

# WYPCA

Supplement to NACHC's "Funded Now What"

2016-2017





Welcome to the Wyoming Health Center Network!

The Wyoming Primary Care Association (WYPCA) is pleased to have a new health center join a network of caring clinicians and staff who work to improve the health of their communities.

The WYPCA acts as an extra set of hands to help health centers meet all the HRSA program requirements, improve the quality of services, identify new opportunities, increase awareness to the public, build partnerships and provide training and technical assistance.

The WYPCA office is located at 1816 Central Avenue in Cheyenne. To contact WYPCA by phone, please call the office number at 307-632-5743. All staff can be reached by email. Their names, titles, email and areas of expertise are below:

Jan Cartwright	Executive Director	<a href="mailto:jan@wypca.org">jan@wypca.org</a>	Letters of support, grant applications, training and TA oversight
Brenda Burnett	Clinical Quality Director	<a href="mailto:brenda@wypca.org">brenda@wypca.org</a>	Clinical services, quality measures
Kathy Johnson	Office Manager and Events Coordinator	<a href="mailto:kathy@wypca.org">kathy@wypca.org</a>	WYPCA membership, upcoming trainings, misc. inquiries
Mary Lynne Shickich	Health Policy and Community Integration Director	<a href="mailto:marylynne@wypca.org">marylynne@wypca.org</a>	Hospital and state government relations, emergency preparedness, policy development
Hannah Wickey	Communications and Provider Services Manager	<a href="mailto:hannah@wypca.org">hannah@wypca.org</a>	Workforce, Outreach and Enrollment, PR

This accompaniment is designed to be read along with NACHC’s New Health Center Guide, “Funded! Now What?” that can be found on the WYPCA website:

<http://www.wypca.org/pdf/2015FundedNowWhat.pdf>

You should first review the NACHC guide and then refer to this accompaniment for additional resources to help you on your way to becoming a successful health center and valuable asset to the people of Wyoming.



## Checklist #1: Governance

NACHC recommends these promising practices:

1. Review Governance PIN with the board of directors
2. Create a monthly meeting calendar
3. Select General Counsel
4. Select Auditor

↳ **WYPCA Tip:** The WYPCA website features a series of videos on board governance. The content for this video was written and presented by Dallas Lain. She is a lawyer based in Cheyenne who has served on non-profit boards and is the President of a Community Health Center board in Wyoming. These videos are broken down into segments that are under 10 minutes to make the content more digestible and covers the 19 health center program requirements.

## Checklist #2: Administration

NACHC recommends these promising practices:

1. Review and apply if necessary for licensure
2. Enroll for National Health Service Corps (NHSC) site approval
3. Apply for Federal Tort Claims Act (FTCA) deeming
4. Enroll for 340b drug discounts
5. Begin discussions with managed care entities
6. Develop management report package

↳ **WYPCA Tip:** There is a regional contact for National Health Service Corps who can help speed up the application process. This list has all of the regional contacts:

<https://nhsc.hrsa.gov/sites/helpfullcontacts/drocontactlist.pdf>

You can also contact Hannah Wickey, the Communications and Provider Services Manager, ([hannah@wypca.org](mailto:hannah@wypca.org)) about National Health Service Corps. She acts as one of two NHSC ambassadors for the state of Wyoming.



### Checklist #3: Human Resources and Recruitment and Retention

NACHC recommends these promising practices:

1. Develop referral sources for recruitment of support staff
2. Refine and develop job descriptions
3. Review wage/salary and benefits package for staff
4. Establish or revise employee manual
5. Design or refine on-boarding process
6. Review and understand requirements for health center hiring

↳ **WYPCA Tip:** The WYPCA provides an array of support services to help with recruitment.

This includes representation at career fairs and online postings. Send your openings to Hannah Wickey at [hannah@wypca.org](mailto:hannah@wypca.org).

↳ **WYPCA Tip:** The Wyoming Health Network is a state entity that specializes in provider recruitment and costs significantly less than out-of-state recruiters. The executive director, Eileen Dinneen, is a very helpful partner to the WYPCA. She can be reached by email at: [edinneen@whrn.org](mailto:edinneen@whrn.org) if you need a recruiter.

↳ **WYPCA Tip:** The Office of Rural Health within the Wyoming Department of Health has programs that can be leveraged for recruitment and retention. Depending on state funding, they offer provider recruitment grants and loan repayment. <https://health.wyo.gov/publichealth/rural/officeofruralhealth/>

↳ **WYPCA Tip:** There is a list of sample job descriptions and a regional salary survey available on the CHAMPS website. Here's the link to the job descriptions <http://champsonline.org/tools-products/rresources/sample-job-descriptions>. You need to be a member to access the salary survey and will need to enter through the member portal here <http://champsonline.org/members-only/login> CHAMPS is the regional PCA that serves health centers located in WY, CO, UT, MT, SD and ND.

