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# Spring 2014 Quarterly Newsletter

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## Save the Date! CHAMPS/NWRPCA Annual Primary Care Conference

CHAMPS and the Northwest Regional Primary Care Association (NWRPCA) will hold their combined Regions VIII and X Annual Primary Care Conference Sunday, October 19 through Wednesday, October 22, 2014 at the Westin Denver Downtown in Denver, CO. The conference will include clinical, operations, IT, fiscal, workforce, outreach and enrollment, community health improvement, PCMH, policy, and governance tracks in addition to several networking opportunities. There will also be a New Medical Directors Training that overlaps with the Annual Primary Care Conference (see page 6 for more information). Health centers and other partners with innovative programs and best practices to share should consider submitting an abstract to present during the conference. The abstract portal is currently open, and submissions are due by June 13, 2014.



*For more information and a link to the online abstract portal, visit the [CHAMPS Annual Primary Care Conference](#) webpage.*

## NEW CHAMPS Executive Committee Members

On February 20, 2014, the CHAMPS Executive Committee appointed two new CHAMPS Executive Committee Members. CHAMPS welcomes the new Colorado representative, **John Santistevan**, President/Chief Executive Officer at Salud Family Health Centers and also the new Wyoming representative, **Elizabeth Hoy**, Chief Executive Officer at Cheyenne Health and Wellness Center.

*For more information, visit the [CHAMPS Executive Committee Members 2012-2014](#) webpage.*

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## CHAMPS 2014-2015 Membership

**CHAMPS thanks** the health centers and Primary Care Associations (PCAs) that have recently paid membership dues to become **2014-2015 CHAMPS Organizational Members**. The benefits of CHAMPS Organizational Membership include:

- ★ Two seats on the **CHAMPS Board of Directors**
- ★ Free access to online CHAMPS Live and Archived **Webcasts** and CD-ROM copies of CHAMPS Archived Webcasts
- ★ One free copy of the **2014-2015 CHAMPS Region VIII Health Center Salary Survey and Report** and the option to order additional copies at a discounted price
- ★ Option to participate in the **Region VIII CHC Annual Measure of Finance, Operations, and Productivity**
- ★ Discounted registration for the **CHAMPS/NWRPCA Annual Primary Care Conference** with travel reimbursement for some attendees
- ★ **Job Posting Highlights** in the monthly CHAMPS JOB Email
- ★ Option to participate in the **CHAMPS UpToDate Group Purchasing Offer (GPO)**
- ★ Access to the **Members Only section** of the CHAMPS Website

Visit the [CHAMPS Organizational Members](#) webpage to find out if your organization is a CHAMPS Member.

**PLEASE NOTE:** 2013-2014 members enjoy a 60 day grace period in the new fiscal year. Member benefits for 2013-2014 members that have not paid 2014-2015 dues will expire on 06/01/14.

## CHAMPS Makes Connections Across Region VIII

During the spring of 2014, CHAMPS **supported state and national partners and strengthened connections with health center and Primary Care Association (PCA) staff** by attending the Colorado Community Health Network (CCHN) Quarterly Meeting, the Montana Primary Care Association (MPCA) Spring 2014 Symposium (photo from session at right), the Community HealthCare Association of the Dakotas (CHAD) Spring Workshop, the Wyoming Primary Care Association (WYPCA) Spring Health Center Training Conference, the Association for Utah Community Health (AUCH) Annual Membership Meeting, and the National Association of Community Health Centers (NACHC) National Farmworker Health Conference. CHAMPS values these opportunities to make connections across the region and looks forward to new and continued collaborations.



*CHAMPS was also involved in planning and facilitating Outreach and Enrollment Summits across Region VIII during this time period. For more information about these visits, please see page 9.*

## **NEW** CHAMPS Webpages Outline Resources Supporting HRSA Program Requirements and Performance Measures

In April 2014, CHAMPS launched two new webpages making it easier to find CHAMPS resources that assist health centers in meeting the Health Resources and Services Administration (HRSA) Bureau of Primary Health Care's (BPHC's) [19 Key Health Center Program Requirements](#) and [Clinical and Financial Performance Measures](#) for HRSA-funded health centers. These pages outline the CHAMPS online resources, publications, distance learning events, and face-to-face trainings that relate to each requirement and measure.

