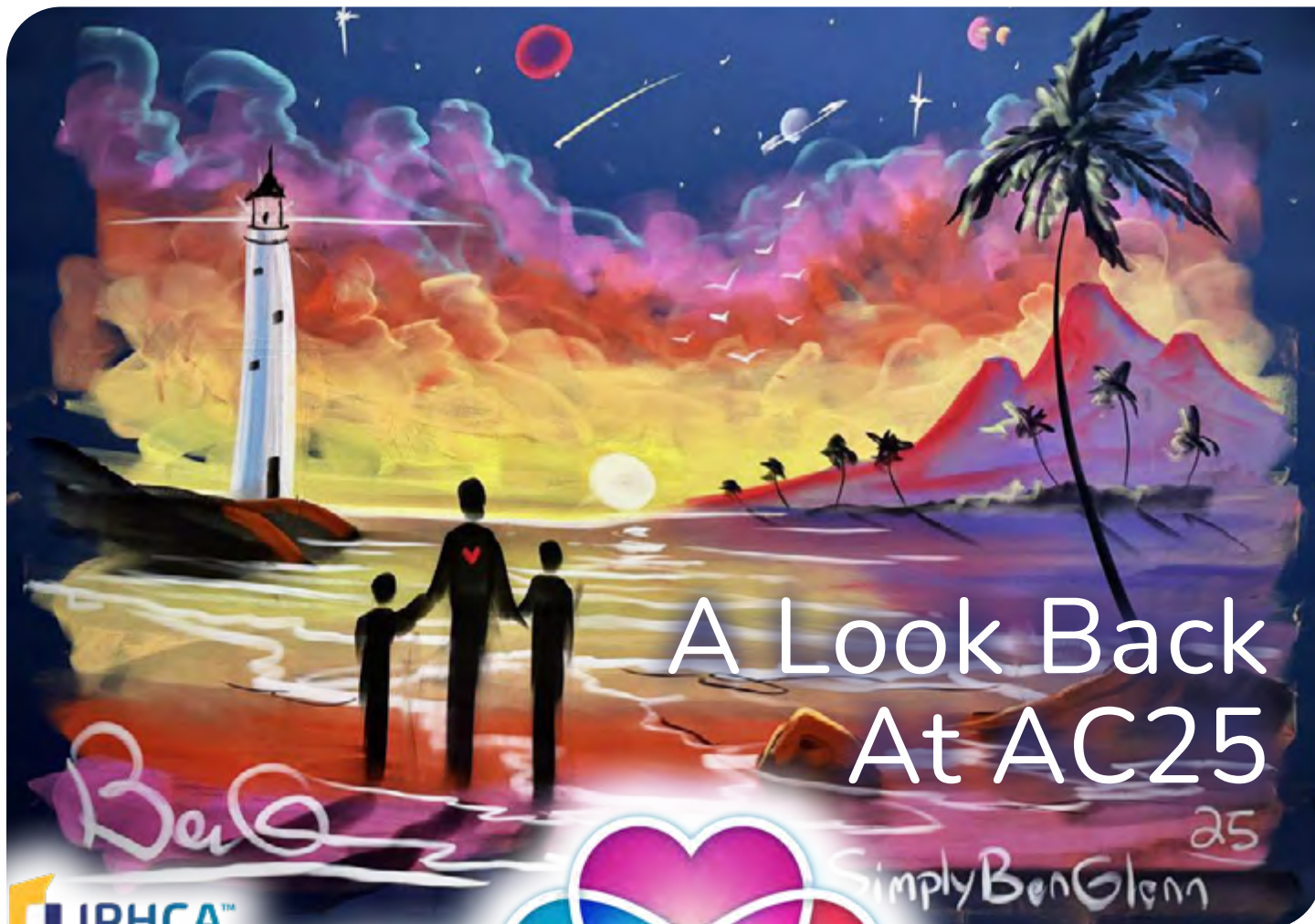




IPHCA™
Conference 2025
the heart of
healthcare



Above - The finished artwork by Ben Glenn—"The Chalkguy", created during his amazing keynote session at AC25 - a demonstration of the power of creativity,

also this month ...

Diabetes Awareness Month
see pages 16-18, 24, 28, & 32



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Our Community. Our Neighbors. Our Patients.

 **neighborhood**
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 **WellCare**
Community Health

 **WindRose**
Health Network



Welcome to the November Issue

As we move into November, we find ourselves reflecting on a season of gratitude and growth. This month marks not only a time to give thanks but also an opportunity to recognize the incredible work being done across Indiana's community health centers. Each of you plays a vital role in advancing access to care and improving the health of our communities.

We continue to carry forward the inspiration from our **2025 Annual Conference, which celebrated the theme "The Heart of Health Care."** The conversations, innovations, and collaborations sparked during those two days continue to shape our collective vision for a healthier Indiana. We extend our heartfelt appreciation to all who made the event such a success, our presenters, attendees, and especially our sponsors, whose support makes these shared learning experiences possible.

As we close the year, we also look ahead with optimism. The coming months will bring new opportunities to strengthen our network, expand services, and build sustainable systems that support the whole person, mind, and community.

On behalf of all of us at the Indiana Primary Health Care Association, thank you for your commitment and compassion. May this season bring you rest, reflection, and renewed energy for the important work ahead.

Warm regards,

Sean

Sean Herbold, IPHCA CFO /

Contact Sean

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>>> Clickable links are provided throughout this newsletter - please notify us of any missing or incorrect links.

Any comments or suggestions please contact **Sean Herbold**, IPHCA CFO.

If you have not done so already,
please follow us on Facebook!



Also **visit our website** to find links to **previous issues**, an **events calendar**, our **resource center** and more!

Indiana Primary Health Care Association
150 West Market Street, Suite 520
Indianapolis, IN 46204
Phone: 317.630.0845
info@indianapca.org

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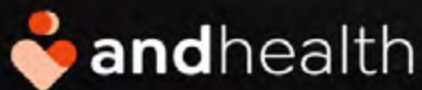


Magazine design & production by
John Fordham Design

**“My care team
believes in me”**

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CRISTINA,
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CHCs partner with AndHealth to offer in-house specialty care and specialty pharmacy to radically improve access and outcomes for patients in their communities.

By removing barriers and treating patients within their whole-person care model, health centers can grow sustainably and become more integrated within our healthcare system.



AndHealth.com

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Conference roundup

IPHCA™
Conference 2025
the heart of
healthcare


presented by



A Look Back At AC25

“The heart of health care beats strongest when we come together.”

That spirit defined the 2025 IPHCA Annual Conference, presented by **Andhealth**. This year’s theme, “The Heart of Health Care,” reflected the compassion, collaboration, and purpose that drive Indiana’s community health centers forward every day.

Over two energizing days, hundreds of healthcare professionals, executives, and partners came together to share ideas, celebrate successes, and strengthen the foundation of community-based primary care across the state.

Read more over the page!



