Office of Information Technology and
Office of Resource Access and Partnerships
2023 Indian Health Service Partnership Conference

Embracing Change: Building a Stronger Future Together

Hilton Atlanta Downtown
August 22–24, 2023 | Atlanta, Georgia

Monday, August 21

12:00 PM–7:00 PM	**Pre-Conference Meetings**
3:00 PM– 7:00 PM 1st floor	**Conference Registration Opens**
4:00 PM–6:00 PM 214	**Partnership Conference Meet & Greet**

Tuesday, August 22

6:00 AM 4th floor	**Wake-Up Walk**
7:00 AM 1st floor	**Registration Opens**
8:30 AM Grand Ballroom	**Opening General Session** Call to Order Invocation • Dorothy Denetsosie Gishie, Interim Chief Executive Officer/Community Development Director, Native Americans for Community Action Welcome, Opening Remarks, and Indian Health Service (IHS) Update • Beverly Cotton, DNP, Director, Nashville Area IHS • Benjamin Smith, Deputy Director, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

	Program Updates and Concurrent Session Highlights Office of Resource Access and Partnerships (ORAP) • CAPT John Rael, Director, ORAP, IHS • Jim Lyon, Director, Division of Contract Care, ORAP, IHS • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP, IHS Office of Information Technology (OIT) • Mitchell Thornbrugh, Chief Information Officer, Director, OIT, IHS • Andrea Scott, IHS Deputy Chief Information Officer/Deputy Director, OIT, IHS • Bryan Burrell, LPN, RHIA, National Lead Consultant, Health Information Management, OIT, IHS
	Keynote Presentation • April Tinhorn, Owner/Founder, Tinhorn Consulting
	Morning Stretch • Sharon Folgar, Management/Program Analyst, ORAP, IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS • Carlynne "Lyndy" Worsham, GISP, Geographer, Office of Public Health Support, IHS

11:30 AM	**Lunch On Your Own**

1:00 PM – 2:30 PM	**Concurrent Session A**
Ballroom A	**Medicaid Unwinding from the Public Health Emergency: Best Practices and Resources** • Kristen Bitsuie, Tribal Health Reform Outreach and Education Policy Coordinator, National Indian Health Board • Dustie Cummins, Patient Benefit Coordinator/Contact Representative, Crow Service Unit, Billings Area IHS • Sarah Forrest, LCSW-C, Management Analyst, Office of Resource Access and Partnerships, IHS
Ballroom B	**Revenue Cycle: Account Receivable/Management Roundtable and Open-Forum Discussion of the Account Management Practice of the Revenue Cycle** • Tashina Burns, Financial Management Analyst, Accounts Receivable, Great Plains Area IHS • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • Marion Kelley-Jim, Accountant, Navajo Area IHS • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS
Ballroom C	**RPMS Third-Party Billing Table Maintenance: Understanding the Fee Schedule** • Keith Gold, MBA, Senior Account Executive, Optum360 • Cindy Stout, Training Specialist Mid, Initiate Government Solutions (IGS)

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:00 PM – 2:30 PM	**Concurrent Session A**
Salon East	**Enrollment: All Aspects** • Raya Benally, MSHA, Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Kristina Fish, Revenue Manager, Phoenix Indian Medical Center, Phoenix Area IHS • Diane Steuart, Administrative Officer, Phoenix Area IHS
214	**Billing Basics** • Terri Kelewood, Business Office Manager, Kayenta Health Center, Navajo Area IHS
208	**Accounts Receivable End-to-End Process** • Archana Bhat, Acting Director, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Muralidhar Vintha, Systems O&M Support (Accounts Receivables), Division of Systems Review and Procedures, Office of Finance and Accounting, IHS
Galleria 5	**Centralized Interoperability Suite 4DH Update 2023** • Myrl Bird, BSN, RN, CPHIMS, Supervisory Nurse, Nursing Informatics, Chinle Service Unit, Navajo Area IHS • Tammy Crazy Bull, RHIT, Health Information Management Consultant, Office of Information Technology, IHS
Galleria 1	**Four Directions Warehouse** • Charles Cross, CMA, CFM, S, Engineering Manager, Division of Health Information Technology Modernization and Operations, Office of Information Technology, IHS • Adrian Haven, Senior Deployment Program Manager, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:00 PM – 2:30 PM	**Concurrent Session A**
Galleria 2	**National Council of Informatics Update** • Teresa Chasteen, RHIT, Clinical Informaticist, Bemidji Area IHS • John Collins, PharmD, Clinical Informaticist, Oklahoma City Area IHS • Wil Darwin, PharmD, Clinical Informaticist, Albuquerque Area IHS • Allison Hardwick, MEd, RPMS Training Coordinator, DDC-ITS • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Michael Henry, MD, MS, Emergency Physician, Colorado River Service Unit, Phoenix Area IHS • Donnie Hodge, PharmD, MS, Clinical Informaticist, Claremore Indian Hospital, Oklahoma City Area IHS • Katie Johnson, EHR Integrated Care Coordinator, Northwest Portland Area Indian Health Board • Brian Johnston RPh, MHA, Principal Pharmacy Informatics Consultant, Office of Information Technology, IHS • Johnathon Largo, Health Systems Specialist, Standing Rock Indian Health Service Hospital • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, Office of Information Technology, IHS • Amy Rubin, PharmD, MMI, CHTS-IS, Chief Information Officer, Oklahoma City Area IHS • Mary Saavedra, BS, Sr. Training Specialist, Dine Development Corporation
Galleria 3	**Optimizing the Problem List to Configure the Enterprise EHR—Part I** • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • David Maddirala, MD, Principal Health Systems and Practice Advisor, The MITRE Corporation • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 4	**Audits... Do I Have To?** • Amalis Hernandez, Audit Team Lead, Division of Information Security, Office of Information Technology, OIT • Jason Wells, Information Security Analyst, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Enterprise IT Service Management with ServiceNow** • Sina Kasraian, Information Technology Service Manager, Office of Information Technology, IHS
Galleria 8	**Capital Planning and Investment Control Processes and Procedures** • Rauland Sharp, Capital Planning and Investment Control Manager, Division of Program Management and Budget, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:00 PM – 2:30 PM	**Concurrent Session A**
Salon West	**Purchased/Referred Care 101** • Marie Begay, Public Health Analyst and Purchased/Referred Care Officer, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, Office of Resource Access and Partnerships, IHS • Paula Mora, MD, Chief Medical Officer, Tucson Area IHS • Bobbie Moran, MBA, Health System Specialist, Oklahoma City Area IHS
207	**Grants Management and Lifecycle of IHS Grants Overview** • Marsha Brookins, Director, Division of Grants Management, Office of Management Services, IHS
210	**Taking Care of Us** • Barbara Roland, LPC, Supervisory Healthcare Administrator, Division of Behavioral Health, Office of Clinical and Preventive Services, IHS