↳ **WYPCA Tip:** The HRSA website features a resource center for samples and templates. This includes policies and procedures and an employee handbook. <http://bphc.hrsa.gov/programrequirements/resourcecenter/managementandfinance/index.html>



↳ **WYPCA Tip:** Star2Center is a National Cooperative Agreement that can provide training/TA on very specific recruiting and retention topics. Their services are provided for free by HRSA. <http://www.chcworkforce.org/assistance>

## Checklist #4: Finance

NACHC recommends these promising practices:

1. Make appropriate governmental filings
2. Ensure Medicare Federally-qualified Health Center (FOHC) and Medicaid enrollments are complete
3. Review 45 CFR Part 75
4. Determine approach to billing
5. Ensure appropriate banking accounts are established
6. Review General Ledger (G/L) systems for accounting, treasury management, payroll, patient billing, inventory/capital equipment tracking
7. Prepare G/L for filing of Medicare and Medicaid cost reports and tax filings
8. Review PIN 2014-02
  - a. Review and develop a fee schedule
  - b. Review Sliding Fee Discount Program (SFDP), ensure it is approved by the board, and conduct training for board and staff
  - c. Develop health insurance payer contract review protocol

↳ **WYPCA Tip:** The National Health Service Corps has a guide to developing and updating a Sliding Fee Discount Program. This includes samples of sliding fee schedules, the application, the policy and public notice signage. <https://nhsc.hrsa.gov/downloads/discountfeeschedule.pdf>

↳ **WYPCA Tip:** Providers must enroll in the Medicare Program in order to be paid for the services they give to Medicare beneficiaries. CMS has guides available to assist with the enrollment process.

**Standard Medicare program guide:** [https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedEnroll\\_InstProv\\_FactSheet\\_ICN903783.pdf](https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedEnroll_InstProv_FactSheet_ICN903783.pdf)

**Medicare Part B program guide:** [https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedEnroll\\_PhysOther\\_FactSheet\\_ICN903768.pdf](https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/MedEnroll_PhysOther_FactSheet_ICN903768.pdf)



↳ **WYPCA Tip:** To get your clinic ready for Medicare and Medicaid billing, we suggest that you start the process with CMS’s vendor Nordion. <https://med.noridianmedicare.com/>. Wyoming is included in the Jurisdiction F category. Nordion has a “Welcome New Provider New Biller” page at: <https://med.noridianmedicare.com/web/jfa/topics/welcome>. Be sure to carefully follow their instructions to help prevent delays in obtaining revenue from Medicare claims. Of note, Medicaid will use the effective date that your Health Center is approved for Medicare to begin reimbursement for Medicaid claims.

↳ **WYPCA Tip:** For questions involving how to become established with the Wyoming Medicaid Program there is a New Provider site at: [https://wyequalitycare.acs-inc.com/provider\\_home.html](https://wyequalitycare.acs-inc.com/provider_home.html). There are a number of steps that you must take to ensure that all of your providers can bill and you receive revenue for Medicaid services. Some important contacts at the Wyoming Medicaid office:

- Sara Rogers, Facilities Manager 307 777 7257 or [sara.rogers@wyo.gov](mailto:sara.rogers@wyo.gov)  
Sara has oversight of the FQHCs or Community Health Centers.
- Sheree Nall, Provider Services Manager, 307 777 8756 or [sheree.nall@wyo.gov](mailto:sheree.nall@wyo.gov)  
Sheree is a great resource for all types of Medicaid questions.

Both contacts encourage email communication whenever possible.

## Checklist #5: Clinical

NACHC recommends these promising practices:

1. Establish provider privileging process.
2. Board approves permanent privileges.
3. Determine laboratory needs (contract vs. in-house, stat labs)
4. Obtain license for any non-CLIA-waived testing
5. Form quality improvement (QI) committees
6. Set performance requirement accountabilities for providers
7. Review required health center services and optional services on Form 5 of the application
  - a. Direct services available regularly
  - b. Referral services provided under a formal referral process

↳ **WYPCA Tip:** Brenda Burnett, the Clinical Quality Director of the WYPCA can field questions on any of the topics listed in this checklist. She can be reached at [brenda@wypca.org](mailto:brenda@wypca.org).



↳ **WYPCA Tip:** Mary Lynne Shickich, the Health Policy and Community Integration Director of the WYPCA can help make connections at local hospitals to promote support, patient transitions and external privileging. She can be reached at [marylynn@wypca.org](mailto:marylynn@wypca.org).

