Office of Information Technology and
Office of Resource Access and Partnerships
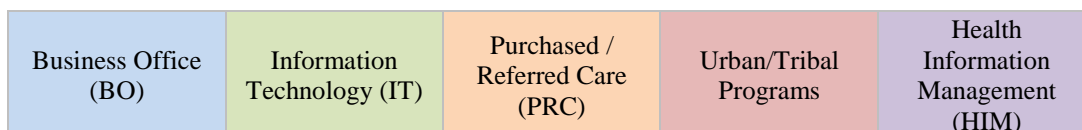# 2016 Indian Health Service Partnership Conference

"Providing Quality, Patient-Centered Care through Health Information Technology Innovation and Improved Business Practices"

June 27 – July 1, 2016 | Phoenix, Arizona
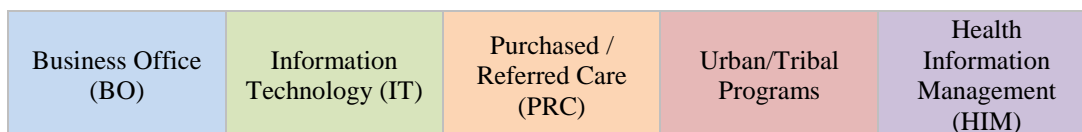JW Marriott Phoenix Desert Ridge Hotel

MONDAY, JUNE 27	
Exhibitors and Registration	
1:00 pm - 5:00 pm Grand Canyon Foyer	Exhibitor Set Up
4:00 pm - 7:00 pm Grand Saguaro Foyer	Conference Registration Opens

TUESDAY, JUNE 28	
7:00 am - 4:30 pm Grand Saguaro Foyer	Registration
8:00 am - 4:30 pm Grand Canyon Foyer	Exhibitors & Artisans
8:30 am - 10:15 am Grand Saguaro Ballroom	**Opening General Session**
	Call to Order Rob Collins, Indian Health Service (IHS) Chief Information Security Officer (CISO), Office of Information Technology (OIT), Division of Information Security (DIS)
	Invocation Clayton Old Elk, Member, Crow Tribe of Montana
	Flag Song Comanche Red Drum Group
	Posting of Colors. Ira H. Hayes American Legion Post 84, Gila River Indian Community
	Welcome and Announcements RADM C. Ty Reidhead, MD, MPH, Assistant U.S. Surgeon General, Acting Director, Phoenix Area IHS

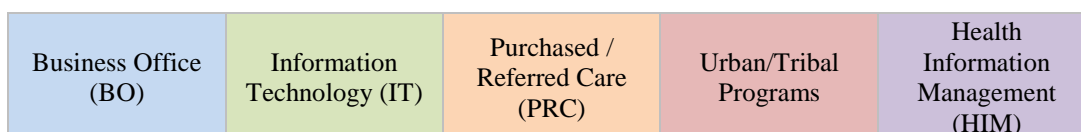|	
	Memorial Tributes Janice Chase, Acting Lead Health Information Management (HIM) Consultant, OIT, IHS • Michael Belgarde • Angela Kihega • William "Bill" Tibbitts
	Program Overviews: • Janice Chase, Acting Lead HIM Consultant, OIT, IHS • Carol Chicharello, Chair, National Business Office Committee (NBOC) • Raho Ortiz, Director, Division of Business Office Enhancements, Office of Resource Access and Partnerships (ORAP), IHS • Felicia Roach, Acting Director, Division of Contract Care, ORAP, IHS
10:15 am - 10:45 am	**IHS Update** RADM Sandra Pattea, Deputy Director for Intergovernmental Affairs, IHS
10:45 am - 11:15 am	**Keynote Presentation** CDR Mark Rives, IHS Chief Information Officer
11:15 am - 1:00 pm	Lunch (on your own)

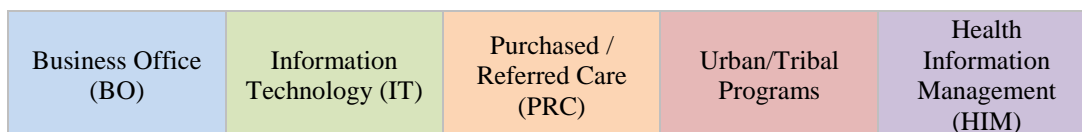|	
1:00 pm - 2:30 pm	**Concurrent Sessions A**
Grand Canyon 1 BO Third Party Billing / Accounts Receivable	**Accounts Receivable: Process Overview and Best Practices including Refunds and Transfers** • Melverta Barlow, Tuba City Regional Health Care Corporation • Cynthia Larsen B.B.A., Program Analyst, ORAP, IHS • Arikah McClary, Accounts Receivable (AR) Supervisor, Phoenix Area IHS
Grand Canyon 2 BO Third Party Billing / Accounts Receivable	**Billing Compliance: Medical Necessity, (Un)Bundling, Proper Practices** • Deanna Dennis, Certified Professional Coder (CPC), Certified Outpatient Coder and CPC-Instructor, Business Office Coordinator, Billings Area IHS • Myrna Small, Business Office Manager, Crow/Northern Cheyenne Hospital, Billings Area IHS
Grand Canyon 3 BO Patient Registration / Benefits Coordination	**Direct Service Eligibility: Who is Eligible to Receive Services at your Facility?** • Denise Exendine, B.S., Program Analyst, Business Development, Phoenix Area IHS • Mitra Searcy, Acting Operations Manager and Clinical Applications and Meaningful Use Coordinator, Gerald L. Ignace Indian Health Center, Inc.
Grand Canyon 4 BO Third Party Billing / Accounts Receivable	**Point-of-Sale Billing: Entering New Insurance, Handling Point of Sale (POS) Rejects, Secondary Billing** • Tiffany Brown, POS Billing/ Pharmacy Technician, Phoenix Indian Medical Center (PIMC), Phoenix Area IHS • Danielle Silver, Contractor, OIT, IHS • Gail Townsend, Federal Lead, OIT, IHS
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Billing Policy and Payment Methodologies: Pharmacy Services** • Kimberly Craig, Business Office Manager, Northern Cheyenne Service Unit, Billings Area IHS • Kendra McConnell, LCDR, Pharm.D., Pharmacy Billings Specialist, Choctaw Nation Health Services Authority (CNHSA)