2:30 pm	**Break**

3:00 PM – 4:30 PM	**Concurrent Session B**
Ballroom A	**Medicare and Medicaid 101 and Marketplace Coverage Options** • Susan Karol, CAPT, MD, Chief Medical Officer, Division of Tribal Affairs, Centers for Medicare & Medicaid Services • Beverly Lofton, MHA, Senior Policy Advisor, Division of Tribal Affairs, Centers for Medicare & Medicaid Services
Ballroom B	**Rebranding, Roles, Revenue and Risks: IHS Revenue Cycle Basics** • Genevieve Cochran, Administrative Support Assistant, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Raho Ortiz, Director, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Tracy Sanchez, PA-C, MBA, Executive Officer, Albuquerque Area IHS
Ballroom C	**Managing the Business Office through Reporting/Monitoring RPMS Reports that Impact the Revenue Generation Process** • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • Sandra Sealey, CPB, Business Office Coordinator, Oklahoma City Area IHS • Cindy Stout, Training Specialist Mid, Initiate Government Solutions (IGS)
Ballroom D	**Patient Benefits Coordination Basics** • Dustie Cummins, Patient Benefit Coordinator/Contact Representative, Crow Service Unit, Billings Area IHS
Salon East	**Provider Enrollment Roundtable** • Kristina Fish, Revenue Manager, Phoenix Indian Medical Center, Phoenix Area IHS • Diane Steuart, Administrative Officer, Phoenix Area IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

3:00 PM – 4:30 PM	Concurrent Session B
214	**Accounts Receivable—Refunds** • Marion Kelley-Jim, Accountant, Navajo Area IHS
208	**Best Practices—Undelivered Orders** • Narender Gupta, Senior Subject Matter Expert, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Donna Wilks, Management Analyst, Office of Finance and Accounting, IHS
Galleria 5	**New HIM Supervisor 101** • Patricia Cerna, RHIT, Health Information Management Consultant, Phoenix Area IHS • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center, Navajo Area IHS
Galleria 1	**Health IT Modernization Roundtable** • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Jeanette Kompkoff, Director, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Andrea Scott, MBA-HCM, BS, FAC-P/PM, SR, FAC-COR III, Deputy Chief Information Officer, Office of Information Technology, IHS • Mitchell Thornbrugh, Chief Information Officer and Director, Office of Information Technology, IHS
Galleria 2	**National Pharmacy Council and Pharmacy PSG Update** • Francisco Antigua, PharmD, BCPS, Pharmacy Clinical Informaticist, Catawba Service Unit, Nashville Area IHS • Michael Hunt, PharmD, Pharmacy Point-of-Sale Billing, Clinton Indian Health Center, Oklahoma City Area IHS • Katie Johnson, EHR Integrated Care Coordinator, Northwest Portland Area Indian Health Board • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Shannon Lowe, PharmD, MPH, BCPS, Administrative Officer, Haskell Indian Health Center, Oklahoma City Area IHS • Dinesh Sukhlall, PharmD, BCPS, Pharmacist, Phoenix Indian Medical Center, Phoenix Area IHS • Weston Thompson, PharmD, MBA, BCPS, Pharmacy Supervisor, National Supply Service Center, IHS • Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant, Phoenix Area IHS
Galleria 3	**Mitigating Barriers to Revenue Cycle Management in the EHR, Part I** • K. Dempsey, MHSA, Management Analyst, Office of Resource Access and Partnerships, IHS • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • David Maddirala, MD, Principal Health Systems and Practice Advisor, The MITRE Corporation • Andrew Regiec, Enterprise Architect, The MITRE Corporation • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

3:00 PM – 4:30 PM	**Concurrent Session B**
Galleria 4	**Endpoint Protection** • Kowaine Baker, Security Analyst, Division of Information Technology, Office of Information Technology, IHS
Galleria 6	**IHS Information System Coordinator Breakout Session** • Paul Kundtz, Director, Division of Information Technology Operations, Office of Information Technology, IHS
Galleria 8	**Ins and Outs of the Enterprise Mobile Service Program** • Darren Buchanan, MIS, Data Analyst, Division of Program Management and Budget, Office of Information Technology, IHS • Rebecca Martinez, Staff Analyst, Division of Program Management and Budget, Office of Information Technology, IHS • Kimberly Pritchard, Business Analyst, Division of Program Management and Budget, Office of Information Technology, IHS • Michelle Riedel, Capital Planning and Investment Control Analyst, Division of Program Management and Budget, Office of Information Technology, IHS
Salon West	**Purchased/Referred Care 102** • Jordan Burchell, CPC, CPMA, Public Health Analyst, Nashville Area IHS • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
205	**Case Management and Purchased/Referred Care Fundamentals** • Jencie Rubio Majano, MSN, RN, Case Management Department Supervisor, Woodrow Wilson Keeble Memorial Health Care Center, Great Plains Area IHS • Robin Watkins, MSN, RN, Fiscal Intermediary Project Officer, Office of Resource Access and Partnerships, IHS • Leah Westover, MSN, RN, Supervisory Nurse of Purchased/Referred Care, Whiteriver Service Unit, Phoenix Area IHS
207	**Grants Management and Lifecycle of IHS Grants Overview (Repeat)** • Marsha Brookins, Director, Division of Grants Management, Office of Management Services, IHS
210	**Contract Support Cost: Overview of Statutory Requirement and IHS Implementation** • Johnnita Tsabetsaye, Director, Contract Support Costs, Office of Direct Service and Contracting Tribes, IHS
4:30 PM	**Recess for the day**

Wednesday, August 23

6:00 AM 4th floor	**Wake-Up Walk**

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

8:00 AM – 9:15 AM	**Concurrent Session C**
Ballroom A	**Medicaid Managed Care Protections for Indians** • Wendy Hildt, Program Analyst, Division of Tribal Affairs, Centers For Medicare & Medicaid Services
Ballroom B	**Digital Insurance Cards—Begin Your Process Now!** • Shannon Thomas, Supervisory Billing Technician, Cass Lake Hospital, Bemidji Area IHS
Ballroom C	**Federal Hiring and Retention** • Jennifer Fry, Deputy Director, Office of Human Resources Management, IHS • Mark Skinner, Human Resources Manager, Office of Human Resources, IHS
Ballroom D	**Patient Registration Best Practices** • Fawnia Franklin, Supervisory Health System Specialist, Tohatchi Health Center, Navajo Area IHS
Salon East	**Accounts Receivable—File Reconciliation** • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • Paulette Chatto, Budget Analyst, Northern Navajo Medical Center, Navajo Area IHS
214	**Best Practices for Collaboration with All Factors of the Revenue Cycle** • LaShawn Ruiz, Supervisory Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Brian Zah, MBA, Purchased/Referred Care Chief, Phoenix Indian Medical Center, Phoenix Area IHS • Beverly Zuniga, Supervisory Health System Specialist, Colorado River Service Unit, Phoenix Area IHS
208	**Reporting and Reconciliation - Accounts Receivable and Central Accounting Reporting System** • Archana Bhat, Acting Director, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Larissa Ford, Financial Systems Specialist, Office of Finance and Accounting, IHS • Sudheer Handulnagaram, UFMS & PRISM Support Team, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Muralidhar Vintha, Systems O&M Support (Accounts Receivables), Division of Systems Review and Procedures, Office of Finance and Accounting, IHS
Galleria 5	**Handling, Managing, and Disclosing Part 2 42 CFR Records** • Bryan Burrell, RHIA, LPN, Lead, Health Information Management Consultant, Office of Information Technology, IHS • Heather McClane, Acting Deputy Director, Division of Regulatory and Policy Coordination, Office of Management Services, IHS
Galleria 1	**Leveraging Excel to Improve Operations** • Nicholas Laughton, PharmD, MPH, Informaticist, Phoenix Area IHS • Nick Sparrow, PharmD, Clinical Informaticist, Clinical Applications Coordinator, Claremore Indian Hospital, Oklahoma City Area IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

