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Back-to-School Health Starts at Your Community Health Center

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How Community Health Centers Build Resilience Before Disasters Strike



National Health Center Week

pages 12 - 15 & 28

Innovation in Action - What's Coming for IQIN-Members This Year?

page 16 - 18

... and much more!



Letter from Sean

Welcome to the August Edition

Happy **National Health Center Week**! Thank you for everything you do to advance high-quality primary care.



As summer begins to wind down, our focus turns toward one of the most exciting times of the year, the **IPHCA Annual Conference**. Planning is in full swing, and we are looking forward to bringing together health center leaders, clinicians, board members, staff, and partners from across Indiana for two days of learning, collaboration, and inspiration.

If you are already registered for the conference, be sure to **download the Whova app**, which is now live. The app is your guide to the conference, allowing you to build your personal agenda, connect with fellow attendees, receive event updates, and explore everything the conference has to offer.



This year's conference features an **outstanding lineup of educational sessions** covering a wide range of topics in community health, including clinical innovation, operations, finance, workforce, quality improvement, technology, workforce, and leadership. Whether you are new to the health center movement or an experienced executive, there will be valuable opportunities to learn from peers and national experts. **See our session list on page 6.**

We are also excited to introduce a **new conference track** created specifically for health center board members and volunteers. This advocacy-focused curriculum is designed to strengthen the knowledge and confidence of those who represent their organizations and communities. Participants will leave better prepared to advocate for community health centers during the Indiana Statehouse session and Hill Day in Washington, D.C., this coming February. **Read more on page 5.**

Finally, I encourage you to take a moment to recognize the outstanding work happening across Indiana by submitting nominations for our **Annual Champions of Health Care and Quality Awards**. Every day, individuals and organizations make a meaningful difference in the lives of the patients and communities they serve. Our awards program provides an opportunity to celebrate those accomplishments and share their stories with colleagues across the state. **See page 8 & 9 for details.**

I look forward to seeing many of you at the conference in October.

Sean

Sean Herbold, IPHCA CFO **Contact Sean**



IPHCA™
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Primary Health Care
Association

Monthly August 2026

In this month's issue ...

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

Any comments or suggestions please contact **Sean Herbold**



Dates to note for August

(Click links for info)

- **National Immunization Awareness Month**
- **Children's Eye Health and Safety Month**
- **National Breastfeeding Month**
- **Psoriasis Action Month**
- **Summer Sun Safety Month**
- **National Health Center Week**
August 2-8
- **OSHA's Safe and Sound Week**
August 10-16

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 **Valley Professionals**
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 **WVHC**
WABASH VALLEY HEALTH CENTER

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UPDATES & NEWS



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

Julia Ketner, MPA

or call: 317.630.0845

indianapca.org/policy-advocacy/



*** Board Member/Volunteer registration for the Advocacy Track on Monday 5 October.**

Includes lunch, three sessions, and an evening reception.

Only Health Centers may register these attendees.

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

New at AC26:

Annual Conference Advocacy Track for Health Center Board Members and Volunteers

Bring Your Board. Strengthen Your Voice. Shape the Future of Community Health.

This year, IPHCA is introducing a **new Advocacy Track** designed specifically for health center board members and volunteers. **Invite your board members and volunteers** to join us for lunch, participate in two engaging advocacy education sessions, receive a timely federal policy update, and connect with health center leaders from across Indiana during our evening networking reception. [See left for details](#)

Attendees will gain a deeper understanding of how health centers are funded, the public policy issues shaping primary care, and how they can become confident, effective advocates for their communities. Whether speaking with state legislators at the **Indiana Statehouse Day** or meeting with members of Congress during **Hill Day in Washington, D.C.** this February, participants will leave the sessions better prepared to tell the health center story and advocate for policies that protect access to care.

This is an excellent opportunity to invest in your board's development while strengthening your organization's advocacy efforts. We encourage every health center to bring board members and volunteers to take advantage of this new learning experience.

Advocacy starts with education. Join us and help build the next generation of health center champions.

See next page for all the conference news and register links.

Recent resources for you

IPHCA 2027 Legislative Agenda

Our Legislative Agenda for 2027 is now available to view / download, outlining IPHCA's current policy priorities .

[Click image to read more](#)



Health Policy Committee

Federal Policy Update and Report

Report from the regular HPC meeting on July 14, 2026.

[Click here to read more.](#)

- You can also read the report from June [here](#)

>>> [Policy and Advocacy resources](#)



Leading the Way:

Advancing the Future of High-Quality Primary Care

Join us for the 2026 IPHCA Annual Conference,
October 5- 6 at the **Horizon Convention Center**, Muncie!

Our agenda is taking shape!

Below are the confirmed session titles, it's a packed schedule! If you've already registered to attend, you can get the Conference app to help you manage your sessions.

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

Keynote Session: - Dr. Lyndsay Weaver, State Health Commissioner



Learning Sessions:

- Navigating Medicare Wrap Around for CHCs
- Growing Talent from Within: The Windrose/ Valparaiso University medical assistant training Initiative
- Reinvesting in Community Health, Wellness, and Prosperity
- Dealing with Physician / Provider Burnout
- Building an Advocacy Framework: How Your Organization Can be Ready to Fight Any Battle
- Revenue Cycle Role in Financial Sustainability
- Expanding Access, Improving Outcomes: The PIPBHC Initiative at VPCHC
- Using Value Based Care to Increase Financial Sustainability
- Patient-Centered Approaches to Substance Use, Consent, and Harm Reduction in Primary Care
- Bridging Policy and Practice: Volunteer Solutions to Medicaid Requirements
- From Classroom to Clinic: Growing Tomorrow's Primary Care Workforce
- Integrated Behavioral Healthcare: The Road Toward Increased Provider Satisfaction and Better Patient Outcomes
- Medicaid Enrollment Engagement & Management
- Federal Legislative Update
- Expanding Access Through Sustainable Vision Care Programs
- IPV Screening and Referral Workflow in a Clinical Setting
- Implementing Dental Direct Access in Public Health via An APA
- Health Center Leadership Succession Planning
- Leveraging AI to Boost Workforce Efficiency, Care Coordination and Patient Engagement in Value-Based Care
- The Impacts of Health Coverage Changes on Indiana's Immigrant Communities
- Bridging the Gaps: Care Coordination as a Value-Based Care Strategy
- Roadmap to Perinatal Mental Health
- Transforming Your Contraceptive Care: Honing Strategies to Improve Access to Patient-Centered Care in Primary Care
- The AI-Embedded Health Center™: Governance, Workforce Sustainability, and Responsible AI Integration
- Transforming Rural Health Through Data-Driven Transitions of Care: Leveraging Azara DRVS for Population Health Impact
- Expanding Access, Improving Outcomes: The PIPBHC Initiative at VPCHC
- Building the Future of Rural Primary Care: Immigration as a Workforce Strategy

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Our Conference app is now live!

The app is free to download and contains everything you need to make your conference go smoothly - full agenda, speaker bios, and community and networking features.

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

Conference Roundup ...

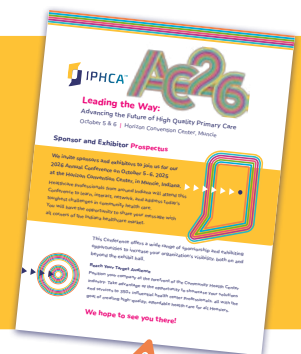


Sponsor and Exhibitor Prospectus

Join us at AC26 to learn, interact, network!

Share your message with leaders from all corners of the Indiana healthcare market!

Download our prospectus today!



>>> Head to our Conference pages for all details!





IPHCA Annual Awards

Nominate your Champions of Healthcare and Quality

The Annual IPHCA Champions of Health Care and Quality Awards acknowledge and celebrate the amazing people, providers and projects that make our community.

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. Every year we have the honor of recognizing a few of the champions among us who make a difference in the lives of Hoosiers.