*To access these webpages, visit [CHAMPS Resources Supporting Health Center Program Requirements](#) and [CHAMPS Resources Supporting Health Center Clinical and Financial Measures](#).*

# 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.***

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

- ★ Presentation on components of successful patient care team transformation
- ★ Online archive available through 06/05/14; 1.5 CME credit hours available

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

- ★ Two-part webcast series analyzes how ACA workforce components and PCMH initiatives impact health center HR efforts
- ★ Online archives available through 07/18/14 (credit is not available)

### **Veterans: a Highly Effective Workforce**

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

### **Improving Diabetes Care through Group Visits and Patient-Centered Medical Home Principles**

- ★ Presentation on a Region VIII group visit model of care for chronic disease
- ★ Online archive available through 03/31/15; 1.5 CME credit hours available
- ★ More information on page 6

### **Focusing Social Media on Recruitment: It Works!**

- ★ Presentation on how health center HR professionals can utilize social media to enhance their employee recruiting strategies
- ★ Online archive available through 03/27/15 (credit is not available)
- ★ More information on page 5

### **What All CHC Staff Should Know about O&E**

- ★ Presentation on the key elements of outreach and enrollment
- ★ Online archive available through 04/02/14 (credit is not available)
- ★ More information on page 8

### **Patient Education and Health Insurance Literacy**

- ★ Presentation on educating patients about the complexities of health insurance
- ★ Online archive available through 04/22/15 (credit is not available)
- ★ More information on page 8

### **Tell Your Money Who's Boss – Get the Most Out of Your Paycheck**

- ★ Presentation on increasing awareness of personal finances with supporting tools and resources
- ★ Online archive available through 04/30/15 (credit is not available)
- ★ More information on page 5



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

## **Don't Forget: CHAMPS Region VIII Job Opportunities Bank**

Did you know that the CHAMPS Job Opportunities Bank receives **over 5,000+ views** each month? CHAMPS not only posts positions on the Job Opportunities Bank, but also advertises them at local, regional, and national career fairs. Posting is **FREE** for Region VIII health centers. Make sure your health center's positions are listed and update them today!

*To post and update your openings, email [chelsea@CHAMPSonline.org](mailto:chelsea@CHAMPSonline.org).*

## Now Collecting Region VIII Health Center Compensation and Workforce Data

Data is now being collected for the **2014 Region VIII Health Center Salary, Benefits, Turnover, and Vacancy Survey**. CHAMPS has been coordinating this project for Region VIII every other year since 2004, and the resulting report (scheduled to be released in October 2014) will be:

- ★ Valuable for evaluating salary and benefits structures for all health center employees
- ★ Useful when addressing executive compensation questions
- ★ A component for determining the economic impact of health centers
- ★ A source for monitoring regional workforce trends (e.g., years of service, vacancy rates, and turnover rates, etc.)
- ★ Completely CONFIDENTIAL

**NEW** features in the 2014 report will include:

- ★ Job description summaries for every title, to ensure report users are referring to the most appropriate positions when crafting compensation plans
- ★ A look at trends in the breakdown of base pay compared with additional pay (e.g., bonuses, differential payments, etc.)
- ★ An analysis of benefits packages, including insurance, time off, and more

Also **NEW** in 2014, CHAMPS will be using this data to analyze medical productivity expectations as well as medical provider to support staffing ratios. These results will be reported in 2014, either in the main report or in a separate publication.

Like the **CHAMPS Region VIII Annual Measure of Finance, Operations and Productivity (AMFOP) Report**, this project will prove to be a valuable financial tool for all Region VIII health centers. And, like the Region VIII AMFOP survey, the more organizations that participate, the more valuable the resulting data will be. Approximately 81% of Region VIII's health centers (including 100% of centers in Colorado and North Dakota) participated in this survey in 2012. **Let's increase participation this year!**



Questions? Contact Andrea Martin, [andrea@CHAMPSonline.org](mailto:andrea@CHAMPSonline.org).

