

**2021 Indian Health Service Virtual Partnership Conference
October 25 – 28, 2021**

Quality Through Teamwork, Innovation, and Excellence

Agenda

Monday, October 25

11:00 am ET	Opening Plenary Session
	Call to Order <ul style="list-style-type: none"> Alison Sanders, Management Analyst, Office of Resource Access and Partnerships (ORAP), IHS
	Welcome/Opening Remarks <ul style="list-style-type: none"> Elizabeth A. Fowler, Acting Director, IHS
	Plenary Keynote Address <ul style="list-style-type: none"> Loretta Christensen, MD, MBA, MSJ, FACS, Chief Medical Officer, IHS
	Program Updates and Concurrent Session Highlights <ul style="list-style-type: none"> Mitchell Thornbrugh, Chief Information Officer (CIO), Director, Office of Information Technology <ul style="list-style-type: none"> Tammy Crazy Bull, Acting National Lead Consultant, Health Information Management (HIM) CAPT John Rael, Director, Office of Resource Access and Partnerships <ul style="list-style-type: none"> Raho Ortiz, Director, Division of Business Office Enhancement Jim Lyon, Director, Division of Contract Care
1:00 pm ET	Recess for the day

Tuesday, October 26

11:00 am – 12:30 pm ET, Concurrent Sessions A	
BO	Managing Third Party Billing: Managing Backlogs and Avoiding Backlogs <ul style="list-style-type: none"> Marnell Becenti, Sharon Brokeshoulder
BO	When it is More Than a Bad Hair Day... <ul style="list-style-type: none"> Donna Enfield
BO	Practice Management BPRM V3.9 final days, BPRM version 4 here I come! <ul style="list-style-type: none"> Gail Townsend

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11:00 am – 12:30 pm ET, Concurrent Sessions A	
F/A	Accounts Receivable – End-to-End Process <ul style="list-style-type: none"> Archana Bhat, Muralidhar Vintha
HIM	Telehealth Overview <ul style="list-style-type: none"> Jennifer Farris
IT	Avera Telehealth Resource and Patient Management System (RPMS) Electronic Health Record (EHR) Standardization Project <ul style="list-style-type: none"> Jeffrey Johnston, Natalie Klier, Sarah Lake, John Lester, Deb Odens, David Taylor
IT	The Proactive Power of Planning for the Unexpected <ul style="list-style-type: none"> Andrew Marshall
IT	Video Conferencing and Telehealth Video Solution Overview <ul style="list-style-type: none"> Paul Kundtz
IT	Section 508: You Should Attend This Session <ul style="list-style-type: none"> Darren Buchanan
PRC	Introduction to Purchased/Referred Care (PRC) 101 <ul style="list-style-type: none"> Ed Chasing Hawk
PRC	IHS Purchased/Referred Care Delivery Area (PRCDA) Map Portal Training I (Introduction) If you do not have an IHS Map Portal account, please contact Lyndy Worsham at least 1 day prior to the conference to get your account set up, carlynn.worsham@ihs.gov. <ul style="list-style-type: none"> Lyndy Worsham

12:30 pm – 1:00 pm ET, Break

1:00 pm – 2:30 pm ET, Concurrent Sessions B	
BO	Veterans Administration (VA) Direct Care Reimbursement Agreement (Updates, Pharmacy Electronic Data Interchange [EDI], Denials, etc.) <ul style="list-style-type: none"> Nauni Castro, Cynthia Larsen, Adrian Lujan, Brittany Moore, Krystal Ross
BO	Pharmacy Point of Sale (POS) and Pharmacy Billing Reports <ul style="list-style-type: none"> LCDR Michael Hunt
BO	Innovations Session <ul style="list-style-type: none"> Sam Brewster, Carol Chicharello, K Dempsey, Raho Ortiz, Leslie Reece
HIM	42 CFR Part 2 – Substance Use Confidentiality <ul style="list-style-type: none"> Heather McClane