8:00 AM – 9:15 AM	**Concurrent Session C**
Galleria 2	**Telehealth at the IHS: Where Are We Now?** • Keith Buck, CompTIA Network +, Project Manger, Advancia Aeronautics–RIngMD JV, LLC • Teresa Chasteen, RHIT, Clinical Informaticist, Bemidji Area IHS • Jacqueline Dent, Clinical Telehealth Services Support Operations Manager, Advancia Aeronautics–RingMD JV, LLC • Jacob Falling, System Administrator, Division of Information Technology Operations, Office of Information Technology, IHS • Jennifer Farris, MHSA, MJIL, RHIA, CHPS, Health Information Management Consultant, Privacy Officer, FOIA Coordinator, Oklahoma City Area IHS • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Naomi H. Hixson, AuD, CCC/A-SLP, Acting Director of Telemedicine and Field Services, Chief of Audiology, Phoenix Indian Medical Center, Phoenix Area IHS • Cynthia Larsen, BBA, Program Analyst, ORAP, IHS • Ryan Luginbuhl, MD, Principal, The MITRE Corporation • Darla McCloskey, PhD, MPH, BSN, Deputy Director, Great Plains Area IHS • Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, Office of Information Technology, IHS • Andrew Regiec, Enterprise Architect, The MITRE Corporation • Brenda Steiger, MSHI, Information Technology Specialist, Great Plains Area IHS • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 3	**RPMS/EHR for Clinical Health IT, Nursing Focus** • Melana Barker, MSN-NI, RN, Clinical Nurse Informaticist, Division of Information Technology, Office of Information Technology, IHS • Renee Chase, Nurse Informatics Consultant, Division of Information Technology, Office of Information Technology, IHS • Melinda Nez, BSN, RN, Nurse Informaticist, Division of Information Technology, Office of Information Technology, IHS • Leslie White, Information Technology Informatics Supervisor, Division of Information Technology, Office of Information Technology, IHS
Galleria 4	**Office of Information Security HHS Cybersecurity Program** • Conrad Bovell, Branch Chief, Cybersecurity Advisory and Strategy, Office of the Chief Information Officer, HHS • Rahul Gaitonde, Branch Chief, Health Sector Cybersecurity Coordination Center, HHS • Evan Miller, Branch Chief, Security Design & Innovation, Office of the Chief Information Officer, HHS • Nick Rodriguez, Program Manager, HHS
Galleria 6	**Microsoft Teams at IHS** • Sina Kasraian, Information Technology Service Manager, Office of Information Technology, IHS • Paul Kundtz, Director, Division of Information Technology Operations, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

8:00 AM – 9:15 AM	Concurrent Session C
Galleria 8	**Capital Planning and Investment Control Processes and Procedures (Repeat)** • Rauland Sharp, Capital Planning and Investment Control Manager, Division of Program Management and Budget, Office of Information Technology, IHS
Salon West	**IHS Purchased/Referred Care Delivery Areas Map Application: Using Interactive Maps and Tools to Help Determine PRC Eligibility (Live Demo) Session 1** • Carlynne "Lyndy" Worsham, GISP, Geographer, Office of Public Health Support, IHS
205	**Veterans Administration/IHS PRC Reimbursement for COVID-Related Services** • John Rael, CAPT, Director, Office of Resource Access and Partnerships, IHS • Natasha Royal, Contracting Officer, Inter/Intra Agency Agreements Lead, Office of Management Services, IHS • Robin Watkins, MSN, RN, Fiscal Intermediary Project Officer, Office of Resource Access and Partnerships, IHS
207	**Catastrophic Health Emergency Fund 101** • Randell Fatt, Catastrophic Health Emergency Fund Manager, Office of Resource Access and Partnerships, IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
210	**Taking Care of Us (Repeat)** • Barbara Roland, LPC, Supervisory Healthcare Administrator, Division of Behavioral Health, Office of Clinical and Preventive Services, IHS

9:15 AM	Break

9:30 AM – 10:45 AM	Concurrent Sessions D
Ballroom A	**Centers for Medicare and Medicaid Services Division of Tribal Affairs Update** • Beverly Lofton, MHA, Senior Policy Advisor, Division of Tribal Affairs, Centers for Medicare & Medicaid Services
Ballroom B	**Revenue Cycle: Third-Party Billing Roundtable and Open-Forum Discussion on the Practice of Billing for Third-Party Resources** • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • Jennifer Reed, Revenue Cycle Manager, Cherokee Indian Hospital Authority
Ballroom C	**Practice Management Application Suite V4 Patch 1** • Danielle Silver, Senior User Support/Training Specialist, Initiate Government Solutions • Gail Townsend, Information Technology Specialist, Office of Information Technology, IHS
Ballroom D	**Customer Service: It's not about ME, or is it?** • Tracy Sanchez, PA-C, MBA, Executive Officer, Albuquerque Area IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

9:30 AM – 10:45 AM	Concurrent Sessions D
Salon East	**Maximizing Efficiency and Third-Party Collections While Working Pharmacy Point-of-Sale Claims** • Michael Hunt, PharmD, Pharmacy Point-of-Sale Billing, Clinton Indian Health Center, Oklahoma City Area IHS
214	**What Is Your Role in Revenue Generation?** • Raho Ortiz, Director, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Leslie Bowstring-Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS • Sandra Sealey, CPB, Business Office Coordinator, Oklahoma City Area IHS
208	**Financial Business Intelligence System Overview and Dashboards** • Cindy Reeves, Accountant, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Marc Romagnoli, Contractor, Guidehouse Inc.
Galleria 5	**HIPAA and Privacy Investigation—From Start to Finish** • Bryan Burrell, RHIA, LPN, Lead, Health Information Management Consultant, Office of Information Technology, IHS • Heather McClane, Acting Deputy Director, Division of Regulatory and Policy Coordination, Office of Management Services, IHS
Galleria 1	**Business Process Model and Notation Hands-on Workshop** *Note:* Attendees will need to bring their own laptop. • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Robert Lario, PhD, Enterprise Architect & Knowledge Engineer, HIT Modernization & Innovation, Office of Information Technology, IHS • Andrew Regiec, Enterprise Architect, The MITRE Corporation
Galleria 2	**Four Directions Warehouse (Repeat)** • Charles Cross, CMA, CFM, S, Engineering Manager, Division of Health Information Technology Modernization and Operations, Office of Information Technology, IHS • Adrian Haven, Senior Deployment Program Manager, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