IPHCA team members at the conference



Top: Velma Sellars, Amy Lopez and Michelle Moore of Regional Health Systems

Above: Jane Pauley’s presentation with PointCare – (left to right) Jesse Brooks – PointCare, Nancy Curd - Director of Enabling Services, Marc Hackett - CEO, Lindsay Cox - Enabling Services Manager, Megan Campbell - PointCare



Ben Glenn "The Chalkguy" in action

Inspiration and Insight

The conference opened with an unforgettable keynote from Ben Glenn—"The Chalkguy." Through storytelling and art, Ben reminded us of the power of creativity, resilience, and connection in our work. His message set the tone for a conference filled with optimism and action.

Attendees had the opportunity to explore more than 20 educational sessions covering leadership, operations, workforce development, and clinical excellence.

Highlights included:

- Harnessing Data and Digital Tools to Safeguard Revenue and Strengthen Patient Relationships
- Bridging Health & Community: The YMCA's Clinic-to-Community Partnerships for Diabetes Prevention
- Tomorrow's Healers: Advancing Primary Care Clinical Training in Indiana
- Foundations of Grants Management: Building the Framework for Effective Stewardship
- Growing VBC Capabilities with the Azara Solution Suite
- Leading With Heart: Empathy, Authenticity & Self-Care on the Front Lines of Health Care

Each session offered practical strategies for navigating today's challenges—ensuring health centers remain strong, sustainable, and mission-driven for years to come.

Celebrating Champions of Care

A highlight of the event was the **Champions of Health Care Awards Luncheon**, which recognized individuals and organizations that exemplify leadership, innovation, and dedication to community health. These honorees embody the heart of our movement—serving patients with compassion, advocating for equity, and driving improvement in every corner of the state.

Their stories remind us that progress in health care is not just measured in data or dollars—it's measured in the lives touched and communities transformed.

See pages 8-11 for all the award winners



Above:
Our Legislators panel



Some of the
sessions at AC25



Collaboration and Connection

Beyond the keynotes and sessions, the conference hall was alive with conversation and collaboration. Health center leaders connected with peers, policymakers, and partners during networking sessions and throughout the bustling exhibits, which featured dozens of organizations offering innovative tools and services to support health centers. The evening reception, sponsored by Athelas by Commure, provided an opportunity for attendees to reconnect with old friends and make new ones, enjoy live music in the lounge, and participate in games in the game zone.

The sense of unity was unmistakable. Whether discussing workforce challenges, technology solutions, or new models of care, attendees left with renewed purpose and shared commitment to the people we serve.

Our Deepest Thanks to the 2025 Sponsors

We extend heartfelt appreciation to the sponsors and exhibitors who helped make the 2025 Annual Conference a success. Your partnership and continued investment in the community health movement make this event possible. Your dedication to advancing whole-person care and supporting Indiana's health centers reflects the very best of collaboration in action.

**See page 14 & 15 for all
our sponsors and exhibitors**



Looking Forward

As we close another successful conference, we carry with us a simple truth: the heart of health care is not found in buildings or systems—it's found in people.

In every clinic, every patient interaction, and every partnership, we witness the collective effort to ensure that all Hoosiers—regardless of their background or circumstances—have access to compassionate, high-quality care.

**With the lessons and inspiration from
this year's gathering, we look ahead to 2026
ready to continue leading with purpose,
innovation, and heart.**

See you in 2026!



Exhibitors at AC25



More pics on page 12 - 13!

Saluting our amazing winners!

The Annual IPHCA Champions of Health Care and Quality Awards acknowledge and celebrate you and your commitment to our mission of providing healthcare to all Hoosiers.

Every one of you is a healthcare champion, day in and day out. Your diligent work continues to improve the health of all Hoosiers and is moving the needle regarding healthcare quality in Indiana. This year we have the honor of recognizing a few of the champions among us who make a difference in the lives of Hoosiers.



Legislator of the Year

Todd Young, US Senator

Serving Indiana since 2017, Senator Young's advocacy goes beyond words. He has toured CHCs in his district, engaged with staff and patients, and taken the time to understand the critical role these centers play in Indiana's health care landscape. He regularly meets with CHC leaders to discuss pressing health policy issues and continues to be a thoughtful, solutions-oriented partner in advancing access to care across the state.



Dianne Powell, Regional Director, accepting the award on behalf of Senator Todd Young with Julia Ketner and Ben Harvey



Volunteer of the Year

Aaron Robles, Board Member, Neighborhood Health



A lifelong resident of Fort Wayne and a proud DACA recipient, he brings an invaluable perspective to his work. Aaron has been a powerful advocate for patients. He traveled to Washington, D.C. to help present Senator Banks' office with the IPHCA Champion of Change Award, ensuring that the voices of underserved populations were heard on a national stage. He bravely shares his own story and amplifies those of other consumers to legislators—particularly in opposition to the PRWORA public health benefit changes that would harm vulnerable patients. His willingness to take personal risks for the sake of protecting others is a true hallmark of patient advocacy.



Angie Zaegel, Neighborhood Health CEO, accepting the Volunteer of the Year award on behalf of Aaron Robles



Volunteer of the Year

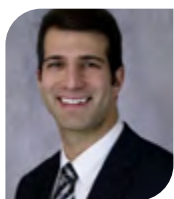
David Newgent, Former Board Member, IHC



A proud resident of Owen County, who dedicated his life to advancing the mission of Indiana's Community Health Centers. As a longtime Board Member of Indiana Health Centers, Dave tirelessly traveled across the state to advocate for access to high-quality, affordable, integrated care in both rural and urban communities. He was instrumental in bringing a Community Health Center to Spencer, Indiana, while continually pushing for improved facilities, integrated pharmacies, and workforce support, enabling providers to continue serving patients with dignity and compassion despite limited resources.



David Newgent sadly died in June 2025. His award was accepted by his wife Toni, on his behalf.



Dental Provider of the Year

Isaac Zeckel, DDS, HealthLinc



Dr. Zeckel, Chief Dental Officer at HealthLinc, a passionate leader and advocate for integrating oral health into broader public health initiatives. He has been instrumental in advancing best practices for HPV prevention within dental settings and has presented on the topic both locally and nationally. His dedication to preventive care and cancer prevention reflects his commitment to high-impact, evidence-based dentistry that extends far beyond the operatory.



Isaac Zeckel, DDS accepting his award with Karla Marin, IPHCA Oral Health Program Director and CEO Ben Harvey



Medical Provider of the Year

Rob Dawson, DNP, FPN-C, IHC



Since joining IHC in 2005, Rob has proven himself to be a kind and compassionate leader and proponent of community health centers. As a family nurse practitioner, he has consistently provided education to other clinical staff members and strives to collaborate with his peers, all while advocating for patients to provide the most beneficial healthcare. Rob serves as the Dean of the School of Nursing at Indiana Wesleyan full-time but still makes time to see patients at IHC three days a week and volunteers at the free healthcare clinic in Marion (Bridges to Health). Rob has served our migrant community for years by providing care at farm camps via our mobile unit as well.



Ann Lundy, IHC CEO, accepting the Provider of the year award on behalf of Rob Dawson.



