the patient enroll in health insurance.
- ★ Outreach and enrollment mobile vans are being used that have computers and in-person assisters inside to help people enroll.
- ★ Outreach and enrollment workers are targeting community spaces such as libraries, town halls, laundromats, churches, public housing areas, and supermarkets to educate and enroll the uninsured.
- ★ Working with community partners such as pharmacies, school districts, utility companies, the office of public assistance, homeless shelters, churches, and hospitals, outreach workers are reaching the uninsured.
- ★ Health centers are using social media and radio to advertise their outreach and enrollment services.

Outreach and enrollment staff has been struggling with technological glitches in the state and federal marketplace websites, but have come up with creative solutions:

- ★ Scheduling patients for later, when the websites are expected to work better,
- ★ Using call centers and paper applications,
- ★ Previewing insurance plans and using subsidy calculators to give clients an idea of the anticipated cost of the plans before they actually apply, and
- ★ Utilizing appointments to explain how health insurance works and how to use it.

**CHAMPS applauds outreach and enrollment staff around the region for their patience and dedication to getting people insured!**

*Region VIII health centers have been getting outreach and enrollment press, read the [CHAMPS' Outreach and Enrollment News Summary](#) to check out some of these stories.*

## NEW Affordable Care Act Webpage



The Affordable Care Act (ACA) was signed into law by President Barack Obama in 2010, but many of the main features of the law will go into effect starting January 1, 2014. CHAMPS has created a **webpage on the Affordable Care Act** to support health center staff to better understand health reform and provide accurate information to clients. This webpage contains information on the background of the ACA, research on the ACA, how it will affect different groups of people, and key features of the law. It also contains resources on healthcare reform, the specific effects on health centers, and how health centers are responding to the implementation of the ACA. The webpage has a

section on both state and federal health insurance marketplaces that includes how they work, what to expect when using them, and answers to many frequently asked questions. Lastly, the webpage includes resources on what residents, in states that do expand Medicaid and states that do not expand Medicaid, can expect under the ACA.

*Check out CHAMPS' Affordable Care Act (ACA) webpage at [www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/HealthcareReform/ACA.html](http://www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/HealthcareReform/ACA.html).*

## Send Us Your Success Stories!

Have you met anyone who has purchased health insurance either for the first time in their lives or the first time in many years, or have you helped someone purchase this insurance? We want to hear their stories! Please send stories to the CHAMPS Outreach and Enrollment Coordinator, Alyssa Panning, at [alyssa@CHAMPSonline.org](mailto:alyssa@CHAMPSonline.org).



## OUTREACH & ENROLLMENT NEWS, Continued

### NEW Outreach & Enrollment Webpage

CHAMPS has compiled **information and resources on outreach and enrollment** in order to support the outreach and enrollment staff at health centers and Primary Care Associations (PCAs) across Region VIII. The webpage contains information on outreach and enrollment training, including a schedule of upcoming calls and webinars on outreach and enrollment, as well as detailed information on training requirements for outreach and enrollment staff. There are also tips and marketing tools for successful outreach and enrollment strategies. Additionally, there is a section on outreach specifically related to reaching underserved populations, including migrant and seasonal farmworkers and homeless populations. The webpage also contains outreach material that can be printed and used in health centers and at events.



Check out CHAMPS' Outreach & Enrollment webpage at [www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/HealthcareReform/OutreachandEnrollment](http://www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/HealthcareReform/OutreachandEnrollment).

### Outreach & Enrollment for Special Populations

The CHAMPS Special Populations webpages have been updated to include outreach and enrollment resources. Check out some of the new resources and explore the pages on special populations.

#### Homeless Outreach & Enrollment Resources

As some states have expanded or are considering expanding Medicaid eligibility to 133% of the federal poverty level, many people experiencing homelessness will now be able to sign up for health coverage.



Photo from 4<sup>th</sup> Street Clinic, UT

**National Health Care for the Homeless** posted a [Healthcare for the Homeless: Outreach Video](#) discussing the importance of outreach to the homeless.