9:30 AM – 10:45 AM	Concurrent Sessions D
Galleria 3	**Strategically Deploying the Legacy RPMS System for New Hospitals and Clinics While Laying the Foundation for HIT Modernization** • Robin Bartlett, PharmD, MSP, CPC, CPMA, Clinical Informaticist/Pharmacy Consultant, Nashville Area IHS • Max Burchett, PharmD, MHA, Chief Information Officer, Oklahoma City Indian Clinic, Oklahoma City Area IHS • John Collins, PharmD, Clinical Informaticist, Oklahoma City Area IHS • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Kara Kearns, Chief Executive Officer, Mid-Atlantic Service Unit, Nashville Area IHS • Natalie Klier, CCS-P, Clinical Informatics Coordinator, Billings Area IHS • Ryan Luginbuhl, MD, Principal, The MITRE Corporation • Kathy Ray, RN, CNM (retired), Informaticist, Acting Statistician, Navajo Area IHS • Amy Rubin, PharmD, MMI, CHTS-IS, Chief Information Officer, Oklahoma City Area IHS • Chris Saddler, IT Specialist, Division of Information Technology, Office of Information Technology, IHS • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Peter Vermilyea, PharmD, Director of Medical Informatics, Winslow Indian Health Care Center, Dilkon Medical Center, Navajo Area IHS
Galleria 4	**Incident Response Modernization: How Incident Response Procedures Prevent Industry Average $10M Breaches** • Tyler Brummer, Acting Team Lead, Cybersecurity Incident Response Team, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Identity Management and IHS Authentication as a Service Supporting Zero Trust** • Ray Garza, Okta Enterprise Administrator, Office of Information Technology, IHS • Kathryn Lewis, Information Technology Operations Manager, Office of Information Technology, IHS
Galleria 8	**Managing Mobile Services at IHS** • Darren Buchanan, MIS, Data Analyst, Office of Information Technology, IHS • Rebecca Martinez, Staff Analyst, Division of Program Management and Budget, Office of Information Technology, IHS • Kimberly Pritchard, Business Analyst, Division of Program Management and Budget, Office of Information Technology, IHS • Michelle Riedel, Capital Planning and Investment Control Analyst, Division of Program Management and Budget, Office of Information Technology, IHS
Salon West	**Purchased/Referred Care Fiscal Intermediary** • Ang Apodaca, Customer Service Manager, IHS Fiscal Intermediary, Blue Cross and Blue Shield of New Mexico • Philip Otero, Customer Service Manager, IHS Fiscal Intermediary, Blue Cross and Blue Shield of New Mexico • Robin Watkins, MSN, RN, Fiscal Intermediary Project Officer, Office of Resource Access and Partnerships, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

9:30 AM – 10:45 AM	Concurrent Sessions D
205	**Purchased/Referred Care 101 (Repeat)** • Marie Begay, Public Health Analyst and Purchased/Referred Care Officer, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, Office of Resource Access and Partnerships, IHS • Paula Mora, MD, Chief Medical Officer, Tucson Area IHS • Bobbie Moran, MBA, Health System Specialist, Oklahoma City Area IHS
207	**Catastrophic Health Emergency Fund 101 (Repeat)** • Randell Fatt, Catastrophic Health Emergency Fund Manager, Office of Resource Access and Partnerships, IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
210	**Indian Self-Determination and Education Assistance Act Title I Process** • Terri Schmidt, RN, Director, Office of Direct Service and Contracting Tribes, IHS

10:45 AM	Break

11:00 AM – 12:15 PM	Concurrent Sessions E
Ballroom A	**Direct Care vs. Purchased/ Referred Care Eligibility and Resources** • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS
Ballroom B	**Rainbow Book Times to Now—IHS Revenue Cycle History** • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • Raho Ortiz, Director, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Leslie Bowstring-Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS
Ballroom D	**Patient Registration Data: The Heart of IHS Data and Reporting** • April Gooday, BA, Business Office Manager, Clinton Service Unit, Oklahoma City Area IHS
Salon East	**Maximizing Efficiency and Third-Party Collections While Working Pharmacy Point-of-Sale Claims (Repeat)** • Michael Hunt, PharmD, Pharmacy Point-of-Sale Billing, Clinton Indian Health Center, Oklahoma City Area IHS
214	**Best Practices for Collaboration with All Factors of the Revenue Cycle (Repeat)** • LaShawn Ruiz, Supervisory Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Brian Zah, MBA, Purchased/Referred Care Chief, Phoenix Indian Medical Center, Phoenix Area IHS • Beverly Zuniga, Supervisory Health System Specialist, Colorado River Service Unit, Phoenix Area IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

11:00 AM – 12:15 PM	Concurrent Sessions E
208	**Veterans Administration, Indian Health Service, Tribal Health Program, Urban Indian Organization Reimbursement Agreement Annual Training** • Brittany Moore, Supervisory Program Analyst, Payment Operations, Office of Finance, Veterans Health Administration, US Department of Veterans Affairs • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Michelle Slusser, MBA, MASG, PMP, Program Analyst, Office of Integrated Veterans Care, Veteran Health Administration
Galleria 5	**Customer Service—Shi' Sha' (What About Me?)** • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center, Navajo Area IHS
Galleria 1	**Telehealth Modeling for Business Office and HIM (Revenue Cycle Management)** • Ryan Luginbuhl, MD, Principal, The MITRE Corporation • Susy Postal, DNP, RN-BC, Chief Health Informatics Officer, Office of Information Technology, IHS • Andrew Regiec, Enterprise Architect, The MITRE Corporation • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 2	**Suicide Risk Screenings, Evidence, Clinical Pathways and Treatment Priorities** • Skye Bass, Social Worker, Office of Clinical and Preventive Services, IHS • Pamela End of Horn, DSW, LICSW, National Suicide Prevention Consultant, Office of Clinical and Preventive Services, IHS • Lisa Horowitz, PhD, MPH, Clinical Psychologist, Senior Associate Scientist, National Institute of Mental Health, National Institutes of Health • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Scott Peake, PMHNP-BC, Mental Health Consultant, Phoenix Area IHS • Debbie Snyder, MSW, LCSW-C, Senior Advisor to the Clinical Director; Faculty Psychiatry Consultation LIaison Service, National Institute of Mental Health, National Institutes of Health
Galleria 3	**RPMS/CSMT Updates** • Jacqueline Jones, BSIT, OS/SysAdmin, Office of Information Technology, IHS
Galleria 4	**Pay Up! $300 in Bitcoin May Get Your Data Back** • Benjamin Koshy, MS, MBA, CISSP, CEH, Chief Information Security Officer, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Improving the Customer Experiences at IHS** • Andrea Scott, MBA-HCM, BS, FAC-P/PM, SR, FAC-COR III, Deputy Chief Information Officer, Office of Information Technology, IHS • Paul Kundtz, Director, Division of Information Technology Operations, Office of Information Technology, IHS
Galleria 8	**Enterprise Architecture and Category Management, Who We Are and What We Do** • Garry Haun, Enterprise Architect, Office of Information Technology, OIT • Andy Hazen, Category Manager, Office of Information Technology, OIT

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

11:00 AM – 12:15 PM	**Concurrent Sessions E**
Salon West	**Indian Health Service Purchased/Referred Care Medical Priorities Plan Update—2023** • Loretta Christensen, MD, MBA, MSJ, FACS, Chief Medical Officer, IHS • Matthew Clark, MD, FACP, FAAP, Chief Medical Officer, Alaska Area Native Health Service, IHS
205	**Purchased/Referred Care Appeal Process** • Marie Begay, Public Health Analyst and Purchased/Referred Care Officer, Navajo Area IHS • Lionel Dawes, Purchased/Referred Care Management Analyst, Navajo Area IHS • Jim Lyon, Director, Division of Contract Care, Office of Resource Access and Partnerships, IHS
207	**IHS Purchased/Referred Care Delivery Areas Map Application: Using Interactive Maps and Tools to Help Determine PRC Eligibility (Live Demo) Session 1 (Repeat)** • Carlynne "Lyndy" Worsham, GISP, Geographer, Office of Public Health Support, IHS
210	**The Foundations of Self-Governance** • Christopher Manydeeds, JD, Management Analyst, Office of Tribal Self-Governance, IHS