The Awards ceremony takes place in the closing session of our Annual Conference, to honor individuals and organizations that have demonstrated exceptional leadership, innovation, and commitment to community health in Indiana.

See opposite to find out about all the categories.

Your nomination form can be found here.

To make your nomination count, please submit before **September 11, 2026.**

Click here to start your nomination form

>>> Visit our Award pages

Click image to view last year's winners, or visit **IPHCA Monthly for November 2025**



The IPHCA Champions of Health Care and Quality Awards 2026

Award Categories



Volunteer of the Year Award

This award recognizes a primary health volunteer who has demonstrated excellence through: 1) patient advocacy; 2) innovative programs/services/systems; or 3) collaborative efforts.

- The primary health care volunteer must have volunteered for the health center for a minimum of two years.

Legislator of the Year Award

This award recognizes a state or national elected official who has championed access to health care and supported safety net infrastructure.

Provider of the Year Award

This award recognizes an outstanding provider who has demonstrated excellence in clinical leadership through: 1) advocacy; 2) innovative programs/services that have increased access, improved health care services to the community, or decreased disparities; or 3) collaborative efforts to reach high-risk populations in the community.

- A provider is defined as any provider who can directly bill hours for clinical services, including but not limited to: MD, DDS, NP, PA, Dental Hygienist, Psychologist, MSW, CNW, and CNS.
- The primary health care provider must have practiced at the health center for a minimum of three years.
- The Provider of the Year Award is given to the outstanding nominee in each of three categories - **Dental, Medical and Behavioral Health.**

Employee of the Year Award (Non Provider)

This award recognizes a primary health employee (non-practitioner) who has demonstrated excellence through: 1) patient advocacy; 2) innovative programs / services / systems; or 3) collaborative efforts.

- The primary health care employee must have worked for the health center for a minimum of two years.

Special Exemplary Project Award (x4)

This award honors a notable project by a member organization that has demonstrated excellence through: 1) advocacy; 2) innovative programs/services/systems that have increased access, improved health care services to the community, or decreased disparities; or 3) collaborative efforts to reach high-risk populations in the community.

- The project must have been in effect for a minimum of one year.
- The Project of the Year Award is given to the outstanding nominee in each of four categories - **Dental, Medical, Behavioral Health and Operations.**

The Debra Meers Grassroots Advocacy Award

This award is given in honor of Debra Meers. Debbie was the office manager and Director of Membership at IPHCA until she passed away in 2005 from a long-term illness. Debbie is fondly remembered for her bright smile and her passion for grassroots advocacy.

The award honors a health center consumer, Board member, or a staff person of an IPHCA member organization who has been a strong voice for community health centers with the state and national legislature and within the local community.

Philip L. Morphew, Health Center Dedication

This award recognizes an individual who has championed the advancement of community health centers' mission to deliver high quality, culturally competent, comprehensive primary care services regardless of patients' ability to pay. They have demonstrated a steadfast commitment to supporting the growth of the community health center program through education, partnership, or service.

- Recipients may include employees, community partners, consultants, contractors, or an individual demonstrating long term support of community health centers.

Start your nomination form

The Risk of Standing Still

*by Kristine Georges, Chief Executive Officer,
Tulip Tree Family Health Care*



Kristine Georges, Chief Executive Officer, Tulip Tree Family Health Care

One of the greatest responsibilities of leadership in community health is knowing when to be cautious, and when to be bold.

At Tulip Tree, we think about that balance every day. As the smallest FQHC in Indiana, every decision carries significant weight. Today's healthcare environment demands thoughtful stewardship as health centers navigate workforce shortages, rising costs, changing reimbursement models, and increasing demand for care.

Every significant investment carries uncertainty, and when you are the smallest health center in the state, that uncertainty can feel even greater.

The longer I've worked in community health, the more I've realized that growth always carries risk, but so does standing still. Ignoring the growing needs of the communities we serve is a risk that community health centers simply cannot afford to take. Growth is not our goal. Meeting the needs of our community is. Sometimes growth is simply the responsibility that comes with fulfilling that mission.

One lesson Tulip Tree has learned throughout our history is that oral health is foundational, not only to the health of our patients, but to the health of our organization. Our dental program has been more than a service line. During uncertain times in healthcare, it has consistently provided stability that allowed us to continue investing in primary care, behavioral health, and other essential services. That experience shaped the way we viewed our future. Expanding dental wasn't simply about adding operatories, it was about ensuring we could continue fulfilling our mission for years to come.

For several years, our Fort Branch dental clinic has operated at capacity. We knew the need for additional oral health services existed, but expansion wasn't as simple as recognizing the problem. Like many health centers, we faced two significant challenges: finding the right dentist and securing the resources to make meaningful expansion possible.



Then, almost unexpectedly, the pieces began to fall into place.

In the fall of 2025, we welcomed **Dr. Brent Mullen**, whose clinical expertise, servant's heart, and experience as a U.S. Army veteran embody the mission of community health. Around the same time, two respected local dentists retired and generously donated equipment that will continue serving patients for years to come. Then, a building became available just down the street from our Princeton medical clinic, a building that once housed the dental practice of one of Tulip Tree's own, Dr. David Walters. The Smithville Foundation added to that momentum by awarding Tulip Tree a grant to purchase mobile dental equipment.



Dr Brent Mullen, DMD

Individually, each of these events was significant. Together, they created an opportunity that was simply too important to overlook. Sometimes, despite the uncertainty, circumstances begin to align in ways you never could have anticipated, and the greatest risk becomes standing still.

Later this year, we'll launch **mobile dental outreach**, bringing care directly into our communities with a special emphasis on serving local veterans alongside Dr. Mullen. This fall, renovations will begin at our future Princeton dental clinic, expanding access to oral health care for families across Gibson County.

Late 2026 promises to be an exciting season for Tulip Tree. More importantly, it reflects what is possible when vision, preparation, partnerships, and purpose come together. Leadership isn't about having all the answers. It's about having the patience to prepare, the wisdom to recognize opportunity, and the conviction to act when the mission is clear. Growth will always involve risk. But when our communities' needs continue to grow, standing still carries its own risk—one that community health centers simply cannot afford to take.



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tuliptreehealth.org

National Health Center Week 2026



Innovation Under Pressure:

How Community Health Centers Build Resilience Before Disasters Strike

by **Scott Huffman**, IPHCA Emergency Preparedness Project Manager



When a tornado, power outage, or public health crisis strikes a community, the public eye naturally focuses on emergency rooms and first responders. But behind the scenes, another vital frontline defense works to prevent a secondary disaster: **Federally Qualified Health Centers (FQHCs)**.

During National Health Center Week, as we reflect on the theme, “Building Innovative Care Where It Matters Most,” emergency preparedness offers one of the clearest examples of health center innovation in action. For community health centers, disaster readiness isn’t merely about regulatory compliance or checking off a hazard vulnerability; it is the living fulfillment of **the Care Continuity Promise**.

The Care Continuity Promise: A Second Line of Defense

The Premise: Traditional emergency departments are built to handle acute trauma during a crisis. FQHCs serve as the crucial second line of defense; absorbing chronic disease care, maintaining medication access, and stabilizing vulnerable populations so the broader healthcare system doesn’t collapse under pressure.

When floodwaters rise or power grids fail, a patient with diabetes still needs insulin. Someone managing severe hypertension still needs daily medication. A child needs immediate access to primary care without adding to an already overwhelmed emergency room waiting list.

FQHCs bridge this gap. By maintaining primary care, behavioral health, and preventative services during and after a disaster, health centers keep routine medical needs from escalating into emergency room visits.