**The Substance Abuse and Mental Health Services Administration (SAMHSA)** created a [Housing Support and Homeless Services - Getting Ready for the Health Insurance Marketplace Toolkit](#) to support housing and homeless service organizations enroll people in the health insurance marketplace.

**The United States Interagency Council on Homelessness** has an [Affordable Care Act](#) website with useful information and links on outreach and enrollment to people experiencing homelessness.

Check out these resources and more at [www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/Homeless.html](http://www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/Homeless.html).

#### Migrant and Seasonal Farmworkers (MSFW) Outreach & Enrollment Resources

Region VIII's health centers support many migrant and seasonal farmworkers, and as the Affordable Care Act is implemented, it will be critical to educate these patients on the Affordable Care Act and their options for Medicaid or the health insurance exchanges.

**The National Center for Farmworker Health** has excellent [Health Tips](#) and [Health Tips in Spanish](#) on the Affordable Care Act specifically for farmworkers.

**The National Immigration Law Center** created a [Connecting Diverse Populations to Coverage: Overview of Immigrant Eligibility for the ACA and Overcoming Barriers to Enrollment](#) PowerPoint on immigrant eligibility under the ACA and best practices for enrolling these groups.

Explore the entire MSFW page at [www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/MSFW.html](http://www.CHAMPSonline.org/ToolsProducts/CrossDiscResources/MSFW.html).

# UPCOMING EVENTS – MARK YOUR CALENDARS

## DECEMBER 2013

**December 5, 2013 (First Session in Course)**  
**CHAMPS [Anatomy 101 for CHC Billers, Coders, & MAs](#)**  
Online

**December 5, 2013**  
**CHAD [UDS Training](#)**  
Bismarck, ND and Online

**December 6, 2013**  
**AUCH [UDS Training](#)**  
Salt Lake City, UT

**December 11, 2013**  
**CCHN [UDS Training](#)**  
Lone Tree, CO

**December 12, 2013**  
**CHAMPS & CCHN [Meet & Greet](#)**  
Lone Tree, CO

**December 19, 2013**  
**WYPCA [UDS Training](#)**  
Casper, WY

## JANUARY 2014

**January 25-28, 2014**  
**AMCHP [Annual Conference](#)**  
Washington, DC

## LOOKING AHEAD

**[NACHC Policy & Issues Forum](#)**  
March 19-23, 2014  
Washington, DC

**[Geiger Gibson Capstone Fellowship in Health Policy & Leadership](#)**  
June 2-4, 2014  
Washington, DC

**[CHAMPS, NWRPCA, & NACHC Enhancing Collaborative Management in Community Health Centers](#)**  
June 10-13, 2014  
Portland, OR

## November

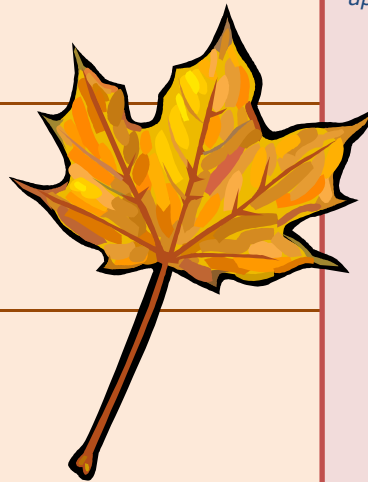
Veterans Day, 11/11  
Thanksgiving, 11/28  
Hanukah, 11/27-12/5

## December

Christmas, 12/25  
Kwanzaa, 12/26-1/1

## January

New Year's Day, 1/1  
Martin Luther King Day, 1/21



## CONTACT US

*Please let us know if you would like to sign up for the newsletter or if your email address has changed. Thank you!*

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**Visit the interactive [online CHAMPS calendar](#) for continuing updates!**

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*Please contact Chelsea Skovgaard with any questions or comments about this newsletter.*