

**Knox County Community Health Center
Co-Applicant Board
September 19, 2019
Minutes**

The Knox County Community Health Center Co-Applicant board meeting was held September 19, 2019. The following were in attendance:

Board Members:	Knox County Health Dept. Staff:
Harry, L.J	Belangia, Lane, CEO
Hawkins, Todd, Treasurer	Miller, Julie, Health Commissioner
Hillier, Linda	Mowry, Alayna, Marketing/Public Relations
Kurtz, Matthew	Nance, Laura, Dental Supervisor, RDH
Lenthe, Jim	Phillips, Ashley, Administrative Assistant
Nixon, Jay, President	Robinson, Stacey, Fiscal Supervisor
Tazewell, Peg, Secretary	Snyder, Nan, QI Coordinator/Clinical Supervisor
Absent:	Guests:
Boyd, Jodie	Bruckelmyer, Christina, CB Practice Solutions
Cline, Jeremiah	
Tope, Ann	
White, Bruce	
Wythe, Mike, Pro-Tem	

1. Convention

1.1. Call to Order

The meeting was called to order by President, Jay Nixon at 11:34 a.m.

1.2. Acceptance of Agenda

Jim Lenthe made a motion to accept the agenda. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

1.3. Approval of Minutes

1.3.1. Approval of August 15, 2019 KCCHC Finance Committee Minutes

Peg Tazewell made a motion to approve the August 15, 2019 KCCHC Finance Committee Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.3.2. Approval of August 15, 2019 KCCHC Board Minutes

Matthew Kurtz made a motion to approve the August 15, 2019 KCCHC Board Minutes. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

1.4. Public Participation

Christina Bruckelmyer with CB Practice Solutions introduced herself and serves as the Health Center's ECW Consultant.

2. Special Reports

2.1. Board Training: Public Health 101: Julie Miller:

Julie Miller discussed the foundation of Public Health and how the work of the Health Center applies to Public Health:

- The United States has 3,000 health departments, with Ohio having 113, some of which are city, but most county health departments. There's been a push over the last few years to merge health departments, specifically city and county. In 1983, the city of Mount Vernon combined its health department with Knox County's.
- Public Health is what we do to keep the community safe with three core functions: assessment, policy development and assurance.
- Discussed the mandatory programs each health department must provide to its citizens, including National Public Health Accreditation (required only by Ohio).
- Currently, the Knox County Health Department offers over 50 different programs, the Health Center being one of them.

L.J. Harry: Where can we see these commercials?

Alayna Mowry: Discovery, Hallmark, A&E

For more detailed information, see Attachment 1 – [Public Health 101 Training](#)

2.2. Promotional Report:

Alayna Mowry reported in addition to the written report:

- Focused heavily on advertising the Danville Health Center through a variety of measures (TV, online, yard-signs).
- Saturday, Oct. 5, 2019 from 11-2 is Danville's patient appreciation day at Memorial Park in Danville. If available or interested in volunteering, please contact Alayna.
- Multiple upcoming flu shot clinics
- Hearing from the public that they're seeing the TV commercials, specifically senior citizens.
- Will be taking Board Member headshots at October's meeting for the Health Center's website.

For more detailed information, see Attachment 2 – [Promotional Report](#)

2.3. OI Coordinator / Clinical Supervisor Report:

Nan Snyder reported in addition to the written report:

- 84 individuals were seen at the last immunization clinic in four hours. Staff members did a nice job of moving people through and serving the need.
- QI Council meets at 8:15am instead of Noon so more staff can attend
- Educational handouts for nutrition and weight management are given to patients to assist with the BMI quality measure and education piece
- The BMI quality measure for follow-up with adults who had a BMI index of 25 or greater is now at 95% compliance. This has drastically increased over the last few months.

For more detailed information, see Attachment 3 – [OI Coordinator / Clinical Supervisor Report](#)

2.4. Dental Supervisor Report:

Laura Nance reported in addition to the written report:

- Beginning in 2020, both dental hand pieces and motors are required to be sanitized
- Dental department has started to conduct CARIES risk assessment indicating if an individual is low, moderate, or high risk. If the individual is moderate or high, sealants are recommended and discussed with the patient. Conducting caries risk assessments are a part of UDS measures.
- Eventually the dental department plans to conduct periodontal screenings. This will be discussed with the board in the near future.