Mobilizing Beyond Clinic Walls

Resilience means meeting patients wherever they are forced to go. When physical health center facilities are impacted or transportation routes are cut off, FQHCs adapt quickly through:

- **Mobile Medical Units:** Deploying fully equipped mobile health vehicles to community shelters, rural pockets, or hard-hit neighborhoods to provide immediate care, tetanus shots, and triage.
- **Telehealth Solutions:** Leveraging cloud-based Electronic Health Records (EHR) and cellular/satellite backup networks so providers can conduct remote check-ins with high-risk patients.
- **Integrated Behavioral Health:** Providing immediate psychological first aid and crisis counseling alongside medical triage to address the acute mental health trauma caused by disasters. **The Cross-Functional Web: Internally and Externally**



The Power of Cross-Functional Alignment

Executing the Care Continuity Promise requires seamless coordination long before the sky turns gray. Inside and outside the health center, emergency management relies on deep cross-functional teamwork.

Internal Synergy: Connecting Operations and Care

An emergency plan on paper is only as reliable as the cross-departmental trust behind it:

- **Clinical & Operations Teams:** partner to safeguard cold-chain storage for vaccines and medications using redundant generator systems, ensuring critical inventories remain safe.
- **IT & Compliance Teams:** build fail-safe data pathways to ensure HIPAA-compliant record access remains available, even when main power grids or local internet infrastructure goes dark.
- **Frontline Staff & Leadership:** conduct regular tabletop drills, turning abstract emergency plans into muscle memory for every employee.



External Network:

The Community Web

An FQHC never responds alone. It acts as an Anchor within the broader regional emergency response ecosystem:

- **Local Emergency Management Agencies (EMA):**
By integrating into county unified command structures, FQHCs align their capabilities with local disaster response protocols and secure access to county-level resources.
- **Hospital Networks & Public Health:** Health centers work hand-in-hand with local hospitals to coordinate patient diversion strategies, keeping non-emergent cases in primary care settings and keeping ER beds open for critical trauma.
- **Community & Social Services:** True recovery extends to the social determinants of health. FQHCs leverage partnerships with food banks, shelters, and housing organizations to ensure patients have clean water, nutrition, and safe shelter alongside their medical treatment.



>>> See this article in our resource center

Looking Ahead: Innovation That Saves Lives

As climate events and unexpected emergencies become increasingly complex, emergency preparedness at FQHCs continues to evolve. Through patient-governed board leadership, robust staff training, and proactive community partnerships, community health centers demonstrate daily what it means to build innovative care where it matters most.

This National Health Center Week, we honor the facilities team, clinical providers, IT specialists, and community partners who work quietly behind the scenes. Their dedication ensures that no matter what comes our way, the door to care stays open.

Disaster resilience is never just an operational document sitting on a shelf; it is a living, human network of trust, communication, and care continuity build every day during blue-sky times so it can save lives during gray-sky moments.



NACHC's National Health Center Week is August 2 - 8
Find out more at
healthcenterweek.org



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National Health Center Week 2026



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Building Innovative Care
Where It Matters Most.



National Health Center Week
August 2-8, 2026

Join us for **National Health Center Week 2026**, a celebration of America's Community Health Centers (CHCs) and their 60-year legacy of providing high-quality, affordable, and accessible care to millions. This year's theme, **Building Innovative Care Where It Matters Most**, celebrates how CHCs use creativity and commitment to advance innovative solutions that meet patients where they are and improve primary care delivery, access, and outcomes nationwide.

Focus Days

National Health Center Week begins on **Sunday 2 August** with **Celebrating our History** - with a look at the incredible innovation CHCs provide to their communities.

From serving a handful of communities to now reaching 1 in 7 Americans, CHCs have become a cornerstone of community health.

To learn more about our Focus Days, and find downloadable graphics, [click here](#).

2 Sunday, August 2, 2026



3 Monday, August 3, 2026



**STAFF
APPRECIATION DAY**

4 Tuesday, August 4, 2026



**PATIENT
APPRECIATION DAY**

5 Wednesday, August 5, 2026



6 Thursday, August 6, 2026



**POPULATION
FOCUS DAY**

7 Friday, August 7, 2026



**PARTNER
APPRECIATION DAY**

8 Saturday, August 8, 2026



**GRATITUDE AND
FUTURE VISION**



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



**Click to see all upcoming
IQIN Events in our Calendar**

Latest news from IQIN

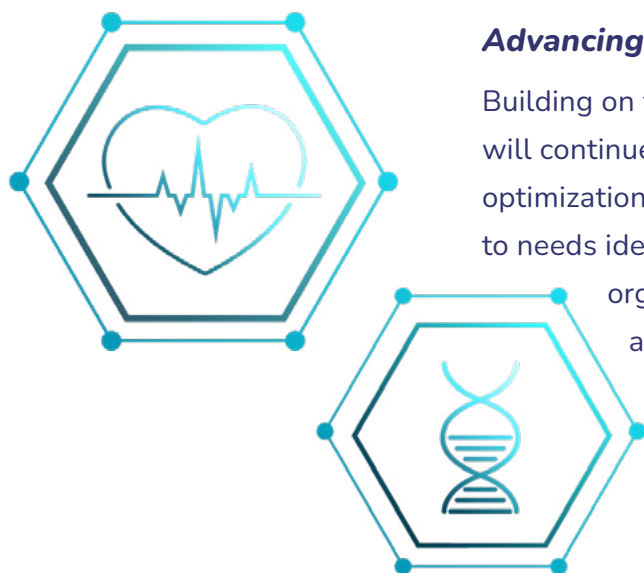
Innovation in Action: What's Coming for IQIN Members This Year

As we begin the second year of the Health Center Controlled Network (HCCN) grant, IQIN is excited to build on the momentum, partnerships, and successes established during Year 1. This new grant year is focused on helping health centers maximize the value of health technology, strengthen data-driven decision making, advance interoperability, and prepare for the future of digital health.

Throughout the coming year, IQIN will continue to provide practical support, technical assistance, collaborative learning opportunities, and peer-to-peer engagement designed to help health centers navigate an increasingly complex healthcare landscape. From optimizing analytics tools and advancing value-based care strategies to exploring artificial intelligence and emerging technologies, Year 2 activities are designed to help health centers improve operational efficiency, enhance patient care, and strengthen financial sustainability.

Advancing Data Analytics and Population Health

Building on foundational work completed during Year 1, IQIN will continue supporting health centers in the advancement and optimization of Azara DRVS. Technical assistance will be tailored to needs identified by health centers and will focus on helping organizations maximize the value of their population health and reporting tools.



IQIN will also expand work around workforce and staffing analytics by exploring staffing ratios using Uniform Data System (UDS) information. Participating health centers will have opportunities to compare staffing metrics, gain insights into operational benchmarks, and engage in discussions focused on workforce planning and efficiency.

To further strengthen data-driven improvement efforts, IQIN will provide refresher training on quality improvement analytics, HEDIS performance improvement strategies, payer integration, and the use of data to support value-based care initiatives.

Supporting Value-Based Care Success

As value-based payment models continue to evolve, IQIN will provide comprehensive analytics support to help health centers understand and leverage Total Cost of Care (TCOC) and alternative payment model data. Regular performance reporting, analysis of payer methodologies, and discussions around performance variation will help centers identify opportunities for improvement and maximize success under value-based arrangements.

Health centers can also expect continued engagement opportunities with health plans through performance improvement meetings and technical discussions focused on reporting processes, data infrastructure, and operational challenges. IQIN will additionally explore Chronic Care Management (CCM) and other value-based service partnerships that may help health centers expand care management capabilities and improve communication with external partners.

Exploring Innovative Digital Health Solutions

One of the most exciting aspects of Year 2 is the continued focus on innovation. IQIN will coordinate demonstrations, evaluations, and educational opportunities that expose health centers to emerging technologies and digital health solutions.

Health centers will have opportunities to learn more about:

- Ambient Listening AI scribe technologies that can assist with clinical documentation.
- Patient satisfaction survey platforms designed to improve feedback collection and workflow integration.
- Digital prescription communication tools that support patient engagement and medication adherence.
- Digital screening technologies that can strengthen behavioral health and substance use screening efforts.

