



Health Resources & Services Administration



HRSA - Bureau of Primary Health Care Consultant eNews

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Plan your hours to be productive; plan your weeks to be educational; plan your years to be purposeful; plan your life to be an experience of growth; plan to change; plan to grow.

-Iyanla Vanzant

BPHC Policy Guidance

Form 5A Questions Answered

Clinical Consultants have raised questions related to accurately completing Form 5A during site visits. In order to address these challenges, MSCG reached out to OPPD for clarification on the following questions below:

Question #1

For laboratory and pharmaceutical service contracts (Column II) and MOUs (Column III), please provide specific examples of the necessary language regarding how the service will be documented in the chart and how the service will be paid for (Column II), and the manner by which referrals will be made and managed, the process for tracking and referring patients back to the health center for appropriate follow-up care (Column III). The Site Visit Protocol is vague in this respect, particularly as it relates to large, national

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Kudos! Kudos! Kudos!

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organizations. Frequently, contracts/MOUs (e.g., LabCorp, Quest, Walgreens and CVS) lack this information.

OPPD Response:

We recognize that Lab and pharmacy contracts (Column II) and/or formal referral arrangements (Column III) might not look the same as those for other services (e.g., primary care, dental) however, the Compliance Manual and SVP do not require specific language about documenting these services in a patient chart; rather it is about ensuring that the appropriate documentation or follow-up is taking place. For lab, the expectation would be that the health center would receive the results and document those in the record and for pharmacy that those prescriptions would be recorded in the record as well. Other details regarding payment would likely be in the contract.

Question #2

Does Credentialing and Privileging need to be performed on all profession (lab and pharmaceutical) services under Column II and Column III? It has often been noted that national contracts/MOUs may not have the necessary language.

OPPD Response:

Credentialing and Privileging is required for all providers as noted in the CM, for contracts and referral arrangements this may be done, for example, through provisions in contract and cooperative arrangements with such organizations or through the health center review of the organizations' Credentialing and Privileging processes.

Question #3

What qualifies as a Column III Pharmaceutical service?

OPPD Response:

For purposes of the HRSA-approved scope of project (Form 5A: Services {Provided}), access to services provided via "formal referral arrangements" are those referred by the health center but provided and billed for by a third party.

Question #4

The Service Descriptors state Mental Health Services are provided by psychologists, psychiatrists or other behavioral health providers, in which case Mental Health Services would be checked appropriately. However, the Service Descriptors *also* state services provided by a psychiatrist falls under Specialty Services, Psychiatry. Please clarify.

OPPD Response:

Psychiatry services would be considered specialty services under the current Service Descriptor. We understand the confusion and will add this to the list of future areas for consideration in updating the descriptors document.

Consultant Resources

Virtual Site Visits: Supplement Documents

The documents below provide an overview of modifications taken to adapt the on-site OSV protocol and LAL ID OSV process to a virtual site visit format. Virtual site visits will be conducted using the SVP and the modifications identified in these supplements. Please click the links for access to these resources.

- [Supplement for Virtual OSVs – Health Center Program Site Visit Protocol – Update](#)
- [Supplement for Virtual LAL ID Site Visits – Health Center Program Site Visit Protocol](#)

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ng Soon ...

During this period of COVID-19, MSCG staff have been busy at work reviewing our current trainings, developing assessments, and creating new training documents to support the

BPHC site visit work. These trainings and assessments are required by consultants prior to carrying out either virtual or face to face site visits. MSCG looks forward to offering you up-to-date trainings and assessments as the site visit work gathers momentum this Fall.

- Consultant OSV Standard Operation Procedures resource tool and training
- Look-A-Like (LAL) Initial Designation Guidance for Site Visits
- Consultant Training Assessments
- Option Year 1 Consultant Contract Requirement

These trainings and assessments, once available, will be **required**.



Reminders!

