

**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

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

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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Tuesday, August 30

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

BO	<p>IHS Revenue Cycle 101</p> <ul style="list-style-type: none"> Alex Arobba, Acting Business Office Coordinator, Great Plains Area IHS Raho Ortiz, Director, Division of Business Office Enhancement, ORAP
BO	<p>Medicare Part A and Part B – Providing Solutions to Medicare Challenges, Updates and Reminders</p> <ul style="list-style-type: none"> Gail Atnip, Provider Outreach & Education, Novitas Solutions Kim Robinson, Provider Outreach & Education, Novitas Solutions
BO	<p>Pharmacy Point of Sale (POS) Basic Overview</p> <ul style="list-style-type: none"> LCDR James Bower, Pharmacist, Twelve Clans Unity Hospital
F/A	<p>Best Practices – Undelivered Orders (UDO)</p> <ul style="list-style-type: none"> Narender Gupta, iProcurement and UDO Cleanup Lead, Operations and Maintenance Support Team, Office of Finance & Accounting (OFA)
HIM	<p>Introduction to the Centralized Interoperability Suite</p> <ul style="list-style-type: none"> Tammy Crazy Bull, Acting National Lead Consultant, HIM, Division of Information Technology, OIT Glenn Janzen, Supervisory Information Technology (IT) Specialist, Division of Information Technology, OIT Peter Ziegler, Physician, Contractor, General Dynamics Information Technology Health Solutions
IT	<p>An Overview of Telehealth at IHS</p> <ul style="list-style-type: none"> Jennifer Farris, HIM Consultant/Privacy Officer/Freedom of Information Act Coordinator, Oklahoma City Area IHS Chris Fore, PhD, Telebehavioral Health Center of Excellence Director, Division of Behavioral Health, Office of Clinical and Preventive Services (OCPS) Howard Hays, MD, MSPH, Chief Medical Information Officer, OIT Naomi Hixson, Au.D., CCC-A/SLP, Chief of Audiology, Acting Director of Telemedicine and Field Services, Phoenix Indian Medical Center, Phoenix Area IHS Maria Kofas, Telenutrition Program Specialist, Acting Area Nutrition Consultant, Public Health Nutritionist, Billings Area IHS Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP Darla McCloskey, Deputy Director, Great Plains Area IHS Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, OIT CAPT Leslye Rauth, Nutrition – Informaticist, Great Plains Area IHS LT Brenda Steiger, IT Specialist, OIT, Great Plains Area IHS

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

IT	<p>Coding & Billing for Vaccines – WRAP Work Session</p> <ul style="list-style-type: none"> • Eric Colston II, Systems Engineer, The MITRE Corporation • Susan Ducore, Nurse Consultant, California Area IHS • CAPT Cynthia Gunderson, Revenue Enhance Coordinator, Bemidji Area IHS • Katie Johnson, Electronic Health Record Integrated Care Coordinator, Northwest Portland Area Indian Health Board • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT • LCDR Monica Orsborn, Clinical Pharmacist, Fort Belknap Hospital, Billings Area IHS • LCDR Abigail Petrusis, Immunization Director, Phoenix Indian Medical Center, Phoenix Area IHS • Andrew Regiec, Health Systems and Enterprise Architect, The MITRE Corporation • CAPT (Ret.) Tina Tah, Nurse Consultant (Public Health Nursing), Division of Nursing Services, OCPS • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT • CAPT Holly Van Lew, IHS COVID-19 Vaccine Task Force Deputy Lead
IT	<p>IHS Incident Response & Vulnerability Detection & Quarantining</p> <ul style="list-style-type: none"> • Tyler Brummer, Cybersecurity Incident Team Analyst, Division of Information Security, OIT • Matt Gonzalez, Cybersecurity Incident Team Lead, Division of Information Security, OIT
IT	<p>IT Operations Project Management Review</p> <ul style="list-style-type: none"> • Paul Kundtz, Director, Division of Information Technology Operations, OIT
IT	<p>Capital Planning and Investment Control (CPIC) Processes & Procedures</p> <ul style="list-style-type: none"> • Rauland Sharp, CPIC Manager, Division of Program Management and Budget, OIT
IT	<p>Introduction to IHS Enterprise Architecture and Category Management</p> <ul style="list-style-type: none"> • Garry Haun, Enterprise Architect, Enterprise Architecture, OIT • Adrian Haven, Enterprise Architect, Enterprise Architecture, OIT • Andy Hazen, Category Manager, Enterprise Architecture, OIT • CAPT Mark Rives, Chief Enterprise Architect, Enterprise Architecture, OIT
PRC	<p>Purchased/Referred Care (PRC) 101 and Prioritization of PRC Referrals</p> <ul style="list-style-type: none"> • Joe Lee, Jr., Program and Management Analyst Officer, PRC, Gallup Service Unit, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, ORAP • Paula Mora, MD, Chief Medical Officer, Tucson Area IHS • Jennifer Tsosie, Management Analyst, PRC Department, Navajo Area IHS