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	Concurrent Sessions A
Grand Canyon 6 BO Policy and New Developments	**Medicare: National Policy/Payment Reform and Coverage Determinations (Medicare 202)** • Sylvia Garcia, Health Insurance Specialist, Dallas Regional Office, Centers for Medicare & Medicaid Services (CMS)
Grand Canyon 7 IT Value-Based Care	**IHS Bar Code Medication Administration (BCMA) Customer Support** • Mike Allen, MIS, R.Ph, CAPT USPHS, Pharmacy Informaticist, OIT, IHS • David R. Taylor, MHS, R.Ph, PA-C, RN, Clinical Informaticist - BCMA Federal Lead, OIT, IHS
Grand Canyon 8 IT Cybersecurity	**Managing Cybersecurity Risk Using the National Institute of Standards and Technology (NIST) Cybersecurity Framework** • Jeffrey A. Marron, Cybersecurity Framework Team, NIST
Grand Canyon 9 BO Computer Lab	**Intro to RPMS: Third Party Billing Claim Editor and Exporting** • Violet Kenny, Revenue Applications Coordinator, Business Development, Phoenix Area IHS • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS
Grand Canyon 10 IT Demonstration	**Suicide Data Documentation and Reporting in Resource and Patient Management System (RPMS)** • Wendy Wisdom, MSW, IT Specialist, Federal Lead for RPMS Behavioral Health System, OIT, IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Forum on Active Directory, Multi-Factor Authentication, IT Access Control (ITAC), and various OIT Division of Information Technology Operation Topics** • Stephen Freeman MBA, ITIL, Senior IT Engineer, Task Lead, IHS/Vistronix • Kathryn Lewis, IT Operations Manager, Division of Information Technology Operations, OIT, IHS • CAPT Clarence Smiley, Director, Division of Information Technology Operations, OIT, IHS
Grand Canyon 12 PRC	**Purchased/Referred Care (PRC) 101** • Karla Hall, PRC Officer, Great Plains Area IHS
Grand Canyon 13 PRC	**Accessing the Catastrophic Health Emergency Fund** • Taveah George, M.P.A., B.A., Director, PRC Program, Oklahoma City Area IHS • Bobbie Moran, Health System Specialist, PRC Program, Oklahoma City Area IHS
Grand Saguaro North PRC	**An Introduction to PRC Rates Implementation** • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Sharon Folgar, Management Analyst, Division of Contract Care, ORAP, IHS • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	**Concurrent Sessions A**
Grand Saguaro South Urban/Tribal Programs	**Who is an Eligible Urban Indian and How is it Documented?** • Merin McCabe, CPC, CPC- I, ICD-10 Instruction, Medical Business Advocates, LLC • Rick Mueller, Public Health Advisor, Office of Urban Indian Health Programs (UIHP), IHS • Cynthia Perez, IT Specialist, OIT and UIHP, IHS
Grand Saguaro East HIM	**IHS Freedom of Information Act and Privacy** • Jacque Candelaria, Program Analyst, Albuquerque Area IHS • Janet Ingersoll, Government Information Specialist and Freedom of Information Act (FOIA) Liaison, Division of Regulatory Affairs (DRA), Office of Management Services (OMS), IHS • Heather McClane, M.H.C.A., M.H.R., Privacy Officer, DRA, OMS, IHS • Gary Russell-King, Chief Medical Records Administrator, Northern Navajo Medical Center (NNMC), Navajo Area IHS
Grand Saguaro West HIM	**Implementation of the Personal Health Record (PHR)** • Janice Chase, Registered Health Information Technician (RHIT), OIT, IHS • Jennifer Farris, M.H.S.A., Registered Health Information Administrator (RHIA), CHPS, HIM Consultant/Privacy Officer, Oklahoma City Area IHS • Marilyn Freeman, RHIA, California Area IHS • Chris Lamer, CAPT, Pharm.D., M.H.S., BCPS, CDE, Clinical Information Consultant, OIT and Division of Diabetes Treatment and Prevention, IHS • Amy Rubin, CAPT, Pharm.D., MMI, CHTS - IS, Clinical Applications and Meaningful Use Coordinator, Oklahoma City Area IHS

2:30 pm - 3:00 pm	**Break**

3:00 pm - 4:30 pm	**Concurrent Sessions B**
Grand Canyon 1 BO Management	**Third Party Internal Controls Online Tool Self-Assessment Status Update** • Terri Schmidt, R.N., Acting Director, ORAP
Grand Canyon 2 BO Third Party Billing / Accounts Receivable	**Billing Compliance: Medical Necessity, (Un)Bundling, Proper Practices** (Session A Repeat) • Deanna Dennis, CPC, Certified Outpatient Coder, and CPC-Instructor, Business Office Coordinator, Billings Area IHS • Myrna Small, Business Office Manager, Crow/Northern Cheyenne Hospital, Billings Area IHS
Grand Canyon 3 BO Patient Registration / Benefits Coordination	**Direct Service Eligibility: Who is Eligible to Receive Services at Your Facility?** (Session A Repeat) • Denise Exendine, B.S., Program Analyst, Business Development, Phoenix Area IHS • Mitra Searcy, Acting Operations Manager and Clinical Applications and Meaningful Use Coordinator, Gerald L. Ignace Indian Health Center, Inc.
Grand Canyon 4 BO Management	**Practical Techniques to Reduce Stress In a Productive Way** • Debra Feathers, Business Office Coordinator and PRC Officer, Albuquerque Area IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

3:00 pm - 4:30 pm	**Concurrent Sessions B**
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Billing Policy and Payment Methodologies: Pharmacy Services** (Session A Repeat) • Kimberly Craig, Business Office Manager, Northern Cheyenne Service Unit, Billings Area IHS • Kendra McConnell, LCDR, Pharm.D., Pharmacy Billings Specialist, CNHSA
Grand Canyon 6 BO Third Party Billing / Accounts Receivable	**Point-of-Sale Billing: Entering New Insurance, Handling POS Rejects, Secondary Billing** (Session A Repeat) • Tiffany Brown, POS Billing/ Pharmacy Technician, PIMC, Phoenix Area IHS • Danielle Silver, Contractor, OIT, IHS • Gail Townsend, Federal Lead, OIT, IHS
Grand Canyon 7 IT Value-Based Care	**Quality Payment Program and PQRS: MACRA Overview** • Cynthia Larsen, B.B.A., Program Analyst, ORAP, IHS • Susy Postal, D.N.P., R.N.-BC, Chief Health Informatics Officer, OIT, IHS
Grand Canyon 8 IT Cybersecurity	**Introduction to Cloud Computing and Security** • David Stapleton, CISSP, Risk and Compliance Team Lead and Acting Policy and Security Awareness Team Lead, OIT, IHS
Grand Canyon 9 BO Computer Lab	**Introduction to BPRM: Admission, Discharge, and Transfer (ADT) Graphical User Interface (GUI)** • Amanda Histia, Contractor, OIT, IHS • Danielle L. Silver, Contractor, OIT, IHS
Grand Canyon 10 IT Demonstration	**Suicide Data Documentation and Reporting in RPMS** (Session A Repeat) • Wendy Wisdom, MSW, IT Specialist, Federal Lead for RPMS Behavioral Health System, OIT, IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Capital Planning and Investment Control (CPIC) Overview** • Phil Wise, M.B.A., FAC-PPM, Director, Division of Program Management and Budget, OIT, IHS
Grand Canyon 12 PRC	**Purchased/Referred Care 101** (Session A Repeat) • Karla Hall, PRC Officer, Great Plains Area IHS
Grand Canyon 13 PRC	**Accessing the Catastrophic Health Emergency Fund** (Session A Repeat) • Taveah George, M.P.A., B.A., Director, PRC Program, Oklahoma City Area IHS • Bobbie Moran, Health System Specialist, PRC Program, Oklahoma City Area IHS
Grand Saguaro North PRC	**An Introduction to PRC Rates Implementation** (Session A Repeat) • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Sharon Folgar, Management Analyst, Division of Contract Care, ORAP, IHS • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS
Grand Saguaro South Urban/Tribal Programs	**Urban Indian Health Programs Data Reporting** • Rick Mueller, Public Health Advisor, UIHP, IHS • Cynthia Perez, IT Specialist, OIT and UIHP, IHS • Vanessa L. Weaver, National Patient Information Reporting System Investment Manager, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