Behavioral Health Provider of the Year

Dick Donovan, LCSW, Neighborhood Health



Dick has been a tireless advocate for tobacco cessation, a challenge that disproportionately impacts underserved and high-risk communities. His recognition as the 2023 Tobacco Recovery Champion by Tobacco Free Allen County underscores his ability to combine clinical excellence with community advocacy. He has also advanced the conversation on youth vaping by attending regional and national seminars, ensuring Neighborhood Health remains at the forefront of emerging behavioral health challenges. In July 2025, he launched Neighborhood Health's first structured smoking cessation groups, which have quickly proven highly effective by combining peer support, clinical expertise, and ongoing accountability.



Dick Donovan accepting his award with Lyndsey White, IPHCA Behavioral Health Program Director and CEO Ben Harvey



Employee of the Year

Stephanie Jeffery, Valley Professionals CHC



Stephanie Jeffery, Vice President and Chief Quality Officer at Valley Professionals Community Health Center. From guiding Valley's first site to achieving Patient-Centered Medical Home (PCMH) recognition in 2013 to supporting every location in achieving the same standard, Stephanie has made it her mission to ensure that patients receive care that is not only effective but also personal and respectful. She believes deeply in seeing the whole person—not just their diagnosis—and that belief is now a core part of how Valley delivers care.



Stephanie Jeffery accepting her award from IPHCA CEO Ben Harvey



Debra Meers Grassroots Advocacy Award

Thomas R. Ruge, JD, Director, Lewis & Kappas

Tom's extensive experience in immigration law includes assisting health centers in hiring foreign employees. Additionally, he has served as the Chief Legal Counsel for IPHCA as well as several of our community health centers. His representation has involved a wide range of matters, including corporate and tax compliance with state and federal healthcare regulations, licensing and credentialing, real estate, employment, HIPAA and Red Flag compliance, and advising on health center operations, among others. Thank you, Tom, for your dedication and commitment to the health centers and their patients for so many years.



Thomas R Ruge accepting his award from IPHCA CEO Ben Harvey



Philip L. Morphey Dedication Award Valley Professionals Community Health Center

Terry (TJ) Warren, CEO, Valley Professional CHC

At Valley, TJ has been a driving force behind efforts to remove barriers and bring care closer to those who need it most. From opening new health center sites and expanding mobile health units to helping launch school-based clinics, his leadership has ensured that patients can more easily access timely, high-quality care. TJ's commitment to access goes far beyond strategy. He builds trust, listens to the needs of patients and staff, and collaborates to create patient-centered, practical solutions. His work has not only expanded access but has also strengthened Valley Professionals' mission to provide comprehensive, integrated healthcare to all individuals by aligning operational improvements with a deep commitment to quality, compassion, and service.



Terry Warren accepting his award from IPHCA CEO Ben Harvey

Special Exemplary Dental Project

Inclusive Dentistry, Neighborhood Health

The program, which began following staff training with the NYU School of Inclusive Dentistry, has now grown into a system-wide commitment and introduced a suite of strategies designed to make dental visits safer, more welcoming, and more effective. This includes the development of a "dental comfort menu" (offering patients choices such as dimmable lights, weighted blankets, and calming sensory tools), the use of trauma-informed approaches, and additional training for all dental staff. Patients who once avoided or feared dental visits are now returning consistently, with care plans tailored to their needs.



Angie Zaegel, Neighborhood Health CEO, and Michelle Hamlin, Sr Director of Dental Operations, with Karla Marin, IPHCA Oral Health Program Director and CEO Ben Harvey

Special Exemplary Operations Project

Patient Service Center, led by Martha Campos, IHC

To address a critical gap in patient access, longtime IHC nurse and current Director of Patient Services, Martha Campos, launched the Patient Service Center. The outcomes from the PSC are remarkable and directly aligned with improving the patient experience, reducing preventable emergency room visits, and expanding access to Integrated Primary Care. On average, 87% of inbound calls are answered live. The PSC manages approximately 23,000 inbound calls per month—nearly 275,000 annually—and schedules roughly 22,000 appointments each month, with many being offered same-day to prevent unnecessary ED utilization. This translates to more than 166,000 appointments scheduled annually, ensuring patients are connected quickly to the right care at the right time.



Martha Campos of IHC accepting the award from IPHCA CEO Ben Harvey

Special Exemplary Medical Project

Family Planning Counseling for Women of Reproductive Age, The Jane Pauley CHC



In partnership with Upstream USA, the program is dedicated to training staff and tracking data related to family planning counseling. This effort reaches across the organization, from a project champion to the EHR team. They have developed a unique quality improvement and training plan. To date they have trained 160 staff members, including 7 providers on Nexplanon insertion and removal, and two providers on IUD insertion and removal. This education has helped expand access to family planning services, such as LARCs, to new locations, thereby reaching new patients.



Marc Hackett, CEO of Jane Pauley, accepting the award from IPHCA CEO Ben Harvey



Navigator of the Year

Krista French, NorthShore Health



"We're proud to nominate Krista French for the Navigator of the Year Award! Krista has been a vital part of NorthShore Health Centers, and her impact is felt every day by our patients, community partners, and colleagues. With over a decade of experience, Krista is known for providing clear, compassionate guidance to patients—ensuring they leave feeling confident and supported."
Read more of the citations in our June IPHCA Monthly [here](#).



Krista French accepting her award with Jenny Walden, IPHCA O&E Program Director, at this year's Navigator Monday event in May

UDS 2024 Highest Quality Ratings



- FQHC Highest Composite Quality Rating
Valley Professionals Community Health Center



Stephanie Jeffery, Vice President and Chief Quality Officer, and TJ Warren, CEO, Valley Professionals with Ben Harvey



- Integrated Care Highest Composite Quality Rating
Eskenazi Health



Dawn Haut, MD, CEO of Eskenazi Health with Ben Harvey



- Highest Overall Composite Quality Rating
- Look Alike Highest Composite Quality Rating.
- UDS Most Improved Quality 2022-2024
Neighborhood Health Center



Carrie Miles, CEO, Neighbourhood Health Centers, accepting the award



All smiles
at AC25!

*Thanks to everyone
who made it so special,
from all of us at IPHCA*

*Don't we clean up nice! IPHCA Staff putting
on the style at the Annual Conference in
Terre Haute*



*Below: The team from
exhibitor Chiropractic
Specialists of Indiana*

*Left and above left: The
team from Valley Pro
getting in the spirit!*



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Neighborhood Health Center,
Quality Award Winner.

Pictured (left to right): April Limburg
- CFO, Carrie Miles - CEO, Jonathon
Rigney - Clinical Practice and Project
Supervisor, Emily Foster - COO,
Cindy Cox - CBO, Carol Chaney -
CHRO



Wabash Valley Health Center: (left
to right) Charlie Welker - CEO, Sarah
Kearns - COO, Lauren Hamblen -
Outreach & Enrollment Specialist, Bambi
Givens - Clinical Support Lead, Zekeya
Ewing - Quality Coordinator



TCA Health at the Conference!
L-R Samantha Oliver Mitchell-
COO, Dr. Manoj Mathrew-
Medical Director, and Dr. Jose
Lusancarez - new MD at the
Hammond Clinic.

Left - Team TCA Health
enjoying the sights of
Terre Haute!



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RESOURCE BULLETIN



To give feedback or provide resources for this section please contact **Nicole Stilianos** or call: 317.630.0845

This Magazine edition is focused on diabetes and provides various resources on control and caring for patients with diabetes, and the connection of diabetes with the heart during **National Diabetes Awareness Month**.