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

PRC	<p>Purchased/Referred Care Fiscal Intermediary (FI)</p> <ul style="list-style-type: none"> Michelle Brazley, Manager Systems, Reporting and Provider Pay, IHS/ PRC FI, Blue Cross and Blue Shield of New Mexico Christine Morrell, Operations Manager, IHS/PRC FI, Blue Cross and Blue Shield of New Mexico Robin Watkins, FI Project Officer, Division of Contract Care, ORAP
T/U/O	<p>Self-Determination 101</p> <ul style="list-style-type: none"> Christopher Poole, DHA, LCSW, Agency Lead Negotiator, Bemidji Area IHS

12:30 pm – 1:00 pm ET, Break

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

BO	<p>Account Management (A/M) – How Does RPMS A/M Contribute to the Revenue Cycle?</p> <ul style="list-style-type: none"> Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP
BO	<p>Unwinding from the Public Health Emergency</p> <ul style="list-style-type: none"> Kristen Bitsuie, Tribal Health Care Outreach and Education Policy Coordinator, National Indian Health Board Dustie Cummins, Patient Benefit Coordinator, Crow Service Unit, Billings Area IHS Raho Ortiz, Director, Division of Business Office Enhancement, ORAP
BO	<p>Navigating the Medicare Provider Enrollment Process and Novitasphere Portal for Part A and Part B Providers</p> <ul style="list-style-type: none"> Gail Atnip, Provider Outreach & Education, Novitas Solutions Kim Robinson, Provider Outreach & Education, Novitas Solutions
F/A	<p>Accounts Receivable End-to-End Process</p> <ul style="list-style-type: none"> Archana Bhat, Financial Systems Specialist, OFA Murali Vintha, Systems Operations and Maintenance Support (Accounts Receivables), OFA
HIM	<p>Coding Queue/Error Report Management</p> <ul style="list-style-type: none"> Thomasine Pahmahmie-Arteaga, Health Information Management Director, Haskell Indian Health Center, Oklahoma City Area IHS Jenna Sheffield, Lead Coder, Lawton Indian Hospital, Oklahoma City Area IHS
IT	<p>Division of Information Technology, Initiatives and Roadmap for Fiscal Year 2023</p> <ul style="list-style-type: none"> Charles Cross, Acting Director, Division of Information Technology, OIT

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

IT	<p>21st Century Cures Act Update</p> <ul style="list-style-type: none"> • Glenn Janzen, Supervisory IT Specialist, Division of Information Technology, OIT • Duane Rozsnyai, Project Manager II, Contractor, General Dynamics Information Technology Health Solutions
IT	<p>Electronic Health Record (EHR) Modernization Update – Engaging the Field</p> <ul style="list-style-type: none"> • Howard Hays, MD, MSPH, Chief Medical Information Officer, OIT • Lisa Ide, Lead Business Systems Engineer, The MITRE Corporation • CDR Brian Johnston, Informatics Consultant, OIT • Marcie Platero, Nurse Informaticist, OIT • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT
IT	<p>What’s the Worst That Can Happen? From Sleepless Nights to “The Hero’s in the House”</p> <ul style="list-style-type: none"> • Thea Lenna, Technical Writer II, Disaster Recovery / Contingency Planning Team, Contractor, RELI Group, Inc. • Susan Wilson, Disaster Recovery / Contingency Planning Analyst, Division of Information Security, OIT
IT	<p>Zero Trust Architecture</p> <ul style="list-style-type: none"> • Stephen Freeman, Senior IT Specialist, Division of Information Technology Operations, OIT • Brian Parker, Executive Partner, Public Sector Security Risk Management, Garnter
IT	<p>Ins and Outs of the Enterprise Mobile Service Program</p> <ul style="list-style-type: none"> • Michelle Riedel, CPIC Analyst, Division of Program Management and Budget, OIT
PRC	<p>Resource and Patient Management System (RPMS) Contract Health Services Management Information Systems (CHS/MIS) and Referred Care Information System (RCIS) Basic Overview and Update</p> <ul style="list-style-type: none"> • Ed Chasing Hawk, Health System Specialist, Great Plains Area IHS • Toni Johnson, Acting Lead Practice Management Program, Division of Information Technology, OIT • Joe Lee, Jr., Program and Management Analyst Officer, PRC, Gallup Service Unit, Navajo Area IHS
PRC	<p>Catastrophic Health Emergency Fund (CHEF) 101</p> <ul style="list-style-type: none"> • Randell Fatt, CHEF Manager, Division of Contract Care, ORAP • Bree Tiger, Public Health Analyst, Nashville Area IHS
T/U/O	<p>Uphold Access to Quality Health Care Services While Capitalizing on the Buy Indian Act</p> <ul style="list-style-type: none"> • Ken Truesdale, Acting Director, Division of Acquisition Policy, Office of Management Services (OMS)