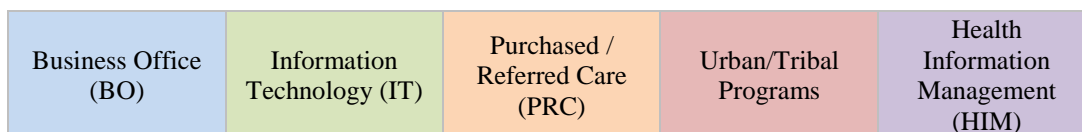| 3:00 pm - 4:30 pm	**Concurrent Sessions B**
Grand Saguaro East HIM	**IHS Freedom of Information Act and Privacy** (Session A Repeat) • Jacque Candelaria, Program Analyst, Albuquerque Area IHS • Janet Ingersoll, Government Information Specialist and FOIA Liaison, DRA, OMS, IHS • Heather McClane, M.H.C.A., M.H.R., Privacy Officer, DRA, OMS, IHS • Gary Russell-King, Chief Medical Records Administrator, NNMC, Navajo Area IHS
Grand Saguaro West HIM	**Implementation of the Personal Health Record (PHR)** (Session A Repeat) • Janice Chase, RHIT, OIT, IHS • Jennifer Farris, M.H.S.A., RHIA, CHPS, HIM Consultant/Privacy Officer, Oklahoma City Area IHS • Marilyn Freeman, RHIA, California Area IHS • Chris Lamer, CAPT, Pharm.D., M.H.S., BCPS, CDE, Clinical Information Consultant, OIT and Division of Diabetes Treatment and Prevention, IHS • Amy Rubin, CAPT, Pharm.D., MMI, CHTS - IS, Clinical Applications and Meaningful Use Coordinator, Oklahoma City Area IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

WEDNESDAY, JUNE 29	
6:30 am – 7:15 am Desert Suite I	Yoga with Debra Feathers
7:00 am - 4:30 pm Grand Saguaro Foyer	Registration
8:00 am - 4:30 pm Grand Canyon Foyer	Exhibitors & Artisans

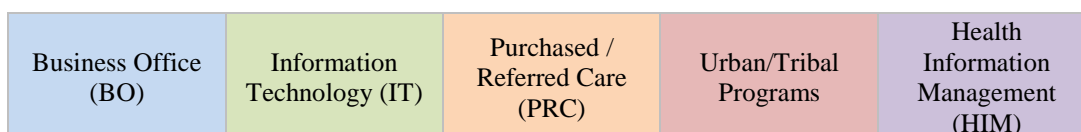| 8:00 am - 9:30 am	Concurrent Sessions C
Grand Canyon 1 BO Policy and New Developments	**Medicaid: National Policy and State-Based Developments** • Kitty Marx, J.D., B.A., Director, Division of Tribal Affairs (DTA), Center for Medicaid and CHIP Services, CMS • Rachel Ryan, J.D., Analyst, DTA, Center for Medicaid and CHIP Services, CMS
Grand Canyon 2 BO Third Party Billing / Accounts Receivable	**837 Claim Submission** • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS
Grand Canyon 3 BO Policy and New Developments	**Federal Medical Care Recovery Act (FMCRA) – Best Practice Process Training** • Gary Russell-King, Chief Medical Records Administrator, NNMC, Navajo Area IHS • Pamela Strope, Business Office Coordinator, Oklahoma City Area IHS
Grand Canyon 4 BO Patient Registration / Benefits Coordination	**Affordable Care Act: What You Need to Know for 2016!** • Dawn Coley, Director of Tribal Health Care Reform Outreach & Education, National Indian Health Board (NIHB) • Raho Ortiz, Director, Division of Business Office Enhancements, ORAP • Andrea Thomas, Outreach and Enrollment Manager, Southeast Alaska Regional Health Consortium (SEARHC) • Ezra Watland, State Assistance Director, Western Region, Enroll America
Grand Canyon 5 BO Management	**Third Party Revenue Accounts Management and Internal Controls Policy Training** • Kathaleen Bad Moccasin, Business Office Coordinator, Great Plains Area IHS • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Tina Conners, Management Analyst, ORAP, IHS
Grand Canyon 6 BO Policy and New Developments	**VA Reimbursements: From Eligibility to Payment for Health Care Services** • Majed Ibrahim, P.E., IHS/Tribal Health Program Reimbursement Program Manager, Chief Business Office, Veterans Health Administration • Cynthia Larsen B.B.A., Program Analyst, ORAP, IHS
Grand Canyon 7 IT Value-Based Care	**Immunization Exchange with IIS: Implementation, Tools, and Lessons Learned** • Teresa Chasteen, RHIT, Clinical Applications Coordinator, Bemidji Area IHS • Will Duran, Service Analyst VI, IHS • Michelle Ruslavage, D.N.P., R.N., NE-BC, CPHIMS, CDE, Health Informaticist, OIT, IHS
Grand Canyon 8 IT Cybersecurity	**Malware Removal** • Jason MacMaster, M.S., B.S., Information Systems Security Officer, Albuquerque Area IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

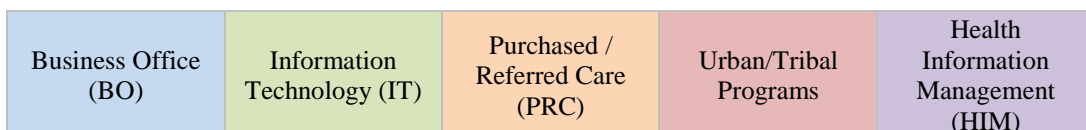| 8:00 am - 9:30 am	Concurrent Sessions C
Grand Canyon 9 BO Computer Lab	**Introduction to BPRM: Patient Registration GUI** • Amanda Histia, Contractor, OIT, IHS • Danielle L. Silver, Contractor, OIT, IHS
Grand Canyon 10 IT Demonstration	**ED Dashboard Demo & Diabetes Management System Demo** • Barbara Hess, D.H.A., M.B.A., PAHM, Senior Business Analyst, OIT, IHS • Audrey Lynch, M.B.A., Data Management Specialist, Centers of Excellence, PIMC, Phoenix Area IHS • Anthony Millkamp, CDR, R.N., M.S.N., BCIN, CEN, Federal Lead AMER/BEDD, CAC, PIMC, Phoenix Area IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Forum on Active Directory, Multi-Factor Authentication, IT Access Control (ITAC), and various OIT Division of Information Technology Operation Topics** (Session A Repeat) • Stephen Freeman, MBA, ITIL, Senior IT Engineer, Task Lead, IHS/Vistronix • Kathryn Lewis, IT Operations Manager, Division of Information Technology Operations, OIT, IHS • CAPT Clarence Smiley, Director, Division of Information Technology Operations, OIT, IHS
Grand Canyon 12 PRC	TBD
Grand Canyon 13 PRC	**Referred Care Information System (RCIS) Workflow for Transition of Care** • Amanda Histia, Contractor, OIT, IHS
Grand Saguaro North PRC	**PRC Rates Pricing Information** • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS
Grand Saguaro South Urban/Tribal Programs	**Integrated Data Collection System Data Mart (IDCS DM)** • Vanessa Weaver, National Patient Information Reporting System Investment Manager, OIT, IHS
Grand Saguaro East HIM	**ICD-10 Lessons Learned** • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Jacque Candelaria, Program Analyst, Albuquerque Area IHS • Janice Chase, RHIT, OIT, IHS • Carol Chicharello, Director of Business Development, Phoenix Area IHS • Pamela Gone, CPC and AHIMA Approved ICD-10-CM/PCS Trainer • Kathy Nelson, CPC, HIM Director, Phoenix Area IHS • Tanya Wofford, CCS-P, HIM Consultant, Billings Area IHS
Grand Saguaro West HIM	**VistA Views** • Marilyn Freeman, RHIA, California Area IHS • Ryan Lewis, VistA Imaging Coordinator, Phoenix Area IHS • Leslie White, RPMS Radiology/VistA Imaging Informaticist, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