12:15 PM	**Lunch On Your Own**

1:45 PM – 3:00 PM	**Concurrent Sessions F**
Ballroom A	**Direct Care vs. Purchased/Referred Care Eligibility and Resources (Repeat)** • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS
Ballroom B	**Revenue Projection$ for 2024** • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • Sandra Sealey, CPB, Business Office Coordinator, Oklahoma City Area IHS
Ballroom D	**Patient Registration Data: The Heart of IHS Data and Reporting (Repeat)** • April Gooday, BA, Business Office Manager, Clinton Service Unit, Oklahoma City Area IHS
Salon East	**Using Social Media for Outreach and Education** • Kristen Bitsuie, Tribal Health Reform Outreach and Education Policy Coordinator, National Indian Health Board
214	**Sexual Orientation and Gender Identity** • Jerico Cummings, LGBTQ Two Spirit Training & Community Engagement Specialist, Northwest Portland Area Indian Health Board • Rick Haverkate, MPH, IHS National HIV/AIDS/STI Program Lead, Office of Clinical and Preventive Services, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:45 PM – 3:00 PM	**Concurrent Sessions F**
208	**Office of Finance and Accounting, Division of Systems Review and Procedures Initiatives (E-Invoicing, G-Invoicing, Oracle Cloud Infrastructure)** • Archana Bhat, Acting Director, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Ashok (Tony) Dilawari, UFMS Projects Support Specialist, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Abhishek Krishnan, UFMS & PRISM Operations and Support, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Firasath Mohammed, Systems O&M (Contract Writing System PRISM and UFMS Purchasing Module), Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Jaideep Palan, UFMS Contract Support, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Azmah Parry, Federal Accounts Payable Lead, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS
Galleria 5	**Managing Your Coding Backlog—Best Practice Concurrent Analysis Coding & Chart Analysis—EHR** • Crystal Casey, Health Information Management Consultant, Billings Area IHS
Galleria 1	**Health IT Modernization Roundtable (Repeat)** • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Jeanette Kompkoff, Director, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Andrea Scott, MBA-HCM, BS, FAC-P/PM, SR, FAC-COR III, Deputy Chief Information Officer, Office of Information Technology, IHS • Mitchell Thornbrugh, Chief Information Officer and Director, Office of Information Technology, IHS
Galleria 2	**Deploying the Emergency Department Point-of-Care Ultrasound in RPMS While Laying the Foundation for HIT Modernization** • Teresa Chasteen, RHIT, Clinical Informaticist, Bemidji Area IHS • Michael Henry, MD, MS, Emergency Physician, Colorado River Service Unit, Phoenix Area IHS • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Ryan Luginbuhl, MD, Principal, The MITRE Corporation • Lee Redlegs, BSMT, Federal Lead Radiology/VistA Imaging, Division of Information Technology, Office of Information Technology, IHS • Chris Saddler, IT Specialist, Division of Information Technology, Office of Information Technology, IHS • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Trevor Thompson, PharmD, Pharmacy Informaticist, Whiteriver Service Unit, Phoenix Area IHS • Leslie White, Information Technology Informatics Supervisor, Division of Information Technology, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:45 PM – 3:00 PM	Concurrent Sessions F
Galleria 3	**Asthma Control in Tribal Communities—Informatics Response** • Francisco Antigua, PharmD, BCPS, Pharmacy Clinical Informaticist, Catawba Service Unit, Nashville Area IHS • Brandon Bui, Phoenix Area Representative, Professional Specialty Group, Fort Yuma Health Center, Phoenix Area IHS • Matthew Clark, MD, FACP, FAAP, Chief Medical Officer, Alaska Area Native Health Service, IHS • Christianna Colvin, Chief Pharmacist, Lower Brule Indian Health Center, Great Plains Area IHS • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • LaDonna Lock, LCDR, Clinical Informaticist/Pharmacist, Cass Lake Hospital, Bemidji Area IHS • Julia Olson, PharmD, BCPS, Clinical Informaticist, Tohono O'odham Nation Health Care • Pritesh Patel, PharmD, BCACP, Clinical Pharmacy Informaticist, Tohono O'odham Nation Health Care Sells Hospital • Kathy Ray, RN, CNM (retired), Informaticist, Acting Statistician, Navajo Area IHS • Weston Thompson, PharmD, MBA, BCPS, Pharmacy Supervisor, National Supply Service Center, IHS • Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant, Phoenix Area IHS • Madeline Wright, PharmD, Clinical Pharmacist, Cherokee Indian Hospital Authority
Galleria 4	**The Federal Risk and Authorization Management Program (FedRAMP)—A Guide to Selecting FedRAMP Products** • Anthony Harris, Information Systems Security Officer Supervisor, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Microsoft Teams at IHS (Repeat)** • Sina Kasraian, Information Technology Service Manager, Office of Information Technology, IHS • Paul Kundtz, Director, Division of Information Technology Operations, Office of Information Technology, IHS
Galleria 8	**Qlik Sense Overview—Upgrade Advanced New Features** • Sheng (Victor) Liu, BI Architect, Office of Information Technology, IHS
Salon West	**RPMS Contract Health Service Management Information System and Referred Care Information System Application Overview** • Marie Begay, Public Health Analyst and Purchased/Referred Care Officer, Navajo Area IHS • Travis Snyder, Purchased/Referred Care Medical Support Assistant, Taos/Picuris Indian Health Clinic, Albuquerque Area IHS • LeeAnn Thorson, Health System Specialist, Purchased/Referred Care Officer, Bemidji Area IHS • Gail Townsend, Information Technology Specialist, Office of Information Technology, IHS
205	**Purchased/Referred Care for Chief Executive Officers Panel** • Jim Lyon, Director, Division of Contract Care, Office of Resource Access and Partnerships, IHS • John Rael, CAPT, Director, Office of Resource Access and Partnerships, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:45 PM – 3:00 PM	Concurrent Sessions F
207	**Electronic Catastrophic Health Emergency Fund Application for Federal Users—Demo and Frequently Asked Questions** • Randell Fatt, Catastrophic Health Emergency Fund Manager, Office of Resource Access and Partnerships, IHS • Kevin Rogers, Information Technology Specialist (Internet), Oklahoma City Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS

3:00 PM	Break

3:15 PM – 4:30 PM	Concurrent Sessions G
Ballroom A	**Patient Registration: The First Step to Quality Health Care** • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center, Navajo Area IHS
Ballroom B	**Rebranding, Roles, Revenue and Risks: IHS Revenue Cycle Basics (Repeat)** • Genevieve Cochran, Administrative Support Assistant, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Raho Ortiz, Director, Division of Business Office Enhancement, Office of Resource Access and Partnerships, IHS • Tracy Sanchez, PA-C, MBA, Executive Officer, Albuquerque Area IHS
Ballroom C	**Federal Hiring and Retention (Repeat)** • Jennifer Fry, Deputy Director, Office of Human Resources Management, IHS • Mark Skinner, Human Resources Manager, Office of Human Resources, IHS
Ballroom D	**Keeping the Third-Party Revenue Stream Afloat after Medicaid Unwinding** • Sherrie Varner, Tribal Premium Assistance Program Manager, Choctaw Nation of Oklahoma
Salon East	**Personal Health Record: An Overview for Business Office** • Chastidy Chastek, CCA, Health Information Management Supervisor, Cass Lake IHS Hospital, Bemidji Area IHS • Heather Goudreaux, CAH-CBS, CAISS, Health Information Management Consultant, Bemidji Area IHS • Leslie Bowstring-Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS • Shannon Thomas, Supervisory Billing Technician, Cass Lake Hospital, Bemidji Area IHS
214	**Sexual Orientation and Gender Identity (Repeat)** • Jerico Cummings, LGBTQ Two Spirit Training & Community Engagement Specialist, Northwest Portland Area Indian Health Board • Rick Haverkate, MPH, IHS National HIV/HIV/STI Program Lead, Office of Clinical and Preventive Services, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

3:15 PM – 4:30 PM	**Concurrent Sessions G**
208	**Finance Dashboard** • Archana Bhat, Acting Director, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Jigar Shah, Hyperion/Qlik Lead, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Pramod Shenoi, Contractor, Guidehouse Inc.
Galleria 5	**Records Management—It Is Everyone's Responsibility** • Derrick Terry, Agency Records Officer, Office of Management Services, IHS
Galleria 1	**Expansion of the Community Health Aide Program: Building on the Successful Healthcare Delivery of Alaska** • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Donna Enfield, MSW, LICSW, QCSW, Public Health Advisor/CHAP Lead, Office of Clinical and Preventive Services, IHS • Ryan Luginbuhl, MD, Principal, The MITRE Corporation • Bobbi Jo Peltier, MS, MPA, Public Health Advisor, Division of Behavioral Health, Office of Clinical and Preventive Services, IHS • Dion Reid, Public Health Advisor/Community Health Aide Specialist, Office of Clinical and Preventive Services, IHS • Cheryl Sixkiller, DDS, National IHS Community Health Aide Program Dental Health Aide Specialist, Division of Oral Health, Office of Clinical and Preventive Services, IHS • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Wyatt Whitegoat, MAT, ATC, MPH, Program Specialist and National Community Health Aide Program, Office of Clinical and Preventive Services, IHS
Galleria 2	**IHS Electronic Dental Record System and IHS HIT Modernization** • Joel Knutson, DDS, Project Manager, Electronic Dental Record Program, Division of Oral Health, Office of Clinical and Preventive Services, IHS • Damon Pope, DMD, Deputy Director, Electronic Dental Record, Division of Oral Health, Office of Clinical and Preventive Services, IHS
Galleria 3	**Strategically Deploying Bar Code Medication Administration and Automated Dispensing Cabinets in RPMS While Laying the Foundation for HIT Modernization** • Latona Austin, PharmD, Pharmacy Informatics Consultant, Office of Information Technology, IHS • Nicholas Laughton, PharmD, MPH, Informaticist, Phoenix Area IHS • David Maddirala, MD, Principal Health Systems and Practice Advisor, The MITRE Corporation • Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant, Phoenix Area IHS • Peter Vermilyea, PharmD, Director of Medical Informatics, Winslow Indian Health Care Center, Dilkon Medical Center, Navajo Area IHS
Galleria 4	**Performing HIPAA Security Risk Assessments** • Reese Weber, MBA, CISSP, Chief Information Security and Privacy Officer, California Area IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

3:15 PM – 4:30 PM	**Concurrent Sessions G**
Galleria 6	**Organizational Change Management: How to Ensure EHR Implementation Success** • Brooke Cose, CCP, Director, Totem Consulting • Kimberly Shije, Organizational Change Manager, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Greta Ziegler, Business & Capital Planning Branch Chief, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 8	**Data Culture: Using Data to Drive Decisions** • Dawn Spear, Data Analyst, Division of Data Management & Analytics, Office of Information Technology, IHS
Salon West	**Indian Health Service Purchased/Referred Care Medical Priorities Plan Update—2023 (Repeat)** • Loretta Christensen, MD, MBA, MSJ, FACS, Chief Medical Officer, IHS • Matthew Clark, MD, FACP, FAAP, Chief Medical Officer, Alaska Area Native Health Service, IHS
207	**Purchased/Referred Care Reconciliation** • Karla Hall, Purchased/Referred Care Officer, Great Plains Area IHS • Abhishek Krishnan, UFMS & PRISM Operations and Support, Division of Systems Review and Procedures, Office of Finance and Accounting, IHS • Robin Watkins, MSN, RN, Fiscal Intermediary Project Officer, Office of Resource Access and Partnerships, IHS • Roberta Whiteman, Purchased/Referred Care Officer, Billings Area IHS
4:30 PM	**Recess for the day**

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

Thursday, August 24

6:00 AM 4th floor	**Wake-Up Walk**

8:00 AM – 9:30 AM	**Concurrent Sessions H**
Ballroom A	**Roundtable: Patient Benefit Coordination Best Practices** • Nauni Castro, Patient Benefit Coordinator, Lawton Indian Hospital, Oklahoma City Area IHS • Sheila Dishno, Patient Benefit Coordinator, Claremore Indian Hospital, Oklahoma City Area IHS • Nadine Johnson, Billing Technician, Kayenta Health Center, Navajo Area IHS • Debbie Largo, Billing Technician, Crownpoint Service Unit, Navajo Area IHS
Ballroom B	**Veterans Administration and Indian Health Service Direct Care Billing and Reimbursement Processes** • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • Brittany Moore, Supervisory Program Analyst, Payment Operations, Office of Finance, Veterans Health Administration, US Department of Veterans Affairs
Ballroom C	**Customer Service—The Impact of Consumer Choice in Health Care** • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS
Ballroom D	**Relationship of Point-of-Sale (POS) Claims Between Resource and Practice Management System POS and Accounts Receivable Packages and Pharmacy Billing Reports** • Cheryle King, Revenue Cycle Director, Lawton Indian Hospital, Oklahoma City Area IHS • Phillip O'Bourke, PharmD, Point-of-Sale Program Manager, Lawton Indian Hospital, Oklahoma City Area IHS
Salon East	**Standardized Business Office Management Reports** • K Dempsey, MHSA, Management Analyst, Office of Resource Access and Partnerships, IHS • Leslie Bowstring-Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS
214	**Accounts Receivable—File Reconciliation (Repeat)** • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • Paulette Chatto, Budget Analyst, Northern Navajo Medical Center, Navajo Area IHS
Galleria 5	**Productivity and Coding/Documentation Audits** • Kristina Rogers, MMI, CPC, CDEO, CPB, CPMA, Statistician, Nashville Area IHS
Galleria 1	**VistA Imaging Updates for the EHR-Health IT** • Lee Redlegs, BSMT, Federal Lead Radiology/VistA Imaging, Division of Information Technology, Office of Information Technology, IHS • Leslie White, Information Technology Informatics Supervisor, Division of Information Technology, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