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2:30 pm – 3:00 pm ET, Break

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

BO	<p>Revenue Cycle: Third-Party Billing Roundtable and Open Forum Discussion on the Practice of Billing for Third-Party Resources</p> <ul style="list-style-type: none"> • Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT
BO	<p>Standardized Business Office Management Reports</p> <ul style="list-style-type: none"> • K Dempsey, Public Health Analyst, Business Office Coordinator, Navajo Area IHS • Leslie Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS
BO	<p>Direct Care vs. Purchased/Referred Care Eligibility and Resources</p> <ul style="list-style-type: none"> • Juanita Jeff, Supervisory Health Systems Specialist, Kayenta Health Center, Navajo Area IHS • Jennifer Tsosie, Management Analyst, PRC Department, Navajo Area IHS
F/A	<p>Financial Business Intelligence System (FBIS) Overview</p> <ul style="list-style-type: none"> • Cindy Reeves, Systems Accountant, Division of Systems Review and Procedure, OFA • Marc Romagnoli, Consultant, Operations and Maintenance Support Team, OFA
HIM	<p>Best Practices for Secure Data Transfer for Health Information Management</p> <ul style="list-style-type: none"> • Heather McClane, Senior Official for Privacy / Privacy Officer, Division of Regulatory and Policy Coordination, OMS
IT	<p>Immunization Updates 2022</p> <ul style="list-style-type: none"> • CAPT Latona Austin, Pharmacy Informatics Consultant, Division of Information Technology, OIT • Uzo Chukwuma, Chief Infectious Disease Branch, Division of Epidemiology and Disease Prevention, Office of Public Health Support (OPHS) • CAPT Suryam Palanki, Program Coordinator/Informatics Consultant, Division of Information Technology, OIT • Kathy Ray, Clinical Applications Coordinator, Navajo Area IHS • CAPT Holly Van Lew, IHS COVID-19 Vaccine Task Force Deputy Lead

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

IT	<p>Advance Practice Pharmacist – WRAP Work Session</p> <ul style="list-style-type: none"> Stephanie Daniels, Eastern Regional Chief Pharmacist, Medical Services Unit, U.S. Immigration and Customs Enforcement CDR Teresa Grund, R.Ph. NCPS, BCPS, BCPP, Advanced Practice Behavioral Health Pharmacist, Red Lake IHS Hospital, Bemidji Area IHS CAPT Cynthia Gunderson, Revenue Enhance Coordinator, Bemidji Area IHS Lisa Ide, Lead Business Systems Engineer, The MITRE Corporation Kevin McDermott, Pharmacist, Northern Navajo Medical Center, Navajo Area IHS Brianna Palazzola, Business Systems Engineer, The MITRE Corporation CDR Kyle Sheffer, Clinical Pharmacist, Santa Fe Indian Health Center, Navajo Area IHS CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT CDR Weston Thompson, Deputy Director of Pharmacy Services, Whiteriver Service Unit, Phoenix Area IHS CAPT Kendall Van Tyle, Area Pharmacy Informaticist, Phoenix Area IHS
IT	<p>Network Security Architecture Modernization and Redesign – A Goal to Reducing the Risk of Data Compromise</p> <ul style="list-style-type: none"> Lamin Kamara, IT Specialist (Infosec) Architecture and Engineering, Division of Information Security, OIT
IT	<p>Introduction to HL7 Immunization Messaging</p> <ul style="list-style-type: none"> CDR Nicholas Laughton, Area Informaticist, Phoenix Area IHS
IT	<p>Health Information Technology Modernization – An Update</p> <ul style="list-style-type: none"> Howard Hays, MD, MSPH, Chief Medical Information Officer, OIT Andrea Scott, Deputy Chief Information Officer, OIT Mitchell Thornbrugh, CIO, Director, Office of Information Technology
IT	<p>National Pharmacy Council (NPC) & Pharmacy PSG Updates</p> <ul style="list-style-type: none"> LCDR Francisco Antigua, Pharmacy Clinical Informaticist, National Pharmacy Council – Professional Specialty Group Chair, Catawba Service Unit, Nashville Area IHS Joanna Ferraro, Pharmacy Director, Cass Lake Service Unit, Bemidji Area IHS CDR Shannon Lowe, Administrative Officer, Haskell Indian Health Center, Oklahoma City Area IHS
PRC	<p>Case Management and Purchased/Referred Care Fundamentals</p> <ul style="list-style-type: none"> LCDR Rose Gaiowski, MSN, RN, Office of Managed Care Director, Woodrow Wilson Keeble Memorial Health Care Center, Great Plains Area IHS Jencie Rubio Majano, MSN, RN, Case Management Department Supervisor, Woodrow Wilson Keeble Memorial Health Care Center, Great Plains Area IHS

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

T/U/O

Exploring Food Insecurity in Tribal Communities – Sharing Stories of Positive Change

- LCDR Kibbe Brown, MS, RDN, Nutrition Consultant, Division of Diabetes Treatment and Prevention, OCPS
- Maria Kofas, Telenutrition Program Specialist, Acting Area Nutrition Consultant, Public Health Nutritionist, Billings Area IHS

4:30 pm ET, Recess for the day

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 Electronic Data Interchange, Denials, etc.)

- Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP
- Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT
- Brittany Moore, Lead Voucher Examiner, U.S. Department of Veterans Affairs

BO

Relationship of Point of Sale (POS) Claims Between Resource and Practice Management System (RPMS) POS and Accounts Receivable Packages and Pharmacy Billing Reports

- Cheryle King, Revenue Manager, Patient Business Office, Phoenix Indian Medical Center, Phoenix Area IHS
- Phillip O’Bourke, Pharmacist, Lawton Indian Hospital, Oklahoma City Area IHS

BO

Centers for Medicare & Medicaid Services (CMS) Division of Tribal Affairs Overview and Outreach and Education Strategies

- Kristen Bitsuie, Tribal Health Care Outreach and Education Policy Coordinator, National Indian Health Board
- Beverly Lofton, Senior Policy Advisor, Division of Tribal Affairs, CMS

F/A

Accounts Receivable Reporting and Reconciliation

- Archana Bhat Financial Systems Specialist, OFA
- Murali Vintha, Systems Operations and Maintenance Support (Accounts Receivables), OFA

HIM

The Importance of Analysis of Documentation

- Cynthia Cates, HIM Director, Claremore Indian Hospital, Oklahoma City Area IHS
- Allison Coyle, Assistant Director, HIM, Claremore Indian Hospital, Oklahoma City Area IHS
- Jennifer Farris, HIM Consultant/Privacy Officer/Freedom of Information Act Coordinator, Oklahoma City Area IHS

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Finance / Accounting (F/A)

Health Information Management (HIM)

Information Technology (IT)

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

IT	<p>Leveraging Excel to Improve Business Operations</p> <ul style="list-style-type: none"> • CDR Nicholas Laughton, Area Informaticist, Phoenix Area IHS
IT	<p>New Ambulatory Care & Hospitals – Lessons Learned and WRAP Work Session</p> <ul style="list-style-type: none"> • Robin Bartlett, PharmD, MSP, CPC, CPMA, Clinical Informaticist and Pharmacy Consultant, Nashville Area IHS • Eric Colston II, Systems Engineer, The MITRE Corporation • Joseph Dismukes, Pharmacist and Acting Inpatient Supervisor, Kayenta Health Center, Navajo Area IHS • Erica Harker, Pharmacy Consultant, Navajo Area IHS • Lisa Ide, Lead Business Systems Engineer, The MITRE Corporation • Natalie Klier, Clinical Informatics Coordinator, Billings Area IHS • Brianna Palazzola, Business Systems Engineer, The MITRE Corporation • Kathy Ray, Clinical Applications Coordinator, Navajo Area IHS • Chris Saddler, Information Technology Specialist, Division of Information Technology, OIT • LCDR Dylan Sinclair, Acting Chief of Pharmacy, Kayenta Health Center, Navajo Area IHS • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT • CAPT (Ret) Peter Vermilyea, Director of Medical Informatics, Winslow Indian Health Care Center, Navajo Area • Melissa Wyaco, Nurse Consultant, Navajo Area IHS • CDR Nathan Wyatt, Chief Pharmacist, Mid-Atlantic Tribal Health Center, Nashville Area IHS
IT	<p>Archer Introduction</p> <ul style="list-style-type: none"> • Zhi Cheng, Information System Security Officer, Division of Information Security, OIT • Anthony Harris, Lead Information System Security Officer, Division of Information Security, OIT
IT	<p>Identity and Access Management Using SailPoint IAM and ServiceNow</p> <ul style="list-style-type: none"> • Kathryn Lewis, IT Specialist, Division of Information Technology Operations, OIT
IT	<p>Health Information Technology Modernization – An Update (Repeat 1)</p> <ul style="list-style-type: none"> • Howard Hays, MD, MSPH, Chief Medical Information Officer, OIT • Andrea Scott, Deputy Chief Information Officer, OIT • Mitchell Thornbrugh, CIO, Director, OIT

