



Volume 6, Issue 2 March 2020

HRSA - Bureau of Primary Health Care

Consultant eNews

The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand. -Vince Lombardi

COVID-19 Update

As you are aware there is significant discussion and concern around the impact and spread of the Coronavirus and the resulting illness, COVID-19. In light of this public health situation, all site visits scheduled through May 1, 2020 are postponed and HRSA/ BPHC staff are working to notify the health centers. All other planned visits will be postponed until a later date to be determined as HRSA/ BPHC evaluates how to proceed with visits scheduled after May 1st.

MSCG is coordinating closely with HRSA and currently reviewing our emergency response processes with the goal of maintaining business continuity and the safety of our employees and consultants. MSCG will continue to work closely with HRSA/ BPHC and update you on further guidance as information becomes available. You may view the most recent updates on information and relevant HRSA policies for health centers via HRSA's [Emergency Preparedness and Recovery Resources for Health Centers webpage](#) and update guidance provided by CDC <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

BPHC Policy Guidance

Scope of Project and Site Visit Resources

During the past year, BPHC developed a number of new *Scope of Project* and *Site Visit* resources to help prepare health centers for upcoming Operational Sites Visits (OSVs) and maintain continuous compliance. BPHC is sharing a summary of these tools and resources below for the situational awareness of OSV consultants.

- **Health Center Self-Assessment Worksheet for Form 5A: Services Provided**

To support health centers maintaining continuous compliance, BPHC released a new [Health Center Self-Assessment Worksheet for Form 5A: Services Provided](#) resource, which may be used by health centers to self-evaluate the accuracy of the HRSA scope of project, specifically, Form 5A. All BPHC Project Officers will conduct conversations with health centers on scope accuracy well in advance of their OSV to address potential scope inaccuracies prior to the site visit, and reduce the number of "surprise" scope inaccuracies discovered during an OSV.

Please note: The Health Center Self-Assessment Worksheet for Form 5A is not an update to the Site Visit Protocol. BPHC does not require health centers or site visit teams to complete it before or during the OSV. However, consultants may find the tool helpful for taking notes or tracking the OSV conversation on Required and Additional Health Services. Additional scope of project resources can be found here: <https://bphc.hrsa.gov/programrequirements/scope.html>

- **Onsite Interviews and Interactions Resource**

HRSA's new [Onsite Interviews and Interactions Resource](#) assists health centers in preparing for the interviews and interactions that take place during Health Center Program operational site visits (OSVs) and look-alike initial designation (LAL ID) visits. Specifically, it explains how the site visit team is expected to interact with health center staff and reviews health center systems and

In this issue...

[Coronavirus Update](#)

[BPHC Policy Guidance](#)

[Message from MSCG](#)

[Consultant Reminder](#)

[MSCG Employee Spotlight](#)

[KUDOS! KUDOS! KUDOS!](#)

Quick Links

[Bureau of Primary Health Care](#)

[Having trouble viewing this email? Click here](#)

procedures during the site visit. The expectation is that health centers use this resource in conjunction with the [Site Visit Protocol](#) and [other site visit-related resources available on our website](#) to support a successful and smooth OSV.

- **Telehealth Program Assistance Letter (PAL) 2020-01**

HRSA's new [Telehealth Program Assistance Letter \(PAL\) 2020-01](#) is intended to help health centers gain a better understanding of telehealth and the Health Center Program scope of project. It highlights issues for health centers to consider when using telehealth for patients and clarifies how to document telehealth within the scope of project. It does not establish new scope of project policy and is consistent with current scope policy (as outlined in [Policy Information Notice 2008-01](#)). While health centers and consultants can utilize this PAL for clarification on how to document telehealth within the scope of project, no telehealth-specific questions have been added at this time to the Site Visit Protocol.

- **2020 Site Visit Protocol Update**

HRSA remains committed to regular updates of the Site Visit Protocol (SVP) to ensure that it remains useful and responsive to stakeholder feedback. For 2020, the focus of the SVP update has been on editorial and formatting improvements to the OSV report, such as more consistent use of acronyms. A minor change was included within the Clinical Staffing section related to National Practitioner Data Bank queries, given the broad nature of queryable health care practitioner types. There were no other substantive changes to SVP questions or methodologies in the 2020 update. For more information on the National Practitioner Data Bank, health centers can go directly to the [NPDB Health Center page](#) and begin to explore the wide variety of resources.

Consultants should continue to direct Health Center Program policy questions related to a specific OSV to the BPHC Onsite Representative. If the BPHC representative is unable to answer the question, he/she will direct the question to their Team Lead. General Health Center Program policy questions/feedback may be directed to Health Center Program Support [online](#) or by phone (877-464-4722). This will allow BPHC staff to record/track questions and question topics. Any questions related to the HRSA Technical Assistance contract or logistics should be directed to MSCG using contact_us@mscginc.com.

Update for CY2020 Performance Analysis - Diabetes

For CY2020 Operational Site Visits, HRSA will be focusing on diabetes for the Performance Analysis section of the visit. If a health center already has an active diabetes action plan, the Project Officer will communicate this during the Pre-Site Visit conference call. The health center's current, active diabetes action plan should serve as the foundation for the on-site diabetes discussion. Health centers should be encouraged to modify the action plan based on the on-site discussion and any new contributing/restricting factors that are identified. A health center should not have two active diabetes action plans. Please stay tuned as this approach may vary given the postponement of many CY 2020 OSVs due to COVID-19.