## Health Center Managers Gain Critical Skills

April marked the kick-off training for the 2014 CHAMPS and Northwest Regional Primary Care Association (NWRPCA) "Critical Skills for Mid-Level Managers" six-month course to support health center supervisors lead successful teams in their clinics. Twenty-six participants from Region VIII and Region X began their training at a two-and-a-half day face-to-face meeting, gaining communication, team leadership, employment law, recruitment and retention, and performance accountability skills. They left the training inspired and committed to use their skills to implement a capstone project and make a difference in their health center. Lead presenter Lisa Mouscher of Sogence Consulting facilitated the training and will continue to engage the participants through a webinar, networking teleconference, professional coaching, and capstone project presentations.



For more information about this course and other leadership trainings, please visit [www.CHAMPSonline.org/Events/LeadershipLearningOpportunities.html](http://www.CHAMPSonline.org/Events/LeadershipLearningOpportunities.html).

Get the latest community health news and resources by following CHAMPS on LinkedIn! Click [HERE](#) to join the CHAMPS Region VIII Health Center Program Discussion Group.

### Now Available: Archive of Focusing Social Media on Recruitment



In March of 2014, CHAMPS partnered with Northwest Regional Primary Care Association (NWPRCA) and Washington Association of Community and Migrant Health Centers (WACMHC) to present **Focusing Social Media on Recruitment: It Works!** This webcast, presented by Marisol Murphy-Ballantyne of the National Association of Community Health Centers (NACHC), provided health center Human Resources professionals with information on how to use social media to enhance their employee recruiting strategies while selling their “brand” and mission to an increasingly wider audience. Additionally, the event

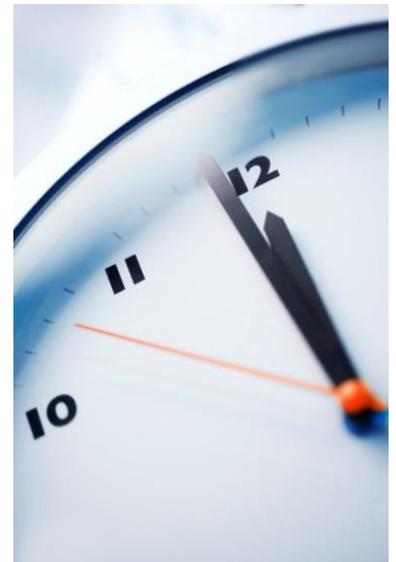
included information on the importance of having a social media policy for employees and provided a useful handout of additional related tools and resources. The online archive will be available until March 27, 2015.

*For more details about the event, information about possible costs, and to view the online archive, please visit*

[www.CHAMPSonline.org/Events/DistanceLearning.html#SocialMediaHR](http://www.CHAMPSonline.org/Events/DistanceLearning.html#SocialMediaHR).

### Take an Educational Lunch Break with the Professional Skill Development Series

CHAMPS and Colorado Community Health Network (CCHN) are partnering to host the “**Lunchtime Learning**” **Professional Skill Development Series**, a set of six webinars designed to provide professional development and skills improvement to positively impact retention rates at Region VIII health centers. On April 30, 2014, CHAMPS and CCHN kicked off the series with **Tell Your Money Who’s Boss – Learn to Get the Most Out of Your Paycheck**, presented by Carlos Colon, which focused on increasing awareness about personal finances and setting goals. The archived version of the event will be available until April 30, 2015. The second webinar in the series, **Create Great Credit**, will be presented by Amy Fidelis on Wednesday, May 21, 2014 and will continue the financial theme by addressing the credit system and how to improve credit scores.



After these two webinars, the series will shift gears with a set of three webcasts, **Foundations of Influencing – Communicating with a Goal in Mind**. The three events, presented by Maria Agnew, Senior Director of Business Development at Influencing Options, will improve participants’ ability to interact effectively with those around them. In addition to gaining the skills needed to influence others at all levels of an organization with integrity, participants will understand their contributions to these communications, and learn when, and how, to negotiate. Participants will leave with tips and tools they can put immediately into practice, strengthening their relationships both professionally and personally. **Presuming Good Intent, The Art of Developing Trust and Personal Power**, and **Influencing through Negotiation** will take place on Wednesday, June 18, 2014, Wednesday, July 23, 2014, and Wednesday, August 20, 2014.