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

IT	<p>Pharmacy Informatics Residency Rotation</p> <ul style="list-style-type: none"> • LCDR Francisco Antigua, Pharmacy Clinical Informaticist, National Pharmacy Council – Professional Specialty Group Chair, Catawba Service Unit, Nashville Area IHS • Katie Johnson, Electronic Health Record Integrated Care Coordinator, Northwest Portland Area Indian Health Board • CDR John Lester, Clinical Informatics Officer, Phoenix Area IHS • LCDR Francisco Silva, Clinical Pharmacist and Acting Pharmacy Director, Yakama Indian Health Center, Portland Area IHS • CAPT Kendall Van Tyle, Area Pharmacy Informaticist, Phoenix Area IHS
PRC	<p>Purchased/Referred Care (PRC) 101 and Prioritization of PRC Referrals (Repeat)</p> <ul style="list-style-type: none"> • Joe Lee, Jr., Program and Management Analyst Officer, PRC, Gallup Service Unit, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, ORAP • Paula Mora, MD, Chief Medical Officer, Tucson Area IHS • Jennifer Tsosie, Management Analyst, PRC Department, Navajo Area IHS
PRC	<p>Catastrophic Health Emergency Fund (CHEF) Online Tool for Federal Users – Demo and Frequently Asked Questions</p> <ul style="list-style-type: none"> • Randell Fatt, CHEF Manager, Division of Contract Care, ORAP • Kevin Rogers, IT Specialist (Internet), Oklahoma City Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
T/U/O	<p>Tribal Self-Governance 101</p> <ul style="list-style-type: none"> • Tamara Clay, Policy Analyst, Office of Tribal Self-Governance (OTSG) • Jennifer Cooper, Director, OTSG • Roxanne Houston, Program Management Analyst, OTSG • Christopher Manydeeds, Management Analyst, OTSG • Carla Mayo, Deputy Director, OTSG • Anastasia Watson, Financial Analyst, OTSG

12:30 pm – 1:00 pm ET, Break

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

BO	<p>Realignment of the Revenue Cycle</p> <ul style="list-style-type: none"> • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP • Leslie Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS
BO	<p>Customer Service or Caring For Our Patients Even When You Are Not a Patient Care Provider</p> <ul style="list-style-type: none"> • RADM (Ret.) Kevin Meeks, Deputy Secretary of Health, Chickasaw Nation Department of Health
BO	<p>Practice Management Application Suite V4 (GUI) Taking You Forward</p> <ul style="list-style-type: none"> • Gail Townsend, IT Specialist, Division of Information Technology, OIT • Danielle Silver, RPMS User Support Team Lead, Initiate Government Solutions, LLC (IGS)
F/A	<p>G-Invoicing</p> <ul style="list-style-type: none"> • Sofia Mohamud, Contractor, Operations and Maintenance Support Team, OFA • Jaideep Palan, Systems Operations and Maintenance Support (Accounts Payables), OFA • Azmah Parry, Financial Systems Specialist, Division of Systems Review and Procedure, OFA
HIM	<p>Conducting Health Insurance Portability Accountability Act (HIPAA) Investigations: An A-Z Guide for Initiating, Conducting and Documenting</p> <ul style="list-style-type: none"> • Heather McClane, Senior Official for Privacy / Privacy Officer, Division of Regulatory and Policy Coordination, OMS
IT	<p>RPMS Administrator Training Roadmap</p> <ul style="list-style-type: none"> • Jim Eller, Computer Specialist, Department of Information Systems Resource Management, Nashville Area IHS
IT	<p>Coding & Billing for Telemedicine – Lessons Learned and WRAP Work Session</p> <ul style="list-style-type: none"> • Teresa Chasteen, Area Informaticist, Bemidji Area IHS • Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP • Brianna Palazzola, Business Systems Engineer, The MITRE Corporation • Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, OIT • Andrew Regiec, Health Systems and Enterprise Architect, The MITRE Corporation • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT
IT	<p>Audits Are Crucial. Learn Why!</p> <ul style="list-style-type: none"> • Dolly Aguilar, IT Audit Specialist, Division of Information Security, OIT • Stacie Henderson, IT Audit Specialist, Division of Information Security, OIT • Amalis Hernandez, Audit Team Lead, Division of Information Security, OIT • Godfred Kwao, Audit Response Specialist, Contractor, Chickasaw Nation Industries • Sophie Nganje, Audit Response Specialist, Contractor, Chickasaw Nation Industries

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

IT	<p>Update on IHS IPv6 Transition Efforts</p> <ul style="list-style-type: none"> • Patrick Gormley, IT Specialist, Division of Information Technology Operations, OIT • CAPT Clarence Smiley, Program Manager, Division of Information Technology Operations, OIT
IT	<p>Capital Planning and Investment Control (CPIC) Processes & Procedures (Repeat)</p> <ul style="list-style-type: none"> • Rauland Sharp, CPIC Manager, Division of Program Management and Budget, OIT
IT	<p>Introduction to IHS Enterprise Architecture and Category Management (Repeat)</p> <ul style="list-style-type: none"> • Garry Haun, Enterprise Architect, Enterprise Architecture, OIT • Adrian Haven, Enterprise Architect, Enterprise Architecture, OIT • Andy Hazen, Category Manager, Enterprise Architecture, OIT • CAPT Mark Rives, Chief Enterprise Architect, Enterprise Architecture, OIT
PRC	<p>Purchased/Referred Care Appeal Process</p> <ul style="list-style-type: none"> • Marie Begay, Public Health Analyst and PRC Officer, Navajo Area IHS • Joe Lee, Jr., Program and Management Analyst Officer, PRC, Gallup Service Unit, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, ORAP
PRC	<p>Catastrophic Health Emergency Fund (CHEF) Online Tool for Non-Federal Users – Demo and Frequently Asked Questions</p> <ul style="list-style-type: none"> • Randell Fatt, CHEF Manager, Division of Contract Care, ORAP • Kevin Rogers, IT Specialist (Internet), Oklahoma City Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
T/U/O	<p>100% Federal Medical Assistance Percentage (FMAP) – Traditional Healing Pilot Project</p> <ul style="list-style-type: none"> • Esther Lucero, President and Chief Executive Officer, Seattle Indian Health Board

