

## **FQHC Look-Alike Application Instructions Calendar Year 2011/2012**

**Moderator: Nicole Amado**  
**October 20, 2011**  
**2:30 pm CT**

Operator: Good afternoon and thank you for standing by. All participants will be able to listen only until the question and answer session. This conference is being recorded, if you have any objections you may disconnect at this time.

I would like to now turn the call over to Nicole Amado, you may begin.

Nicole Amado: Hello everyone, good afternoon. My name is Nicole Amado and I'm a Program Analyst here in HRSA Bureau Primary Health Care and we're here today to discuss the new Look-Alike application instructions that were issued on October 4, 2011 titled, "Federally Qualified Health Center Look-Alike Applications Instruction for Calendar Year 2011/2012".

In particular we're going to discuss the renewal of designation and annual certification applications today. If you'd like information about the 330 program requirements or the initial designation application which is the application for organizations applying to become an FQHC Look-Alike for the first time, that was discussed during yesterday's call and a replay is available

at <http://bphc.hrsa.gov/about/index.html>, that's a-b-o-u-t /Look-Alike/index.html.

However you're more than welcome to listen in today's call if I can speak properly. During today's call we'll be discussing the definition of an FQHC fee, the benefits of being an FQHC and also eligibility requirements. We'll discuss Look-Alike application types and the components for renewal of designation in annual certification applications. We'll go over application submission information, review timelines, I'll provide you with some tips in preparing a successful application and also give you some technical assistance resources that may be of use to you while you prepare your application.

A federally qualified health center is an entity that receives a grant under the Health Center Program which is Section 330 of the Public Health Service Act or it can be an entity that is determined by the Department of Health and Human Services to meet requirements to receive funding without actually receiving a grant which is the FQHC Look-Alike. Or it can be an entity that has outpatient health program or facilities operated by a tribal organization under the Indian Sub Determination Act or by an Indian organization receiving funds under Title 5 of the Indian Healthcare Improvement Act.

FQHC is a private non-profit for public entities that serves a medically underserved area or population in whole or in part. They're also governed by a community board consisting of nine to 25 members of which at least a majority are health center patients who represent the patient population served. FQHCs provide comprehensive primary care in enabling support services to anybody and everybody who walks through their doors without regard to their ability to pay and they must meet all performance and

accountability requirements for administrative, clinical and financial operations.

On Slide 5 we have a table that lists the benefits to both 330 grantees and FQHC Look-Alikes. For FQHC Look-Alikes these benefits include eligibility to receive the FQHC reimbursement rate for Medicare and Medicaid, access to the 340B drug (unintelligible) program, access to providers through the National Health Service Core and Look-Alikes can also participate in the Vaccines for Children program.

Eligibility requirements for Look-Alikes include that they must be a private, charitable tax exempt non-profit organization or public entity. FQHC Look-Alikes must serve a medically underserved area or medically underserved population in whole or in part. They must not be owned, controlled or operated by another entity and they must be operational in providing primary care services at the time of application submission.

There are three types of Look-Alike applications—initial designation, renewal of designation, and annual certification. The initial designation is a comprehensive application that's used by organizations applying to become a designated FQHC Look-Alike. The renewal of designation application is also a comprehensive application, but it's submitted by existing Look-Alikes at the end of their designation period, which is typically a five year period. And the annual certification application is a smaller application package and it's more like a progress report, letting us know it's changed since your last application.

And I'm going to drag this out for just a moment because I get a lot of questions about when a renewal of application is due and when an annual certification application is due. So the way it works is that existing Look-

Alikes submit a renewal of designation at the end of their designation period. A designation period is typically a five year period. So every five years generally you have a renewal of designation application due and that's the comprehensive application that lets us make sure that you're still complying with the 330 program requirement. In-between that five year period that your renewal of designation application is due, we have one year increments called certification periods and at the end of each certification period you have an annual certification period—an annual certification application due and that's more of a progress report to let us know how you've been doing since the last application that you submitted.

I'm on Slide 8 right now, if you're following by the slides: Application components. Both the renewal of designation and annual certification application are comprised of a program narrative, forms, and attachments. The program narrative for both the renewal of designation and annual certification applications have the same criteria with one new edition, collaboration. In this short section we want you to describe all of the great relationships you have with other providers, organizations, etcetera, and how that benefits your population and service area.

Also impact used to be a criteria for all Look-Alike applications but now it's only in the annual certification application. One notable difference between the renewal of designation and annual certification program narrative is that in the annual certification narrative you go through each criteria and just let us know what has changed since your last application, and that's for the good or for the bad. It's really more of a progress report.