The final event in the six part series will address **Motivational Interviewing** on Wednesday, September 17, 2014. Be on the lookout for registration opening soon.

All webinars will take place 12:00-1:00PM MT (1:00-2:00PM CT) and are FREE for health centers (Health Center Program Grantees and FQHC Look-Alikes) and Primary Care Associations in Region VIII (CO, MT, ND, SD, UT, and WY).

*For more details about the event series, please visit*

[www.CHAMPSonline.org/Events/DistanceLearning.html#LunchtimeLearning](http://www.CHAMPSonline.org/Events/DistanceLearning.html#LunchtimeLearning).

# 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.*

## SAVE THE DATE! Training for New Medical Directors

**Training for New Medical Directors**, sponsored by the National Association of Community Health Centers (NACHC) and hosted by CHAMPS and Northwest Regional Primary Care Association (NWRPCA), will take place Saturday, October 18 (half-day) and Sunday, October 19, 2014 (full-day) in Denver, CO, overlapping with the beginning of the CHAMPS/NWRPCA Annual Fall Primary Care Conference. The training will provide an overview of core knowledge and competencies that all health center medical directors need to function as effective leaders and will include the following topics: regulatory expectations, delivery models, FTCA, risk management, PCMH, EHRs, quality management, role of the medical director, and much more. The course fee is \$250 (separate from conference registration). The training has been reviewed by the American Academy of Family Physicians and is as acceptable for up to 10.0 elective continuing medical education (CME) credits.



*Registration will open summer 2014.*

*If you have questions, please contact Shannon Kolman at [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org).*

## Now Available: Archive of Improving Diabetes Care through Group Visits and PCMH Principles

CHAMPS hosted the **Improving Diabetes Care through Group Visits and Patient-Centered Medical Home (PCMH) Principles** webcast on March 18, 2014. This event introduced participants to a group-based care delivery model utilized at Clinica Family Health Services to educate and treat patients with diabetes. Dr. Karen A. Funk, Vice President of Clinical Services at Clinica Family Health Services, explained how essential components of this care delivery model can increase access to primary care, improve quality outcomes, and incorporate PCMH principles. The archive offers 1.5 continuing medical education (CME) credits and will be available until March 31, 2015.

*For more details about the event, information about possible costs, and to view the online archive, please visit CHAMPS [Distance Learning](#) webpage.*

## Openings on the Mountain/Plains Clinical Network (MPCN) Steering Committee

MPCN encompasses all health care providers working at Region VIII community, migrant, and homeless health centers in addition to National Health Service Corps (NHSC) participants working in Region VIII. The mission of MPCN is to facilitate the professional, administrative, and educational development of all Region VIII health center providers. The MPCN Steering Committee guides MPCN programs and services to ensure they meet the needs and challenges of Region VIII clinicians. The Steering Committee may be comprised of up to four representatives from each state in Region VIII; two medical, one dental, and one behavioral provider. **Currently, there are positions open for MPCN Steering Committee representatives in each state.**

Serving on the MPCN Steering Committee allows members to voice the needs and desires of clinicians in their area to ensure the most appropriate programs/services are developed and maintained by CHAMPS. It also gives clinicians the experience of contributing to a committee and offers a great opportunity to network with other clinicians in Region VIII.

*Visit the CHAMPS [MPCN Leadership](#) webpage to learn more.*

*If you would like to apply for an open position on the MPCN Steering Committee, contact Shannon Kolman at [shannon@CHAMPSonline.org](mailto:shannon@CHAMPSonline.org).*

### Spanish Language for Health Care Professionals Continues to be Popular among Region VIII Clinicians

CHAMPS and Denver Medical Society (DMS) hosted the Spanish Language for Health Care Professionals training (pictured at right) May 2-5, 2014, in Denver, CO. Forty-three participants were immersed in four full days of Spanish language training, including medical dialogues, role-plays, cross-cultural discussions, "edutainment," and more. Three separate classes were offered including beginning, intermediate, and advanced intermediate levels. Participants at all levels can now utilize their new Spanish language skills with patients at their health centers.