9:30 am - 10:00 am	**Break**

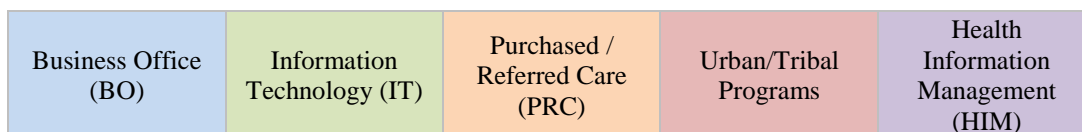| 10:00 am - 11:30 am	**Concurrent Sessions D**
Grand Canyon 1 BO Policy and New Developments	**Medicaid: National Policy and State-Based Developments** (Session C Repeat) • Kitty Marx, J.D., B.A., Director, DTA, Center for Medicaid and CHIP Services, CMS • Rachel Ryan, J.D., Analyst, DTA, Center for Medicaid and CHIP Services, CMS
Grand Canyon 2 BO Policy and New Developments	**VA Reimbursements: From Eligibility to Payment for Health Care Services** (Session C Repeat) • Majed Ibrahim, P.E., IHS/Tribal Health Program Reimbursement Program Manager, Chief Business Office, Veterans Health Administration • Cynthia Larsen B.B.A., Program Analyst, ORAP, IHS
Grand Canyon 3 BO Third Party Billing / Accounts Receivable	**837 Claim Submission** (Session C Repeat) • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS
Grand Canyon 4 BO Patient Registration / Benefits Coordination	**Affordable Care Act: What You Need to Know for 2016!** (Session C Repeat) • Dawn Coley, Director of Tribal Health Care Reform Outreach & Education, NIHB • Raho Ortiz, Director, Division of Business Office Enhancements, ORAP • Andrea Thomas, Outreach and Enrollment Manager, SEARHC • Ezra Watland, State Assistance Director, Western Region, Enroll America
Grand Canyon 5 BO Management	**Third Party Revenue Accounts Management and Internal Controls Policy Training** (Session C Repeat) • Kathaleen Bad Moccasin, Business Office Coordinator, Great Plains Area IHS • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Tina Conners, Management Analyst, ORAP, IHS
Grand Canyon 6 BO Policy and New Developments	• **Federal Medical Care Recovery Act (FMCRA) – Best Practice Process Training** (Session C Repeat) • Gary Russell-King, Chief Medical Records Administrator, NNMC, Navajo Area IHS • Pamela Strope, Business Office Coordinator, Oklahoma City Area IHS
Grand Canyon 7 IT Value-Based Care	**Transitions in Care: Electronic Transmissions, Imports, and Clinical Information Reconciliation** • Chris Lamer, CAPT, Pharm.D., M.H.S., BCPS, CDE, Clinical Information Consultant, OIT and Division of Diabetes Treatment and Prevention, IHS • Amy Rubin, CAPT, Pharm.D., MMI, CHTS - IS, Clinical Applications and Meaningful Use Coordinator, Oklahoma City Area IHS
Grand Canyon 8 IT Cybersecurity	**FBI Perspective: Cyber Threats to the US Healthcare and Public Health Sector** • Caitlin M. Bataillon, Intelligence Analyst, Federal Bureau of Investigation
Grand Canyon 9 BO Computer Lab	**Intro to BPRM: Scheduling GUI** • Amanda Histia, Contractor, OIT, IHS • Leslie Racine, CPC and Program Analyst, Billings Area IHS • Danielle L. Silver, Contractor, OIT, IHS
Grand Canyon 10 IT Demonstration	**Troubleshooting RPMS Demo** • Jacqueline M. Jones, Operating System Administrator, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

10:00 am - 11:30 am	**Concurrent Sessions D**
Grand Canyon 11 IT Infrastructure/CPIC	**IHS Central Email Services - Present and Future** • Steve Carnes, Lead Information Technology Specialist, Central Email Services, OIT, IHS
Grand Canyon 12 PRC	**TBD**
Grand Canyon 13 PRC	**RCIS Workflow for Transition of Care** (Session C Repeat) • Amanda Histia, Contractor, OIT, IHS
Grand Saguaro North PRC	**PRC Rates Pricing Information** (Session C Repeat) • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS
Grand Saguaro South Urban/Tribal Programs	**HIPAA Compliance in Indian Country** • Karel Hadacek, J.D., Equal Opportunity Specialist, Office for Civil Rights, HHS • Heather McClane, M.H.C.A., M.H.R., Privacy Officer, DRA, OMS, IHS • Andrea Oliver, M.A., Regional Manager, Office for Civil Rights, HHS, Rocky Mountain Region
Grand Saguaro East HIM	**ICD-10 Lessons Learned** (Session C Repeat) • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Jacque Candelaria, Program Analyst, Albuquerque Area IHS • Janice Chase, RHIT, OIT, IHS • Carol Chicharello, Director of Business Development, Phoenix Area IHS • Pamela Gone, CPC and AHIMA Approved ICD-10-CM/PCS Trainer • Kathy Nelson, CPC, HIM Director, Phoenix Area IHS • Tanya Wofford, CCS-P, HIM Consultant, Billings Area IHS
Grand Saguaro West HIM	**VistA Views** (Session C Repeat) • Marilyn Freeman, RHIA, California Area IHS • Ryan Lewis, VistA Imaging Coordinator, Phoenix Area IHS • Leslie White, RPMS Radiology/VistA Imaging Informaticist, OIT, IHS

11:30 am - 1:00 pm	Lunch (on your own)