2:30 pm – 3:00 pm ET, Break

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

BO	<p>Revenue Cycle: Account Management Roundtable and Open Forum Discussion on Managing Patient Accounts Resulting from Third-Party Billing Activity</p> <ul style="list-style-type: none"> • Cynthia Larsen, Program Analyst, Division of Business Office Enhancement, ORAP • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT
BO	<p>Increasing Third-Party Revenue by Expanding the Patient’s Insurance Understanding and Implementing Patient Benefit Coordination Processes</p> <ul style="list-style-type: none"> • Sherrie Varner, Revenue Management, Tribal Premium Assistance Program Administrator, Choctaw Nation of Oklahoma
BO	<p>Enrollment – All Aspects</p> <ul style="list-style-type: none"> • Carol Chicharello, Executive Officer, Phoenix Area IHS • Kristina Fish, Supervisory Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Judith Patterson, Business Office Manager, Chemawa Indian Health Service, Western Oregon Service Unit, Portland Area IHS • Diane Steuart, Business Development, Phoenix Area IHS
HIM	<p>Health Information Management Supervisor 101</p> <ul style="list-style-type: none"> • Patricia Cerna, RHIT, Health Information Management Consultant, Phoenix Area IHS
IT	<p>Sexual Orientation and Gender Identity (SOGI) Update</p> <ul style="list-style-type: none"> • Teresa Chasteen, Area Informaticist, Bemidji Area IHS • Sarah Forrest, Management Analyst, Division of Business Office Enhancement, ORAP • Rick Haverkate, IHS National HIV/HCV/STI Program Consultant, OCPS • Lisa Ide, Lead Business Systems Engineer, The MITRE Corporation • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP • Leslie Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT
IT	<p>IHS Electronic Dental Record System and IHS OIT HIT Modernization</p> <ul style="list-style-type: none"> • Joel Knutson, Dental Informatics, Division of Oral Health, OCPS
IT	<p>Knowing and Overcoming the Cybersecurity Risks in IT Systems Used for Healthcare Delivery</p> <ul style="list-style-type: none"> • Humoud Seif, Risk and Compliance Consultant, Contractor, Chickasaw Nation Industries • Solomon Wilson, Acting Lead Risk and Compliance / Cybersecurity Project Manager, Division of Information Security, OIT

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

IT	<p>Enterprise Infrastructure Solutions – EIS Specific Information</p> <ul style="list-style-type: none"> • LCDR Mark Downing, Information Technology Specialist, Division of Information Technology Operations, OIT
IT	<p>Qlik Upgrade and Advanced Features</p> <ul style="list-style-type: none"> • James Beyer, National Patient Information Reporting System (NPIRS) Project Manager, Contractor • Daniel Blackbird, Information Visualization Specialist, NPIRS, Contractor • Orlando Correa, NPIRS Project Manager, Division of Data Management & Analytics, Contractor • Ronald J. Garcia , Qlik Architect, NPIRS, Division of Data Management & Analytics, Contractor • Molly Golebiewski, NPIRS Qlik Sense Architect, Contractor • Benny X. Lin, Information Architect, NPIRS, Division of Data Management & Analytics, Contractor • Sheng Liu, Business Intelligence Architect, NPIRS, Division of Data Management & Analytics, OIT • Vanessa Weaver, Director, Division of Data Management and Analytics, OIT
IT	<p>What Is the Legal Health Record?</p> <ul style="list-style-type: none"> • Tammy Crazy Bull, Acting National Lead Consultant, HIM, Division of Information Technology, OIT • Joann Hawkins, Consultant, Contractor
PRC	<p>Purchased/Referred Care (PRC) 102</p> <ul style="list-style-type: none"> • Jordan Burchell, Public Health Analyst, Nashville Area IHS • Robert Sanders, PRC Officer, Nashville Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
PRC	<p>IHS Purchased/Referred Care Delivery Areas (PRCDA) Interactive Mapping & Tools IHS Map Portal Live Demo & Hands-On Training First-Timers/Refresher Training</p> <ul style="list-style-type: none"> • Carlynne “Lyndy” Worsham, Geographer, Division of Planning, Evaluation, and Research, OPHS
T/U/O	<p>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</p> <ul style="list-style-type: none"> • Chandos Culleen, Director of Federal Relations, National Council of Urban Indian Health • Isaiah O'Rear, Health Policy Statistician, National Council of Urban Indian Health
<p>4:30 pm ET, Recess for the day</p>	