For the renewal of designation application, all of the forms listed on the table in Slide 10 are required unless they have add applicable written next to

them. You'll also notice that we have two new forms. Form 3A which is your FQHC Look-Alike budget form and Form 9 which is your need for assistance. The list of forms for the renewal of designation application can be found beginning on Page 63 of the instructions for the renewal of designation and the instructions for all the forms begin on Page 77. In this chart you'll also notice there are two types of forms, forms and documents. The difference is that a form is when you go into the EHB for a form you'll just go in and type in your information, submit your data. For a document you're going to have to upload information.

So, for example, Form 3, income analyses form. In the EHB when you go in there you'll notice that we have a template that you can download, fill out and upload. For your project abstract you're going to have to type it up and upload it so we don't have a template but you can upload. So your documents are always going to be uploaded items.

For the annual certification application, again all of the forms are required unless as applicable is written next to them. The table listing all annual certification forms is located beginning on Page 98 of the Look-Alike instructions and instructions for these forms begin on Page 110.

For the renewal of designation attachments all items are required unless as applicable is written next to them and must be uploaded into the EHB. Slide 13 lists the attachments that may be necessary for the annual certification application. Since the annual certification is more of a progress report, the only attachment that definitely needs to be uploaded by everyone is the service area map. All other attachments only need to be uploaded if there have been changes since your last application.

So, for example, the organizational chart. If you haven't had any changes in positions or personnel in those positions then you don't need to include the organizational chart in your application, in your annual certification application that is.

Key differences between PIN 2009-06 and the new instructions. First and foremost, all applications must be submitted electronically through the EHB now. Data will now be reported separately from the annual certification application through the uniformed data system in the EHB. This data will be reported on a calendar year basis. Data reported in the EHB will no longer be included in the annual certification application. Contracts for required services will be summarized in an attachment rather than attached in full, except for contracts that constitute a substantial scope of your project and if you have a contract that constitutes a substantial scope of your project then you'll be attaching that with Form 8 which is Health Center Agreements.

Another difference between PIN 2009-06 and the new instructions is that we have a new Form, 3A, and it's been added to the application requirements. We also have Form 9, Need for Assistance. One note about the change in scope process, it's unchanged from before and the instructions for that pin—for that process can still be found in PIN 2009-06.

So now we're going to talk about application submission for the renewal of designation process application. Applications must be submitted through the EHB. In order to access your Look-Alike application, your organizations authorizing official will need to go into the EHB and link him or herself to the organizations Look-Alike portfolio. Once that takes place the authorizing official can give permission to other folks to work on the application.

Once the renewal of designation application process has started in the EHB, it must be completed and submitted in a maximum of 90 calendar days. For renewal of designation application, the application will be available in the EHB 180 days before the end of your designation period. The authorizing official will receive an email that lets him or her know that the application is there and is available to begin working on. Once it's available in the EHB you have 90 calendar days to submit it.

So please note that it's very important to keep your authorizing official contact information updated in the EHB because they're the person that's going to receive the email. Now if you don't mind let's skip to Slide 18 which is the estimated timelines for the renewal of designation application. The applicant has 90 days to submit the application. HRSA has 75 days to review that application submission. If we need any follow-up information or we have any questions, your HRSA PO will send back questions to you electronically to your authorizing official and you'll have 30 days or less to submit that information back to us depending on your PO. So if it's something small we just have a quick question they might give you a week. If it's quite a few documents that we need from you they might give you 30 days.

Once we receive that follow-up information from you, HRSA has 30 days to review it and then if it's approved it gets forwarded to the CMS for final approval and they have 30 days. Now we're back to Slide 17, application submission for the annual certification process. The annual certification application will be available to the authorizing official 150 days prior to the end of the certification period. Once available you'll have 60 calendar days to submit your application.

Okay so let's go to Slide 19 and review the timeline. You'll have 60 days to submit your annual certification application into the EHB. HRSA has 75 days to review it, if we need any follow-up information, you're authorizing official will receive a note from us electronically and you'll have 30 days or less to respond, depending on the time specified by your HRSA PO. Once we receive your follow-up information, HRSA has 30 days to review it and if it's approved we'll forward it to CMS and they have 30 days to approve it.

Preparing a successful application. One of the things you might really want to do early is to perform a thorough needs assessment. Also, if you need technical assistance while preparing your application you're always more than welcome to contact us here at HRSA. But also your PCA and PCO are very experienced with these applications and can help you. You'd also want to ensure that your organization is operating in full compliance with each program requirement, including active involvement in oversight of a governing board. And also please ensure that all application forms, attachments and program narratives provide consistent information to us.