For more detailed information, see Attachment 4 – [Dental Supervisor Report](#)

2.5. CEO Report:

Lane Belangia reported in addition to the written report:

- CEO Report:
 - Received notice that the Health Center was not awarded the New Access Point grant. The grant was extremely competitive and 70 applications received funding for this round. Four health centers were awarded in Ohio. Each of these were deemed as “lookalike” health centers, meaning they follow FQHC practices and procedures, but don’t officially receive a HRSA grant. If they are deemed as a “lookalike”, they receive 10 bonus points on their grant application. Many Midwest applications were not funded. Moving forward, a requested change-in-scope needs submitted to bring the Danville services into scope. A change-in-scope has been submitted prior when the hours of operation were adjusted.
 - The Health Center did not receive the Oral Health Infrastructure grant. Twelve agencies in Ohio were funded, most of which are very modern facilities in

Ohio who plan to make infrastructure expansion changes which would provide additional dental services. The Knox County Health Center's application focused on replacing current, outdated equipment as there cannot be any infrastructure changes to the current location. If the Health Center was awarded this grant, plans were to purchase a PAN X unit and a new statum sterilizer. The new statum sterilizer makes it quicker to sterilize dental equipment with the increasing number of patients coming through the door. Plans to discuss other funding sources for both equipment pieces will happen in the near future.

- Since 2017, however, the Health Center has received an additional funding, beyond the main grant, of \$670,000 through a variety of grants. This has allowed us to increase services across the board and enhance access to care.
- Monthly Scorecard:
 - Charges / claims billed slightly decreased from the prior month. Charges in July were \$297,788 while in August they declined to \$225,896.98. However, charges compared to this time last year have significantly increased.
 - Payments / cash received continues to trend upward and increased from the month prior. Payments in July were \$96,568 and they increased in August to \$111,718.15. Payments are forecasting to exceed \$124,000 for the month of September.
 - Current AR remains relatively the same and the average number of days in AR is 53. The dentist is being credentialed with a few other insurance companies and, once credentialed with such insurance companies, this average will decrease.
 - Medicaid remains the highest percentage of patient payer mix at 44.5%. The Health Center continues to market services to Medicare patients.

Jay Nixon: *Do we feel Medicare patients already receive services elsewhere or are we missing these people and they aren't receiving care?*

Linda Hillier: *I think there's a lot of things offered through their Medicare plan that patients don't realize.*

Alayna Mowry: *I recently participated and promoted the Health Center at the Senior Resource Day. A staff member in the Planning, Education and Promotion department of the Health Department is a member of the Senior Taskforce.*

Matthew Kurtz: *What is the relationship with the Senior Center?*

Lane Belangia: *We have a really good relationship with the Senior Center and I serve on their board.*

Julie Miller: *We aim to conduct focus groups with senior citizens in Knox County as part of a report that will be submitted to the Ohio Department of Health.*

Lane Belangia: When at the Senior Center, clients consistently ask for veterans' services and ophthalmology services. We recently became in-network with Triwest, a veterans' insurance. We need to focus on getting the word out about this.

- Community Health Centers Meeting rural Health Needs:
 - Board members reviewed an informational handout from the National Association of Community Health Centers highlighting ways in which rural community health centers are meeting the needs of their communities.

- Other:
 - The Health Center recently became involved with OACHC's HCCN (Health Center Controlled Network). This network consists of 21 health centers across Ohio aimed to improve patient engagement, access to care, and patient health outcomes. By being involved in the network, additional funding streams are available and/or items/software can be purchased for free or a reduced rate.
 - Recently received notice of opportunity to participate in the CPC+, a comprehensive care program through Medicaid. This can provide enhanced reimbursement in addition to reimbursement Medicaid offers initially with Medicaid patients. This reimbursement would be produced quarterly.
 - The next HRSA On-Site visit will be scheduled sometime between May-August 2020.

