

## 2022 Indian Health Service Virtual Partnership Conference August 29 – September 1, 2022

The Future of Indian Health Care Starts with Us

### Agenda

#### Monday, August 29

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11:00 am **Opening Plenary Session**

ET

**Call to Order**

- Alison Sanders, Management and Program Analyst, Office of Resource Access and Partnerships (ORAP), Indian Health Service (IHS)

**Welcome and Opening Remarks**

- Elizabeth A. Fowler, Acting Director, IHS

**Program Updates and Concurrent Session Highlights**

- Mitchell Thornbrugh, Chief Information Officer (CIO), Director, Office of Information Technology (OIT)
  - Tammy Crazy Bull, Acting National Lead Consultant, Health Information Management (HIM), Division of Information Technology, OIT
- CAPT John Rael, Director, ORAP
  - Raho Ortiz, Director, Division of Business Office Enhancement, ORAP
  - Jim Lyon, Director, Division of Contract Care, ORAP

**Featured Speaker**

- CDR Seneca Smith MHA, BSRT (R) (CT), Chair, National Council of Chief Executive Officers, and Chief Executive Officer, Pawnee Indian Health Center, Oklahoma City Area IHS

1:00 pm Recess for the day

#### Tuesday, August 30

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**11:00 am – 12:30 pm ET, Concurrent Sessions A**

BO	IHS Revenue Cycle 101
BO	Medicare Part A and Part B – Providing Solutions to Medicare Challenges, Updates and Reminders

Business Office (BO)	Finance / Accounting (F/A)	Health Information Management (HIM)	Information Technology (IT)	Purchased / Referred Care (PRC)	Tribal / Urban / All Other (T/U/O)
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<b>11:00 am – 12:30 pm ET, Concurrent Sessions A</b>	
BO	Pharmacy Point of Sale (POS) Basic Overview
F/A	Best Practices – Undelivered Orders
HIM	Introduction to the Centralized Interoperability Suite
IT	An Overview of Telehealth at the IHS
IT	Coding & Billing for Vaccines – WRAP Work Session
IT	IHS Incident Response & Vulnerability Detection & Quarantining
IT	IT Operations Project Management Review
IT	Capital Planning and Investment Control (CPIC) Processes & Procedures
IT	Introduction to IHS Enterprise Architecture and Category Management
PRC	Purchased/Referred Care (PRC) 101 and Prioritization of PRC Referrals
PRC	Purchased/Referred Care Fiscal Intermediary (FI)
T/U/O	Self-Determination 101

<b>1:00 pm – 2:30 pm ET, Concurrent Sessions B</b>	
BO	Account Management (A/M) – How does RPMS A/M Contribute to the Revenue Cycle?
BO	Unwinding from the Public Health Emergency
BO	Navigating the Medicare Provider Enrollment Process and Novitasphere Portal for Part A and Part B Providers
F/A	Accounts Receivable End-to-End Process
HIM	Coding Queue/Error Report Management
IT	Division of Information Technology, Initiatives and Roadmap for Fiscal Year 2023
IT	EHR Modernization Update – Engaging the Field
IT	What’s the Worst that can Happen? From Sleepless Nights to “The Hero’s in the House”
IT	Zero Trust Architecture
IT	Ins and Outs of the Enterprise Mobile Service Program
PRC	Resource and Patient Management System (RPMS) Contract Health Services Management Information Systems (CHS/MIS) and Referred Care Information System (RCIS) Basic Overview and Update

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

PRC	Catastrophic Health Emergency Fund (CHEF) 101
T/U/O	Uphold Access to Quality Health Care Services While Capitalizing on the Buy Indian Act

2:30 pm – 3:00 pm ET, Break

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

BO	Revenue Cycle: Third Party Billing Roundtable and Open Forum Discussion on the Practice of Billing for Third Party Resources
BO	Standardized Business Office Management Reports
BO	Direct Care vs. Purchased/Referred Care Eligibility and Resources
F/A	Financial Business Intelligence System (FBIS) Overview
HIM	Best Practices for Secure Data Transfer for Health Information Management
IT	Immunization Updates 2022
IT	Advance Practice Pharmacist – WRAP Work Session
IT	Network Security Architecture Modernization and Redesign – A Goal to Reducing the Risk of Data Compromise
IT	Introduction to HL7 Immunization Messaging
IT	Health Information Technology Modernization – An Update
IT	National Pharmacy Council (NPC) & Pharmacy PSG Updates
PRC	Case Management and Purchased/Referred Care Fundamentals
PRC	IHS Purchased/Referred Care Delivery Areas (PRCDA) Interactive Mapping & Tools IHS Map Portal Live Demo & Hands-On Training First-Timers/Refresher Training
T/U/O	Exploring Food Insecurity in Tribal Communities – Sharing Stories of Positive Change

4:30 pm ET, Recess for the day

Business Office (BO)	Finance / Accounting (F/A)	Health Information Management (HIM)	Information Technology (IT)	Purchased / Referred Care (PRC)	Tribal / Urban / All Other (T/U/O)
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**Wednesday, August 31**