>>> [Click here for all resources](#)



National Diabetes Month: Take Charge of Your Health

November is National Diabetes Month, a reminder that managing diabetes involves caring for your whole body, including your mouth, mind, and eyes.

Oral Health: People with diabetes are at higher risk for gum disease, tooth loss, and dry mouth. Brushing twice daily, flossing, and visiting a dentist regularly—like those at Indiana’s Community Health Center (CHC) dental clinics—can prevent complications and protect your smile. Read Oral Health and Diabetes: A Critical Connection for Hoosiers (Oral Health Page)

Behavioral Health: Nearly half of people with diabetes face emotional or mental health challenges. Indiana CHCs encourage patients to access resources from the American Diabetes Association (ADA), including free continuing education, guides, and toolkits to support both patients and care teams in addressing stress, anxiety, and diabetes-related distress. Read the Behavioral Health is an Integral Part of Diabetes Care. (BH page)

Eye Health: Diabetic eye disease is a leading cause of blindness and often has no early symptoms. Routine eye exams, early detection, and timely treatment are critical. The National Eye Health Education Program (NEHEP) provides materials to help patients understand and prevent vision loss.

>>> [Find more materials about diabetic eye disease](#)

This National Diabetes Month, Indiana’s CHCs are helping patients take a comprehensive approach to their health. From dental care to behavioral and vision support, we’re here to help Hoosiers living with diabetes thrive.

- Find a CHC near you: indianapca.org/about-chcs/
- ADA Behavioral Health Resources: diabetes.org/behavioralhealth
- NEHEP Diabetic Eye Disease Resources: nei.nih.gov/nehep

The American Diabetes Association (ADA) “Standards of Care in Diabetes,” serves as a comprehensive resource to clinicians, researchers, policy makers, and other stakeholders. It outlines key elements of diabetes care, sets treatment goals, and provides tools to assess care quality, all aimed at improving diabetes care and outcomes across diverse populations. >>> [Click here to find out more](#)



Know **Diabetes** by **Heart**™

Resources for Providers and Patients:

- **Know Diabetes by Heart Toolkit (ADA & AHA):**

Evidence-based resources to help discuss heart risk with patients.

- **Patient Education Materials:**

Handouts, videos, and action plans for managing blood pressure, cholesterol, and blood sugar.

- **Team-Based Care Guides:**

Tools for CHC teams to coordinate diabetes and cardiovascular care.

This National Diabetes Month, let's strengthen the Diabetes–Heart Connection by encouraging patients to schedule screenings, make heart-healthy choices, and talk to their care teams about prevention.

- **Access resources: www.knowdiabetesbyheart.org**

- **Find a CHC near you: indianapca.org/about-chcs/**

The Diabetes–Heart Connection: Protecting Hearts and Health

Every November, National Diabetes Month shines a light on the impact of diabetes and the importance of comprehensive, preventive care. One of the most critical, but often overlooked, connections is between diabetes and heart disease, two of the leading causes of death and disability in the U.S. and worldwide.

People living with diabetes are twice as likely to develop heart disease or stroke, yet awareness of this link remains low. That's why Indiana's Community Health Centers (CHCs) are joining national efforts to educate, screen, and empower patients to take control of both their heart and metabolic health.

CHC providers across Indiana play a vital role in identifying risk factors early, supporting lifestyle changes, and offering culturally responsive care. By integrating diabetes management with cardiovascular prevention, CHCs are helping Hoosiers live longer, healthier lives.

Cardiovascular Disease in Type 2 Diabetes for Health Care Professionals Course

This **FREE** online, professional education course provides up-to-date knowledge on treating cardiovascular disease (CVD) and chronic kidney disease (CKD) in people living with type 2 diabetes.

This course will help you apply updated recommendations on diabetes care to real-life scenarios.

Developed from the Standards of Care in Diabetes—2024, this course will help you strengthen your knowledge, skills, and expertise to improve outcomes for the people you see.

Explore this short, interactive program at your own pace and learn evidence-based guidelines to apply in your practice.

On completion, you will receive a Know Diabetes by Heart™ certificate. Please note that information included in this program has been developed to align with the American Diabetes Association's Standards of Care in Diabetes—2024 and is subject to future changes.

>>> Find out more here





COMMUNITY NEWS



Supporting the Whole Person: Behavioral Health and Diabetes Care



Diabetes management extends beyond blood sugar—it involves emotional, mental, and behavioral well-being. Nearly half of the people living with diabetes in the United States experience behavioral health challenges such as stress, anxiety, depression, or diabetes distress. Recognizing and addressing these challenges is essential to achieving better health outcomes and quality of life.

The **American Diabetes Association** offers free continuing education courses, guides, and toolkits designed for behavioral health professionals and members of the diabetes care team.

These resources enhance understanding of the psychological impact of diabetes and equip providers with tools to support patients and their families in navigating daily self-care challenges.

Key ADA resources include:

- Behavioral Health & Diabetes Education Courses – Learn evidence-based strategies for supporting patients coping with diabetes-related stress.
- Provider Toolkits & Guides – Practical materials to help integrate behavioral health into diabetes care.
- Continuing Education Credits – Free CE opportunities for professionals committed to advancing patient-centered, team-based care.

Integrating behavioral health into diabetes management helps patients build resilience, maintain motivation, and improve outcomes. Together, Indiana's CHC dental and medical teams are helping Hoosiers thrive mind and body.

• **ADA Behavioral Health Resources:**

diabetes.org/behavioralhealth

• Find a CHC near you: indianapca.org/about-chcs/

2025 State of Diabetes: Indiana

Wednesday, November 19 / 8:30 - 11:30 am

Ivy Tech Conference Center, Indianapolis, 46208



Join us at State of Diabetes!

Find out about new treatments, lifestyle changes, and ways to make diabetes and obesity care more accessible—helping individuals, families, and employers support healthier lives and reduce overall medical costs. Learn how managing obesity can help prevent and lead to remission of type 2 diabetes. Discussions are followed by a networking session.

Why Attend?

- Access the latest data on obesity, diabetes care, and prevention.
- Gain key insights from our state-based survey to address community health needs.
- Receive a practical toolkit with tailored solutions for employers and community members.

>>> **Find out more and register here**



WEBINARS & TRAINING

All times shown are Eastern

Webinar:

Vaccination Updates



November 6 / 3 - 4 pm

Join Dr. John Christenson as he discusses changes to the immunization schedule that occurred at the September 2025 ACIP meeting along with other vaccination updates. John Christenson, MD, is a Professor of Clinical Pediatrics at the IU School of Medicine.

CME, CNE, and Pharmacy Continuing Education will be offered for the live viewing of the webinar.

[>>> Click here to register](#)

Training Series

Care Coordination Pathways for CHCs and CCBHCs

December 4, 2025 - March 18, 2026

Application Deadline: Monday, November 10, 2025 at Midnight ET

Looking to understand the Certified Community Behavioral Health Clinic (CCBHC) model? Is your health center interested in partnering with a local CCBHC to support and expand your services? Apply to NACHC's Community of Practice to learn some tools to help you do that!