8:00 AM – 9:30 AM	Concurrent Sessions H
Galleria 2	**STI/Syphilis End-the-Syndemic—Informatics Response** • Francisco Antigua, PharmD, BCPS, Pharmacy Clinical Informaticist, Catawba Service Unit, Nashville Area IHS • John Collins, PharmD, Clinical Informaticist, Oklahoma City Area IHS • Jonathan Iralu, MD, MACP, IDSA, Chief Clinical Consultant for Infectious Diseases, Navajo Area IHS • Katie Johnson, EHR Integrated Care Coordinator, Northwest Portland Area Indian Health Board • Arlinda Lee, B, CLS (ASCP), MAHSM, Laboratory Consultant, Phoenix Area IHS • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Jessica Leston, Director, National Center for Clinical Support and Preventive Health Programs, Northwest Portland Area Indian Health Board • Melinda Nez, BSN, RN, Nurse Informaticist, Division of Information Technology, Office of Information Technology, IHS • Kathy Ray, RN, CNM (retired), Informaticist, Acting Statistician, Navajo Area IHS • Amy Rubin, PharmD, MMI, CHTS-IS, Chief Information Officer, Oklahoma City Area IHS • Dinesh Sukhlall, PharmD, BCPS, Pharmacist, Phoenix Indian Medical Center, Phoenix Area IHS • Melanie Taylor, MD, MPH, Physician Epidemiologist, Centers for Disease Control and Prevention • Kendall Van Tyle, PharmD, BCPS, Pharmacy Informatics Consultant, Phoenix Area IHS
Galleria 3	**Optimizing the Problem List to Configure the Enterprise EHR—Part II** • Amanda Cray, Business Systems Engineer, The MITRE Corporation • David Maddirala, MD, Principal Health Systems and Practice Advisor, The MiTRE Corporation • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 4	**Business Process Model and Notation 2.0: An Introductory Overview** • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Robert Lario, PhD, Enterprise Architect & Knowledge Engineer, HIT Modernization & Innovation, Office of Information Technology, IHS • Andrew Regiec, Enterprise Architect, The MITRE Corporation
Galleria 6	**Microsoft Teams at IHS (Repeat)** • Sina Kasraian, Information Technology Service Manager, Office of Information Technology, IHS • Paul Kundtz, Director, Division of Information Technology Operations, Office of Information Technology, IHS
Galleria 8	**Data Culture: Using Data to Drive Decisions (Repeat)** • Dawn Spear, Data Analyst, Division of Data Management & Analytics, Office of Information Technology, IHS
Salon West	**IHS Purchased/Referred Care Delivery Areas Map Application: Using Interactive Maps and Tools to Help Determine PRC Eligibility (Live Demos and Hands-On) Session 2** • Carlynne "Lyndy" Worsham, GISP, Geographer, Office of Public Health Support, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

8:00 AM – 9:30 AM	**Concurrent Sessions H**
205	**Case Management and Purchased/Referred Care Fundamentals** • Jencie Rubio Majano, MSN, RN, Case Management Department Supervisor, Woodrow Wilson Keeble Memorial Health Care Center, Great Plains Area IHS • Robin Watkins, MSN, RN, Fiscal Intermediary Project Officer, Office of Resource Access and Partnerships, IHS • Leah Westover, MSN, RN, Supervisory Nurse of Purchased/Referred Care, Whiteriver Service Unit, Phoenix Area IHS
207	**Electronic Catastrophic Health Emergency Fund Application for Non-Federal Users—Demo and Frequently Asked Questions** • Randell Fatt, Catastrophic Health Emergency Fund Manager, Office of Resource Access and Partnerships, IHS • Kevin Rogers, Information Technology Specialist (Internet), Oklahoma City Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
210	**Future Trends in 3PB (Third-Party Billing)** • Merin McCabe, CPC CPB PMCC, Chief Administration Officer, American Indian Health and Services

9:30 AM	**Break**

10:00 AM – 11:30 AM	**Concurrent Sessions I**
Ballroom A	**Medicare and Medicaid 101 and Marketplace Coverage Options (Repeat)** • Susan Karol, CAPT, MD, Chief Medical Officer, Division of Tribal Affairs, Centers for Medicare & Medicaid Services • Beverly Lofton, MHA, Senior Policy Advisor, Division of Tribal Affairs, Centers for Medicare & Medicaid Services
Ballroom B	**Practice Management Application Suite V4 Patch 1 (Repeat)** • Danielle Silver, Senior User Support/Training Specialist, Initiate Government Solutions • Gail Townsend, Information Technology Specialist, Office of Information Technology, IHS
Ballroom C	**Patient Registration Best Practices (Repeat)** • Fawnia Franklin, Supervisory Health System Specialist, Tohatchi Health Center, Navajo Area IHS
Ballroom D	**Pharmacy Point-of-Sale Basic Overview** • Phillip O'Bourke, PharmD, Point-of-Sale Program Manager, Lawton Indian Hospital, Oklahoma City Area IHS
Salon East	**Roundtable: Billing Medicare as Secondary** • Adrian Lujan, CPB, Information Technology Specialist, Office of Information Technology, IHS • Cindy Stout, Training Specialist Mid, Initiate Government Solutions

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

10:00 AM – 11:30 AM	Concurrent Sessions I
214	**Debt Management Process—Service Unit to Area Best Practice** • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • LaDonna Tom, Lead Voucher Examiner, Chinle Service Unit, Navajo Area IHS • LeAnn Yazzie, Accounting Officer, Navajo Area IHS
208	**Veterans Administration, Indian Health Service, Tribal Health Program, Urban Indian Organization Reimbursement Agreement Annual Training (Repeat)** • Brittany Moore, Supervisory Program Analyst, Payment Operations, Office of Finance, Veterans Health Administration, US Department of Veterans Affairs • Cynthia Larsen, BBA, Program Analyst, Office of Resource Access and Partnerships, IHS • Michelle Slusser, MBA, MASG, PMP, Program Analyst, Office of Integrated Veterans Care, Veteran Health Administration
Galleria 5	**Embracing Change in A New HIM Environment** • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center, Navajo Area IHS
Galleria 1	**Health IT Modernization Roundtable (Repeat)** • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • Jeanette Kompkoff, Director, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Andrea Scott, MBA-HCM, BS, FAC-P/PM, SR, FAC-COR III, Deputy Chief Information Officer, Office of Information Technology, IHS • Mitchell Thornbrugh, Chief Information Officer and Director, Office of Information Technology, IHS
Galleria 2	**Assessing and Optimizing Your RPMS Electronic Health Record While Laying the Foundation for Health Information Technology Modernization** • Donnie Hodge, PharmD, MS, Clinical Informaticist, Claremore Indian Hospital, Oklahoma City Area IHS • Katie Johnson, EHR Integrated Care Coordinator, Northwest Portland Area Indian Health Board • Edward Kobialka Jr., MS, RPh, Pharmacy Informaticist, Clinical Applications Coordinator, Ft. Duchesne Indian Health Center, Phoenix Area IHS • John Lester, PharmD, MAS (Health Informatics), Clinical Informatics Consultant, Phoenix Area IHS • Alejandra Peña-Brunet, Clinical Applications Coordinator, Hopi Health Care Center, Phoenix Area IHS • Justin Tafoya, MSN, RN, Director of Clinical Informatics, Whiteriver Service Unit, Phoenix Area IHS
Galleria 3	**RPMS Immunization Updates/EHR Immunization Component Update** • Suryam Palanki, PharmD, FAC-COR III, Pharmacy Informatic Consultant, Division of Information Technology, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