Some resources that are available to you while you develop your application are the FQAC Look-Alike application instructions and the EHB system user guides and they're both available on the Look-Alike technical assistants Web page listed on Slide 21 and also where you receive the information for today's call. Also if you have service area overlap questions you may want to look at the service area overlap pin, PIN 2007-09. If you have questions about the health center program requirements, you can find the health center program requirements at <http://bphc.hrsa.gov/about/requirements>. And also on the Look-Alike technical assistance Web page there's a document titled Application Resources and it's under the application help link on that page.



If you'd like to speak with Look-Alike staff, please call us anytime or email us, we're available at 301-594-4300 or at [fqhclal@hrsa.gov](mailto:fqhclal@hrsa.gov). Now before we open it up to questions, there are some questions and issues I'd like to discuss first.

Currently we have many renewal of designation and annual certification applications that were submitted a while ago, back in the Spring and the Summer. We've been getting a lot of questions about when they're going to be reviewed and when a decision will be rendered and the answer is end of calendar year 2011. If you have an application in-house at HRSA already, one of those Spring or Summer applications, and it's time to submit another application because your designation or certification period has ended, you still have to submit the application that is currently due.

We've also become aware of an EHB issue. Some of you have opened up your Look-Alike portfolio and found an initial designation application waiting for you. Once you're designated as a Look-Alike, the initial designation application no longer applies to your organization because it's for applicants wishing to become a Look-Alike. Therefore, please send an email to us so that we can have that application removed from your inbox in your Look-Alike portfolio. If you have an initial designation application and another type of application, the renewal designation or the annual certification, please fill out your renewal designation or annual certification application as you supposed to and just leave the initial designation in there and we'll take care of it.

And finally if you have questions specific to your organization, please contact us outside of this call and we'll discuss those with you, such as designation

period end dates, application due dates, etcetera Oh, and one more, UDS data, we'll be holding a call in November to specifically address your new Look-Alike UDS data submission. So please hold those questions for that call.

And (Kathy) I think we're ready to open it up for questions.

Operator: Okay, thank you. If you'd like to ask a question, please press star one. You will be announced prior to asking the question. To withdraw your question, you may press star two. Once again star one if you would like to ask a question.

Our first question comes from (Debra Bayard) your line is open.

(Debra Bayard): Hi Nicole, this is (Debra) from Monterey County.

Nicole Amado: Hi (Debra).

(Debra Bayard): Hi, my question is for the financial data, for the renewal of designation and also for the annual certification, is that still going to be able to be our fiscal year data because I know that we're moving toward a calendar year type renewal for information, but for the fiscal portion of it, is it still adequate to submit fiscal year data?

Nicole Amado: Yes are you talking about UDS or the data in your application?

(Debra Bayard): Yes, both.

Nicole Amado: Both.

(Debra Bayard): Because all of the financial information that we have within our organization and most organization is based upon a fiscal year. Ours happens to be July 1 to June 30 of any given year.

(Jen Josephs): So any of the data—this is (Jen Josephs). Any of the data that you're reporting into the UDS system will be calendar year data and so if it does cross fiscal years that's fine. The data that goes into your annual certification application, any of the information that goes into those attachments or forms that you're submitting would be based on the certification year.

(Debra Bayard): Okay so based upon that information, so when I was admitting it, when it has the date range and the date range will just have to be there so that you know it's within that year that your—that we're reporting for, correct?

(Jen Josephs): Yes. The date range would be aligned with—so the date range for your annual certification application would be that certification period, correct?

(Debra Bayard): Well so if our recertification or annual certification is due March of 2012, our fiscal year will for 2011 will be 7/1 2010 to June 30 of 2011.

(Jen Josephs): So what data in particular are you...

(Debra Bayard): All of the fiscal data, all of the financials.

(Jen Josephs): All right so you're going to propose a budget that's basically a 12 month budget so it can be based on your fiscal year?

(Debra Bayard): Yes.

(Jen Josephs): All right you can do that, I think...

(Debra Bayard): Okay.

(Jen Josephs): ...the idea is to provide the most current information possible. It'll be an audit which is clearly going to be able to demonstrate your financial situation.

(Debra Bayard): Okay.

(Jen Josephs): And so the budget is just to basically a projection of where you are...

(Debra Bayard): Absolutely.

(Jen Josephs): ...in terms of revenues, costs, etc. The audit is going to provide us with the actuals of what's occurring, but the budget is there to provide us with, again it's the anticipated of where you are.

(Debra Bayard): Okay, okay, okay that's perfect. I have another question. The program narrative, the collaboration piece that's new, is that synonymous with support letters Nicole or is that something different?