*CHAMPS plans to offer this training again in the spring of 2015. Check the CHAMPS [Events & Trainings](#) webpage in early 2015 for exact dates and registration information.*

### Save the Date: CHAMPS Immunization Update Teleconference

On Tuesday, June 24, 2014 11:30-12:45 PM MT (12:30-1:45 PM CT), CHAMPS will once again host the popular **Immunization Update Teleconference**. Donna Weaver, RN, MN, and nurse educator for the National Center for Immunization and Respiratory Diseases (NCIRD) at the Centers for Disease Control and Prevention (CDC), will provide updates on vaccine-preventable diseases, immunization recommendations, and answers to questions submitted by health center staff.

*For more information and to register, visit the CHAMPS [Distance Learning](#) webpage.*

### ICD-10 Transition Delayed Until 2015 at the Earliest

On April 1, 2014, the President signed the Protecting Access to Medicare Act (PAMA) into law. PAMA delays implementation of the sustainable growth rate (SGR) formula, but also **postpones the ICD-10 transition date by at least one year**. PAMA states that the Secretary of the US Department of Health and Human Services may not adopt ICD-10 prior to October 1, 2015. Per the [Centers for Medicare and Medicaid Services ICD-10 webpage](#), "the US Department of Health and Human Services expects to release an interim final rule in the near future that will include a new compliance date that would require the use of ICD-10 beginning October 1, 2015. The rule will also require HIPAA covered entities to continue to use ICD-9 CM through September 30, 2015."

While some health centers that had already made strides in transitioning to ICD-10 may be disappointed in the delay, the action gives other sites more time to complete the multifaceted and resource intensive transition. Most coding industry experts recommend that providers use the extra time to improve clinical documentation. Only providers can prepare the documentation needed to support the diagnosis code, and providing the most appropriate diagnosis code is important in getting reimbursed in an accurate and timely manner. CHAMPS will continue to offer the **ICD-10 Education and Training Group Purchasing Offer (GPO) with Optum**, which includes the online Provider Documentation Enhancement for ICD-10 course at a discount of 20% off retail.

*See the CHAMPS [ICD-10 Education & Training Group Purchasing Offer \(GPO\) with Optum](#) webpage for more information about the courses available through the CHAMPS GPO.*

*For additional resources, visit the CHAMPS [ICD-10 Transition Resources](#) webpage.*

**Check out this new mobile app! [myStrength](#)** offers resources to improve mental health and overall wellbeing through personalized eLearning programs that include tools, exercises, and daily inspiration to help users overcome depression and anxiety. The mobile application is free for Apple and Android devices.

### COPE-REMS Offers Webinar and Course with CME

COPE (Collaborative Opioid Prescribing Education)-REMS (Risk Evaluation and Mitigation Strategy), a program of the University of Washington's School of Medicine, will offer the webinar **Best Practices for Communicating with Patients Regarding Prescribed Opioid Therapies** on Thursday, June 26, 2014 at 12:00-1:00 PM MT (1:00-2:00 PM CT). The free virtual symposium offers 1.0 *AMA PRA Category 1 Credits™*.

COPE-REMS also offers a **comprehensive CME-accredited course that is fully REMS-compliant**. The training is online and on-demand, allowing providers to complete it at their own pace. The course covers opioid safety requirements as described by the US Food and Drug Administration in its 2012 REMS for long-acting and extended-release opioids and includes a pretest, six chapters of audiovisual content, and post-test for those desiring the approved 4.0 *AMA PRA Category 1 Credits™*.

Visit the CHAMPS [Events & Trainings](#) webpage to learn more about the upcoming webinar and the full COPE-REMS course.