1:00 pm - 2:30 pm	**Concurrent Sessions E**
Grand Canyon 1 BO Policy and New Developments	**CMS 100% FMAP State Health Official Letter: Overview and Implementation – General Session** • Kitty Marx, J.D., B.A., DTA, Center for Medicaid and CHIP Services, CMS • Terri Schmidt, R.N., Acting Director, ORAP, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	Concurrent Sessions E
Grand Canyon 2 BO Management	**Medicaid Enrollment Training** • Kristen Bitsuie, Tribal Health Care Reform Outreach & Education Program Associate, NIHB • Amber Carrillo, Organizer, Native American Voters Alliance • Dawn Coley, Director of Tribal Health Care Reform Outreach & Education, NIHB
Grand Canyon 3 BO Management	**Moving Toward a Business Model: Best Practices** • Kristi Babb, Billing Supervisor, Claremore Indian Hospital, Oklahoma City Area IHS • Jenny Denny, CPC, Indian Health Board of Billings • Amanda Harjo • Harlie Stevens, Certified Application Counselor and Patient Benefit Coordinator, Gila River Health Care (GRHC), Gila River Indian Community
Grand Canyon 4 BO Patient Registration / Benefits Coordination	**Patient Registration - Productivity and Accuracy: Reports and Analysis** • Melissa Begaye, Business Office Manager, Tsaile Health Center, Navajo Area IHS • Leslie Reece, Business Office Coordinator, Bemidji Area IHS • Genevieve Riggs, B.A., Director of Patient Registration, Tuba City Regional Health Care Corporation (TCRHCC) • Selena Simmons, Patient Benefit Coordinator Manager, TCRHCC
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Third Party Billing / Accounts Receivable Software Updates** • Gina Carlton, Contractor, OIT, IHS
Grand Canyon 6 BO Third Party Billing / Accounts Receivable	**Accounts Receivable: Process Overview and Best Practices Including Refunds and Transfers** (Session A Repeat) • Melverta Barlow, Tuba City Regional Health Care Corporation • Cynthia Larsen B.B.A., Program Analyst, ORAP, IHS • Arikah McClary, AR Supervisor, Phoenix Area IHS
Grand Canyon 7 IT Value-Based Care	**eCQM: Quality Program Relationship, Tools, and Practical Next Steps** • Amy Rubin, CAPT, Pharm.D., MMI, CHTS - IS, Clinical Applications and Meaningful Use Coordinator, Oklahoma City Area IHS • Michelle Ruslavage, D.N.P., R.N., NE-BC, CPHIMS, CDE, Health Informaticist, OIT, IHS
Grand Canyon 8 IT Cybersecurity	**HHS Cybersecurity Overview** • Maggie Amato, Information Security Specialist, Security Design + Innovation, HHS • Logan O'Shaughnessy, CIPP/G, CIPM, Lead, Privacy Incident Management and Response, HHS • Leo Scanlon, Acting Chief Information Security Officer, Office of Information Security, HHS
Grand Canyon 9 BO Computer Lab	**Intro to BPRM: Patient Registration/Scheduling Overview (not hands-on)** • Amanda Histia, Contractor, OIT, IHS • Leslie Racine, CPC and Program Analyst, Billings Area IHS • Danielle L. Silver, Contractor, OIT, IHS

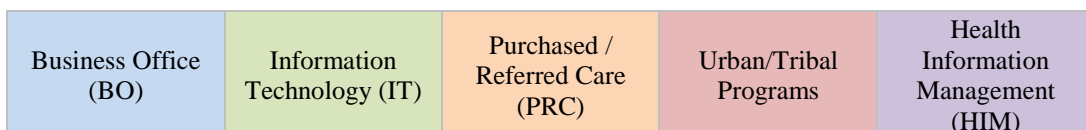| Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	**Concurrent Sessions E**
Grand Canyon 10 IT Demonstration	**ED Dashboard Demo & Diabetes Management System Demo** (Session C Repeat) • Barbara Hess, D.H.A., M.B.A., PAHM, Senior Business Analyst, OIT, IHS • Audrey Lynch, M.B.A., Data Management Specialist, Centers of Excellence, PIMC, Phoenix Area IHS • Anthony Millkamp, CDR, R.N., M.S.N., BCIN, CEN, Federal Lead AMER/BEDD, CAC, PIMC, Phoenix Area IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Enterprise IT Service Management: Re-engineering Customer Focused IT Service & Support** • Sina Kasraian, M.S.S.E., M.B.A., M.P.M., B.E.E.T., National Service Desk/Rockville HQ Manager, OIT, IHS
Grand Canyon 12 PRC	**Purchased/Referred Care Requirements: Educating Patients and Providers** • Debra Feathers, Business Office Coordinator and PRC Officer, Albuquerque Area IHS • Karla Hall, PRC Officer, Great Plains Area IHS • Brenda Molash, M. S.M., B.B.A, Health Systems Specialist, PRC Department, Rapid City Service Unit, Great Plains Area IHS
Grand Canyon 13 PRC	**Catastrophic Health Emergency Fund (CHEF) Online Tracking Tool** • Jan Robb, Health System Specialist and Deputy Director, PRC Program, Oklahoma City Area IHS • Kevin Rogers, Information Technology Specialist (Internet), Oklahoma City Area IHS
Grand Saguaro North PRC	**Financial Business Intelligence System (FBIS) Reports Overview & Navigation** • Jesse Buchman, Systems O&M Support, Division of Systems Review and Procedures, OFA, IHS • Abhijeet Chimurkar, Systems O&M Support, Division of Systems Review and Procedures, OFA, IHS • Narender Gupta, Systems O&M Support, Division of Systems Review and Procedures, OFA, IHS
Grand Saguaro South Urban/Tribal Programs	**How to use GPRA in Preparing for Payment Reform** • Merin McCabe, CPC, CPC- I, ICD-10 Instruction, Medical Business Advocates, LLC
Grand Saguaro East HIM	**Clinical Documentation Improvement: Achieving Documentation Granularity** • Deanna Dennis, CPC, Certified Outpatient Coder, and CPC-Instructor, Business Office Coordinator, Billings Area IHS • Jennifer Farris, M.H.S.A., RHIA, CHPS, HIM Consultant/Privacy Officer, Oklahoma City Area IHS • Rhonda Harjo, Certified Coding Specialist, Chickasaw Nation
Grand Saguaro West HIM	**Best Practice for Processing Dental Visits/Claims** • Sherrilyn Allison, B.A., CPC, Coding Supervisor, PIMC, Phoenix Area IHS • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Cheryle King, Billing Supervisor, Patient Business Office, PIMC, Phoenix Area IHS • Judy Uentillie, Outpatient Coder, PIMC, Phoenix Area IHS • James Webb, D.D.S., Project Manager for the IHS Electronic Dental Record, Division of Oral Health, IHS

2:30 pm - 3:00 pm	**Break**

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

3:00 pm - 4:30 pm	Concurrent Sessions F
Grand Canyon 1 BO Management	**Practical Techniques to Reduce Stress In a Productive Way** (Session B Repeat) • Debra Feathers, Business Office Coordinator and PRC Officer, Albuquerque Area IHS
Grand Canyon 2 BO Policy and New Developments	**Medicaid Enrollment Training** (Session E Repeat) • Kristen Bitsuie, Tribal Health Care Reform Outreach & Education Program Associate, NIHB • Amber Carrillo, Organizer, Native American Voters Alliance • Dawn Coley, Director of Tribal Health Care Reform Outreach & Education, NIHB • Raho Ortiz, Director, Division of Business Office Enhancement, ORAP, IHS
Grand Canyon 3 BO Management	**Moving Toward a Business Model: Best Practices** (Session E Repeat) • Kristi Babb, Billing Supervisor, Claremore Indian Hospital, Oklahoma City Area IHS • Jenny Denny, CPC, Indian Health Board of Billings • Amanda Harjo • Harlie Stevens, Certified Application Counselor and Patient Benefit Coordinator, GRHC, Gila River Indian Community
Grand Canyon 4 BO Patient Registration / Benefits Coordination	**Patient Registration - Productivity and Accuracy: Reports and Analysis** (Session E Repeat) • Melissa Begaye, Business Office Manager, Tsaile Health Center, Navajo Area IHS • Leslie Reece, Business Office Coordinator, Bemidji Area IHS • Genevieve Riggs, B.A., Director of Patient Registration, TCRHCC • Selena Simmons, Patient Benefit Coordinator Manager, TCRHCC
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Third Party Billing/Accounts Receivable Software Updates** (Session E Repeat) • Gina Carlton, Contractor, OIT, IHS
Grand Canyon 6 BO Policy and New Developments	**CMS 100% FMAP State Health Official Letter: Overview and Implementation – General Session** (Session E Repeat) • Kitty Marx, J.D., B.A., Director, DTA, Center for Medicaid and CHIP Services, CMS • Terri Schmidt, R.N., Acting Director, ORAP, IHS
Grand Canyon 7 IT Value-Based Care	**RPMS Network Updates (Health Information Exchange, Master Patient Index, Direct Messaging & Personal Health Record)** • James Garcia, Project Management Professional and Master Patient Index (MPI) Manager, OIT, IHS • Chris Lamer, CAPT, Pharm.D., M.H.S., BCPS, CDE, Clinical Information Consultant, OIT and Division of Diabetes Treatment and Prevention, IHS
Grand Canyon 8 IT Cybersecurity	**Integrating Security into the System Lifecycle** • David Stapleton, CISSP, Risk and Compliance Team Lead and Acting Policy and Security Awareness Team Lead, OIT, IHS
Grand Canyon 10 IT Demonstration	**Troubleshooting RPMS Demo** (Session D Repeat) • Jacqueline M. Jones, Operating System Administrator, OIT, IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Federal Information Technology Acquisition Reform Act (FITARA) Implementation** • Phil Wise, M.B.A., FAC-PPM, Director, Division of Program Management and Budget, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