Consultant Reminders

Requirements for Virtual OSV (VOSV)

If you are interested in participating in Virtual Operational Site Visits (VOSV's), please be sure to take the Virtual Site Visit Training. This training can be found in the Consultant Portal under Operational Site Visits Mandatory Training. As part of this training please review the FAQ's.

Please note that the following Virtual Site Technology is required for Virtual OSVs:

- Citrix Sharefile
- GoToMeeting
- Webcam
- Microsoft Outlook or Windows Mail Calendar

***Zoom is not permitted**

Please note that only "live tours" are accepted when conducting a VOSV. A recording can be sent but a live tour is required.

Promising Practices - COVID-19

As you complete your site visit reports, we encourage you to consider Health Center COVID-19 response and activities as Promising Practices. Highlighting the winning strategies that are in place to help combat this global health crisis within their respective communities is a win-win for all. We understand that not every visit will have COVID-19 activities in place that fulfill the Promising Practice criteria but we do want to capture activities that are effective and show potential for replication in other organizations.

To Our Retiring Consultants

Bonnie Petty and William Rice

We would like to congratulate Bonnie Petty and Bill Rice as they formally retire from MSCG.

Bill and Bonnie - We would like thank you for the highest level of commitment and dedication during your time with us as MSCG Consultants. MSCG and the entire health care community have greatly benefited from your hard work and expertise. You will be missed! Best wishes to you, and may your retirement lead to new success in whatever plans you have for the future.



KUDOS! KUDOS! KUDOS!

Grantee Comments

Valerie Butt, Sally Neville, and Burt Waller

Valerie was exceptional at her level of skills and helping us sort out a few compliance issues. She rounded what we consider to be the “Dream Team” that anyone could have hoped for in a virtual site visit. The level of detail, attention to the application and expertise was impressive. This team had the ability to impart knowledge to us in an understandable manner. We could not have been more thankful that Valerie was part of this team of reviewers.

Sally was equally incredible to work with. We greatly appreciated her direction, knowledge, thoughtfulness and clarity of her communication. Like the other reviewers, she put us at ease so that dialogue was fostered and everyone was engaged in the process.

We consider ourselves very fortunate that **Burt** was selected to be our lead. He put our anxiousness at ease and led us to understand that the team was all here to help. Overall whole team complemented each other and they worked very well together.

Additional Comments: Virtual Operational Site Visits (VOSV) Experience:

It was a wonderful experience for our team and we appreciate the opportunity to pilot this new OSV process. We were all very satisfied with the virtual site visit.

MSCG Employee Spotlight

In this edition, the Employee Spotlight is on Linda Martin!



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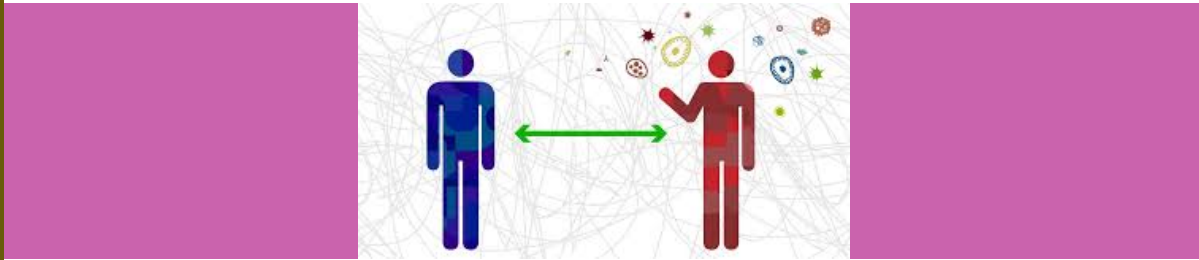
Philadelphia, the City of Brotherly Love, *authentic* cheesesteaks, soft pretzels and water ice. I've consumed enough of the aforementioned food items to last a lifetime! At one point in my life I thought I would return to Philly (I've been in Maryland since 2005), I have grown to love it here and have decided to stay.