Nicole Amado: Exactly, that's where you're going to talk about your letters of support and you'll be attaching them as an attachment.

(Debra Bayard): Okay that's it and I have more, just a clarification on Slide 19, it was indicated that we—the organization had 60 days to submit our application but it's printed in the slide as 90 days, is that a 60 or 90 day?

Nicole Amado: For annual certification, it's 60 days.

(Debra Bayard): Oh it is, okay it's printed 90, so I will...

Nicole Amado: Thank you.

(Debra Bayard): Oh you're welcome. All right, that's all I have, thanks ladies.

Operator: The next question comes from (Josephine Rose).

(Josephine Rose): Yes hello Nicole, I'm calling from (Eastel) Family Medical in Auburn, New York. Our initial designation was in 2008 and yet the letter we received last year said that we needed to submit new designation this year and in your presentation you said redestinations were do every five years, so I'm just wondering why we have to submit now.

Nicole Amado: Well I'll have to look into your particular situation offline, but I do know that when we started to become an electronic program a year, a year-and-a-half ago so letter went out telling people they needed to submit the renewal of designation but since the new—since we really gotten the program started now we have official deadlines and so they supersede the letter you may have received before.

But can you please contact me outside of this call and I'll look you up and we'll discuss your dates for sure.

(Josephine Rose): Absolutely Yes, thank you.

Woman: Just to add to that, a lot of the dates in terms of when project—when renewal of designation applications were due for existing FQHC Look-Alikes was based on when they originally entered into the program and so that could have some impact on when yours would due, looking at trying to group applications—organizations that have been in the program a long time would have had renewal of designation due sooner than those who had entered the program in a more recent period of time.

(Josephine Rose): Okay so 2008 is when we were officially approved.

Woman: Right and it could also be as a new organization that we provide a shorter period of time for renewals...

(Josephine Rose): Okay.

Woman: ...than I'm sure initial designation period than for existing organizations. So there's a lot of factors and Nicole can certainly look at what influenced the length of that particular designation period.

(Josephine Rose): Okay, thank you, I was just a little confused with the five year designation and having us submit now. But we're cool, we'll call you.

Nicole Amado: Okay.

(Josephine Rose): To get further information, thank you.

Nicole Amado: Okay. Thank you. You're welcome to email also.

(Josephine Rose): Okay.

Nicole Amado: Okay.

(Josephine Rose): We'll do that, we'll email.

Operator: Our next question comes from Gail Speedy.

Gail Speedy: Hi Nicole this is Gail Speedy from Southern Tier Community Health Center.

Nicole Amado: Hi Ms. Speedy.

Gail Speedy: I know I drive you nuts.

Nicole Amado: No you don't.

Gail Speedy: God bless you, you're the nicest person. For recertification, there's a section on collaboration, do you want letters to support for recert or do—or should we just discuss what was in our previous initial designation?

Nicole Amado: We do want letters of support.

Gail Speedy: Even for the annual certifications?

Nicole Amado: Yes.

Gail Speedy: Oh, okay, that changes everything. Now can you use the one's that you had most recently or because mine's due quite soon here, or do we need to go out and get brand new letters?

Nicole Amado: Most recently, how recent?

Gail Speedy: Well we had it for the NAP last year.

Nicole Amado: No, unfortunately, not.

Gail Speedy: Okay.

Woman: Because those letters are going to be over a year old, there's probably been a lot of opportunities to establish new collaborations and new opportunities for partnerships and so we want to see—we want to see that they are the most current representation of all of the great partnerships and collaborations you have in your community.

Gail Speedy: Okay. And there's a mechanism then you would attach that on other forms?

Nicole Amado: I believe there's a letters of support, let's see, for annual certification, I don't—I've been working on (unintelligible) I don't believe but I could be wrong.

Woman: For the annual certification. Yes we're flipping paper, hold on.

Gail Speedy: Yes.

Woman: I think it would be Attachment 14.

Nicole Amado: Yes, for the renewal of designation it's Attachment 14 but for annual certification, you're right, it would be other information.



Gail Speedy: Okay. If I can ask another question, we are one of those organizations that sell and sort of that little blip where we were due but you folks were transitioning to the EHB, which by the way I like, so in future how far ahead should you submit, you know, we all work off these deadlines, you should—given this time frame of 165 days, is that correct, how far ahead should we either be submitting our recertification or renewal of designation?