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Thursday, September 1

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

BO	<p>Patient Registration Data: The Heart of IHS Data and Reporting</p> <ul style="list-style-type: none"> • Tina Isham-Amos, Area Statistical Officer, Oklahoma City Area IHS • Sandra Sealey, Business Office Coordinator, Oklahoma City Area IHS
BO	<p>Medicaid Managed Care Protections for Indians</p> <ul style="list-style-type: none"> • Lane Terwilliger, Technical Director, Division of Tribal Affairs, CMS
BO	<p>Federal Hiring and Retention</p> <ul style="list-style-type: none"> • Jennifer Fry, Deputy Director, Office of Human Resources, IHS
F/A	<p>Cash Management Process and Reconciliation</p> <ul style="list-style-type: none"> • Larissa Ford, Financial Systems Specialist, Division of Systems Review and Procedures, OFA • Sudheer Handulnagaram, Contractor, Operations and Maintenance Support Team, OFA
HIM	<p>Navajo Area Pilot Archiving Project</p> <ul style="list-style-type: none"> • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center, Navajo Area IHS
IT	<p>Coding & Billing for Swing Beds – WRAP Work Session</p> <ul style="list-style-type: none"> • Kelsey Barry, Clinical Pharmacist, Standing Rock Service Unit, Fort Yates Hospital, Great Plains Area IHS • Lisa Ide, Lead Business Systems Engineer, The MITRE Corporation • Kelsey Kroon, Pharmacist Informaticist, Crow Service Unit, Billings Area IHS • Johnathon Largo, Health System Specialist, Standing Rock Service Unit, Fort Yates Hospital, Great Plains Area IHS • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP • Andrew Regiec, Health Systems and Enterprise Architect, The MITRE Corporation • Karla Svingen, Clinical Applications Coordinator/Informatics, Red Lake IHS Hospital, Bemidji Area IHS • CAPT (Ret.) David Taylor, Clinical Informatics Deployment and Training – EHR Modernization & Innovation, Division of Information Technology, OIT
IT	<p>Cybersecurity Responsibility Is Yours, Mine, & Ours: How We Can Each Do Our Part</p> <ul style="list-style-type: none"> • Daphne Collins, IT Specialist (INFOSEC), Division of Information Security, OIT

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

IT	<p>National Council of Informatics (NCI) Updates</p> <ul style="list-style-type: none"> • Teresa Chasteen, Area Informaticist, Bemidji Area IHS • John Collins, Clinical Informaticist, Oklahoma City Area IHS • CAPT Wil Darwin, Informaticist, Division of Clinical Quality, Albuquerque Area IHS • Donnie Hodge, Clinical Applications Coordinator, Claremore Indian Hospital, Oklahoma City Area IHS • CDR John Lester, Clinical Informatics Officer, Phoenix Area IHS • Elvira Mosely, RN, Area Clinical Informatics, Phoenix Area IHS • Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, OIT • CAPT Leslye Rauth, Nutrition – Informaticist, Great Plains Area IHS • Amy Rubin, Chief Information Officer/Clinical Informaticist, Oklahoma City Area IHS
IT	<p>Managing Mobile Services</p> <ul style="list-style-type: none"> • Michelle Riedel, CPIC Analyst, Division of Program Management and Budget, OIT
IT	<p>Training Updates from IHS OIT & National Council of Informatics</p> <ul style="list-style-type: none"> • Allison Hardwick, RPMS Training Coordinator, Contractor, DDC IT Services • Amanda Histia, IT Specialist, Division of Information Technology, OIT • Gretchen LaDue, Clinical Applications Coordinator, Cowlitz Indian Tribe • CDR John Lester, Clinical Informatics Officer, Phoenix Area IHS • Elvira Mosely, RN, Area Clinical Informatics, Phoenix Area IHS • LCDR Francisco Silva, Clinical Pharmacist and Acting Pharmacy Director, Yakama Indian Health Center, Portland Area IHS
PRC	<p>Purchased/Referred Care (PRC) 102 (Repeat)</p> <ul style="list-style-type: none"> • Jordan Burchell, Public Health Analyst, Nashville Area IHS • Robert Sanders, PRC Officer, Nashville Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
PRC	<p>Purchased/Referred Care Reconciliation</p> <ul style="list-style-type: none"> • Marie Begay, Public Health Analyst and PRC Officer, Navajo Area IHS • Anand Chaturvedi, Operations Lead, UFMS & PRISM Support Team, OFA • Abhishek Krishnan, Systems Operations and Maintenance Support Team, OFA • Charlene Lattier, Director, IHS/PRC Fiscal Intermediary, Blue Cross and Blue Shield of New Mexico • Robin Watkins, FI Project Officer, Division of Contract Care, ORAP

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

T/U/O	<p>Your Mental Health Matters Too</p> <ul style="list-style-type: none"> • Skye Bass, LCSW, Social Worker, Program Coordinator, Tele-Behavioral Health Center of Excellence, Division of Behavioral Health, OCPS • CDR Micah Woodard, Behavioral Health Director, Western Oregon Service Unit, Portland Area IHS
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12:30 pm – 1:00 pm ET, Break