For more detailed information, see Attachment 5 – [CEO Report](#)

For more detailed information, see Attachment 6 - [Monthly Scorecard](#)

For more detailed information, see Attachment 7 - [Community Health Centers Meeting Rural Needs](#)

2.6. Finance Report:

Stacey Robinson reported in addition to the written report:

- End-of-the-month fund balance of \$2,025.56. This is low as fees for service (project income) was used to cover salaries and pay for expenses instead of drawing down grant funds. As of the board meeting, the current fund balance was \$4,200.
- Wrap payments accounted for 12% of August's revenue, bringing in \$13,330.93.

For more detailed information, see Attachment 8 - [Finance Report](#)

3. New Business

3.1. Finance

3.1.1. Income and Expense

Peg Tazewell made a motion to accept the KCCHC August 2019 Finance Report. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

Todd Hawkins: We discussed in the Finance Committee meeting the fact that the line item "supplies" is a broad category. This line item accounts for pens, pencils, office supplies, as well as medical and dental supplies. The amount expended in the supplies line item increased quite a bit from the prior month due to purchasing immunizations. The amount of claims in the 90-180 day category has increased quite a bit as well, which Lane can explain.

Lane Belangia: This is due to our dentists, Dr. Saale and Dr. Cheek not fully being credentialed yet with all insurances. This credentialing process should be finalized within the next month and these claims can then be processed. We've been in constant discussion with the billing company in an effort to keep these numbers down.

3.2. Contracts

3.2.1. Accept approval of contract with recommended amendment of professional liability insurance to \$500,000 with Laura MacDonald, CPA Inc. to complete an independent audit of the 2017 and 2018 cost report to request an APM (Alternative Payment Method) from the Ohio Department of Medicaid at \$90 per hour, with a yearly maximum of \$3,000, effective August 29, 2019 to August 29, 2020.

Matthew Kurtz made a motion to accept approval of contract with recommended amendment of professional liability insurance to \$500,000 with Laura Macdonald, CPA Inc. to complete an independent audit of the 2017 and 2018 cost report to request an APM (Alternative Payment Method) from the Ohio Department of Medicaid at \$90 per hour, with a yearly maximum of \$3,000, effective August 29, 2019 to August 29, 2020. Peg Tazewell seconded the motion: in the negative; none. The motion was approved.

Jay Nixon: This contract was originally approved by the Board of Health. This is a recommended change of liability insurance to \$500,000 instead of \$1 million as previously stated in the contract.

Lane Belangia: The alternative payment method is a cost report from Medicaid. The two other quotes for this independent audit were over \$9,000.

3.3. Board Approvals

3.3.1. Accept approval of agency Fiscal Management Manual

Peg Tazewell made a motion to accept approval of the agency Fiscal Management Manual. Jim Lenthe seconded the motion: in the negative; none. The motion was approved.

Julie Miller: This manual was recently revised to include items impacting the Health Center. The Board of Health approved the new manual in August.

3.3.2. Accept HRSA Grant Award # H80CS30716-03-03 2019 Health Center Quality Improvement Grant: to support UDS reporting, one-time award \$30,183.00 awarded August 12, 2019

Jim Lenthe made a motion to accept HRSA Grant Award # H80CS30716-03-03 2019 Health Center Quality Improvement Grant: to support UDS reporting, one-time award \$30,183.00 awarded August 12, 2019. LJ Harry seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: In August HRSA releases quality improvement awards based on performance. In August 2018 we received \$4,000 for using an EMR (electronic medical record) with proper security measures. This year we received \$30,000 for 4 different categories: increasing access to care, reducing social determinants of health (reducing barriers), and the EMR. When we achieve the PCMH (patient centered medical home) certification, our awards would increase significantly.

3.3.3. Accept HRSA Grant Award # H80CS30716-03-02 Integrated Behavioral Health Services (IBHS) grant: Expansion of Quality Substance Use Disorder and Mental Health Services within the Knox County Community Health Center totaling \$167,000 awarded August 1, 2019

Jim Lenthe made a motion to accept HRSA Grant Award # H80CS30716-03-02 Integrated Behavioral Health Services (IBHS) grant: Expansion of Quality Substance Use Disorder and Mental Health Services within the Knox County Community Health Center totaling \$167,000 awarded August 1, 2019. Todd Hawkins seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: This grant is ongoing funding. We must hire a certain amount of staff to help increase the access. We will be hiring a patient care navigator and Licensed Independent Social Worker (LISW) in the near future.