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## OUTREACH AND ENROLLMENT NEWS

### Outreach and Enrollment Distance Learning Series

CHAMPS is partnering with Colorado Community Health Network (CCHN) and Northwest Regional Primary Care Association (NWRPCA) to present a nine-part series on outreach and enrollment that will continue until the end of September. Three of the events have already occurred and are archived on the CHAMPS [Distance Learning](#) webpage.

The CHAMPS/NWRPCA webinar, **What All Health Center Staff Should Know About Outreach and Enrollment**, occurred on April 2, 2014. Ezra Watland and Dayanne Leal from Enroll America discussed key components of the Affordable Care Act, the importance of health insurance for health center patients, and what health center staff can do to get their patients insured.

The CHAMPS/CCHN distance learning event, **Patient Education and Health Insurance Literacy**, occurred on April 22, 2014. Liz Tansey from CCHN presented information about educating consumers on the complexities of health insurance, including how health insurance works, how to retain coverage, and when to seek care.

The CHAMPS/NWRPCA webinar, **Making the Business Case for O&E**, occurred on May 5, 2014. Phillip J. Bergquist from the Michigan Primary Care Association, Joe Rivera from Valley Wide Health Systems, Inc., and Kelly Volkmann from Benton County Health Services spoke about the ways outreach and enrollment ties into the mission and vision of health centers, how higher coverage rates impact financial stability, and outreach and enrollment's overall impact to the bottom line of health centers.

Upcoming events in the series include:

- ★ Best Practices for Young Adult Outreach, Tuesday, May 20, 2014, 2:00–3:00 PM MT (3:00–4:00 PM CT)
- ★ Maximizing O&E Staff and Continued Enrollment, Tuesday, June 3, 2014, 1:00–2:30 PM MT (2:00–3:30 PM CT)
- ★ Rural Outreach Strategies, Tuesday, June 24, 2014, 10:00–11:00 AM MT (11:00–12:00 PM CT)
- ★ Outreach to Special Populations, Tuesday, July 22, 2014, 10:00–11:00 AM MT (11:00–12:00 PM CT)
- ★ Planning for Successful Outreach, Tuesday, August 19, 2014, 2:00–3:00 PM MT (3:00–4:00 PM CT)
- ★ Diving Deep on Premium Tax Credits, Tuesday, September 23, 2014 10:00–11:30 AM MT (11:00–12:30 PM CT)

For more information and access to archived versions of the events, visit the CHAMPS [Distance Learning](#) webpage.

# OUTREACH AND ENROLLMENT NEWS, Continued

## What Worked, What Didn't, and Where Do We Go Next?

### *Outreach and Enrollment Debriefs in Two States*

**Montana's Outreach and Enrollment Training** on Tuesday, April 15, 2014 in Helena, MT was designed to allow health center outreach and enrollment staff to reflect on the health insurance marketplace open enrollment period, discuss best practices and lessons learned, and talk about next steps. The event was organized by Olivia Riutta (pictured at right), Christine Kaufmann, and Amanda Harrow from the Montana Primary Care Association (MPCA), and attended by over 40 people from 15 different health centers. Sessions provided:



- ★ A review of national and state enrollment figures
- ★ Presentations on enrollment best practices, including what worked and what didn't during open enrollment
- ★ An overview of insurance protections for Montana consumers by Christina Goe, Legal Counsel for the Montana Commissioner of Securities and Insurance
- ★ Information on Montana's effort to expand Medicaid and upcoming story banking activities (collecting stories of people who are falling into the Medicaid coverage gap)
- ★ A workshop on creating outreach and enrollment work plans for the post-open enrollment period and for the next open enrollment period

The day was followed by a celebratory group dinner with special guest Insurance Commissioner Monica Lindeen, who met with President Obama two days later to discuss challenges and successes with outreach and enrollment in Montana. Olivia Riutta also presented each health center with a unique and creative award; examples included the 'One Woman Show,' 'Fearless on the Frontier,' and 'Longest Time on the Phone.'