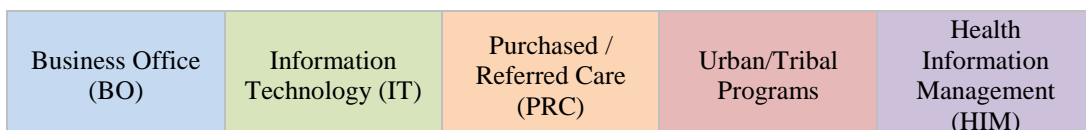| 3:00 pm - 4:30 pm	Concurrent Sessions F
Grand Canyon 12 PRC	**Purchased/Referred Care Requirements: Educating Patients and Providers** • Karla Hall, PRC Officer, Great Plains Area IHS • Robin Medlock, R.N., B.S.N., CCM, Chief of Choctaw Referred Care, Choctaw Nation Health Services Authority • Brenda Molash, M. S.M., B.B.A, Health Systems Specialist, PRC Department, Rapid City Service Unit, Great Plains Area IHS • Tracy Rogers, Patient Advocate, Choctaw Nation Health Services Authority
Grand Canyon 13 PRC	**Catastrophic Health Emergency Fund (CHEF) Online Tracking Tool** (Session E Repeat) • Jan Robb, Health System Specialist and Deputy Director, PRC Program, Oklahoma City Area IHS • Kevin Rogers, Information Technology Specialist (Internet), Oklahoma City Area IHS
Grand Saguaro North PRC	**Contract Health Management Information System (CHSMIS), Fiscal Intermediary (FI) Errors and Error Correction Walk-Through** • Abhijeet Chimurkar, Systems O&M Support, Division of Systems Review and Procedures, OFA, IHS • Senthil Shanmugam, UFMS & PRISM Support Team, Division of Systems Review and Procedures, OFA, IHS
Grand Saguaro South Urban/Tribal Programs	**Urban Indian Health Programs Data Reporting** (Session B Repeat) • Rick Mueller, Public Health Advisor, UIHP, IHS • Cynthia Perez, IT Specialist, OIT and UIHP, IHS • Vanessa L. Weaver, National Patient Information Reporting System Investment Manager, OIT, IHS
Grand Saguaro East HIM	**Clinical Documentation Improvement: Achieving Documentation Granularity** (Session E Repeat) • Deanna Dennis, CPC, Certified Outpatient Coder, and CPC-Instructor, Business Office Coordinator, Billings Area IHS • Jennifer Farris, M.H.S.A., RHIA, CHPS, HIM Consultant/Privacy Officer, Oklahoma City Area IHS • Rhonda Harjo, Certified Coding Specialist, Chickasaw Nation
Grand Saguaro West HIM	**Best Practice for Processing Dental Visits/Claims** (Session E Repeat) • Sherrilyn Allison, B.A., CPC, Coding Supervisor, PIMC, Phoenix Area IHS • DaJuanna Bissonette, RHIT, CPC and Management Analyst, PIMC, Phoenix Area IHS • Cheryle King, Billing Supervisor, Patient Business Office, PIMC, Phoenix Area IHS • Judy Uentillie, Outpatient Coder, PIMC, Phoenix Area IHS • James Webb, D.D.S., Project Manager for the IHS Electronic Dental Record, Division of Oral Health, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

THURSDAY, JUNE 30	
7:00 am - 4:30 pm Grand Saguaro Foyer	Registration
8:00 am - 3:45 pm Grand Canyon Foyer	Exhibitors & Artisans

8:00 am - 9:30 am	**Concurrent Sessions G**
Grand Canyon 1 BO Policy and New Developments	**CMS/IHS Outreach and Enrollment Roundtable: Best Practices, Barriers, and Recommendations** • Kitty Marx, J.D., B.A., Director, DTA, Center for Medicaid and CHIP Services, CMS • Raho Ortiz, Director, Division of Business Office Enhancements, ORAP • Rachel Ryan, J.D., Analyst, DTA, Center for Medicaid and CHIP Services, CMS
Grand Canyon 2 BO Debt Management	**Debt Management: Overview of Entire Process and Best Practices** • Kristi Babb, Billing Supervisor, Claremore Indian Hospital, Oklahoma City Area IHS • Kathaleen Bad Moccasin, Business Office Coordinator, Great Plains Area IHS • Shannon Phillips, Business Office, Claremore Indian Hospital, Oklahoma City Area IHS
Grand Canyon 3 BO Management	**Management Reports – Third Party Billing and Accounts Receivable – Productivity and Accuracy: Reports and Analysis** • Debra Feathers, Business Office Coordinator and PRC Officer, Albuquerque Area IHS • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS • Arikah McClary, AR Supervisor, Phoenix Area IHS • Melaine Tomko, Acting Business Office Manager and Office Coordinator, Nashville Area IHS
Grand Canyon 4 BO Policy and New Developments	**Medicare A and B - Billing Basics (Novitas)** • Gail Atnip, Provider Outreach and Education Specialist, Novitas Solutions, Inc. • Kimberly Robinson, Provider Outreach and Education Specialist, Novitas Solutions, Inc.
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Secondary Billing: Overview of Process and How-To Guide** • Cindy Stout, Contractor, OIT, IHS
Grand Canyon 6 BO Third Party Billing / Accounts Receivable	**Adjustment Reason Codes and Reviewing the Adjustment Analysis, Denials and Rejections (What Do They Mean)?** • Sandra Lahi, CAPT, M.B.A. RHIA, Chief Executive Officer, Jicarilla Service Unit, Albuquerque Area IHS • Cynthia Larsen, B.B.A., Program Analyst, ORAP, IHS
Grand Canyon 7 IT Value-Based Care	**Transitions in Care: Electronic Transmissions, Imports, and Clinical Information Reconciliation** (Session D Repeat) • Chris Lamer, CAPT, Pharm.D., M.H.S., BCPS, CDE, Clinical Information Consultant, OIT and Division of Diabetes Treatment and Prevention, IHS • Amy Rubin, CAPT, Pharm.D., MMI, CHTS - IS, Clinical Applications and Meaningful Use Coordinator, Oklahoma City Area IHS
Grand Canyon 8 IT Cybersecurity	**Tenable Security Center Best Practices** • Tyler Brummer, Continuous Diagnostics & Mitigation Analyst, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