Through collaborative learning opportunities, health centers will gain practical knowledge about implementation strategies, workflow considerations, compliance requirements, and lessons learned from peers and industry experts.



Preparing for an Interoperable Future

Interoperability remains a major priority for health centers nationwide. During Year 2, IQIN will focus on advancing understanding and readiness around Fast Healthcare Interoperability Resources (FHIR) standards.

Activities will include education on FHIR-based technologies, adoption planning, and the practical benefits of modern data exchange. IQIN will also evaluate FHIR capabilities across health center electronic medical record systems and develop resources to help centers understand available APIs, activation requirements, and implementation considerations.

In addition, IQIN will continue exploring opportunities to improve referral information exchange through standards-based interoperability initiatives that could enhance communication between primary care providers and specialty care partners.

Navigating Artificial Intelligence Responsibly

Artificial intelligence continues to rapidly reshape healthcare, creating both opportunities and challenges. During the coming year, IQIN will help health centers better understand AI technologies and the policies needed to govern their responsible use.

Educational sessions will focus on AI governance, risk management, HIPAA considerations, regulatory requirements, and best practices for developing organizational AI policies and procedures. These discussions will help health centers evaluate

emerging technologies while maintaining compliance and protecting patient information.

Measuring Technology Impact

To ensure technology investments are delivering value, IQIN will continue leveraging KLAS resources and industry benchmarking tools to assess digital health adoption and identify areas for improvement. Health centers will have opportunities to review industry trends, learn from peer experiences, and better understand how organizations across the country evaluate new technology solutions.

Looking Ahead

The second year of the HCCN grant represents an exciting opportunity for IQIN members to build on existing successes while preparing for the future of healthcare. Through technical assistance, collaborative learning, analytics support, interoperability initiatives, and exploration of emerging technologies, IQIN remains committed to helping Indiana health centers strengthen operations, improve patient outcomes, and thrive in an increasingly digital healthcare environment.

We look forward to partnering with you throughout the coming year and continuing to advance innovation, quality, and collaboration across the IQIN network.

If you have any questions or comments, please contact

Devan Busenbark,

IPHCA Health Information

Program Director





RESOURCE BULLETIN



The KLAS Corner



Register using your community health center's provided email address, and you will have access to all the resources KLAS provides.

Clinician Experience Drives Results

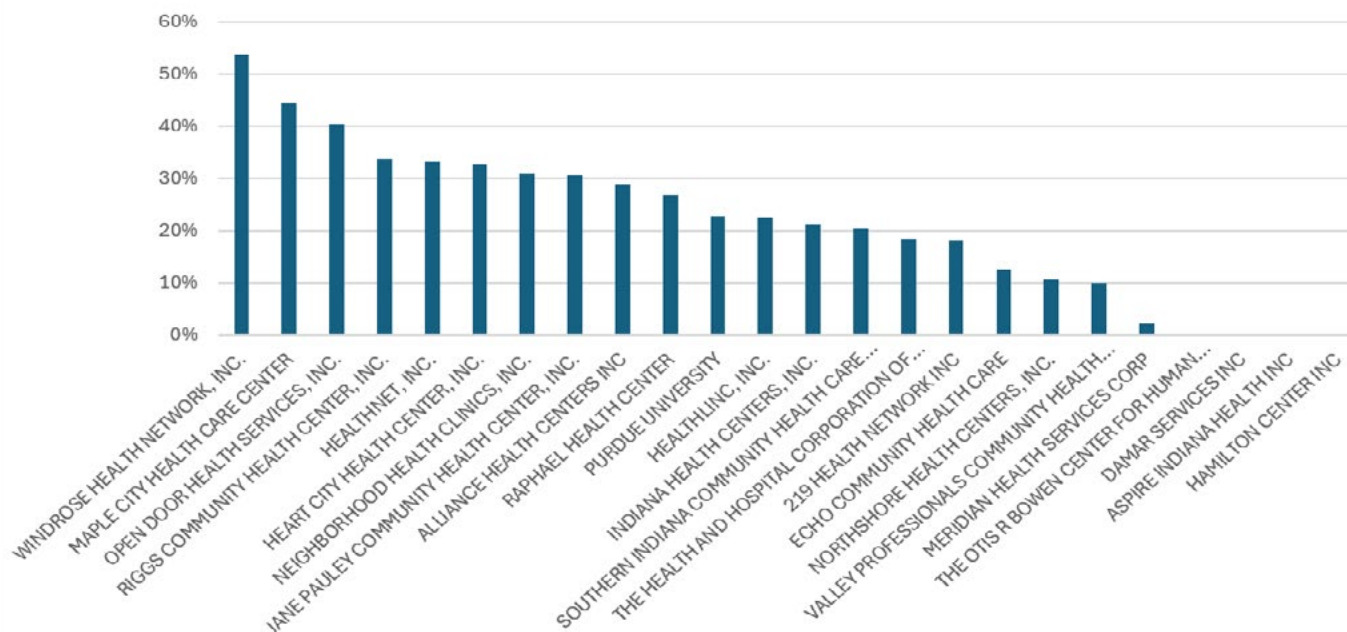
This article outlines key best practices for building and sustaining an effective EHR superuser program, including clearly defining roles, providing advanced training, integrating superusers into daily operations and system changes, and supporting their long-term development. It also encourages organizations to assess their current approach and strengthen superuser programs to improve workflow efficiency, adoption, and frontline support.

>>> Click here to read more:

UDS Data Spotlights: Every month, IQIN will highlight metrics from the UDS 2024 data. In honor of back to school and National Immunization Awareness Month, this month, we are highlighting the importance of childhood immunizations. **Click to view data.** See the full dashboard [here](#).



Childhood Immunizations (UDS 2024)



Context: This graph shows the percentage of children under the age of two who have completed their entire immunization schedule. The denominator consists of all children under the age of two with a medical visit in 2024. The numerator consists of those children who received all of their recommended vaccinations, had a seropositive test result, or showed they were allergic to vaccines by age two. Patients who were in hospice care during 2024 are excluded

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



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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



Small Team, Big Impact: Neighborhood Health Center's Outreach Team Makes a Difference Every Day

On June 10, I had the opportunity to visit the Outreach Team at **Neighborhood Health Center** in Richmond, Indiana.



I met with **Taylor Roman**, Revenue Cycle Optimization Supervisor; **April Limburg**, Chief Financial Officer; **Kendal Anderson**, Enrollment & Outreach Specialist; **Becca Jones**, Enrollment & Outreach Specialist, and **Megan Brown**, Care Coordination/Patient Advocate Supervisor. While each serve in a different role, they share one common mission: ensuring that every patient receives the care, resources, and support they need to thrive.

It didn't take long to see why this team has such a meaningful impact on the communities they serve. Their work extends far beyond the walls of the health center, reaching people wherever they are and addressing needs that go well beyond healthcare.

One example is their involvement in the **Gleaners2Go program**, which serves approximately 147 patients each month. This initiative is a true reflection of teamwork, with employees from across the organization volunteering their time to organize, distribute, and load food for families in need. It's a reminder that caring for patients often begins by addressing basic needs like access to nutritious food.



Don't miss:

Outreach and Enrollment Peer Calls

This is a bi-weekly call that includes Navigators, SHIP Counselors, CHW and Certified Application Counselors who share best practices.

August dates:

- **Thursday August 6 / 11am**
- **Thursday August 20 / 11am**

>>> Visit our Events calendar to register

Left image L-R: Rachel Tran-Lapre, Family Nurse Practitioner; Krissy Henley, Patient Advocate (CHW); Megan Brown, Care Coordination & Patient Advocate Supervisor; Catherine Black, RN – Bilingual Spanish Interpreter; Jenny Walden, Outreach and Enrollment Director, IPHCA; Kelly Henry, Practice Supervisor of 10th Street Clinic; Taylor Roman, Revenue Cycle Optimization Supervisor.