3.3.4. Approval of the following KCCHC policies as needed to meet the Standards of HRSA Health Center Compliance Manual

- *KCCHC Grants Management Policy*

Matthew Kurtz made a motion to approve the following KCCHC policies as needed to meet the Standards of HRSA Health Center Compliance Manual: KCCHC Grants Management Policy. Todd Hawkins seconded the motion: in the negative; none. The motion was approved.

3.3.5. Recommend approval to submit a Change in Scope (CIS) to bring the Danville Health Center into scope of practice for the Knox County Community Health Center

LJ Harry made a motion to recommend approval to submit a Change in Scope (CIS) to bring the Danville Health Center into scope of practice for the Knox County Community Health Center. Todd Hawkins seconded the motion: in the negative; none. The motion was approved.

Lane Belangia: This needs to be done since we didn't receive a New Access Point grant for the Danville operation. We can receive enhanced reimbursement by bringing it into scope.

3.4. Board Discussion

3.4.1. Health Center participation in Monthly Late Clinic

- Every 3rd Tuesday dental and immunization appointments are offered until 6p one time per month. Medical appointments have not been available. While the Co-Applicant Board and Health Center aims to provide access to care as much as possible, the dentist no longer wants to offer late appointments due to a high rate of no-shows for these appointments. The dentist would prefer to work 5, 8-hour days and fill those appointments up. The Health Center will remain open as immunization and counseling appointments are still available and other appointments can be scheduled for a different time should a patient walk-in. A change-in-scope is not necessary since the Health Center remains open during this time frame.

3.4.2. Fairway Capital Recovery, LLC Contract

- The Health Center is very diligent regarding holding patients accountable for services. Staff verifies income for eligibility to receive the sliding fee discount and to ensure patients receive the most discounted and fair prices as possible.
- The Health Center currently does not have a true collections process. Letters are sent out to patients with outstanding bills monthly. Three letters are sent to a patient, each progressive in nature. In doing so, some patients have then paid their bill.
- Board members discussed potentially taking patients to “true collections” as there is currently \$27,000 outstanding:

Matthew Kurtz: The remaining balance, is this unpaid portions of what insurance hasn't or won't cover?

Stacey Robinson: It could be their deductible, co-pay, or their percentage of payment they must pay. It seems that many patients don't show proof of their income and just see their initial bill. If they would show their proof of income they wouldn't have the price initially billed to them.

Lane Belangia: Fees can be waived for this hardship.

Linda Hillier: What is your definition of hardship?

Lane Belangia: They must prove finances aren't available or that there's truly no income coming in or if they aren't eligible for Medicare/Medicaid. Providers also have to agree with me in waiving the fee. This isn't forever- it's time stamped.

Todd Hawkins: I would recommend reaching out to Bruce White. From a credit perspective, collections can, sometimes, affect ones credit score.

3.5. Board Information

CEO has signed the following:

3.5.1. Renewed contract with Behavioral Healthcare Partners of Ohio for behavioral health and counseling services at the Knox County Community Health Center with a yearly maximum of \$30,000, effective October 1, 2019 through September 30, 2020.

Lane Belangia: We currently don't utilize this agreement and don't have a BHP provider on-site, but in the near future we may.

3.5.2. MOA with the Ohio Association of Community Health Centers (OACHC) to participate in the Health Center Controlled Network Program, effective August 1, 2019 through July 31, 2022.

Lane Belangia: The MOA is mandatory for participation in the network program. OACHC, the state's primary care association is there to support us in a variety of ways. There are other health centers in this network program that use ECW as their EMR. This is a three year program.

4. Health Commissioner – Board of Health Update


Julie Miller, Health Commissioner, reported:

- Noted updates to the organizational chart, especially those pertaining to the Community Health Center highlighting its significant and impressive growth over the last few years.
- No update regarding new space, specifically with the Siemens building. The Board of Health has formed a facilities workgroup to look at various space plans and/or procedures. This group may meet in October to begin work and it may be beneficial for a Co-Applicant Board member to be involved.

5. Adjournment

Being no further business and with the end of the agenda being reached, President Jay Nixon declared the meeting adjourned.

The meeting adjourned at 1:01 p.m.



Jay Nixon
President



Peg Tazewell
Secretary