11:00 am – 12:30 pm ET, Concurrent Sessions D

BO	U.S. Department of Veterans Affairs (VA) Direct Care Reimbursement Agreement (Updates, Pharmacy EDI, Denials, etc.)
BO	Relationship of POS Claims Between RPMS POS and AR Packages and Pharmacy Billing Reports
BO	Centers for Medicare & Medicaid (CMS) Division of Tribal Affairs Overview and Outreach and Education Strategies
F/A	Accounts Receivable Reporting and Reconciliation
HIM	The Importance of Analysis of Documentation
IT	Leveraging Excel to Improve Business Operations
IT	New Ambulatory Care & Hospitals – Lessons Learned and WRAP Work Session
IT	Archer Introduction
IT	Identity and Access Management Using SailPoint IAM and ServiceNow
IT	Health Information Technology Modernization – An Update (Repeat 1)
IT	Pharmacy Informatics Residency Rotation
PRC	Purchased/Referred Care (PRC) 101 and Prioritization of PRC Referrals (Repeat)
PRC	Catastrophic Health Emergency Fund (CHEF) Online Tool for Federal Users – Demo and Frequently Asked Questions
T/U/O	Tribal Self-Governance 101

12:30 pm – 1:00 pm ET, Break

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

BO	Realignment of the Revenue Cycle
BO	Customer Service or Caring For Our Patients Even When You Are Not A Patient Care Provider
BO	Practice Management Application Suite V4 (GUI) Taking You Forward
F/A	G-Invoicing
HIM	Conducting HIPAA Investigations: An A-Z Guide for Initiating, Conducting and Documenting
IT	RPMS Administrator Training Roadmap

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1:00 pm – 2:30 pm ET, Concurrent Sessions E	
IT	Coding & Billing for Telemedicine – Lessons Learned and WRAP Work Session
IT	Audits are crucial. Learn why!
IT	Update on IHS IPv6 Transition Efforts
IT	Capital Planning and Investment Control (CPIC) Processes & Procedures (Repeat)
IT	Introduction to IHS Enterprise Architecture and Category Management (Repeat)
PRC	Purchased/Referred Care Appeal Process
PRC	Catastrophic Health Emergency Fund (CHEF) Online Tool for Non-Federal Users – Demo and Frequently Asked Questions
T/U/O	100% Federal Medical Assistance Percentage (FMAP) – Traditional Healing Pilot Project

2:30 pm – 3:00 pm ET, Break

3:00 pm – 4:30 pm ET, Concurrent Sessions F	
BO	Revenue Cycle: Account Management Roundtable and Open Forum Discussion on Managing Patient Accounts Resulting from Third Party Billing Activity
BO	Increasing Third-Party Revenue by Expanding the Patient’s Insurance Understanding and Implementing Patient Benefit Coordination Processes
BO	Enrollment - All Aspects
HIM	Health Information Management Supervisor 101
IT	Sexual Orientation and Gender Identity (SOGI) Update
IT	IHS Electronic Dental Record (EDR) System and IHS OIT HIT Modernization
IT	Knowing and Overcoming the Cybersecurity Risks in IT Systems Used for Healthcare Delivery
IT	Enterprise Infrastructure Solutions (EIS) – EIS Specific Information
IT	Qlik Upgrade and Advanced Features
IT	What is the Legal Health Record
PRC	Purchased/Referred Care (PRC) 102
T/U/O	Recent Trends in Third-Party Billing at Urban Indian Organizations: A Focus on Section 9815 of the American Rescue Plan Act and Insights into Medicaid Managed Care

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

4:30 pm ET, Recess for the day

**Thursday, September 1**

11:00 am – 12:30 pm ET, Concurrent Sessions G

BO	Patient Registration Data: The Heart of IHS Data and Reporting
BO	Medicaid Managed Care Protections for Indians
BO	Federal Hiring and Retention
F/A	Cash Management Process and Reconciliation
HIM	Navajo Area Pilot Archiving Project
IT	21st Century CURES Act Update
IT	Coding & Billing for Swing Beds – WRAP Work Session
IT	Cybersecurity Responsibility is Yours, Mine, & Ours: How We Can Each Do Our Part
IT	National Council of Informatics (NCI) Updates
IT	Managing Mobile Services
IT	Training Updates from IHS OIT & National Council of Informatics
PRC	Purchased/Referred Care (PRC) 102 (Repeat)
PRC	Purchased/Referred Care Reconciliation
T/U/O	Your Mental Health Matters Too

12:30 pm – 1:00 pm ET, Break

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

BO	Maximizing Efficiency and Third Party Collections While Working Pharmacy Point of Sale (POS) Claims: Pharmacy POS Tutorial Exploration
BO	RPMS Reports that Impact the Revenue Generation Process
BO	Manager’s Corner: Focus on Patient Registration: Train and Retain

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1:00 pm – 2:30 pm ET, Concurrent Sessions H	
BO	Long COVID – What It Means for Our Patients and the Business Office
F/A	Financial Business Intelligence System (FBIS) Dashboard – Procure to Pay
HIM	Trends and Benefits of Teleworking for Coding Staff
IT	RPMS Database, Backup, Restore, Critical Files
IT	HHS Cybersecurity Program
IT	Enterprise IT Service Management
IT	Health Information Technology Modernization – An Update (Repeat 2)
IT	Creating a Solid Data Management Foundation to Support Self-Service Business Intelligence
PRC	Panel for Purchased/Referred Care
T/U/O	Tribal Shares 101

2:30 pm – 3:00 pm ET, Break

- 3:00 pm ET **Closing Plenary Session**
- Call to Order and Announcements**
- Alison Sanders, Management and Program Analyst, ORAP
- Keynote Address**
- Roselyn Tso, Director, Navajo Area IHS
- Attendee Feedback and Closing Comments**
- Loretta Christensen, MD, MBA, MSJ, FACS, Chief Medical Officer, IHS
  - Darrell LaRoche, Deputy Director for Management Operations, IHS
  - CAPT John Rael, Director, ORAP
  - Benjamin Smith, Deputy Director, IHS
- 4:30 pm Conference Adjourns

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