That same spirit of generosity continues inside the health center. Visitors are welcomed by free libraries and shelves stocked with donated food items, generously provided by staff and members of the surrounding community. These simple but meaningful resources help ensure that patients leave with more than just medical care—they leave with support.

The Outreach Team is equally committed to making healthcare accessible. Whether enrolling patients through virtual appointments, attending community outreach events, or meeting individuals in their own homes, they remove barriers and bring services directly to the people who need them most.

Neighborhood Health Center served 6,210 patients in 2025 with 565 Medicaid Assists across its Richmond, Liberty, and Connersville locations. Behind those numbers is a team dedicated to improving lives one person, one family, and one community at a time.

What stood out most during my visit, however, wasn't just the programs or the impressive statistics—it was the people. I met some of the most compassionate individuals I've encountered. Their commitment to their patients is matched only by the respect and appreciation they have for one another. Every introduction came with a story of someone's exceptional work or a heartfelt acknowledgment of a colleague's contributions. It was clear that recognition and encouragement are woven into the culture of the organization.

Supporting a community begins with supporting each other. At Neighborhood Health Center, that philosophy is more than a statement—it's something they live every day, and it shines through in every interaction and every life they touch.



Above: Kendal Anderson, Enrollment & Outreach Specialist; Jenny Walden; Becca Jones, Enrollment & Outreach Specialist



The free library at Neighborhood Health Center

Neighborhood
Health Center
Our Community, Our Neighbors, Our Patients

101 S. 10th Street,
Richmond, IN 47374

neighborhoodhc.org/



Work Requirements FSSA Tool Kit

Healthy Indiana Plan Work Requirements



A recent IHCP bulletin ([BT2026108](#) - June 16, 2026), announced that on July 6th, the Indiana Family and Social Services Administration (FSSA) will release a **partner toolkit on FSSA: Home**.

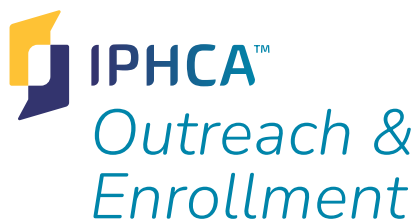
The toolkit will include materials for providers to develop digital and print materials as well as key resources such as FAQs, core messaging, and a glossary of terms for the community engagement/work reporting requirements set to go into effect on January 1, 2027.

Items of note include:

- Members are encouraged to create Benefits Portal Accounts to manage notices in a timely manner and submit required documentation. Information for members can be found on **FSSA: Home**.
- Copies of the notices that HIP members are receiving can be found on **HIP: Information for HIP Members**.
- Short informational videos and FAQs are linked throughout the new web pages.
- The **HIP: HIP Work Requirements Partner Toolkit** offers:
 - Flyers and posters in English and Spanish
 - Social media images and posts
 - FSSA's presentation for upcoming Town Halls



>>> See this info in our resource center



NEWS & UPDATES

Medicaid Enrollment Trends

Enrollments were down - 16,256 May 2026 to June 2026, ending with 1,512,713 Hoosiers enrolled

>>> Click here to view FSSA's Enrollment Dashboard

Presumptive Eligibility

IHCP bulletin (**BT2026100** - June 16, 2026) clarifies when hospitals and other providers will be evaluated on meeting presumptive eligibility performance standards.

- The first evaluation quarter for hospitals will be **January 1 – March 31st, 2026.**
- The first evaluation quarter for other qualified providers will be **July 1st – September 30th, 2026**
- It has been suggested by FSSA that organizations should create an email that multiple people have access to the PE report. This ensures that if the contact leaves the roll, others are aware. (For example, such an address for IPHCA would be: IPHCAPE@indianapca.org)
If you would like to include a group email address, please reach out to **Jenny Walden** Outreach and Enrollment Director at jwalden@indianapca.org

FSSA also stated that there will be two reports:

- A report showing how many PE applications were submitted, and how many were approved or denied for PE, with RID-level details (not a compliance metric by itself)
- A report showing the outcome of full Medicaid applications submitted for those who were approved for PE, including the reasons for denial if applicable, with RID-level details and the percent that were either approved or denied for non-eligibility reasons (must be 95% to pass this metric; denials due to noncompliance in returning documents or if the application was denied as a duplicate are not counted against the provider)

Certified Application Counselor (CAC) Training “Go Dark Period”

CMS recently sent out notice that just as in years past, the Certified Application Counselor (CAC) Marketplace training for 2026 will go dark on August 12, 2026.

The “Go Dark” Period is the time that the upcoming training is uploaded to the CMS hub.

What does this mean?

- If you have someone who is in the process of their CAC training they will need to **complete it prior to**

August 12.

- If you have a CAC that is hired after the 2027 training is online and they would like to assist a Hoosier with enrollment for the 2026 plan, they will have to take the 2026 training **and** the 2027 training.
- Again this year, there will not be a separate training for returning CAC's. All assisters regardless of their training status will take the same training.

IPHCA™ Outreach & Enrollment

NEWS & UPDATES

CAC Assister Tool Kit

Access the applications your Assister organization needs to operate in the Federally-Facilitated MarketPlace (FFM).

You will also find links to trainings, CDO Form Updates and a list of Help Desk contacts.

Visit the CMS Assister Support Hub at:

assisters.cms.gov/



August is

National Immunization Awareness Month

August brings “Back To School” which means it’s time to make sure we are all up to date on our immunizations.

Vaccinations have played a crucial role in public health by preventing millions of deaths and reducing the incidence of various diseases. They are a cost-effective strategy that not only protects individuals but also contributes to community immunity, which is vital for those who cannot be vaccinated due to medical reasons.

You can find great marketing resources here for your clinics and your social media: [Boosting Immunization Awareness](#)

CMS Enterprise Portal Updated!

CMS.gov

The sign-in process for the **CMS Enterprise Portal**, where Assisters complete Annual Certification Training on the Marketplace Learning Management System (MLMS), has been updated.

Existing Users

If you have previously taken the MLMS training as a Certified Application Counselor (CAC) or Navigator, please refer to the **CMS Portal Guide for Existing Users with IDM Accounts** for step-by-step assistance. If you have forgotten your CMS Portal User ID or password, please contact the CMS Portal Helpdesk at CMS_FEPS@cms.hhs.gov or 855-267-1515 Monday-Friday from 8:00 AM-8:00 PM ET.

Do not use the Login.gov option.

New Users

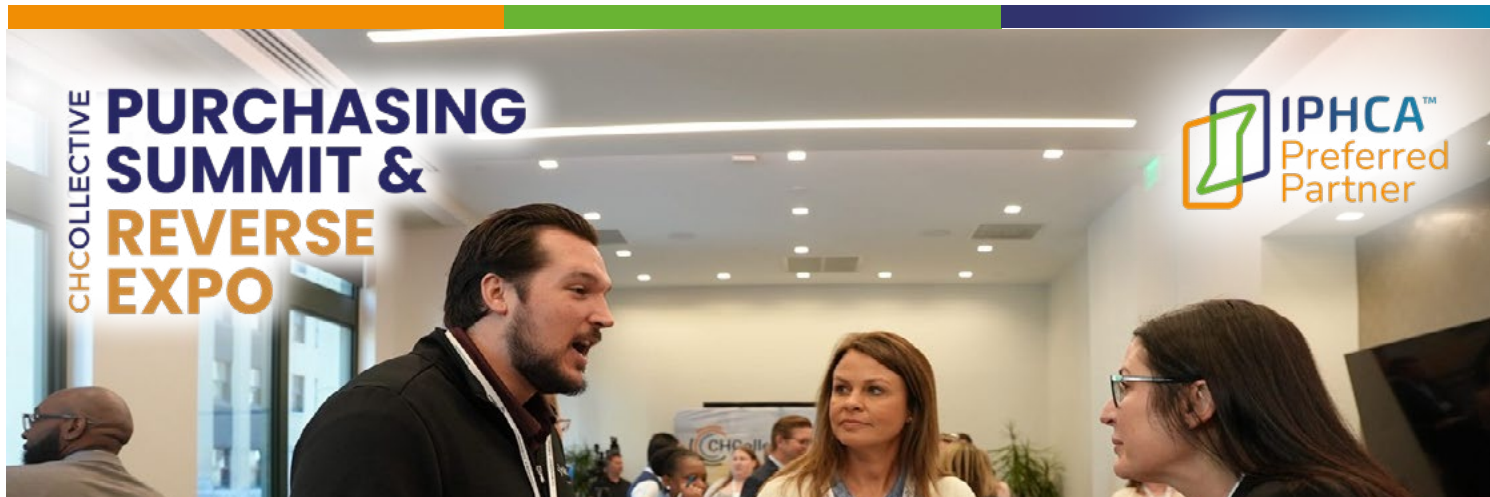
If you have not previously taken MLMS training, please review the **CMS Portal Guide for New Users: Login.gov**. This guide will walk you through creating a **Login.gov** account and accessing the portal.