Nicole Amado: That's a great question so now that we have the EHB, the application will become available to you for the annual certification 150 days before the end of your certification period. So you won't be able to work on it in the EHB before then, however, we have the program specific forms and whatnot on the Look-Alike Web page and you can start preparing the information so once it's open to you 150 days before the end of your certification period, you'll have 60 days to work on it, 60 calendar days to work on it in the EHB and submit it.

Gail Speedy: Okay and then for the renewals?

Nicole Amado: For the renewal it's going to be available 180 days before the end of the designation period and you'll have 90 days to work on it in the EHB and submit it.

Gail Speedy: And in the future how many of these forms that we've already filled out will be—it was very nice to see that some of them were automatically filled in for us.

Nicole Amado: Pre-populated.

Gail Speedy: Yeah, I love that, can we get more of those?

Nicole Amado: I think you will in the future.

Gail Speedy: Okay, good. Thank you.

Nicole Amado: Yes, you're welcome.

Woman: I was just going to add, I think Nicole mentioned this earlier in the call but just as a reminder that when the application becomes available to you, your authorizing official or the project director will get an email letting him or her know that the application is available and there are reminders built into the system as well. So you don't have to do the math, the math is done for you, you just have to watch for that email to come.

Gail Speedy: Okay, thank you.

Nicole Amado: Thank you.

Operator: Our next question comes from Donald Simila your line is open.

Donald Simila: Hello ladies, thank you for taking my call, I'm calling from Upper Great Lakes Family Health Center in Northern Michigan and Nicole thank you for your recent assistance.

Nicole Amado: You're welcome.

Donald Simila: I think we need a little bit offline conversation just an anomaly that I think I noticed in the HRSA geospatial mapping program. If I'm not mistaken, that saved the file as an HTML file and the EHB doesn't accept the HTML format

so I mean I've kind of find a work around but it might be something you might want to look at or confirm.

Nicole Amado: Thank you I'll let our IT department know.

Donald Simila: The—our organization is just about 18 months old and my first question is regarding financials, we're just now in the process of having our annual—our first audit so when we submit our annual certification we will not have audited financials, can we give you 12 months of financial data.

Nicole Amado: So are you talking about the financial data that will be submitted in the UDS or are you talking about Form 3 income analyses and Form 3A the FQHC budget information, Look-Alike budget information.

Donald Simila: Form 3 and 3A.

Nicole Amado: So Form 3 and 3A actually both of them will be, the information you provide will be for the upcoming one year, so either of the certification period or of the designation period.

Donald Simila: So it's for, we're looking at this prospectively not retrospectively.

Nicole Amado: For those two forms, yes.

Donald Simila: Okay and in other information it asks, I thought you said something about having audited it, you were going to look at the audit.

Nicole Amado: We do require your audit as part of—for your renewal of designation application.

Donald Simila: Oh, not for the annual certification.

Nicole Amado: Not for the annual certification application.

Donald Simila: All right. Okay so I think that resolves my questions online here, I'll take some offline with Nicole later, thanks.

Nicole Amado: Thank you.

Operator: The next question comes from (Don Yost).

(Don Yost): Hi I wanted to know whether as years progress with the annual certification if we may change our projected at full capacity and numbers or once we put those down do we lock into those?

Nicole Amado: You should be able to change those.

(Don Yost): Thank you.

Nicole Amado: You're welcome.

(Don Yost): And also for the clinical and financial performance measures, we were designated November 23, 2010, should I be using the entire calendar year as a baseline of 2010 or should I wait until 2011 and just leave all the baselines open?

Nicole Amado: When is your application due?

(Don Yost): It's due November, I think 30.

Woman: I think the most important thing is to be able to feel confident that whatever you're establishing as your base line is that has an update behind it that you feel confident that that's a baseline for which you're going to establish a goal. So if there's 12 months' worth of data where you feel that that 11 months or 10 months of data is sufficient to give you adequate information to establish a baseline, it's up to you.

Moving forward the information you provide through your UDS system will help to populate some of those forms and will be assessing where you are against what you submit for that calendar year data submission under UDS. So establishing a base line for the first time is really up to you to do given the data that you have available to you.

(Don Yost): Thank you and a last question for the diabetes performance measure it appears that we can choose for hemoglobin A1c less than seven, less than eight, less than or equal to nine or greater than nine or do we need percentages for all of those?

Nicole Amado: That's a good question and I'm going to have to follow-up with you on that.

(Don Yost): Okay.

Nicole Amado: Mr. (Yost) I will email you.

(Don Yost): Great, thanks for your help.

Nicole Amado: Thank you.

Operator: Our next question comes from (Carrie Mitsa).

(Carrie Mitsa): Hi Nicole how are you, this is Carrie from (Optus) Corner in Dorchester.

Nicole Amado: Hi.