**Wyoming's Outreach and Enrollment Summit** (speaker Devin Kepler from Enroll Wyoming pictured at right) occurred on Tuesday, April 29, 2014 in Cheyenne, WY. Over 25 Certified Application Counselors (CACs) and Navigators from across the state gathered in Cheyenne for this one-day event, a collaboration between Enroll Wyoming, the Wyoming Primary Care Association (WYPCA), Enroll America, and CHAMPS. The agenda included:



- ★ A celebration of enrollment success
- ★ Sharing of enrollment successes and struggles, both laughter- and tear-inducing
- ★ What worked, what didn't work, and areas for improvement
- ★ Moving forward, where we go from here, and call to action

The Association for Utah Community Health (AUCH) presented a one-day outreach and enrollment session on Wednesday, May 14, 2014. Other states in Region VIII are also planning outreach and enrollment events for the near future. Colorado Community Health Network (CCHN) is having an event for outreach and enrollment managers on Friday, June 27, 2014 and is planning another event for all outreach and enrollment staff closer to the next open enrollment period (November 15, 2014 - February 15, 2015). The Community HealthCare Association of the Dakotas (CHAD) is also planning an event for later in the summer or fall.

*If you would like to learn more about these events or outreach and enrollment events in other states, visit the CHAMPS [Outreach and Enrollment](#) webpage.*

# OUTREACH AND ENROLLMENT NEWS, Continued

## NEW Outreach and Enrollment Resources

Recent additions to the CHAMPS [Affordable Care Act, Outreach and Enrollment](#), and [Health Insurance Literacy](#) webpages include:

- ★ [Healthcare.gov calculators](#) that can help determine if an employer is eligible for the Small Business Health Options Program (SHOP) or tax credits through SHOP.
- ★ A **NEW** [Post-Open Enrollment](#) section with resources for helping people enroll during special enrollment periods, options for consumers after March 31<sup>st</sup>, and much more.
- ★ An [infographic on how health insurance works](#) from *Adelante con la Salud*, an excellent tool to refer to during an outreach and enrollment appointment or to send home with a consumer.
- ★ A listing of archived outreach and enrollment webinars from Families USA, Enroll America, Health Outreach Partners, and other organizations on the **NEW** [Archived Trainings](#) section of the CHAMPS Outreach and Enrollment webpage. All of these full-length webinars can be easily accessed from just one page and are free.
- ★ The [Outreach to Specific Populations](#) section of the CHAMPS Outreach and Enrollment webpage, which has resources on doing outreach and enrollment with the homeless, immigrants, the LGBT community, veterans, youth, and many other populations. Resources include videos, slides, reports, fact sheets, and much more.

## What Are Outreach and Enrollment Workers Doing Now?

Even though open enrollment ended March 31, 2014, outreach and enrollment (O&E) workers across the country will continue to work with people who are allowed to sign up for insurance coverage before the next open enrollment period starts on November 15, 2014. This may include those who had trouble enrolling during the previous open enrollment period, either because they experienced website problems, were inaccurately deemed ineligible for the marketplace or Medicaid, or experienced natural disasters, hospitalizations, or other issues which prevented them from enrolling. O&E workers are often involved in the ongoing process of appealing marketplace and Medicaid denials or eligibility determinations.

O&E workers are also creating partnerships with community organizations (e.g., churches, moving companies, temp agencies, colleges, etc.) to identify people experiencing qualifying life events between now and the next open enrollment, which may allow them to enroll in the marketplace. Some of these events include:

- ★ Getting married
- ★ Having a child
- ★ Turning 26
- ★ Experiencing a change in income
- ★ Getting health coverage through a job
- ★ Moving to a new county or state



Staff, including O&E workers, at Clinica Family Health Services, CO

Additionally, O&E workers can assist with year-round Medicaid and Children's Health Insurance Program (CHIP) enrollment, assist Native Americans, who are qualified to enroll in the marketplace all year, and continue to educate people about their new health insurance coverage. The number of people with health insurance has increased dramatically in the past year, but those enrollees may not necessarily know how to use their new coverage. O&E staff can educate consumers about how to maximize their insurance benefits, understand co-pays, deductibles, and other insurance terms, and determine when to go to the emergency room versus when to visit their primary care provider.

