

November 20, 2013



Dear Friends,

It is a pleasure to pass on the announcement from the U.S. Health Resources and Services Administration that Gifford Health Care, Mountain Health Center, and Battenkill Valley Health Center in Vermont have been awarded New Access Point funding and designated as Federally Qualified Health Centers. In New Hampshire, Mid-State Health Center was awarded FOHC status and funding, and Indian Stream Health Center, already an FOHC, has been awarded a grant to establish a satellite Community Health Center in Essex County, Vermont. This Affordable Care Act funding will increase access to affordable medical, dental, and behavioral health care, and lower-cost pharmacy services for tens of thousands of people living in underserved, rural communities in both states. For more information, please read our press release.

In this issue, we have several important announcements, information about upcoming training sessions, outreach and enrollment activities in New Hampshire and Vermont, and we are very pleased to introduce you to our new slate of officers and directors for Bi-State Primary Care Association.

Happy Thanksgiving!



Tess Stack Kuenning, CNS, MS, RN
President/CEO



Welcome to Bi-State's Newest Member

Bi-State welcomes Mountain Health Center as its newest member as of October 2013! Mountain Health Center in Bristol, Vermont, was recently designated as a Federally Qualified Health Center by the U.S. Department of Health and Human Services Health Resources and Services Administration. Mountain Health Center provides access to primary and preventive health care services, including medical, dental, and behavioral health care for all ages. Martha Halnon, executive director, leads a staff of four physicians, a nurse practitioner, a physician assistant, a social worker and dietician, six licensed or registered nurses, and administrative staff. Contact Mountain Health Center at (802) 453-5028 or online at www.mountainhealthcenter.com.

Pictured: Mountain Health Center Board of Directors. *We believe that healthy communities begin with healthy families, neighbors and friends, and that receiving support from a primary care physician, dentist or mental health clinician should not be limited by the ability to pay. We recognize that healthcare is a basic right to which all are entitled, and we are motivated to turn this belief into reality.*

**Executive Director of VT Green
Mountain Care Board Announced**

Oral Health Matters

Bi-State was awarded a second year of funding from the DentaQuest Foundation to continue laying the groundwork to support integration of



Bi-State's director of Vermont Public Policy for the past two years, **Susan Barrett**, has accepted the executive director position at the Green Mountain Care Board beginning this month.

While this is a great pleasure to announce, we will miss Susan's work with us at Bi-State. We are, however, delighted to continue to have the opportunity to work with Susan in this new and very important capacity. On behalf of the Bi-State Board of Directors and members, we thank Susan for her service at Bi-State and look forward to working with her and the Green Mountain Care Board in the years ahead. - **Tess Stack Kuenning, President/CEO, Bi-State Primary Care Association.**

NH Navigators Lead Outreach and Enrollment Efforts Statewide

[New Hampshire Navigators](#) continue to work with residents eager to enroll in an affordable health insurance plan through the NH Health Insurance Marketplace.

Navigators are walking around technological barriers to help consumers complete their applications. Recently,



one of our navigators initiated a conference call with the [healthcare.gov](#) call center for a consumer who wanted to enroll but needed personal assistance. Together in the navigator's office, the consumer was able to enroll via a conference call with the navigator at her side. The consumer was happy to learn she was eligible for a tax subsidy that made it possible for her to select a plan that covered the care

oral health into the primary care setting. Dentists, medical directors, and administrative leadership from 19 Federally Qualified Health Centers in New Hampshire and Vermont are participating in the project.



Vermont Dental Summit Organizers 2013 Working Together to Improve Oral Health

Bi-State and the Vermont Dental Society convened the first-of-its-kind Dental Summit in Vermont on April 13, 2013. Sharing a common goal to increase access to oral health care for Vermonters, a group of 55 dentists and primary care providers spent the day talking about the barriers people face in achieving good oral health and the role that both private practitioners and Federally Qualified Health Centers have in addressing the oral health needs of the underserved. Bringing the two groups together helped identify strategies that dentists and primary health care providers can follow to improve oral health, including raising patient awareness of the impact that poor oral health has on chronic conditions like diabetes and cardiovascular disease.

For more information about the initiative, please contact Bi-State's project director, Stephanie Pagliuca (603) 228-2830 x 111 or via email: spagliuca@bistatepca.org.

Pictured: (L-R): Vaughn Collins, (Executive Director, VT State Dental Society); Lori Real, MHA (COO, Bi-State); A.J. "Skip" Homicz, DDS, (Dental Director, Families First Health and Support Center, NH); Stephanie Pagliuca (Director, Bi-State Recruitment Center); Steven P. Geiermann, DDS (Interim Director/Sr. Manager, American Dental Association); David Averill, DDS (President, VT State Dental Society)

Countdown to Coverage Health Fair

Northern Counties Health Care, Inc. Sherman Drive, St. Johnsbury, VT

Saturday, Nov. 9, 10am - 1pm

Special Guest - Vermont Governor Peter Shumlin

Make appointments to enroll.

Free Flu Shot Clinic & Free Health Screenings.

Learn about how to obtain insurance.



Statewide Outreach and Enrollment

she needed and fit her budget. -

Marilyn Sullivan, M.Ed, Certified Navigator and Project Coordinator, Bi-State Primary Care Association.

Navigators answer questions pertaining to individual situations, clarify the meaning of various insurance terms, and provide people with a list of documents they'll need when they enroll. For assistance, call (603) 228-2830 x 160 or email: msullivan@bistatepca.org.