(Carrie Mitsa): We had a question in regard to the annual certification application requirements and particularly what the expectation is for the amount of detail to be provided in response to a narrative requirement that asks for current status and changes. We submitted our renewal of designation application just a little over a year ago so for a number of the narrative topics we've been working on them and it seems though we're describing in order to hit the mark on the current status requirement things that are pretty duplicative from what we just described last year.

Is it expected that we re-describe those topics and all of the details or is it adequate to refer to the renewal of designation narrative? So just as an example to highlight this a little more, one of the narrative requirements in the response section asks for a current status and changes and a list of board approved policies and one of them is incident management, another one is patient grievance.

So last year in our renewal we put in quite a lot of detail about the content of our procedures for each item and for the annual certification we're just a little unsure how to approach describing the current status of those since many of them haven't changed.

Nicole Amado: Well the annual certification we really want you to treat it as a progress report so you don't have to go back into in-depth information about each item but you don't want to just put a blanket statement out there that there are no changes period if there are slight changes, I didn't describe that very well.

(Carrie Mitsa): No I mean I guess it's just, for provider credentials and privileges, for example, we provided quite a lot of detail last year about our credentialing procedure and how it's in accordance with the Massachusetts Board of Registration and Medicine requirements and we described special consideration given to health centers who are affiliated with major hospitals, you know, we can rely on their credentialing process, so we went into all that detail so the Mass. Board of Registration regulations haven't changed over the last year, so neither has our procedure.

Nicole Amado: Okay.

(Carrie Mitsa): So sort of addressing the current status of that topic, there really hasn't been any changes but we don't want to just breeze over the current status part, so do you recommend that we just give a brief synopsis from what we put in last year's application or more of a detailed description?

Nicole Amado: A brief synopsis, very brief.

Woman: So for instance you could see we continue to utilize the robust system of credentialing and whatever, whatever that involves X, Y and Z but you don't need to go into two or three, you know, ten paragraphs of discussion about it, it's again reinforcing some of the highlights of what you're doing in that particular area.

(Carrie Mitsa): Okay, okay, so that helps, so not a complete full description but not just referencing the narrative that was provided last year sort of in-between highlight.

Nicole Amado: Yes.

(Carrie Mitsa): Okay, thank you.

Nicole Amado: Thank you.

Operator: Our next question comes from Carol Rodman.

Carol Rodman: Thank you, hi, I'm also from Upham's Corner Health Center as is (Carrie) my question, although similar in some ways, is about the needs section in the annual certification and it has to do with changes vis-a-vis the 2010 census. When we submitted the renewal application a year ago we spent a lot of time describing the service area and demographic data and population data vis-à-vis the 2000 census and in the last several months what's become available for the 2010 census has created some changes in our service area and the residential component and therefore needs.

So rather than simply make the statement that there have been changes and the changes are—and furnish you with the stats would you like us to describe those changes and the impact they have on the way we provide services or do you want us to simply change the statistics based on the 2010 census.

Nicole Amado: We would like you to describe the changes and how it's impacted your service area.



Carol Rodman: Okay, thank you.

Nicole Amado: You're welcome.

Operator: Our next question comes from (Shelia Dideland).

(Shelia Dideland): Hi this is (Shelia) and I'm calling from California. Quick question, so our annual certifications not due until January so what I did is I tried to get a heads-up and go through our log-in to see where I can kind of, you know, like know what to do or where to go and all that stuff.

Now when I called the help desk they told me to go to the FQHCLA home and go under the portfolio but when I look in there it just says pending initial designation application, it says include input parameters and it kind of have all these words in there, is that where it really has to begin, like where it says begin application and go in and start from there because that's all I see online on EHB.

Nicole Amado: That indicates that your application is not available for you to work on it yet.

(Shelia Dideland): Okay.

Nicole Amado: So it's—you're ahead of your game there.

(Shelia Dideland): Oh, okay.

Nicole Amado: So if you want to discuss your designation period end-date with me offline I'm happy to do that and then we can discuss when your application will be ready for you.

(Shelia Dideland): Okay.

Nicole Amado: Okay.

(Shelia Dideland): Should I just call you offline on that?

Nicole Amado: Sure.

(Shelia Dideland): Okay, great.

Nicole Amado: Sure, thank you.

Woman: There's just one thing to remember in EHB is that every grant activity that you have and so consider the Look-Alike like a grant activity, it's a different program, so every program has its own portfolio so you won't be able to access your Look-Alike information from if you are an H80, if you are a health center program and also a health center program grantee or a grantee under another program in HRSA you will not be able to access your Look-Alike portfolio from within that portfolio, they're all separate portfolios.