Please contact us at logistics@mscginc.com with any questions or concerns.

Message from MSCG

MSCG Solicitation Process

We appreciate the positive feedback on the new MSCG solicitation process. Your comments and suggestions are greatly appreciated, and will be utilized in our continued efforts to improve the process.

Below are responses to a couple of the questions we received.

Q. Why can't I see my scheduled TA Requests in my Consultant Portal?

A. If you received and accepted an invitation to participate on an OSV prior to the implementation of the new solicitation process, you will not be able to view it in the Consultant Portal. However, please know that the Logistics Coordinators are keeping track of this information.

Q. Do I need to confirm receipt of the Logistics Confirmation by logging into my Consultant Portal?

A. No, you do not. Please reply to the Logistics Confirmation email as usual.

Hopefully, these responses are helpful. If you have any additional questions, please contact, Carolina Callahan at ccallahan@mscginc.com.

Consultant Reminder

Real ID Requirement

Although this information was provided in the December edition, we wanted to stress the level of its importance by including it in this edition as well.

Less than a year away, is the federal regulation requiring a REAL-ID for airline travel and to enter federal facilities. All consultants need to be ready for air travel by complying with TSA regulations and obtaining a REAL-ID. The REAL-ID will be necessary for all individuals boarding aircraft, including domestic travel within the USA. Getting ahead of this process will eliminate any added stress later on.

According to TSA.gov, beginning **October 1, 2020**, every air traveler 18 years of age and older will need a REAL ID-compliant driver's license, state-issued enhanced driver's license, or another [acceptable form of ID](#) to fly within the United States, including a US passport.

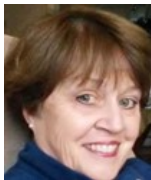
REAL ID-compliant cards are marked with a star at the top of the card. If you're not sure, contact your state driver's license agency on how to obtain a REAL ID compliant card. For more information, please see: <https://www.tsa.gov/real-id>.

Consultant Referrals Welcomed

MSCG is seeking to expand its consultant pool to increase the number of OB/GYN's to the roster. Applicants must have a current license. If you know of anyone meeting these criteria, please have them contact Linda Martin at lmartin@mscginc.com.

Welcome to MSCG Employee Spotlight!

With this edition of the HRSA-BPHC Consultant eNews, we are introducing a new feature article, MSCG Employee Spotlight. With the innovations of technology in today's society, many of us in the workforce do so in a virtual environment. We interact daily by email and by phone and never really get to put a face with a name. So we decided that including an eNews article that focused on MSCG staff would be a great way to get to know to one another! So for our first article, we would like to for you to meet Juanita Walker.



At eight years old, Juanita already knew she wanted to become a famous fiction writer. She knew that while in the process of honing her writing skills, she needed to make a living. So Juanita took a job as a secretary. After six months into her new career, she realized that she hated being a secretary. It just so happened that an opportunity to serve in the role of substitute Education Loan Coordinator presented itself and Juanita discovered that she could borrow money for college. With education loans in hand, off she went!

Fast forward years ahead, Juanita was now employed with another company and excelled in the role of Proposal Director. Working side-by-side with the Business Director, she become an expert in writing award-winning proposals. Realizing that her writing skills transferred seamlessly into a professional career of writing and winning proposals, she decided to start her own company, Walker Communications.

After working as a consultant for several years, Juanita was invited to join MSCG by CEO/President, Kelly Burks in 2011. "This was the best career move I ever made." She captures new business for the company, creates marketing materials, and, full circle, she is one of the company's Writer/Editors.

In her spare time, Juanita is creative, doing DIY projects from painting to puppeteering. Her adult daughter is a vet-tech in training. Juanita intends to finish all of those half-written books when she retires.

KUDOS! KUDOS! KUDOS!

Grantee Comments

Michelle Stephan

Our experience with Michelle Stephan was very positive. She provided the Health Center with invaluable information and assistance relative to compliance and success for our FQHC. She was especially helpful in guiding our Chief Medical Officer in setting the goals for our diabetes patients, that would help to lower A1c levels by three very specific components within our population. Our hope is that we reduce these number to help with our measures and provide good patient care. Ms. Stephan was a wealth of knowledge.

Team: Jimmy Brown, Vincent Lee, Bonnie Van

The Health Center team were more than satisfied with the professional skill, knowledge and expertise of this HRSA Reviewer Team. While they were deliberate, thorough and fastidious, their delivery was conscientious and thoughtful, which allowed us all an opportunity to learn and grow. We experienced quite a few teaching moments, particularly our new staff members, who were eager for advice and guidance. I compliment the Team Leader, Mr. Brown, who established the tone of the review. We welcomed his patience and recommendations. Having gone through this process many times in my career, this particular team was exceptional!

We want to cover the topics that are of real interest to you. Please submit your suggestions at <https://www.msginc.com/feedback.cfm>

MSG LLC | 301-577-3100
4601 President's Drive, Suite 200
Lanham, MD 20706

Copyright © 2016. All Rights Reserved.

MSG INC, 4601 President's Drive, Suite 200, Lanham, MD 20706