I often say that I was born and raised at Atlantic Richfield Oil Company (ARCO), as I became an employee there at the age of 18 and left 26 years later! This was my first real job after high school. I started as a Secretary (does this term exist anymore?). Later in my ARCO career, I became a Human Resources professional and as such, honed my skills as a strong communicator and all-around people person. This skillset was a perfect fit for my career at MSCG, where I actually started as a temporary employee back in 2009. Some may recognize my name as I was previously the Sr. Logistics Coordinator, and my current role is that of a Technical Assistance Reviewer (TAR).

I was always a music lover and at the ripe old age of six, I asked my parents if I could take piano lessons, and, of course, they said, "Yes!" I pursued both piano and organ well into adulthood. While my professional career was in HR, I was also a pianist/organist at churches in and around the Philadelphia area. I enjoyed this for approximately 20 years. These days, I don't play as much, but I find overwhelming joy in teaching my 5-year old granddaughter how to play "Mary Had a Little Lamb." In addition to music, I've also dabbled in writing for my own personal enjoyment, and I'm hoping that by the time I retire, I will have put together something interesting enough to publish. Along these same lines, I also host a Podcast.

Although we often have to quarantine in order to stay safe and remain healthy, there is

no greater joy in life than spending time with my daughter and my granddaughter. They reside here in Maryland. I also love spending time with my extended family and friends in Philly, and I can't wait until we can all safely come together.



How We Spent Our (COVID-19) Summer Vacation

The COVID-19 pandemic has caused us all to modify life as we know it and adapt to a new norm. In light of this, we checked-in with our MSCG colleagues to see what adjustments, if any, had to be made this summer. Did we opt for vacations or staycations? See below for the feedback we received:

Marcia Early: "No summer vacation for my husband and I. We have been gathering with family and close friends."

Juanita Walker: "I created the perfect staycation spot in my backyard with a new deck with twinkling lights hanging above, fire pit, and a hammock. Love being outside in the evening having a glass of wine, unless I have trouble navigating my seat into the hammock and fall over backwards and spill that glass of wine all over me!"

Marlene Coleman: "I have been socially distancing this whole time and look forward to a week in the Outer Banks with my son and daughter-in-law in September whom I have only seen once since January!"

Jeanellen Kallevang: "After two postponements due to the coronavirus of a wedding with 250 guests, my son will be getting married at the end of September with a family gathering of 10 people. We are eagerly looking forward to that celebration!"

Carolina Callahan: "I moved back from London to the USA on July 3rd - yay! Sadly, I had to quarantine in Washington, DC for the first 14 days. I had to wait that long to go to Chick-fil-A! After getting a few things in order, such as finding a new home and getting a car, my family and I took a week off to go to the beach and visit with other family members. We interacted mostly outdoors. While indoors, we wore masks at all times, sanitized our hands regularly, and stayed at least two feet apart. This was very hard to do as I wanted to hug everyone I hadn't seen in a long time. Despite the circumstances, we all had a wonderful time. And, most importantly, we continue to stay healthy!"

Karen Carter-Parks: “I have not taken a vacation or staycation this summer. However, I was so moved by the news stories regarding lack of PPE for my fellow citizens and the essential workers on the front lines, that my sister (who resides in North Carolina) and I decided to make masks. We came up with a plan of action, I dusted off my sewing machine, and we moved forward! I initially made 40 masks for her NC essential office employees, while she made others for family and friends from NC, DC, MD to NY. Now I'm making them, as needed, for myself and if she calls for help. Also, I am assisting a client with interior design for her new home. We are working together virtually using technology including “Zoom” to fulfill her design needs. It has been fun, rewarding and is keeping me occupied during this difficult pandemic period.”

Joanna Vasconi: “My husband and I haven’t taken any vacations this season but I have spent a couple weekends visiting with my parents and sister who live 3 hours away. Since we waited until the stay at home orders were lifted to visit, we’ve especially enjoyed the time together.”