↳ **WYPCA Tip:** Health Outreach Partners is a National Cooperative Agreement that provides TA/Training for free. They have created a Collaboration Toolkit that can provide strategies in establishing a referral network. <http://outreach-partners.org/2016/02/19/a-collaboration-toolkit-for-community-health-organizations/>

↳ **WYPCA Tip:** The WYPCA supports outreach and enrollment efforts for Marketplace health coverage. Contact Hannah Wickey at [hannah@wypca.org](mailto:hannah@wypca.org) to receive a copy of an assister handbook, to be included in upcoming training and TA activities and for any questions you have regarding these activities.

## Checklist #6: Operations

NACHC recommends these promising practices:

1. Establish system for sending and receiving medical records information
2. Establish/review process for supply ordering/receiving/storage
3. Establish patient satisfaction system
4. Establish system for patients and staff to report incidents
5. Review patient flow to ensure maximal efficiency
6. Train all staff on sliding discount scale and barriers to access to care
7. Establish HIPAA privacy practices
8. Determine a staffing model to support delivery of care

↳ **WYPCA Tip:** Brenda Burnett, the Clinical Quality Director of the WYPCA can come on-site to help with establishing an efficient patient flow. To request an on-site visit email Brenda at [brenda@wypca.org](mailto:brenda@wypca.org).



## Checklist #7: Information Technology

NACHC recommends these promising practices:

1. Select/install/contract with Electronic Health Records (EHR) system
2. Establish HITECH (Health Information Technology for Economic and Clinical Health) security procedures
3. Test EHR for reporting (especially UDS)
4. Establish/improve email systems including secure messaging
5. Ensure redundant internet connectivity
6. Create emergency operating procedures
7. Determine decision-support requirements
8. Determine staff authority levels
9. Implement secure faxing system for medical records
10. Review telephone system for adequacy
11. Determine Health Information Exchange availability/membership

↳ **WYPCA Tip:** All of Wyoming's Health Centers use electronic medical records. Here is the most current list of vendors used:

- Allscripts
- Athena
- Centricity
- eClinical Works
- Epic

You can find websites and contact information on all Wyoming Health Centers at the WYPCA website, [www.wypca.org](http://www.wypca.org). WYPCA will link you to other Wyoming Health Centers to provide valuable insight on EMRs to help new health centers decide which vendor to choose.

↳ **WYPCA Tip:** HRSA releases a UDS Manual every year to help health centers with their reporting. You can access the manuals here:

<http://www.bphc.hrsa.gov/datareporting/reporting/index.html>

The WYPCA provides UDS training to all Wyoming Health Centers. To inquire about trainings or to get the current UDS Manual, contact Kathy Johnson, the Office Manager and Events Coordinator at [kathy@wypca.org](mailto:kathy@wypca.org).



## Checklist #8: Facility Management

NACHC recommends these promising practices:

1. Implement hazardous materials handling procedure
2. Contact for trash/biomedical waste handler
3. Establish standards and systems for regular maintenance
4. Establish building access systems
5. Establish calendar for fire, flood, earthquake, tornado, disaster drills (as appropriate)
6. Ensure Material Safety Data Sheets (MSDS) in proper locations
7. Determine Americans with Disabilities Act (ADA) compliance for building
8. Assure compliance with local building/occupancy codes
9. Review Occupational Safety and Health Administration (OSHA) compliance
10. Determine need for state or local licensure for equipment and building systems

↳ **WYPCCA Tip:** You should review the state rules and guidelines for handling medical waste.

You can read the 2-page guidance at this link:

[http://deq.wyoming.gov/media/attachments/Solid%20%26%20Hazardous%20Waste/Inspection%20%26%20Compliance/Guidance/SHWD\\_Inspection-and-Compliance\\_Medical-Waste-Treatment-guidance.pdf](http://deq.wyoming.gov/media/attachments/Solid%20%26%20Hazardous%20Waste/Inspection%20%26%20Compliance/Guidance/SHWD_Inspection-and-Compliance_Medical-Waste-Treatment-guidance.pdf)

## Checklist #9: Risk Management

NACHC recommends these promising practices:

1. Establish conflict of interest policies and procedures immediately
2. Review insurance coverage:
  - a. Malpractice (Medical, Dental, Behavioral Health) pending FTCA
  - b. General Liability
  - c. Property and Casualty
  - d. Workers' Compensation**
  - e. Directors' and Officers' (D&O) Liability**
  - f. Employee Benefits Coverage
  - g. Employment Retirement Income Security Act (ERISA) Rider for offering Employee Benefits
  - h. Employment Practices Liability Insurance (EPLI)



## Checklist #9: Risk Management **continued...**

- i. HIPAA Cyber Liability
3. Begin Emergency Preparedness Plan
4. Establish emergency communications systems
5. **Inform health departments and other first responder agencies of the health center's** ability to assist in emergencies
6. Begin establishing corporate compliance systems

↳ **WYPCA Tip:** The WYPCA has a template for an emergency preparedness on its website: <http://www.wypca.org/publications.aspx#Links> as well as link to the WY Department of Health-Public Emergency Preparedness Program.