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

BO	<p>Maximizing Efficiency and Third Party Collections While Working Pharmacy Point of Sale (POS) Claims: Pharmacy POS Tutorial Exploration</p> <ul style="list-style-type: none"> • LCDR Michael Hunt, Pharmacist, Clinton Service Unit, Oklahoma City Area IHS
BO	<p>RPMS Reports That Impact the Revenue Generation Process</p> <ul style="list-style-type: none"> • Adrian Lujan, IT Specialist-Practice Management Federal Lead, Division of Information Technology, OIT • Cindy Stout, Training Specialist Mid, Division of Information Technology, OIT
BO	<p>Manager’s Corner: Focus on Patient Registration: Train and Retain</p> <ul style="list-style-type: none"> • Leslie Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS • LaShawn Ruiz, Supervisory Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Gwynneth Wildcatt, Member Service Manager, Cherokee Indian Hospital
BO	<p>Long COVID – What It Means for Our Patients and the Business Office</p> <ul style="list-style-type: none"> • Loretta Christensen, MD, MBA, MSJ, FACS, Chief Medical Officer, IHS • Tammy Crazy Bull, Acting National Lead Consultant, HIM, Division of Information Technology, OIT • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP • CAPT John Rael, Director, ORAP
F/A	<p>Financial Business Intelligence System (FBIS) Dashboard – Procure to Pay</p> <ul style="list-style-type: none"> • Cindy Reeves, Systems Accountant, Division of Systems Review and Procedure, OFA • Marc Romagnoli, Consultant, Operations and Maintenance Support Team, OFA
HIM	<p>Trends and Benefits of Teleworking for Coding Staff</p> <ul style="list-style-type: none"> • Crystal Casey, Health Information Management Consultant, Billings Area IHS

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

IT	<p>RPMS Database, Backup, Restore, Critical Files</p> <ul style="list-style-type: none"> • Jacqueline Jones, Information Technology Specialist (OS/SysAdmin), Division of Information Technology, OIT
IT	<p>HHS Cybersecurity Program</p> <ul style="list-style-type: none"> • Chris Bollerer, Deputy Chief Information Security Officer, Department of Health and Human Services (DHHS) • Conrad Bovell, Director of Information System Security, Financial Management Systems Group, CMS • Karla-Gaye Chambers, Deputy Director, Governance, Risk Management, and Compliance Division, Office of the Chief Information Officer, DHHS • Darrell Hall, Cyber Engagement Specialist, DHHS • Charles Livingston, Risk Management Branch Chief, Office of the Chief Information Officer, DHHS • Nick Rodriguez, HHS 405(d) – Aligning Health Care Industry Security Approaches Program Manager, DHHS • Matthew Shallbetter, Director, Security Design and Innovation, DHHS • Terrell Smith, Governance, Risk, and Compliance (GRC) CyberSecurity Compliance Branch Chief, Office of the Chief Information Officer, DHHS • La Monte Yarborough, Chief Information Security Officer DHHS
IT	<p>Enterprise IT Service Management</p> <ul style="list-style-type: none"> • Sina Kasraian, IT Services Manager, Division of Information Technology Operations, OIT
IT	<p>Health Information Technology Modernization – An Update (Repeat 2)</p> <ul style="list-style-type: none"> • Howard Hays, MD, MSPH, Chief Medical Information Officer, OIT • Andrea Scott, Deputy Chief Information Officer, OIT • Mitchell Thornbrugh, CIO, Director, Office of Information Technology
IT	<p>Creating a Solid Data Management Foundation to Support Self-Service Business Intelligence</p> <ul style="list-style-type: none"> • Rebecca Bowlin, Program Manager, Division of Data Management & Analytics, OIT • Racheal Fuller, Clinical Informaticist, National Patient Information Reporting System (NPIRS), Division of Data Management & Analytics, OIT • Sheng Liu, Business Intelligence Architect, NPIRS, Division of Data Management & Analytics, OIT • Dawn Spear, Data Analyst, Division of Data Management & Analytics, OIT • Vanessa Weaver, Director, Division of Data Management and Analytics, OIT

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

PRC	<p>Panel for Purchased/Referred Care</p> <ul style="list-style-type: none">• Marie Begay, Public Health Analyst and PRC Officer, Navajo Area IHS• Taveah George, PRC Officer, Oklahoma City Area IHS• Karla Hall, PRC Officer, Great Plains Area IHS• Jim Lyon, Director, Division of Contract Care, ORAP• Julia Ysaguirre, PRC Officer, Phoenix Area IHS
T/U/O	<p>Tribal Shares 101</p> <ul style="list-style-type: none">• Analiza Labrador, Financial Manager, Division of Budget Execution, OFA• Carla Mayo, Deputy Director, OTSG• Wileen Yazzie, Financial Analyst, OTSG

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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