Contact Us

If you have any questions about the CMS Enterprise Portal update or experience issues logging in, please email:

- CACs: CACQuestions@cms.hhs.gov
- Navigators: FFMAssisterCommunity@cms.hhs.gov

You can also call the Assister Support toll free number at 844-497-2123 Monday-Friday 9am-5pm ET.



Financial stewardship starts with smarter purchasing decisions.

Community health centers continue to face increasing financial pressures while balancing the need to deliver exceptional patient care. Every purchasing decision impacts your bottom line, making collaboration and strategic partnerships more important than ever. That's why the **2026 CHCollective Purchasing Summit & Reverse Expo** was designed to bring together finance, purchasing, and operational leaders to identify practical solutions that strengthen financial performance.

Attend to:

- Discover supplier solutions that can help reduce organizational costs
- Learn purchasing strategies that maximize every budget dollar
- Connect with finance, purchasing, and operations leaders from community health centers nationwide
- Build relationships with trusted supplier partners
- Participate in our unique Reverse Expo, where health centers lead the conversation with vendors

November 10–11, 2026
AC Hotel Nashville, Tennessee

Registration is free for community health center attendees, and a limited number of hotel stipends remain available on a first-come, first-served basis.

Reserve Your Spot Today

chcollective.com

Contact Alex Vactor for more information

avactor@chcollective.com 412.612.0593



RESOURCE BULLETIN



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

August Health & Wellness Awareness

Back-to-School Health Starts at Your Community Health Center

As students across Indiana prepare to head back to school, families are checking off school supply lists, shopping for new clothes, and getting ready for another busy school year. One important item that should also be on every family's checklist is scheduling preventive healthcare appointments.

Indiana's Community Health Centers (CHCs) play a vital role in helping children start the school year healthy and ready to learn. By providing comprehensive, affordable care regardless of a family's ability to pay, CHCs help remove barriers that can prevent children from receiving the care they need.

A Healthy Student Is a Better Learner

Healthy children are more likely to attend school regularly, stay engaged in the classroom, and perform well academically. Before the first day of school, families should consider scheduling:

- Annual well-child visits
- Required school and sports physicals
- Immunizations
- Dental exams and cleanings
- Vision screenings and comprehensive eye exams
- Behavioral health services, when needed
- Management of chronic conditions such as asthma or diabetes

Community Health Centers make it convenient for families by offering many of these services in one location, helping reduce missed work and school time.



Oral Health Matters

Tooth decay remains one of the most common chronic diseases among children, yet it is largely preventable. Untreated dental problems can lead to pain, difficulty eating, missed school days, and trouble concentrating in class.

CHC dental teams encourage families to:

- Schedule routine dental checkups every six months.
- Replace toothbrushes before the school year begins.
- Limit sugary drinks and snacks.
- Wear mouthguards during school sports.
- Establish healthy brushing and flossing routines.

Many Community Health Centers also provide dental sealants and fluoride treatments to help protect children's teeth throughout the school year.



Don't Forget Vision Care

Good vision is essential for learning. Many children with vision problems don't realize they have difficulty seeing the board or reading classroom materials.

A comprehensive eye exam can identify conditions that may affect reading, learning, and classroom participation. Families should seek an eye exam if a child experiences:

- Frequent headaches
- Squinting
- Difficulty reading
- Holding books very close
- Trouble seeing the classroom board

Several Indiana Community Health Centers now offer comprehensive vision services, making it easier for families to access both primary care and eye care in one location.

Immunizations Protect Everyone

Vaccines help keep students healthy while preventing outbreaks of vaccine-preventable diseases in schools.

Parents should review Indiana's school immunization requirements with their healthcare provider and schedule any needed vaccinations before school begins.

Community Health Centers: A Partner for Every Family

Indiana's Community Health Centers provide care for everyone, regardless of insurance status or ability to pay. Many centers offer a Sliding Fee Discount Program, making healthcare more affordable for uninsured and underinsured families.

If your child still needs a school physical, dental appointment, vision exam, or immunizations, your local Community Health Center is ready to help your family prepare for a successful school year.



Indiana Primary Health Care Association (IPHCA)

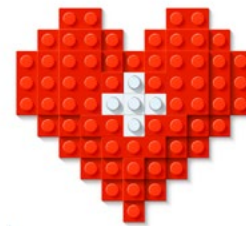
Need help finding a Community Health Center near you? Visit the IPHCA website to locate a health center offering medical, dental, behavioral health, and vision services throughout Indiana.

www.indianapca.org



RESOURCE BULLETIN

Building Innovative Care
Where It Matters Most.



Celebrating National Health Center Week:

Honoring Indiana's Community Health Centers



August 3–9, 2026 marks **National Health Center Week**, a time to recognize and celebrate the extraordinary contributions of Community Health Centers (CHCs) and the dedicated professionals who provide high-quality, affordable, and compassionate care to communities across Indiana.

The Indiana Primary Health Care Association (IPHCA) proudly celebrates our member health centers for their unwavering commitment to improving the health and well-being of Hoosiers.

Every day, Indiana's Community Health Centers deliver comprehensive, patient-centered care to individuals and families, regardless of their ability to pay. From preventive and primary medical care to dental, behavioral health, vision, pharmacy, and enabling services, health centers continue to serve as a trusted healthcare home for thousands of patients throughout the state.

This year's National Health Center Week is an opportunity to recognize the physicians, dentists, hygienists, nurses, behavioral health providers, pharmacists, care coordinators, outreach workers, administrative staff, board members, and countless other professionals whose dedication makes quality healthcare accessible in urban and rural communities alike.

IPHCA is honored to partner with Indiana's Community Health Centers by providing advocacy, education, technical assistance, and innovative programs that strengthen the health center workforce and expand access to integrated care. Together, we are advancing health equity, improving health outcomes, and building healthier communities across Indiana.

Congratulations to all Indiana Community Health Centers on another successful year of serving patients with excellence, compassion, and innovation. Thank you for your continued dedication to providing comprehensive, high-quality care and for making a lasting difference in the lives of the individuals, families, and communities you serve.

Happy National Health Center Week!

Find out how to get involved at
healthcenterweek.org

Protecting Young Vision:

Celebrating Children's Eye Health and Safety Month

Each August, we recognize **Children's Eye Health and Safety Month**, a time to raise awareness about the importance of healthy vision and eye safety in helping children succeed both in and out of the classroom.

Good vision is essential to a child's development, learning, and overall well-being. In fact, much of what children learn in the classroom is visual, making regular eye care an important part of their overall health. Undetected vision problems can affect reading, learning, social development, and participation in sports and other activities.

Comprehensive eye exams play a critical role in identifying vision conditions that may not be detected through routine vision screenings alone. Early detection and treatment can help prevent long-term vision impairment and ensure children have the opportunity to reach their full potential.