NACHC's Federal Policy Team is launching a new Community of Practice focused on understanding the different pathways and strategies for forming and expanding partnerships between CHCs and Certified Community Behavioral Health Clinics (CCBHCs).

The Community of Practice will consist of six virtual sessions between December 4, 2025 and March 18, 2026. Session may also include policy updates from NACHC staff on relevant mental health topics as they arise.

[>>> Click here to find out more and apply](#)

Clinical Leadership Development for New Clinical Leaders (CLD I)*

November 7 - 8 / 7:30 a.m. to 5 p.m. / Charleston, WV

This in-person training is foundational for career development for health center Clinical Directors, Leaders, and Emerging Leaders.

Core knowledge and competencies for Clinical Directors to enhance their skills in management, leadership, compliance, and advocacy are covered.

[>>> Click here for more info](#)



Lung Cancer Awareness: Peer Call

In honor of **Lung Cancer Awareness month**, IPHCA will be hosting a virtual peer call on **November 13, 2025, from 12 pm- 1 pm.**

This annual campaign is designed to raise awareness and support for lung cancer prevention, detection, and treatment. The main risk factor for lung cancer is smoking, which is attributed to approximately 80% of lung cancer cases.

This year we will be joined by a dedicated advocate who will be sharing information on identifying and implementing clinical guidelines related to tobacco

use screening and intervention. They will highlight the best practices for cessation and share up to date information about the Quit Now Digital Coaching platform.

Holly Simpson is the Quitline Director for Indiana Tobacco Prevention & Cessation, working to increase the reach of effective, evidence-based tobacco treatment services in Indiana.

For more information about this event contact:

Lyndsay White, IPHCA Behavioral Health and SUD Director





WEBINARS & TRAINING

All times shown are Eastern

[Click here to view all Clinical resources in our Resource Center](#)

Training Opportunity

National Training Initiative – Lifestyle Medicine Certification Scholarship for CHC Clinicians

Primary care providers (MD/DO/NP/PA) working in FQHCs across the U.S. can earn Lifestyle Medicine board certification at half the cost through the American College of Lifestyle Medicine's National Training Initiative.



This program helps build a nationwide lifestyle medicine-trained workforce, equipping clinicians with the skills to treat chronic disease, advance health equity, and transform patient care by implementing lifestyle medicine in their practices.

Application Deadline: Wednesday, November 12, 2025 at Noon

>>> [Find out more about Lifestyle Medicine](#)

2 ACU Webinars:

Preventing Clinician Suicide: Going Beyond Resilience and Overcoming Stigma to Care for the Healers

Learn Key Strategies to Prevent Suicide in Healthcare Workers & Support Those at Risk

November 19 / 2-3 p.m

Healthcare professionals are significantly more likely to end their lives by suicide than the general population, and according to a recent survey, stress levels for physicians alone have now risen to their highest levels since the COVID-19 pandemic.

Join ACU's new webinar to learn how organizations can take action to prevent suicide in healthcare professionals and create cultures of **Suicide Safer Care** that proactively support those caring for others. Featuring speakers combining clinical expertise and lived experience, this engaging panel discussion will help you:

- Learn about the scope of the crisis
- Gain concrete strategies to help address suicide risk in healthcare professionals, and
- Understand stigma and other barriers to clinicians seeking support

>>> [Click here to register](#)



Launching Community-Based Doula Training Programs at Health Centers: Lessons from the National Pilot

November 6 / 2-3 p.m

Join us for a special webinar marking the release of our new Action Guide, a practical resource grounded in lessons from ACU's national community-based doula training pilot program.

In this session, you'll:

- Get an overview of the pilot's key findings
- Explore case studies from successful organizations
- Walk through key steps to expand your perinatal workforce

>>> [Click here to register](#)



IPHCA™ Maternal & Child Health Corner



To give feedback or
provide resources for this
section please contact

Alexis Stewart
or call: 317.630.0845

What Increases the Risk of Preterm Birth?

According to the **Centers for Disease Control and Prevention (CDC)**, a preterm birth is defined as the birth of a baby before 37 completed weeks of gestation. In the year 2022, approximately 1 in 10 infants in the United States were born preterm. The **causes of preterm birth** are multifaceted and can include a variety of factors such, but not limited to:

- Multiple pregnancies (twins, triplets, etc.)
- Health conditions like shortened cervix, high blood pressure, or diabetes
- Infections or complications during pregnancy
- Smoking, alcohol, or drug use
- High levels of stress
- Short time between pregnancies
- Lack of access to regular prenatal care

The March of Dimes designates November as **Prematurity Awareness Month**, with November 17 specifically recognized as Prematurity Day.

This month serves as an important opportunity to raise awareness about preterm birth, a critical issue affecting maternal and child health.

By shining a spotlight on this topic, we can provide essential resources and support for healthcare providers, patients, mothers, and families who are impacted by or at risk for preterm birth.



Steps to Promote a Healthier Pregnancy

While not all preterm births can be prevented, there are **important steps** that can help lower the risk:

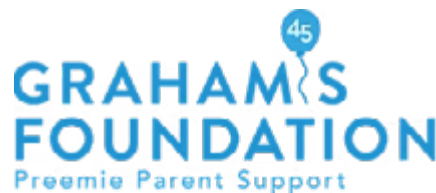
- Attend all prenatal care appointments to monitor your health and your baby's development
- Avoid smoking, alcohol, and drugs, which can affect both you and your baby
- Manage chronic conditions like diabetes and high blood pressure with medical support
- Eat a balanced diet and stay physically active, as recommended by your provider
- Find ways to reduce stress through rest, support systems, and mental health care
- Allow your body time to recover between pregnancies

Support Makes a Difference

Whether you're a parent, family member, or part of a care team, understanding the risks of preterm birth can lead to better outcomes for mothers and babies. By staying informed and supported, we can work together to help more babies be born healthy and full-term.

The Graham's Foundation is a nonprofit charity that works to support families with premature babies. They offer a wide range of resources and educational materials, care packages, and support to help families get through their tough time. To learn more on how to get involved or share your story, please visit **Get Involved with Premie Baby Non-Profit | Graham's Foundation**.

If you have questions or concerns about pregnancy or preterm birth, talk with a healthcare provider or reach out to community health resources available at your local health center.





PURCHASING SUMMIT & REVERSE EXPO



November 11–12, 2025 | AC Hotel, Fort Worth, TX

Health Centers from Across the Nation have Already Signed Up!

Your purchasing team's expertise is key to your health center's success.

The CHCollective Purchasing Summit & Reverse Expo is their opportunity to level up, connect with industry leaders, and bring back new ways to save and succeed.

What's at stake:

- \$350 hotel stipend for the first 80 health center registrants
- Actionable cost-saving approaches and innovative solutions
- Valuable supplier and peer connections
- A chance for your team to be at the forefront of purchasing best practices

If you need more details or want to discuss the benefits for your organization, just reply— we're here to support your goals.

Hope to see your team represented in Fort Worth!

Learn more or Register now

Contact Alex Vactor for more information

Alex Vactor 412.612.0593

avactor@chcollective.com

www.chcollective.com



For more information contact:

Hannah Putnam-Johnson, MHA,
MPH, IPHCA Value Transformation
and Health Equity Director

This series began on

Wednesday, May 14, 2025

All materials from the series
will be added to our website
for you to review.