10:00 AM – 11:30 AM	Concurrent Sessions I
Galleria 4	**IHS–ATO-GRC Security Assessment and Authorization Process** • Sam Mathew, PMP, CISM, CISA, CASP+, CEH, Risk & Compliance Lead Officer, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Organizational Change Management: How to Ensure EHR Implementation Success (Repeat)** • Brooke Cose, CCP, Director, Totem Consulting • Kimberly Shije, Organizational Change Manager, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Greta Ziegler, Business & Capital Planning Branch Chief, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 8	**Enterprise Architecture and Category Management, Who We Are and What We Do (Repeat)** • Garry Haun, Enterprise Architect, Office of Information Technology, OIT • Andy Hazen, Category Manager, Office of Information Technology, OIT
Salon West	**IHS Purchased/Referred Care Delivery Areas Map Application: Using Interactive Maps and Tools to Help Determine PRC Eligibility (Live Demos and Hands-On) Session 2 (Repeat)** • Carlynne "Lyndy" Worsham, GISP, Geographer, Office of Public Health Support, IHS
205	**Purchased/Referred Care 102 (Repeat)** • Jordan Burchell, CPC,CPMA, Public Health Analyst, Nashville Area IHS • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS • Bree Tiger, Public Health Analyst, Nashville Area IHS
210	**Traditional Healing Using Sacred Practices** • M. Angel Galvez, MSOL, Chief Executive Officer, Bakersfield American Indian Health Project

11:30 AM	Lunch On Your Own

1:00 PM – 2:30 PM	Concurrent Sessions J
Ballroom A	**Patient Benefits Coordination Basics (Repeat)** • Dustie Cummins, Patient Benefit Coordinator/Contact Representative, Crow Service Unit, Billings Area IHS
Ballroom B	**Roundtable: Patient Registration Page 8 Guidance** • April Gooday, BA, Business Office Manager, Clinton Service Unit, Oklahoma City Area IHS • Leslie Bowstring-Reece, CPC, CPCO, Business Office Coordinator, Bemidji Area IHS • Gail Townsend, Information Technology Specialist, Office of Information Technology, IHS
Ballroom C	**Billing Basics (Repeat)** • Terri Kelewood, Business Office Manager, Kayenta Health Center, Navajo Area IHS
Ballroom D	**Patient Access and Its Impact on the Revenue Cycle** • Taylor Benally, Patient Access Manager, Cherokee Indian Hospital Authority • Jacob Reed, Director of Business Analytics and Revenue Cycle Management, Cherokee Indian Hospital Authority

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

1:00 PM – 2:30 PM	Concurrent Sessions J
214	**Enrollment: All Aspects (Repeat)** • Raya Benally, MSHA, Health System Specialist, Phoenix Indian Medical Center, Phoenix Area IHS • Kristina Fish, Revenue Manager, Phoenix Indian Medical Center, Phoenix Area IHS • Diane Steuart, Administrative Officer, Phoenix Area IHS
208	**Managing the Business Office Through Reporting/Monitoring RPMS Reports that Impact the Revenue Generation Process (Repeat)** • Gina Carlton, RPMS User Support, RESPEC/IHS Contractor • Sandra Sealey, CPB, Business Office Coordinator, Oklahoma City Area IHS • Cindy Stout, Training Specialist Mid, Initiate Government Solutions
Galleria 5	**Release of Information—Everything You Should Know, ROI Reports, BRN Enhancements** • Jacque Candelaria, CPC, Health Information Management Consultant, Albuquerque Area IHS • Jennifer Farris, MHSA, MJIL, RHIA, CHPS, Health Information Management Consultant, Privacy Officer, FOIA Coordinator, Oklahoma City Area IHS
Galleria 1	**Business Process Model and Notation Hands-on Workshop (Repeat)** *Note:* Attendees will need to bring their own laptop. • Amanda Cray, Business Systems Engineer, The MITRE Corporation • Robert Lario, PhD, Enterprise Architect & Knowledge Engineer, HIT Modernization & Innovation, Office of Information Technology, IHS • Andrew Regiec, Enterprise Architect, The MITRE Corporation
Galleria 2	**Organizational Change Management: How to Ensure EHR Implementation Success (Repeat)** • Brooke Cose, CCP, Director, Totem Consulting • Kimberly Shije, Organizational Change Manager, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS • Greta Ziegler, Business & Capital Planning Branch Chief, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 3	**Mitigating Barriers to Revenue Cycle Management in the EHR, Part II** • Howard Hays, MD, MSPH, FAAFP, FAMIA, Chief Medical Information Officer, Office of Information Technology, IHS • David Maddirala, MD, Principal Health Systems and Practice Advisor, The MITRE Corporation • Andy Regiec, Enterprise Architect, The MITRE Corporation • David Taylor, MHS, RPh, PA-C, RN, Clinical Informatics Deployment, Division of Health Information Technology Modernization & Operations, Office of Information Technology, IHS
Galleria 4	**Think Beyond Compliance: "Strategic Approach to Securing Patient Data in Healthcare Networks"** • Solomon Wilson, Cybersecurity Project Manager, Division of Information Security, Office of Information Technology, IHS
Galleria 6	**Enterprise IT Service Management with ServiceNow (Repeat)** • Sina Kasraian, Information Technology Service Manager, Office of Information Technology, IHS

Business Office	Finance/ Accounting	Health Information Management	Information Technology	Purchased/ Referred Care	Tribal/Urban/ Broad Topic

Galleria 8	**Qlik Sense Overview—Upgrade Advanced New Features (Repeat)** • Sheng (Victor) Liu, BI Architect, Office of Information Technology, IHS
Salon West	**Panel for Purchased/Referred Care—Open Forum** • Marie Begay, Public Health Analyst and Purchased/Referred Care Officer, Navajo Area IHS • Taveah George, BA, MPA, Purchased/Referred Care Officer, Oklahoma City Area IHS • Karla Hall, Purchased/Referred Care Officer, Great Plains Area IHS • Jim Lyon, Director, Division of Contract Care, Office of Resource Access and Partnerships, IHS • Robert Sanders, Purchased/Referred Care Officer, Nashville Area IHS • Julie Schulte, Purchased/Referred Care Officer, Business Office Consultant, California Area IHS • LeeAnn Thorson, Health System Specialist, Purchased/Referred Care Officer, Bemidji Area IHS • Roberta Whiteman, Purchased/Referred Care Officer, Billings Area IHS

2:30 PM	**Break**

3:00 PM Salon	**Closing General Session** Call to Order
	Keynote Presentation • Elizabeth A. Fowler, Executive Officer, Oklahoma City Area IHS
	Closing Comments • Benjamin Smith, Deputy Director, IHS • Mitchell Thornbrugh, Chief Information Officer, Director, Office of Information Technology, IHS • Andrea Scott, IHS Deputy Chief Information Officer/Deputy Director OIT, IHS • CAPT John Rael, Director, Office of Resource Access & Partnership, IHS
4:30 PM	Adjourn Meeting

Friday, August 25	
8:00 AM – 12:00 PM	**Post-Conference Meetings**
8:30 AM – 3:00 PM Salon	**Health Information Technology Modernization Summit**

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