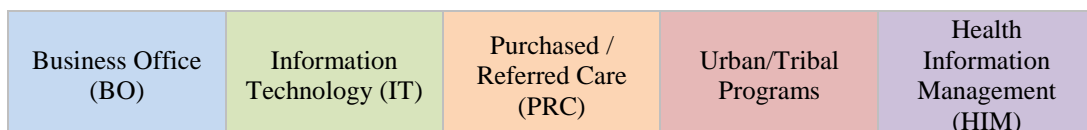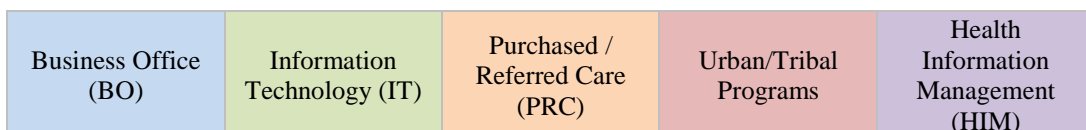| 8:00 am - 9:30 am	**Concurrent Sessions G**
Grand Canyon 9 BO Computer Lab	**Intro to RPMS: Posting Basics in Accounts Receivable** • Tashina Burns, Lead Accounting Technician, Accounts Receivable, Phoenix Area IHS • Gina Carlton, Contractor, OIT, IHS • Therea Crank, Applications Coordinator, Accounts Receivable, Phoenix Area IHS
Grand Canyon 10 IT Demonstration	**ED Dashboard Demo & Diabetes Management System Demo** (Session C Repeat) • Barbara Hess, D.H.A., M.B.A., PAHM, Senior Business Analyst, OIT, IHS • Audrey Lynch, M.B.A., Data Management Specialist, Centers of Excellence, PIMC, Phoenix Area IHS • Anthony Millkamp, CDR, R.N., M.S.N., BCIN, CEN, Federal Lead AMER/BEDD, CAC, PIMC, Phoenix Area IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Data Center Optimization Initiative – Reducing Costs to Deliver Data Center IT Services** • Matt Parkinson, IT Specialist, Division of Information Technology Operations, OIT, IHS • CAPT Clarence Smiley, Director, Division of Information Technology Operations, OIT, IHS
Grand Canyon 12 PRC	**TBD**
Grand Canyon 13 PRC	**Referred Care Information System (RCIS) and Contract Health Management Information System (CHSMIS) Systems** • Amanda Histia, Contractor, OIT, IHS
Grand Saguaro North PRC	**An Introduction to PRC Rates Implementation** (Session A Repeat) • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Sharon Folgar, Management Analyst, Division of Contract Care, ORAP, IHS • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS
Grand Saguaro South Urban/Tribal Programs	**How to use GPRA in Preparing for Payment Reform** (Session E Repeat) • Merin McCabe, CPC, CPC- I, ICD-10 Instruction, Medical Business Advocates, LLC
Grand Saguaro East HIM	**Internal Audits** • Amanda Swallow, LCDR, Physical Therapist, DPT, ATC, Compliance Officer, Whiteriver Service Unit, Phoenix Area IHS
Grand Saguaro West HIM	**Introduction to Records Management** • Christopher Forney, Records Management Officer, OMS, IHS

9:30 am-10:00 am	**Break**

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

10:00 am - 11:30 am	**Concurrent Sessions H**
Grand Canyon 1 Urban/Tribal Programs	**Self-Governance 101** • Jennifer Cooper, Deputy Director, Office of Tribal Self-Governance (OTSG) • Chris Manydeeds, Program Analyst, OTSG
Grand Canyon 2 BO Management	**Third Party Internal Controls Online Tool Self-Assessment Status Update** (Session B Repeat) • Terri Schmidt, R.N., Acting Director, ORAP
Grand Canyon 3 BO Patient Registration / Benefits Coordination	**Patient Registration – All You Need to Know!** • Marilyn Freeman, RHIA, California Area IHS • Heatheramy Mercado, Health Benefits Specialist Supervisor and Alaska Tribal Veteran Representative, Alaska Native Tribal Health Consortium (ANTHC) • Leslie Racine, CPC and Program Analyst, Billings Area IHS • Leslie Reece, Business Office Coordinator, Bemidji Area IHS
Grand Canyon 4 BO Policy and New Developments	**Medicare A and B - Billing Basics (Novitas)** (Session G Repeat) • Gail Atnip, Provider Outreach and Education Specialist, Novitas Solutions, Inc. • Kimberly Robinson, Provider Outreach and Education Specialist, Novitas Solutions, Inc.
Grand Canyon 5 BO Third Party Billing / Accounts Receivable	**Collection Process (Deposits and Check Scanning Overview) with PNC Bank** • Tashina Burns, Lead Accounting Technician, Accounts Receivable, Phoenix Area IHS • Therea Crank, Applications Coordinator, Accounts Receivable, Phoenix Area IHS • Maureen Franks, Assistant Vice President, PNC Healthcare • Arikah McClary, AR Supervisor, Phoenix Area IHS
Grand Canyon 6 BO Third Party Billing / Accounts Receivable	**Secondary Billing: Overview of Process and How-To Guide** (Session G Repeat) • Cindy Stout, Contractor, OIT, IHS
Grand Canyon 7 IT Infrastructure/CPIC	**Accessibility and Section 508** • Darren Buchanan, M.I.S., Section 508 Coordinator, OIT, IHS
Grand Canyon 8 IT Cybersecurity	**Is It Criminal? (and What to do if the answer is YES)** • Bill Tydeman, Special Agent, Department of Health and Human Services, Office of Inspector General, Computer Crime Unit
Grand Canyon 9 BO Computer Lab	**RPMS Reports Generation: Exporting Tips and Tricks** • Gina Carlton, Contractor, OIT, IHS • Toni Johnson, Business Office Coordinator and PRC Officer, California Area IHS • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS
Grand Canyon 10 IT Demonstration	**Clinical Reporting System Demo; iCare Demo; CQM Demo** • Megan Galope, M.B.A., M.S.I.M., Project Lead, Clinical Reporting System, OIT, IHS • Michelle Ruslavage, D.N.P., R.N., NE-BC, CPHIMS, CDE, Health Informaticist, OIT, IHS • Theresa Tsosie-Robledo, CAPT, M.S., R.N.-C, Nurse Informaticist, OIT, IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Capital Planning and Investment Control (CPIC) Overview** (Session B Repeat) • Phil Wise, M.B.A., FAC-PPM, Director, Division of Program Management and Budget, OIT, IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