**>>> Click here for
materials from earlier
sessions**



IPHCA IPV Champion Training Series Part 7 of 8: November 12 / 4 pm - 5 pm EDT

The **ICADV** team will present to IPHCA members in a multi-part training to illustrate what IPV (Intimate Partner Violence) is, how to recognize it, and how to approach the topic with cultural competence and humility.

The goal of the training is to assist health center staff to champion the prevention of IPV by screening for, identifying, and partnering with appropriate community-based partnerships for support. The training will be 8 separate 1-hour virtual training sessions via Microsoft Teams.

>>> Click here to register for Session 7

This session will cover the topic
“Danger Assessment, Lethality, and Response”

- a. Introduction to Dr. Campbell's Danger Assessment
- b. Overview of Lethality Assessment
- c. Recommendations for addressing variable levels of danger

All 8 sessions will follow a cadence of the second Wednesday of the month at 4 pm EST.

The topics will be as follows;

1. Wednesday, May 14 -
Foundations of Intimate Partner Violence **Get materials**
2. Wednesday, June 11 -
Impacts, Barriers, and Trauma Training **Get materials**
3. Wednesday, July 9 -
Identifying and Assessing for IPV **Get materials**
4. Wednesday, August 13
Primary Prevention: Laying the Foundation
5. Wednesday, September 10
Primary Prevention: Intersections with Public Health
6. Wednesday, October 15
Safety Planning
7. Wednesday, November 12
Danger Assessment, Lethality, and Response
8. Wednesday, December 10
IPV Workflow presentation and dissemination



RESOURCE BULLETIN

IPHCA is committed to supporting Oral Healthcare provision across all community health care settings for our membership and throughout Indiana.



For help, to give feedback or provide resources for this section contact:

Karla Marin Muskus
or call: 317.630.0845

conexiant
Education

The Oral-Systemic Connection: Oral Health and Diabetes

Tuesday, November 11, 2025 / 7:00 p.m.

Learning Objectives:

- Review the association between diabetes and oral disease and the epidemiologic data supporting the relationship.
- Review the role of the oral health professional in assessing and communicating risk factors for diabetes.
- Review interprofessional communication best practices to provide optimal care for all patients regarding oral and systemic health.

>>> Click here for more information or to register

National Diabetes Month

Oral Health and Diabetes: A Critical Connection for Hoosiers



Your oral health offers important insight into your overall well-being. Swollen, bleeding, or receding gums; loose or missing teeth; and persistent bad breath can all be signs of gum disease. For individuals living with diabetes, these symptoms may indicate a heightened risk for both gingivitis and periodontitis due to increased inflammation in response to oral bacteria.

The good news is that gum disease is preventable. Regular dental care, good oral hygiene, and diabetes management can significantly reduce risk and improve health outcomes.

Indiana's Community Health Center (CHC) dental clinics are committed to supporting patients in maintaining healthy smiles and managing chronic conditions such as diabetes. CHC dental providers offer comprehensive preventive and restorative services—including dental cleanings, oral exams, periodontal care, and patient education tailored to individuals with diabetes.

Key recommendations for maintaining oral health:

- Brush twice daily with fluoride toothpaste and a soft-bristle brush.
- Floss or use interdental cleaners once a day to remove plaque between teeth.
- Schedule routine dental visits every six months—or more frequently if advised.
- Inform your dental provider of any changes in your health, medications, or diabetes control.

Research shows that oral health professionals play an important role in identifying patients at risk for diabetes. In some cases, dentists may even refer patients to their medical provider for screening.

Indiana's Community Health Centers are here to help you protect your oral and overall health.

Find your nearest CHC dental clinic at
indianapca.org/dental-services-directory/

Celebrate National Flossing Day: Small Steps, Big Impact on Oral Health

This year, **National Flossing Day** will be observed on Friday, November 28, 2025—the day after Thanksgiving.



Established in 2000, this annual observance encourages everyone to make flossing a daily habit and recognize its vital role in maintaining oral and overall health.

For Indiana's Community Health Center (CHC) dental teams, National Flossing Day offers a perfect opportunity to engage patients, families, and communities in conversations about preventive oral care, especially as the holiday season begins.

Why Flossing Matters:

Flossing removes food particles and plaque from areas your toothbrush can't reach, preventing gum disease, tooth decay, and bad breath. For patients with diabetes or other chronic conditions, flossing is especially important to reduce inflammation and maintain healthy gums.



Ways CHCs Can Celebrate and Educate:

- Host a "Flossing Challenge" in your waiting area or on social media—encourage patients to commit to flossing daily for a week.
- Distribute Floss Kits with string floss, floss picks, and simple bilingual instructions during dental or medical visits.
- Demonstrate Proper Technique during hygiene appointments or health fairs—show patients how to floss gently and effectively.
- Use Visuals and Handouts from trusted sources like the American Dental Association (ADA) or CDC Oral Health Division to reinforce daily oral hygiene habits.
- Empower Staff as Oral Health Ambassadors, medical assistants, and behavioral health staff can help remind patients that oral health is part of whole-person care.

Flossing takes just a minute a day—but it can make a lifetime of difference. This National Flossing Day, Indiana CHCs can help patients take simple, sustainable steps toward healthier smiles and stronger overall health.

Find educational resources:

- ADA Patient Materials: www.mouthhealthy.org
- CDC Oral Health Resources: www.cdc.gov/oralhealth
- Find your local CHC Dental Clinic: indianapca.org/dental-services-directory/



Click image for November's fun color-in brushing calendar from MouthHealthy at ADA!

Get the whole year [here](#)



WEBINARS & TRAINING

[Click here to browse
Oral Health resources](#)



Updated Guidelines for the Management of Occupational HIV Exposures

The 2025 US Public Health Service Guidelines for the Management of Occupational Exposures to Human Immunodeficiency Virus and Recommendations for Post-exposure Prophylaxis in Healthcare Settings has been updated for healthcare personnel (HCP) to effectively manage occupational exposures to HIV, emphasizing the importance of prevention, prompt reporting, adherence to post-exposure prophylaxis (PEP), expert consultation, and thorough follow-up care to ensure the safety and health of those at risk.

[>>> Click here to read more](#)

New TA Initiative: Promoting Children's Preventive Dental Visits

The Centers for Medicare & Medicaid Services (CMS) is pleased to launch a new oral health technical assistance (TA) initiative aimed

at improving the delivery of preventive oral health services for children enrolled in Medicaid and the Children's Health Insurance Program (CHIP). This initiative builds on CMS's previous TA efforts to advance children's oral health prevention in primary care.

[>>> Learn more here](#)



New Self-Paced Course

Oral Health and Dementia: Strategies to Care for Patients with Cognitive Decline

Alzheimer's disease and Alzheimer's disease-related dementias can complicate both the delivery and outcomes of dental care. Our newest 60-minute, self-paced course, "Oral Health and Dementia: Strategies to Care for Patients with Cognitive Decline," equips dental professionals with the tools to recognize and respond to the unique challenges facing individuals with dementia.