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1:00 pm – 2:30 pm ET, Concurrent Sessions B	
HIM	Release of Information (ROI) <ul style="list-style-type: none"> Crystal Casey
IT	Pediatric Immunization Improvement Project – Health Information Technology Perspective <ul style="list-style-type: none"> Susan Ducore, Katie Johnson, Carol Lincoln, Thomas Weiser
IT	The Miraculously Magical Traveling Risk and Compliance Medicine Show <ul style="list-style-type: none"> Frank Preckel
IT	Enterprise Information Technology (IT) Service Management <ul style="list-style-type: none"> Sina Kasraian
IT	Capital Planning and Investment Control (CPIC) and Enterprise Performance Life Cycle (EPLC) Processes & Procedures <ul style="list-style-type: none"> Rauland Sharp
PRC	Introduction to Fiscal Intermediary (No CEUs Available) <ul style="list-style-type: none"> Michelle Brazley, Charlene Lattier, Jim Lyon, Christine Morrell, Robin Watkins
PRC	Case Management and Purchased/Referred Care Fundamentals <ul style="list-style-type: none"> Jencie Dahlen, LCDR Rose Gaikowski

2:30 pm – 3:00 pm ET, Break

3:00 pm – 4:30 pm ET, Concurrent Sessions C	
BO	Basic Billing Overview in the Resource and Patient Management System (RPMS) <ul style="list-style-type: none"> Adrian Lujan, Cindy Stout
HIM	VistA Imaging Best Practices at Phoenix Indian Medical Center (PIMC) <ul style="list-style-type: none"> Sherilynn Allison, Nahshon Menefee, Michelle Nez, Reanna Salt
IT	Critical Care Response Team (CCRT) Resource and Patient Management System (RPMS) Electronic Health Record (EHR) Standardization Project <ul style="list-style-type: none"> Robin Bartlett, Juantina Johnson, Jeffrey Johnston, John Lester, Deb Odens, David Taylor
IT	Basics to Achieving a Secure Cloud Implementation <ul style="list-style-type: none"> Kowaine Baker, Lamin Kamara
IT	Enterprise Infrastructure Solutions (EIS) Contract and Service Offerings (including how Tribes can access services) <ul style="list-style-type: none"> Mark Downing
IT	IHS Health Information Technology (HIT) Modernization Update <ul style="list-style-type: none"> Howard Hays, CDR Andrea Scott, Mitch Thornbrugh

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3:00 pm – 4:30 pm ET, Concurrent Sessions C	
IT	Leveraging Informatics to Bridge the Gap <ul style="list-style-type: none"> Veronica Gordon
PRC	Purchased/Referred Care (PRC) Rates & Medicare Like Rates for Tribal PRC Programs <ul style="list-style-type: none"> Jim Lyon, Robin Watkins
PRC	Catastrophic Health Emergency Fund (CHEF) 101 <ul style="list-style-type: none"> Randell Fatt, Bree Tiger
T/U	Contract Support Cost and Annual Funding Agreements <ul style="list-style-type: none"> Johnnita Tsabetsaye
4:30 pm ET, Recess for the day	

Wednesday, October 27

11:00 am – 12:30 pm ET, Concurrent Sessions D	
BO	Maximizing Third Party Collections Through Pharmacy Point of Sale <ul style="list-style-type: none"> LCDR Michael Hunt, CDR Tyler Lannoye
BO	Billing, Collection, and Process Challenges During a Pandemic <ul style="list-style-type: none"> Cynthia Larsen, Raho Ortiz, Krystal Ross
F/A	Accounts Receivable: Reporting and Reconciliation <ul style="list-style-type: none"> Archana Bhat, Muralidhar Vintha
HIM	Patient Care Component (PCC) Management Reports and Managing the Coding Queue <ul style="list-style-type: none"> Andrea Mitchell-Thomas, Lynn Pourier
IT	National Council of Informatics (NCI): Who We Are & What We Do <ul style="list-style-type: none"> Wil Darwin, Donnie Hodge, Amy Rubin
IT	Cradle to Grave – Cybersecurity in the Data Lifecycle <ul style="list-style-type: none"> Daphne Collins
IT	ISC Breakout – Identifying Opportunities to Consolidate IT Services (No CEUs Available) <ul style="list-style-type: none"> Paul Kundtz
IT	Federal Information Technology Acquisition Reform Act (FITARA) Overview and Implementation <ul style="list-style-type: none"> Phillip Wise
IT	Electronic Laboratory Reporting – BLE Software and AIMS Overview <ul style="list-style-type: none"> Karla Mankoff, Karen Romancito, Vanessa Vicenti