>>> [Click here to see this article in our resource center](#)



Prevent Blindness

Click to visit Prevent Blindness page on
[Children's Eye Health and Safety Month](#)



Parents and caregivers can help protect children's vision by:

- Scheduling regular comprehensive eye exams as recommended by an eye care professional.
- Encouraging children to wear protective eyewear during sports and recreational activities.
- Promoting healthy screen habits by taking frequent breaks during digital device use.
- Providing a balanced diet rich in fruits, vegetables, and other nutrients that support eye health.
- Watching for signs of vision problems, such as squinting, frequent headaches, holding books too close, or difficulty concentrating while reading.

Indiana's Community Health Centers play an important role in promoting children's eye health by providing preventive care, vision screenings, referrals, and, in many locations, comprehensive vision services. Through integrated, patient-centered care, health centers help ensure that children and families have access to the services they need to support lifelong healthy vision.

At the Indiana Primary Health Care Association (IPHCA), we are committed to advancing access to comprehensive vision care and supporting our member health centers as they expand and strengthen vision services throughout Indiana. By working together, we can help ensure every child has the opportunity to see clearly, learn confidently, and thrive.

This Children's Eye Health and Safety Month, let's reaffirm our commitment to protecting children's vision and building healthier futures—one child, one family, and one community at a time.



RESOURCE BULLETIN

Funding Opportunity More Investments to Advance the Great American Recovery Initiative

The Substance Abuse and Mental Health Services Administration (SAMHSA) recently announced more than \$281 million in funding opportunities for 15 grant programs, including \$13.7 million for **Promoting Integration of Primary Behavioral Healthcare - States**.

See **SAMHSA's press release** for more information.



Career & Leadership Development Services



NACHC's Career and Leadership Development Services

At a time when challenges are evolving faster than ever, it is an important time to invest in leadership development.



NATIONAL ASSOCIATION OF
Community Health Centers®

NACHC's **Career and Leadership Development Services** equip health center, primary care association, health center-controlled network, and partner agency staff with targeted professional growth opportunities that strengthen individual performance and advance organizational effectiveness.

Delivered with partner, CEEK, LLC, options include Individual Services, Team Development Services, and Assessments to Support Individual and Team Growth.

>>> Click here to find out more

HRSA New Request for Information

to Support **Executive Order (EO) 14401**,
"Accelerating Medical Treatments for Serious Mental Illness"

On July 14, HRSA published a request for information (RFI) seeking feedback on training and care delivery models for the safe use of potential future Food and Drug Administration (FDA)-approved psychedelic drugs in outpatient settings, including health centers and rural health clinics.

Please review the **RFI in the Federal Register** and share any feedback by Thursday, August 13.



WEBINARS & TRAINING

IIC Webinars

Webinar:

Updates on Adult and Respiratory Vaccines

August 11, 2026 / 3:00pm to 4:30pm

Join multiple Pharmaceutical Medical Science Liaisons as they provide updates on vaccines and new products.

>>> [Register here](#)



Webinar:

RSV Disease and Vaccine Guidelines/Updates

September 9, 2026 / 3:00pm to 4:00pm ET

Join us for a discussion about RSV disease along with information about RSV vaccines.

The webinar presenter is Ruth Carrico, PhD, DNP. Dr Carrico is an Infection Prevention and Control Consultant, Professor and Family Nurse Practitioner, Louisville School of Medicine, Division of Infectious Diseases.

>>> [Register here](#)



Updated Health Workforce Explorer from HRSA

HRSA recently updated and expanded its **Health Workforce Explorer**, an interactive data dashboard that provides the latest information on more than 40 health workforce occupations in the United States.

For the first time, the tool now includes state-level physician specialty data.

>>> [Explore the updated dashboard here.](#)

IPHCATM Maternal & Child Health Corner



To give feedback or
provide resources for this
section please contact

Alexis Stewart
or call: 317.630.0845

[Click here to browse
Maternal and Child
Health resources](#)

August's MCH Focus

Back to School Immunizations

As parents prepare for the back-to-school season, it's crucial to keep in mind the important immunization requirements for children. Each student, from pre-kindergarten through grade 12, has specific immunizations that must be completed in order to enroll and attend school.

These vaccinations not only protect the individual child but also help safeguard the health of the entire school community by preventing the spread of infectious diseases.

As trusted sources of health information, healthcare providers play a critical role in ensuring children are up to date on recommended vaccinations before the start of the school year. Back-to-school visits provide an opportunity to review immunization records, address

questions or concerns, and administer any needed vaccines.

Encouraging families to schedule appointments early can help prevent delays in meeting school requirements and support higher vaccination coverage within the community.

- The Public Health Foundation (PHF) and the CDC have **created a toolkit** to help healthcare providers talk to patients and their families about necessary vaccinations. This toolkit offers evidence-based strategies and resources. It includes facts about vaccines, guidance for making strong recommendations, and tips for improving access to vaccinations. *Click image left to view*
- To assist families in understanding the necessary immunization schedules and recommendations, the **Indiana Department of Health** has compiled a **comprehensive table** that outlines the specific

requirements for each grade level. This resource will provide clarity on which immunizations are mandatory and which are recommended, ensuring that all children are prepared for a healthy school year.

[Click here to access the immunization requirements for Indiana.](#)

Required and Recommended School Immunizations, Indiana 2025-2026			
Grade	Required	Recommended	
Pre-K	3 Hepatitis B 4 DTaP (Diphtheria, Tetanus and Pertussis) 3 Polio	1 Varicella (Chickenpox) 1 MMR (Measles, Mumps and Rubella) 2 Hepatitis A	Annual influenza COVID-19 Pneumococcal conjugate
K-5	3 Hepatitis B 5 DTaP 4 Polio	2 Varicella 2 MMR 2 Hepatitis A	Annual influenza COVID-19
6-11	3 Hepatitis B 5 DTaP 4 Polio 2 Varicella	2 MMR 2 Hepatitis A 1 MCV4 (Meningococcal) 1 Tdap (Tetanus, Diphtheria and Pertussis)	Annual influenza 2 or 3 HPV (Human papillomavirus) COVID-19
12	3 Hepatitis B 5 DTaP 4 Polio 2 Varicella	2 MMR 2 Hepatitis A 2 MCV4 1 Tdap	Annual influenza 2 or 3 HPV 2 MerB (Meningococcal) COVID-19

For additional immunization information, visit in.gov/health/immunization or call 1 (800) 701-0704 during normal business hours.



Updated 11/12/2024

HepB: The minimum age for the third dose of Hepatitis B is 24 weeks of age.
DTaP: Four doses of DTaP/DTaP-IPV are acceptable if fourth dose was administered on or after the fourth birthday.
Polio: Three doses of Polio are acceptable for all grade levels if the third dose was given on or after the fourth birthday and at least six months after the previous dose.
Varicella: Physician documentation of disease history, including month and year, is proof of immunity for children entering preschool through 12th grade. Parent report of disease history is not acceptable.
Tdap: There is no minimum interval from the last Td dose.
MCV4: Individuals who receive their first dose on or after their 10th birthday only need one dose of MCV4.
Hepatitis A: The minimum interval between first and second dose is six calendar months. Two doses are required for all grade levels.



Upstream Update

IPHCA would like to recognize and celebrate the health centers that have partnered with Upstream during the first year of our collaboration (September 2025 to September 2026):

- **Heart City Health**
- **Riggs Community Health Center**
- **Windrose Health Network**

These health centers have demonstrated a strong commitment to advancing maternal health and expanding access to high-quality care for patients and families across Indiana. We appreciate their leadership, collaboration, and dedication to improving health outcomes in their communities.

Congratulations to our participating health centers and thank you for your ongoing commitment to the patients and communities you serve.

For health centers that have not yet joined the initiative, **there is still time to get involved.** The Upstream partnership provides valuable support to help health centers strengthen contraceptive care services, enhance patient-centered counseling, and improve access to the full range of contraceptive options.

Health centers interested in learning more are encouraged to explore the program and reach out to **Alexis Stewart** with any questions or to discuss participation.