*For resources about educating consumers on insurance benefits, visit the CHAMPS [Health Insurance Literacy](#) webpage.*

*To learn more about special enrollment periods and to download a comprehensive list of potential activities that O&E staff can be doing, visit the Post-Open Enrollment section of the CHAMPS [Outreach and Enrollment](#) webpage.*

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## 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.*

### NEW CHAMPS Veterans Resources Webpage

CHAMPS has compiled resources to help health centers better serve veterans both as patients and as potential candidates for employment. The new **Veterans Resources** webpage has information on terms, acronyms, and ranks in the military, and also includes fact sheets and reports on various issues relating to veterans. Also included is information for providers caring for veterans, workforce resources for health centers interested in hiring veterans, state-specific resources, and tools for outreach and enrollment to veterans.

*To learn more, visit the CHAMPS [Veterans Resources](#) webpage.*

### Advance Health Equity through “Think Cultural Health” Trainings

Think Cultural Health, part of the US Department of Health and Human Services, is an effort to “**Advance Health Equity at Every Point of Contact** through the development and promotion of culturally and linguistically appropriate services.” As part of this goal, the program provides several continuing education programs for a wide range of levels and types of health care workers. The options include A Physician’s Practical Guide to Culturally Competent Care; Culturally Competent Nursing Care: A Cornerstone of Caring; Cultural Competency Curriculum for Disaster Preparedness and Crisis Response; Cultural Competency Program for Oral Health Professionals; and other education modules.

*To access these resources, visit the Think Cultural Health [Continuing Education](#) webpage.*

*For other related resources, visit the CHAMPS [Cultural Competency](#) webpage.*

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## REGIONAL AND NATIONAL NEWS

### NACHC Access is the Answer Campaign

The National Association of Community Health Centers (NACHC), as part of their **Access is the Answer** advocacy campaign, has asked health centers to collect letters from local elected officials and community members to send a message that communities support health centers. The campaign suggests three actions that health centers can take:



1. Encourage health center leadership to identify five local elected officials and ten community organizations to approach for a support letter.
2. Once support letters are obtained, report the results by using the [campaign report form](#) or emailing NACHC at [grassroots@nachc.com](mailto:grassroots@nachc.com).
3. Compile community support materials and schedule visits with local Members of Congress to make the case for health centers.

*For more information, visit NACHC’s [Campaign for America’s Health Centers](#) webpage.*

### FTCA Deeming Applications

The Health Resources and Services Administration (HRSA) has issued PAL 2014-03 to describe the process for Health Center Program grantees to submit Federal Tort Claims Act (FTCA) Medical Malpractice Coverage deeming applications for 2015. **Applications are due by Friday, May 23, 2014.**

*Visit HRSA’s [Health Center Application Process](#) webpage for more information.*

# UPCOMING EVENTS – MARK YOUR CALENDARS

## MAY

**May 21, 2014**  
CHAMPS/CCHN [Create Great Credit Webcast](#)  
Online

**May 28-30, 2014**  
[National Health Care for the Homeless Conference](#)  
New Orleans, LA

## JUNE

**June 2-4, 2014**  
[Geiger Gibson Capstone Fellowship](#)  
Washington, DC

**June 3, 2014**  
CHAMPS/NWRPCA [Maximizing O&E Staff and Continued Enrollment Webcast](#)  
Online

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

**June 18, 2014**  
CHAMPS/CCHN [Presuming Good Intent Webcast](#)  
Online

**June 24, 2014**  
CHAMPS/CCHN [Rural Outreach Strategies Webcast](#)  
Online

## JULY

**July 22, 2014**  
CHAMPS/CCHN [Outreach to Special Populations Webcast](#)  
Online

**July 23, 2014**  
CHAMPS/CCHN [The Art of Developing Trust & Personal Power Webcast](#)  
Online

## LOOKING AHEAD

[National Health Center Week](#)  
August 11-17, 2014  
Nationwide

[CHAMPS/NWRPCA Annual Primary Care Conference](#)  
October 19-22, 2014  
Denver, CO

### May

Mental Health Month  
Mother's Day, 05/11  
Memorial Day, 05/26

### June

Men's Health Month  
Father's Day, 06/15

### July

Independence Day, 07/04



## 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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