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11:00 am – 12:30 pm ET, Concurrent Sessions D	
PRC	Catastrophic Health Emergency Fund (CHEF) Online <ul style="list-style-type: none"> Randell Fatt, Kevin Rogers
PRC	IHS Purchased/Referred Care Delivery Area (PRCDA) Map Portal Training II (Hands-on) If you do not have an IHS Map Portal account, please contact Lyndy Worsham at least 1 day prior to the conference to get your account set up, carlynnne.worsham@ihs.gov. <ul style="list-style-type: none"> Lyndy Worsham

12:30 pm – 1:00 pm ET, Break

1:00 pm – 2:30 pm ET, Concurrent Sessions E	
BO	Resource and Patient Management System (RPMS) Third Party Billing Table Maintenance Review <ul style="list-style-type: none"> Adrian Lujan, Cindy Stout
HIM	Overview of the Personal Health Record (PHR) <ul style="list-style-type: none"> Cynthia Cates, Jennifer Farris, Stephanie Gardner
IT	An Overview of Telehealth in IHS: Current Status and a View to the Future <ul style="list-style-type: none"> Chris Fore, Howard Hays, Susy Postal, Brenda Steiger
IT	Phoenix Area Electronic Health Record (EHR) Internship Program <ul style="list-style-type: none"> John Lester, Elvira Mosely, Justin Tafoya, Michael Vaughn, Leah Westover
IT	Audits and Compliance Reporting <ul style="list-style-type: none"> Stacie Henderson, Amalis Hernandez
IT	Identity Access Management (IAM) and Information Technology Access Control (ITAC) <ul style="list-style-type: none"> Kathryn Lewis
IT	The IHS Enterprise Mobile Service Program <ul style="list-style-type: none"> Michelle Riedel
IT	Leveraging Informatics to Bridge the Gap (Repeat) <ul style="list-style-type: none"> Veronica Gordon
PRC	Catastrophic Health Emergency Fund Online – On-net, Resource and Patient Management System (RPMS) Users (all federal programs and some tribal programs) <ul style="list-style-type: none"> Randell Fatt, Kevin Rogers
PRC	Purchased/Referred Care (PRC) Appeal Process <ul style="list-style-type: none"> Susan Black, Jim Lyon, Jennifer Tsosie

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1:00 pm – 2:30 pm ET, Concurrent Sessions E

T/U	Medicare and Federally Qualified Health Centers (FQHC): Getting Started and Getting Paid <ul style="list-style-type: none"> Travis Draper
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2:30 pm – 3:00 pm ET, Break

3:00 pm – 4:30 pm ET, Concurrent Sessions F

BO	Analyzing Your Adjustment – Proper Payment, Proper Denials <ul style="list-style-type: none"> Cynthia Larsen
BO	Patient Registration: COVID and Beyond <ul style="list-style-type: none"> Melissa Bigbow, Pamela Wright
HIM	Subpoenas and Information Requests: Health Insurance Portability and Accountability Act (HIPAA), the Privacy Act and Other Relevant Laws <ul style="list-style-type: none"> Matthew Drogemuller, Jennifer Irwin
IT	One Secure HHS <ul style="list-style-type: none"> Chris Bollerer, Julia Chua, Tony Escobedo, Bridget Guenther
IT	Network Modernization: Internet Protocol Version 6 (IPv6) Transition and Software-Defined Wide-Area Network (SD-WAN) <ul style="list-style-type: none"> Patrick Gormley, CAPT Clarence Smiley
IT	IHS Health Information Technology (HIT) Modernization Update (Repeat) <ul style="list-style-type: none"> Howard Hays, CDR Andrea Scott, Mitch Thornbrugh
IT	National Patient Information Reporting System (NPIRS) Enterprise Reporting & Analytics <ul style="list-style-type: none"> Vanessa Weaver
PRC	Catastrophic Health Emergency Fund Online – On-net, Non-Resource and Patient Management System (RPMS) Users (some tribal programs) <ul style="list-style-type: none"> Randell Fatt, Kevin Rogers
PRC	IHS Purchased/Referred Care (PRC) Reconciliation <ul style="list-style-type: none"> Karla Hall, Robin Watkins
T/U	What Can Trends in Third Party Reimbursement at Urban Indian Organizations Tell Us About Policy Changes and Training Needs? <ul style="list-style-type: none"> Andrew Kalweit