The course, worth 1 CE credit, explores verbal and nonverbal communication techniques, treatment planning and management of common issues such as dry mouth, periodontal disease, and oral pain.

Earn 1 free ADA CERP credit.

[>>> Find out more](#)



these are my people



[>>> Learn more](#)

2025 NNOHA Annual Conference
November 9- 12, 2025

NEWS & UPDATES


To give feedback or
provide resources for this
section please contact

Julia Ketner MPA
or call: 317.630.0845



**>>> Visit our Policy
and Advocacy pages**

Catching up with recent events!

Indiana Health Centers hosts Board Advocacy Training

Indiana Health Centers (IHC) hosted a board retreat and training on advocacy and policy in late September. The training featured Sarah François, Director of Grassroots Advocacy and Engagement with NACHC, who presented on the importance of storytelling in the advocacy process.



Julia Ketner, Senior Policy Director for IPHCA sat down with **Congresswoman Victoria Spartz** during the event to discuss health policy and the importance of rural funding. As a result of this event Congresswoman Spartz agreed to join the Community Health Center Congressional Caucus—a bipartisan Congressional Caucus that educates members of Congress and their staff about the importance of finding long-term solutions for CHCs to continue providing comprehensive and cost-effective health care.



Above: L - R; Julia Ketner, Sarah François, and CEO of IHC Ann Lundy



Above: Congresswoman Victoria Spartz and Julia Ketner discuss health policy



Left: Julia Ketner tells her “why” in becoming a CHC advocate.



RESOURCE BULLETIN

IQIN is a constituent network of community health centers within IPHCA, who work together to improve the quality and value of care provided to Indiana's most vulnerable residents.

By using health information technology and data, health centers are able to change the way they deliver care to produce better health outcomes for their patients.



For further help or to give feedback or provide resources for IQIN please contact:

Laura Totten

or call: 317.630.0845

Quality Improvement resources for:

Diabetes Awareness Month

Introduction To Telehealth for Diabetes Management:



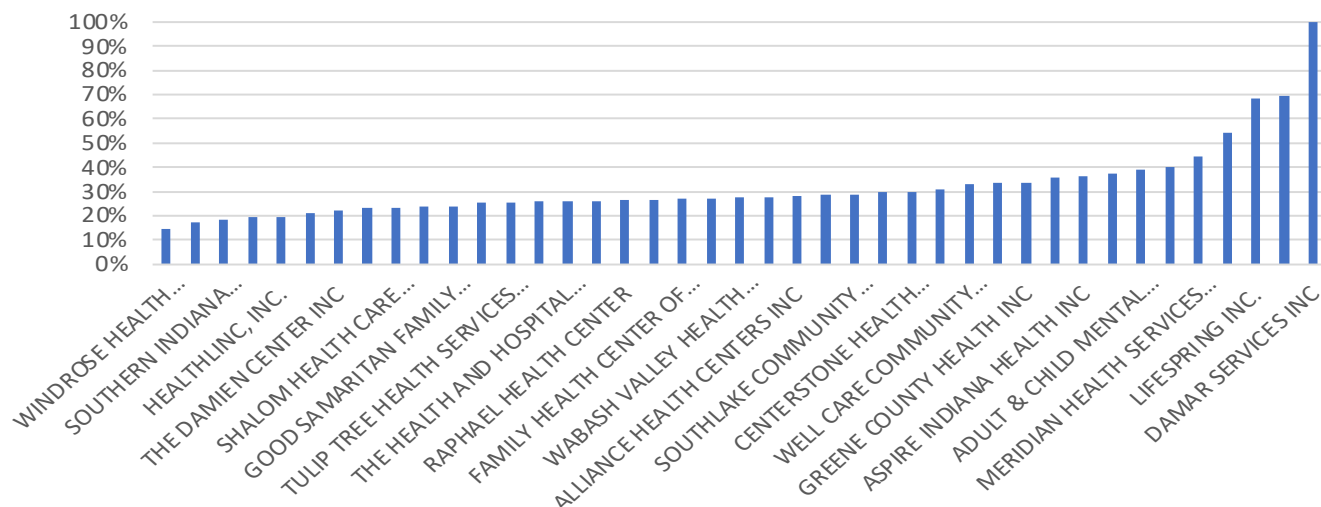
Telehealth.HHS.gov

With over 37 million Americans living with diabetes and an additional 96 million facing pre-diabetes, innovative care solutions are more critical than ever. This article explores how telehealth is transforming diabetes management through tools like live video consultations, mobile apps, and remote monitoring. Readers will learn how to get started with telehealth technologies, shape effective workflows, navigate billing processes, and engage patients in virtual care. Discover how digital health is reshaping the future of diabetes care.

>>> Read more

UDS Data Spotlights: Each month, IQIN will highlight metrics from the recently released UDS 2024 data. In honor of Diabetes Awareness Month, we are highlighting data on Uncontrolled A1c. **Click to view data.** See the full dashboard [here](#).

Uncontrolled A1c > 9% (UDS 2024)



Context: This graph shows the percentage of diabetic patients aged 18-75 who were seen in 2024 and had either an A1c greater than 9% or were not tested for A1c. The denominator for this metric consists of diabetic patients ages 18-74 at the start of 2023 who had at least one medical visit during 2024. The numerator consists of those patients whose most recent A1c was greater than 9% or who did not have a test conducted during 2024. Patients who were in hospice care during 2024 were excluded from the denominator along with those patients 66 and older who were in a long-term care facility for more than 90 days or living with an advanced illness and frailty.

To view more UDS data at the center level, [visit the PowerBI Dashboard](#)

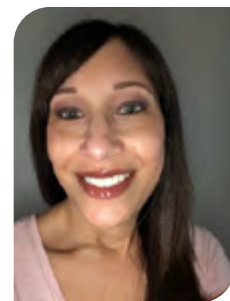


RESOURCE BULLETIN

>>> [Click here to view all IQIN / QI resources](#)

Spotlight on Excellence: Johanna Graham

In the ever-evolving landscape of Health IT and quality improvement, Johanna Graham stands out as a driving force behind Adult & Child Health's success in clinical analytics and quality performance. As a key partner to the FQHC operations team, Johanna plays a pivotal role in optimizing Azara workflows, educating care teams, and advancing the organization's quality metrics across the board.



Over the past 18 months, Johanna has been instrumental in leading a multidisciplinary effort to improve UDS metrics. Her work has involved re-launching quality initiatives, re-educating staff on workflow importance, and enhancing EHR efficiencies through strategic data mapping. By integrating individual provider KPIs and introducing visual performance boards, Johanna helped embed quality into the daily rhythm of care delivery.

What truly sets Johanna apart is her unwavering commitment to excellence and her collaborative spirit. She consistently brings innovative, provider-friendly solutions to the table, ensuring that workflows are not only efficient but also centered around patient care. Her behind-the-scenes partnership with operations has empowered teams, from nursing and care coordinators to CHWs and providers, to deliver more coordinated, comprehensive care.

The impact of Johanna's work is tangible: since 2023, Adult & Child Health has seen a 15.5% average improvement across all UDS quality metrics, with six metrics now outperforming the network average. These gains reflect countless hours of dedication and translate directly into better health outcomes for patients and a stronger, healthier community.