Bi-State Announces FY14 Board of Directors

Established in 1986, Bi-State Primary Care Association, serving Vermont and New Hampshire, is a nonprofit 501 (c) (3) charitable organization that promotes access to effective and affordable primary care and preventive services for all, with special emphasis on underserved populations in New Hampshire and Vermont. Bi-State directors are elected annually.

2013-2014 Board of Directors

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[Health Care for the Homeless Program](#)

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Events Attended by Governor Shumlin



On Sat. Nov. 9, dozens of certified navigators statewide were available at [Community Health Centers](#) and the [VT Coalition of Clinics for the Uninsured](#) to provide additional Saturday hours for consumer

outreach, education, and enrollment assistance for [Vermont Health Connect](#).



Vermont is building the first health-care system in the country that delivers quality care for less money, and I am particularly proud to support all the volunteers and navigators that are

making an effort to educate Vermonters about our efforts. - **Governor Peter Shumlin.**

The governor attended the Health Fair at [Caledonia Home Health and Hospice](#) in St. Johnsbury.

Pictured: Top: (L-R) Heather Bowser, Gov. Shumlin, Kate Willey, and Susan Johnson from Northern Counties Health Care. *2nd:* (L-R) Patrick Flood, Executive Director, Northern Counties Health Care; Governor Shumlin; David Reynolds, founding executive director (1985-2005), Northern Counties Health Care.

VT Navigators and FQHCs Work Together to Educate and Enroll

Bi-State's navigators in Vermont, [Kristen Bigelow-Talbert](#) and [Jennifer Ertel](#), are busy assisting businesses and individuals enroll in [Vermont Health Connect](#).

The individuals with whom we've interacted have expressed gratitude for our assistance and expertise. One woman we worked with stated she was pleasantly surprised how quickly we were able to complete the application and enrollment process. She stated that the process she went through last year to enroll her children in Dr. Dynasaur took hours; this year's process through Vermont Health Connect to enroll her children, to be approved for an advance premium tax credit, and to choose and enroll in insurance for herself and her husband took less than an hour.

- **Jennifer Ertel, Certified Navigator and Project Coordinator, Bi-State Primary Care Association.**

Paul Bengtson, CEO
[Northeastern Vermont Regional Hospital](#)

Glenn Cordner, President
[Springfield Medical Care Systems, Inc.](#)

Jack Donnelly, CEO
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Janet Laatsch, BSN, MBA - Executive Director
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Pamela Parsons - Executive Director
[Northern Tier Center for Health](#)

Richard Silverberg, LICSW-Executive Director
[Health First Family Care Center](#)

Helen Taft, Executive Director
[Families First Health & Support Center](#)

Adele Woods, MS - CEO
[Coos County Family Health Services](#)

40 Navigators Available through VT Coalition of Clinics for the Uninsured



The [Vermont Coalition of Clinics for the Uninsured](#) is an association of ten free clinic programs for the uninsured.

When people think of free clinic programs, they think of free health care. However, the mission of VCCU is to help Vermonters become insured and find a medical home. Providing episodic medical and dental care to Vermonters is part of what we do, but if we don't work to get them insured and in a medical home, we are missing an opportunity to improve health outcomes for Vermont in the long term.

- Lynn Raymond-Empey, Executive Director, VCCU.

VCCU navigators are available at VCCU clinics statewide that open Monday-Friday and many have late day hours. For more information, please visit www.vccu.net or call (802) 732-8253.

Save the Dates

February 5, 2014, 7:30 am - 9:00 am

2014 NH Legislative and Business Breakfast

Holiday Inn, 172 No. Main Street, Concord, NH 03301

February 11, 2014, 2:00 pm - 4:00 pm

2014 Vermont Legislators Reception

State House Cafeteria, Montpelier, VT 05602

Preparing the 2013 UDS Report

Every year, all Federally Qualified Health Centers report to Congress and the U.S. Health Resources and Services Administration on the types and quantity of



patients they serve, their staffing mix and tenure, the type of health care services they deliver, the quality of care delivered (measured by patient health outcomes on six key health measures), the costs of providing services, and all revenue sources. Nationwide, FQHCs provide primary and preventive care to more than 21 million people.

"The real value in attending UDS training is in the questions and inquiry of the participants. I find a tremendous benefit when attendees ask questions that bring forth their health center's

complexities and shine a light on the gray areas of capturing the UDS reporting data. Hearing what other health centers bring up for issues and getting the trainers' guidance is real helpful since many of us share these same difficulties." - Ted Bolognani, BSBA, MA, CFO, Health First Family Care Center.

Bi-State provides a training session on current year reporting requirements annually. This year, a group of 50 medical directors, clinicians, coders, financial officers, technology directors, and chief executive officers from Vermont and New Hampshire FQHCs attended. [Click here to access the 2013 UDS Report Training Manual.](#)

Bi-State Primary Care Association is a nonpartisan, nonprofit 501(c)(3) charitable organization formed in 1986 to promote access to effective and affordable primary care and preventive services for all, with special emphasis on underserved populations in VT and NH. Bi-State works with federal, state, and regional health policy organizations and policymakers, foundations, and payers to develop strategies, policies, and programs that promote and sustain community-based, primary health care services.

With offices in Bow, NH, and Montpelier, VT, Bi-State provides strategic advocacy, technical assistance, education and training, networking opportunities, and resource and information services.

Contact the Editor: [Susan Noon, MBA, APR - Director of Marketing and Development](#)

[Bi-State Staff Directory](#)

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