4:30 pm ET, Recess for the day

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Thursday, October 28

11:00 am – 12:30 pm ET, Concurrent Sessions G	
BO	The Revenue Cycle – Finding a Method to the Madness <ul style="list-style-type: none"> Tracey Sanchez
BO	Navigating the Medicare Provider Enrollment Process <ul style="list-style-type: none"> Shannon Braford, Diane Steuart
BO	Medicare Part A and Part B – Providing Solutions to Medicare Challenges <ul style="list-style-type: none"> Gail Atnip, Kim Robinson
HIM	Introduction to Four Direction Hub (4DH) Health Information Exchange On-Boarding of IHS/Tribal/Urban (I/T/U) Organizations <ul style="list-style-type: none"> Janice Chase, Tammy Crazy Bull, Glenn Janzen, Peter Ziegler
IT	COVID-19 Vaccine Data Management and Updates <ul style="list-style-type: none"> Charles Cross, Susan Ducore, Veronica Gordon, CDR Andrea Scott, Vanessa Weaver, Greta Ziegler
IT	Interconnection Security Agreements (ISA) and System Security Plan (SSP) Preparation <ul style="list-style-type: none"> Ann Ahasteen-Fairey, Anthony Harris, April Rives
IT	Information Technology Infrastructure Modernization and Technology Trends <ul style="list-style-type: none"> Phil Dawson, Paul Kundtz
IT	Health Information Technology Modernization Workflow Research and Alignment Plan (WRAP) (No CEUs Available) <ul style="list-style-type: none"> Howard Hays, David Taylor
PRC	Catastrophic Health Emergency Fund Off-net, Resource and Patient Management System (RPMS) and Non-RPMS (some tribal programs) <ul style="list-style-type: none"> Randell Fatt, Kevin Rogers
PRC	Purchased/Referred Care (PRC) 102 <ul style="list-style-type: none"> Jordan Burchell, Robert Sanders, Bree Tiger
T/U	Overview of the Indian Self Determination and Education Assistance Act (ISDEAA), Title I Contracting Timelines <ul style="list-style-type: none"> Kenneth Coriz

12:30 pm – 1:00 pm ET, Break

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1:00 pm – 2:30 pm ET, Concurrent Sessions H	
BO	Secondary Billing in the Resource and Patient Management System (RPMS) <ul style="list-style-type: none"> Antaza Braun, Adrian Lujan
BO	Conquering Coordination COVID Challenges <ul style="list-style-type: none"> Pam Benedict, Melissa Bigbow, Dustie Cummins, Romelia Kassanavoid
HIM	Health Information Management (HIM) Best Practices During the COVID Public Health Emergency (CPHE) <ul style="list-style-type: none"> Gary Russell-King
IT	COVID-19 Mass Vaccination Documentation <ul style="list-style-type: none"> Jeanetta Fields, Rebecca Johnson, Bonnie Kraft, CDR Dinesh Sukhlall
IT	The Life Cycle and Evolution of IHS's Cybersecurity Incident Response <ul style="list-style-type: none"> Tyler Brummer, Matthew Gonzalez
IT	National Patient Information Reporting System (NPIRS) Enterprise Reporting & Analytics (Repeat) <ul style="list-style-type: none"> Vanessa Weaver
IT	IHS Health Information Technology (HIT) Modernization Update (Repeat) <ul style="list-style-type: none"> Howard Hays, CDR Andrea Scott, Mitch Thornbrugh
IT	IHS Electronic Dental Record (EDR) System and IHS Office of Information Technology (OIT) Health Information Technology (HIT) Modernization <ul style="list-style-type: none"> Joel Knutson

2:30 pm – 3:00 pm ET, Break

3:00 pm ET	Closing Plenary Session
	Call to Order and Announcements <ul style="list-style-type: none"> Alison Sanders, ORAP, IHS
	IHS Health Information Technology Modernization Initiative <ul style="list-style-type: none"> Mitch Thornbrugh, CIO, Director, OIT
	Closing Comments <ul style="list-style-type: none"> P. Benjamin Smith, Deputy Director for Intergovernmental Affairs, IHS
4:30 pm	Conference Adjourns

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