10:00 am - 11:30 am	**Concurrent Sessions H**
Grand Canyon 12 PRC	**TBD**
Grand Canyon 13 PRC	**Referred Care Information System (RCIS) and Contract Health Management Information System (CHSMIS) Systems** (Session G Repeat) • Amanda Histia, Contractor, OIT, IHS
Grand Saguaro North PRC	**An Introduction to PRC Rates Implementation** (Session A Repeat) • Bernadette Analla, Provider File and Reimbursement Specialist, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Michelle Brazley, Systems and Reporting/Provider Pay, IHS PRC Fiscal Intermediary, Blue Cross Blue Shield of New Mexico • Sharon Folgar, Management Analyst, Division of Contract Care, ORAP, IHS • Clayton Old Elk, Fiscal Intermediary Project Officer, Division of Contract Care, ORAP, IHS
Grand Saguaro South Urban/Tribal Programs	**Who is an Eligible Urban Indian and How is it Documented?** (Session A Repeat) • Merin McCabe, CPC, CPC- I, ICD-10 Instruction, Medical Business Advocates, LLC • Rick Mueller, Public Health Advisor, UIHP, IHS • Cynthia Perez, IT Specialist, OIT and UIHP, IHS
Grand Saguaro East HIM	**Internal Audits** (Session G Repeat) • Amanda Swallow, LCDR, Physical Therapist, DPT, ATC, Compliance Officer, Whiteriver Service Unit, Phoenix Area IHS
Grand Saguaro West HIM	**Introduction to Records Management** (Session G Repeat) • Christopher Forney, Records Management Officer, OMS, IHS

11:30 am - 1:00 pm	Lunch (on your own)

1:00 pm - 2:30 pm	**Concurrent Sessions I**
Grand Canyon 1 Urban/Tribal Programs	**Self-Governance 101** (Session H Repeat) • Jennifer Cooper, Deputy Director, OTSG • Chris Manydeeds, Program Analyst, OTSG
Grand Canyon 2 BO Third Party Billing / Accounts Receivable	**Collection Process (Deposits and Check Scanning Overview) with PNC Bank** (Session H Repeat) • Tashina Burns, Lead Accounting Technician, Accounts Receivable, Phoenix Area IHS • Therea Crank, Applications Coordinator, Accounts Receivable, Phoenix Area IHS • Maureen Franks, Assistant Vice President, PNC Healthcare • Arikah McClary, AR Supervisor, Phoenix Area IHS
Grand Canyon 3 BO Patient Registration / Benefits Coordination	**Patient Registration – All You Need to Know!** (Session H Repeat) • Marilyn Freeman, RHIA, California Area IHS • Heatheramy Mercado, Health Benefits Specialist Supervisor and Alaska Tribal Veteran Representative, Alaska Native Tribal Health Consortium (ANTHC) • Leslie Racine, CPC and Program Analyst, Billings Area IHS • Leslie Reece, Business Office Coordinator, Bemidji Area IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	Concurrent Sessions I
Grand Canyon 4 BO Third Party Billing / Accounts Receivable	**Adjustment Reason Codes and Reviewing the Adjustment Analysis, Denials and Rejections (What Do They Mean)?** (Session G Repeat) • Sandra Lahi, CAPT, M.B.A., RHIA, Chief Executive Officer, Jicarilla Service Unit, Albuquerque Area IHS • Cynthia Larsen, B.B.A., Program Analyst, ORAP, IHS
Grand Canyon 5 BO Management	**Management Reports – Third Party Billing and Accounts Receivable - Productivity and Accuracy: Reports and Analysis** (Session G Repeat) • Debra Feathers, Business Office Coordinator and PRC Officer, Albuquerque Area IHS • Adrian Lujan, IT Specialist and Federal Lead, OIT, IHS • Arikah McClary, AR Supervisor, Phoenix Area IHS • Melaine Tomko, Acting Business Office Manager and Office Coordinator, Nashville Area IHS
Grand Canyon 6 BO Debt Management / Finance	**Debt Management: Overview of Entire Process and Best Practices** (Session G Repeat) • Kristi Babb, Billing Supervisor, Claremore Indian Hospital, Oklahoma City Area IHS • Kathaleen Bad Moccasin, Business Office Coordinator, Great Plains Area IHS • Shannon Phillips, Business Office, Claremore Indian Hospital, Oklahoma City Area IHS
Grand Canyon 7 IT Value-Based Care	**An Introduction to Telehealth** • Chris Fore, Ph.D., Director, TeleBehavioral Health Center of Excellence, IHS
Grand Canyon 8 IT Cybersecurity	**Disaster Recovery Contingency Planning – Program Introduction and Implementation** • Roy Stacey, CEM®, CBCP, FEMA-PCP, MCP, Emergency Manager - Disaster Recovery SME, DIS DRCP, OIT, IHS
Grand Canyon 10 IT Demonstration	**Clinical Reporting System Demo; iCare Demo; CQM Demo** (Session H Repeat) • Megan Galope, M.B.A., M.S.I.M., Project Lead, Clinical Reporting System, OIT, IHS • Michelle Ruslavage, D.N.P., R.N., NE-BC, CPHIMS, CDE, Health Informaticist, OIT, IHS • Theresa Tsosie-Robledo, CAPT, M.S., R.N. -C, Nurse Informaticist, OIT, IHS
Grand Canyon 11 IT Infrastructure/CPIC	**Accessibility and Section 508** (Session H Repeat) • Darren Buchanan, M.I.S., Section 508 Coordinator, OIT, IHS
Grand Saguaro North PRC	**Communication and Team Building** • Linda Hensley, Health System Specialist Supervisor, Referred Care and Pawnee Benefit Department, Pawnee Indian Health Center, Oklahoma City Area IHS • Terri Schmidt, R.N., Acting Director, ORAP, IHS • Stephanie Spencer, Health System Specialist, Pawnee Indian Health Center, Oklahoma City IHS
Grand Saguaro South Urban/Tribal Programs	**The Legal Health Record and Records Management** • Janice Chase, RHIT, OIT, IHS • Marilyn Freeman, RHIA, California Area IHS

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)

1:00 pm - 2:30 pm	**Concurrent Sessions I**
Grand Saguaro East HIM	**Shi' Sha' What About Me? Customer Service** • Gary Russell-King, Chief Medical Records Administrator, NNMC, Navajo Area IHS
Grand Saguaro West HIM	**Inpatient Stays and Related Services** • Gail Atnip, Provider Outreach and Education Specialist, Novitas Solutions, Inc. • Tammy Brewer, CPC, Phoenix Area IHS • Teresa Chasteen, RHIT, Clinical Applications Coordinator, Bemidji Area IHS • Amanda Histia, Contractor, OIT, IHS • Leslie Racine, CPC and Program Analyst, Billings Area IHS • Kimberly Robinson, Provider Outreach and Education Specialist, Novitas Solutions, Inc.

2:30 pm - 3:00 pm	**Break**

3:00 pm - 4:30 pm Grand Saguaro Ballroom	**Closing General Session**
	Keynote Presentation Terri Schmidt, R.N., Acting Director, ORAP, IHS
	Closing Comments
	Closing Song Comanche Red Drum Group
	Retiring of Colors Ira H. Hayes American Legion Post 84, Gila River Indian Community
	Closing Prayer Clayton Old Elk, Member, Crow Tribe of Montana
	Adjourn
4:30 pm - 6:00 pm Grand Canyon 13	HIM Consultant meeting with Area CACs; Conference close-out and follow-up.

FRIDAY, JULY 1	
8:00 am - 12:00 pm Grand Canyon 9	**Area CACs Meeting**
8:00 am - 12:00 pm Grand Canyon 10	**NBOC Meeting**

Business Office (BO)	Information Technology (IT)	Purchased / Referred Care (PRC)	Urban/Tribal Programs	Health Information Management (HIM)