(Shelia Dideland): Oh, okay, because I thought initially I was told within the 90 days it should be available so from the October 5, assuming, you know, because if it's due in January I was kind of starting to get ahead and to see.

((Crosstalk))

Nicole Amado: When I talk to you we'll check on all the dates.

(Shelia Dideland): Okay, great.

Nicole Amado: Okay, thank you.

Operator: Once again if you'd like to ask a question, please press star one. And the next question comes from (Wendy Radeo).

(Wendy Radeo): Good afternoon. I am calling from the Upper Great Lakes Family Health Center and I just have just a clarification, I know it's kind of been talked about already in the other questions, so the data we're reporting on our clinical and financial—the financial though is prospective as Don Simila said earlier, correct.

Nicole Amado: For Forms 3A and Form 3, so for Form 3 that's the income analyses.

(Wendy Radeo): Okay.

Nicole Amado: And A is your FQHC...

(Wendy Radeo): And that's looking forward but the other one's now, the most recent calendar year I know we've talked about this before (Michelle) or Nicole, I'm sorry.

Nicole Amado: For your healthcare and business plan?

(Wendy Radeo): Yes because our certification is—starts November 4 so it just seems odd that we're looking all the way back at 2010 because that's the most recent calendar year.

Nicole Amado: So just as (Tonya) said so if you're setting your baselines and you feel that 11 months is sufficient, you want to, or six months to set your baseline, then you're welcome to do that.

(Wendy Radeo): Okay. And because this is our very first one that's what we're doing is setting base lines.

Nicole Amado: Okay.

(Wendy Radeo): You can't really report on what we've done yet because we're just saying, "Here's our baseline."

Woman: Right and the UDS will actually provide us with what you've done.

(Wendy Radeo): Okay and that's going to be due in a few months.

((Crosstalk))

Woman: (Unintelligible) will give us what you've done but you want a base line and the goals so you know from your baseline...

(Wendy Radeo): Where we're going.

Woman: Yes.

(Wendy Radeo): Okay, thank you.

Nicole Amado: Thank you.

Operator: Our next question comes from Gail Speedy.

Gail Speedy: Hi Nicole I'm sorry.

((Crosstalk))

Gail Speedy: For those folks that fell into that sort of blackout period, normally our renewal—or our annual recertification would have been due September 30, it's now due obviously November 30 because we fell into that blackout period while we were converting EHB's, what does that do for anybody in that time period as far as their status goes. Does their status because our application won't be acted on by the time our application is due December 30 or our application period ends December 30, what happens, are we okay?

Nicole Amado: You're totally fine, your designation status is not affected.

Gail Speedy: Okay. And then one other small question. Just to clarify, if you haven't had a change in a key position or any of your bylaws, you do not have to add those attachments for an annual recert., you don't want to see those?

Nicole Amado: Correct.

Gail Speedy: Okay. I'm actually done now.

Operator: Our next question comes from (Jamie Bailey).

(Jamie Bailey): Hello Nicole.

Nicole Amado: Hello, how are you.

(Jamie Bailey): I'm good. So I'm fussing here in the EHB right now and I got to designation portfolio and I'm opening the designation handbook which I think I need to do and it says I don't have privileges to work on it so I'm kind of befuddled. Does that mean it's not there yet?

Nicole Amado: You may have to associate or link yourself to your Look-Alike portfolio so you'll need to contact the help desk.

(Jamie Bailey): Okay.

Nicole Amado: Do you have that phone number?

(Jamie Bailey): Why don't you give it and we can all write it down again.

Nicole Amado: Okay. I will give it to you in just a moment.

(Jamie Bailey): Okay.

Nicole Amado: Okay. (Kathy) we can take another call in the meantime.

Operator: Okay the next question comes from (Brenda Jackson).

(Brenda Jackson): Hello Nicole.

Nicole Amado: Hello (Brenda) how are you?

(Brenda Jackson): I'm fine. I would like to speak to the monitoring evaluation procedures for board performance.

Nicole Amado: I'm sorry, can you repeat that?

(Brenda Jackson): In Section 5, Section 4 it says describe the alternative strategies in place that would assure consumer patient participation and/or regular oversight of direction in ongoing governess of your organization, could you talk about that a little bit please.

Woman: That oppportunity to discuss alternative arrangements is available to organizations that are requesting a waiver of governess requirements.

(Brenda Jackson): Okay.

Woman: So if your organization is designated to serve only homeless individuals, (unintelligible) farm workers or residents of public housing or any combination of those three, your organization is eligible to request a waiver of certain governess requirements such as monthly meetings and the composition requirements for having a majority of your board members to be active patients of the health center services—yeah active patients of health center services.