Johanna's quiet leadership and relentless pursuit of quality have made her an invaluable asset to the organization. Her contributions remind us that transformative change often begins with those who work diligently behind the scenes, driving progress, inspiring teams, and making a lasting difference.



Healthcare AI Data Science Solutions 2025

Artificial intelligence (AI) capabilities are rapidly evolving, and healthcare organizations are trying

not to fall behind in the rush of progress. Many look to their data science vendors, either third party or EHR-specific—for guidance on how to deepen AI adoption and achieve greater outcomes. In this market, vendors do not directly compete, as customers use their solutions in unique ways. Based on feedback from healthcare and payer organizations, this report shares how customers are using machine learning (ML) models within their data science solutions, what outcomes they are achieving, and how well their vendors are partnering to help them drive success.

>>> [Read more here](#)



HEALTH INFORMATION TECHNOLOGY
HITEQ
EVALUATION, AND QUALITY CENTER

>>> Read more

- as *PDF*
- as *Excel file*

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Recognition for great work!

Congratulations to IPHCA's 2025 Outpace CVD Awardees!

Outpace CVD is the American Heart Association's framework for supporting health care organizations in their efforts to manage chronic conditions like **hypertension**, **Type 2 Diabetes**, and **hyperlipidemia**. Included resources bring science to life for professionals while meeting patients where they are.

Organizations who annually share their aggregate quality (MIPS/UDS-aligned) data for one or more of those disease states become eligible for recognition from the American Heart Association. The following organizations are recognized for their commitment to and success in achieving strong control rates and/or their attestation to a series of best practices.



American Heart Association
Outpace CVD



HealthLinc, Inc.

- Centennial
- East Chicago Harbor
- Knox
- Michigan City
- Porter Starke Services
- Valparaiso
- Women's Health
- East Chicago
- IUSB Medical
- La Porte
- Mishawaka
- Southeast
- Simpson

Jane Pauley CHC

- 16th Street
- Anderson
- Avenue
- Castleton
- Post Road
- Shelbyville
- Alexandria
- Arlington
- Greenfield
- Shadeland
- Wigwam

Scenic Health

Well Care Community Health, Inc.



HealthLinc, Inc.

- Centennial
- East Chicago Harbor
- Knox
- Michigan City
- Porter Starke Services
- Valparaiso
- East Chicago
- IUSB Medical
- La Porte
- Mishawaka
- Southeast
- Simpson

Jane Pauley CHC,

- Castleton
- Shelbyville

Well Care Community Health, Inc.



Heart City Health - Women's Health

Jane Pauley CHC

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Scenic Health



Scenic Health

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- La Porte
- Mishawaka
- Valparaiso

Jane Pauley CHC

- Anderson
- Greenfield
- Wigwam
- Castleton
- Shelbyville



Heart City Health

- Simpson
- Women's Health

NorthShore Health Centers

Shalom Health Care Center

Southern Indiana Community Health Care



Jane Pauley CHC

- 16th Street
- Arlington Ave.
- Shadeland
- Alexandria
- Post Road

Matthew 25 Health and Care



IPHCA™ Outreach & Enrollment

NEWS & UPDATES



For help, to give feedback or provide resources for the O&E section of this newsletter please contact:

Jenny Walden

or call: 317.630.0845

Diabetes Awarenesss Month

Study: Impact of community health workers on diabetes management

Community Health Worker (CHW) interventions are promising approaches to increasing access to health care, garnering better health outcomes, and decreasing health inequities for historically marginalized populations. This study examines the impact of a health system-based CHW program embedded in the **Diabetes Impact Project – Indianapolis Neighborhoods (DIP-IN)**, a large, place-based, multi-year intervention to reduce diabetes burden. We assessed the CHW program's effectiveness in managing glucose control and reducing diabetes-associated complications across the COVID timeline.



>>> [Click here to read the study](#)



>>> Visit our Outreach and Enrollment pages



Share your success!

IPHCA would love to highlight the amazing things your center is doing.

If you have something you would love to share with us,

... please click here and complete the form.

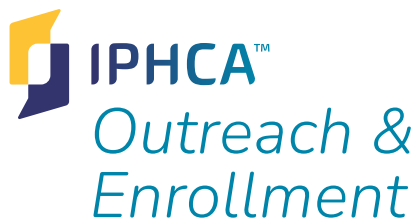
Story Telling

Stories are vital in healthcare because they foster empathy and trust, improve communication and understanding, and empower both patients and providers.

By sharing personal experiences, patients feel heard and can lead to more personalized care, while healthcare providers gain deeper insights into their patients' lives beyond medical data, leading to better treatment plans and increased well-being for all involved.

Stories are vital in healthcare because they humanize the medical experience, foster empathy and trust between patients and providers, simplify complex information, and are a powerful tool for improving care, education, and patient outcomes.

If you would like to share a story, please **[complete the form here](#)**



NEWS & UPDATES

SAVE THE DATE!

Navigator ★ Monday 2026

Monday May 11, 2026

8:00 am – 4 pm

The Founders' Lodge
at Camp Dellwood,
7201 Girl Scout Lane,
Indianapolis

Details coming soon!

**It's that
time of year!**

Medicare.gov

**Medicare
Open Enrollment**

October 15 - December 7.

>>> Click here

HealthCare.gov

**Market Place
Open Enrollment**

November 1 - January 15

>>> Click here

Articles

Hoosiers Could Lose Affordable Health Coverage

Many hard-working Hoosiers will be in for sticker shock when they start shopping for next year's health coverage in the individual marketplace. For the past several years, thousands of Hoosiers have been able to afford coverage thanks to a temporary life line: enhanced premium tax credits to purchase coverage under the Affordable Care Act. This meant that monthly premium payments were much more affordable.

>>> Read more here

Indiana CAPITAL CHRONICLE

Beyond the Data:

A Column by Dr. Drew Altman

The Semi-Sad Prospects for Controlling Employer Health Care Costs

Our 27th employer health benefits survey is out. It's a moment to reflect on the state of employer efforts to control health care costs because next year we, and others, expect employer premiums to rise much more sharply. It may not feel like it to employers and employees, but in recent years, employer premiums have been relatively manageable, rising 6% on average this year for family coverage ...

>>> Read the rest of Drew's column here.

KFF

Certified Application Counselor Training

If you did not complete your 2026 Marketplace Training, your CAC number has expired as of 10-31-2025.

You can still take your training, but your CDO Administrator will have to assign you a new CAC number and upload the information into the CDO Roster.

A friendly reminder that if you have not been certified for 2026, you will not be eligible to assist consumers with the 2026 enrollment process.

Need to take your CAC training or have a new CAC that needs certification? Click here to visit our O&E page, and scroll to the Marketplace Training section.

CoverageCare

Complete Coverage Cycle Management



Coverage Detection

CoverageCare monitors Medicaid & uninsured patients, detecting which patients are uncovered.



Patient Outreach

CoverageCare texts, calls and emails your uncovered patients, assisting them in enrollment.



Online Enrollment

Patients use our online enrollment platform to quickly apply and submit directly to Medicaid.



Retroactive Revenue

We monitor encounters and notify you if a previously unpaid visit is eligible for Medicaid reimbursement.