If you are a designated to serve the general community you are not eligible to request or receive a waiver. Therefore there is no opportunity for you to discuss or present alternative arrangements for providing input to your board.

(Brenda Jackson): Okay also I have sort of a different question, I'm not sure if this is the appropriate time to ask of the group is it deals with governess inside the board and I just want you to talk about how do you show or describe monitoring and evaluation procedures for board performance for their governess and how we evaluate them.

Woman: Right so that's an internal—it should be an internal procedures or process that's established by each individual board. You're going to be setting strategic goals...

(Brenda Jackson): Okay.

Woman: ...for performance and that's an essential part of the functioning board is to establish short and long term performance goals for yourself and for the health center and so part of what you're looking for is really looking at how well you're addressing particular issues that they arise, how quickly you're able to address issues, looking at training and whether or not you've received sufficient training to do what you want to do, looking at just sort of your own way of assessing—your own internal performance.

So it really is an individual board based on strategic goals and objectives and looking at how they want to conduct business, how they are able to assess whether they've been successful over the last year in achieving what they set out to achieve.

(Brenda Jackson): Okay, thank you.



Nicole Amado: Thank you. And we have the number for the (BPHC) help desk. If any of you have trouble when you're in the EHB or you have issues, technical issues, please contact them at 877-974-2742, that's 877-974-2742.

And we can take another question (Kathy) thanks.

Operator: Come once again, star one to ask a question, but at this time I show no further questions.

Nicole Amado: All right, well thank you all for participating in today's call and if you have further questions outside of this call please don't hesitate to contact us [fqhclal@hrsa.gov](mailto:fqhclal@hrsa.gov) or at 301-594-4300. Thank you.

Operator: Two questions did just come up, would you like to take them?

Nicole Amado: Sure.

Operator: Okay (Joan Titan) your line is open.

(Joan Titan): Hi, this is (Joan) at Falling...

Nicole Amado: Hello.

(Joan Titan): Hello, Falling Clinic in Falling, Missouri. And regarding the electronic handbook in getting going, we have a renewal of designation due. When you go into it and it—you have the option of IMFQHC Look-Alike project director or you want to be designated an other user. Is the project director have to be the same as the authorizing official or if I'm the one that is responsible for

the renewal can I be the project director, I'm not an authorizing official, I'm just a BO.

Nicole Amado: They can be two separate people, two different people.

(Joan Titan): Okay.

Woman: The authorizing official is the one that has to be—has to submit the application certify all the necessary parts of the application.

(Joan Titan): Okay but I could be the—serve as the project director in order to get it to that point.

Woman: Right and the authorizing official is the one that's been delegated by the board to actually have the authority to submit the application.

(Joan Titan): To submit it, okay, thank you.

Nicole Amado: And (Tonya) brought up a good point, when it's time to submit your application, please make sure your authorizing official is available because that's the only person that can submit your application.

Operator: The next question comes from Donald Simila your line is open.

Donald Simila: Thanks just a quick confirmation about the letters of support, so I was under the impression that we did not need to have new letters of support for the annual certification but what I heard was that, yes, we should go back out and get new letters of support, is that correct.

Woman: The question is that you're highlighting your current status around collaboration and it changes in formal and informal collaboration. So the idea is to highlight any new opportunities, new collaborations. Certainly we have not received, and many of you have not submitted a renewal of designation application to us before it would be really great as part of this is to provide current letters of support and demonstrations of collaboration and partnership in your community as part of your demonstration of collaboration.

Donald Simila: So if we have new ones we should submit them or we should go back to the existing partners that have written them before and have those redone, which is it, or both?

Woman: I mean it's truly up to you as an organization to be able to really represent the opportunity—what you have in terms of corroboration in your particular service area. I think as a rule of thumb that every opportunity to demonstrate all of the great partnerships and collaborations you have with other safety net providers in the community is an advantage to you.

It helps build that community system of care and helps build and continue the lines of communication so I think as a general rule it's always good to continue to have refreshed and new letters as submitment and commitment, letters of commitment and support amongst all of the providers in the community. It also provides opportunities where there haven't been those opportunities in the past to start to create and forge new relationships.

Donald Simila: Yes, good point, thank you.

Nicole Amado: Thank you.

Operator: Okay at this time I show no further questions.

Nicole Amado: Okay well thank you all again, we appreciate your work so much and please don't hesitate to contact us if you have any questions at all. Have a nice day.

Operator: Thank you this concludes today's conference call you may disconnect at this time.

END