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

Latest news

IPHCA Oral Health Program Strengthens Regional Collaboration at POHC Summer Meeting

The Indiana Primary Health Care Association (IPHCA) was proud to participate in the **Primary Care Association Oral Health Collaborative (POHC) 2026 Summer Meeting** held in Nashville, Tennessee, bringing together Oral Health Champions from Primary Care Associations (PCAs) across the country to advance oral health integration within community health centers.

Representing IPHCA, Karla Marin, Oral Health Program Director, joined fellow PCA oral health leaders to collaborate on emerging initiatives, share best practices, and discuss innovative strategies to strengthen oral health programs and improve access to high-quality, integrated care.

The meeting provided a valuable opportunity to exchange ideas on workforce development, quality improvement, policy initiatives, technical assistance, and sustainable models for integrating oral health within primary care. Through peer learning and collaboration, participants explored successful approaches that can be adapted to meet the unique needs of health centers in their respective states.

As IPHCA continues to expand its oral health initiatives and technical assistance efforts, participation in national and regional collaborations such

as the POHC Summer Meeting reinforces our commitment to advancing integrated, patient-centered care throughout Indiana. The knowledge, partnerships, and ideas gained during the meeting will help inform future resources, training opportunities, and collaborative efforts that support Indiana's community health centers in delivering comprehensive, equitable oral health services.



PCA Oral Health Champions from across the country gathered in Belmont University, Gordon Inman Center, Nashville, Tennessee, for the POHC Summer Meeting to collaborate, share best practices, and advance oral health integration in community health centers.



Attendees participated in engaging sessions on policy and advocacy, exploring strategies to strengthen oral health initiatives and promote sustainable, integrated care within health centers.

IPHCA extends its sincere appreciation to the **National Network for Oral Health Access (NNOHA)** for hosting and organizing an outstanding POHC Summer Meeting in Nashville. The event fostered meaningful collaboration, insightful discussions, and valuable networking opportunities among Oral Health Champions from across the nation.

We are grateful to NNOHA for its continued leadership in strengthening oral health programs within Primary Care Associations and supporting the integration of oral health into comprehensive primary care.



2026 NNOHA Annual Conference in Seattle, WA

NNOHA is delighted to invite you to the 2026 NNOHA Annual Conference, taking place October 25-28 at the Sheraton Grand Seattle, located in the heart of downtown Seattle, WA.

These 4 days of world-class continuing education are specifically developed for safety-net oral health professionals. Network with like-minded providers, learn from expert clinical and practice management presenters, and be motivated by inspiring plenary speakers.

Rooted in Community 2026 NNOHA Annual Conference



**Seattle, WA
Oct 25-28**

>>> Click here to see the agenda, learn more, and register!





WEBINARS & TRAINING



Call for Applications: NNOHA Oral Health Leadership Institute

Now accepting applications for Cohort 15 of the NNOHA Oral Health Leadership Institute (NOHLI)!

Join over 200 FQHC dental directors who have built their leadership foundation with NOHLI.

This year-long program combines in-person and virtual training to equip emerging oral health leaders in health centers and safety-net clinics with essential skills to develop as effective managers, directors, and advocates for oral health and their communities.

>>> [Learn more about NOHLI and view an FAQ here.](#)

Applications are due by August 14.

Please note that applicants must be NNOHA Organizational Members.

>>> [Click Here to Apply for NOHLI Cohort 15](#)

NNOHA's Health Center Dental Workforce Survey is now open!



This national survey informs oral health recruitment and retention strategies in health centers.

The survey is available to dental leadership, dentists, dental hygienists, dental assistants, and dental therapists working in health centers.

Follow the links below to complete the survey! Survey respondents will have the opportunity to enter a random drawing for a \$50 Amazon Gift Card!

*****Please forward this opportunity to your entire dental team!**

Select the survey that most closely represents your role.

- **Dental Leadership** (dental directors, CDO, dental clinic managers, VP of dental services, CEO, COO, etc)
- **Staff Dentist in non-leadership roles**
- **Staff Dental Hygienists in non-leadership roles**
- **Staff Dental Assistants in non-leadership roles**
- **Staff Dental Therapists in non-leadership roles**

Hiring Dental Assistants?

Build Your Workforce with Confidence



Indiana's Community Health Centers continue to face challenges recruiting and retaining qualified dental assistants. Understanding Indiana's requirements can help streamline hiring while creating opportunities to train and grow your dental team.

One advantage for Indiana employers is the flexibility to train dental assistants on the job. Unlike many states, **Indiana does not require dental assistants to be licensed or registered** before beginning employment. The primary credential needed is an Indiana dental radiography permit for assistants who will expose dental radiographs.



This allows Community Health Centers to hire motivated individuals and develop their skills through structured training while supporting career growth and strengthening the dental workforce. The **Dental Assisting National Board (DANB)** recently published "**License, Registration, Permit, or Certification: What Do Dental Assistants Need?**"

The article explains the differences between these credentials and provides state-specific guidance, making it a valuable resource for Community Health Center dental directors, managers, and human resources staff who are recruiting and onboarding new team members.

Looking to train new or existing staff? IPHCA's Indiana Dental Assistant Online Training Program was developed specifically for Community Health Centers to strengthen the dental workforce while minimizing the administrative burden on dental programs. The self-paced program includes progress tracking, hands-on skill logs, preparation for the DANB National Entry Level Dental Assistant (NELDA) and Radiation Health and Safety (RHS) exams, and guidance through Indiana's radiology permit process.

For more information about the IPHCA Dental Assistant Online Training Program or to discuss how it can support your dental workforce needs, please contact Karla Marin, Oral Health Program Director, at kmarin@indianapca.org.

[Click here to see all
Oral Health Events](#)

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

Webinar:

Front Office Fundamentals: Improving Workflow and Patient Satisfaction

August 12, 2026 / 6pm ET

Explore practical strategies to strengthen front office operations and improve the patient experience in dental settings.

Speakers will discuss approaches to patient scheduling, appointment flow, intake and registration processes, insurance verification workflows, and communication strategies that support efficient daily operations. The session will also highlight coordination between front office staff, dental assistants, and providers to reduce barriers, minimize patient frustration, and create a better care experience. *1.0 CDE will be offered. *Attendees must join and attend via their own individual Zoom link in order to receive CDE.*

Learning Objectives:

- Identify strategies to improve patient scheduling, appointment flow, and front office workflows.
- Discuss approaches to insurance verification, patient intake, and communication that support a positive patient experience.
- Explore coordination strategies between all staff to improve operational efficiency and reduce patient frustration.

Speakers: Andrea Dickhaut and Charmaine Idlett

[>>> Register here](#)


Protect Your Most Valuable Tool—Your Body

Dental assistants spend long hours on their feet, working in repetitive positions that can take a toll on the back, neck, shoulders, and wrists. Fortunately, small ergonomic adjustments can make a big difference.

A recent article from the Dental Assisting National Board (DANB) highlights three simple ergonomic tips to help prevent work-related injuries:

- Maintain proper posture while working chairside.
- Adjust equipment and seating to support a neutral body position.

- Incorporate stretching and movement throughout the day to reduce muscle strain.

By making ergonomics a daily priority, dental professionals can reduce discomfort, prevent long-term injuries, and continue providing exceptional patient care.

Read the full article: [3 Ergonomic Tips to Help Dental Assistants Avoid Injuries by DANB.](#)



WEBINARS & TRAINING



Natalia Chalmers,
DDS, MHSc, PhD



Ankit Sanghavi,
MPH, BDS

Webinar

Artificial Intelligence and Oral Health: Evidence, Policy, and the Future of Care Delivery

August 13, 2026 /2:00 p.m. – 3:00 p.m. ET

Artificial intelligence is rapidly reshaping how oral health is measured, delivered, and integrated into the broader health system. This webinar takes a systems-level look at the evidence behind AI-assisted diagnostics, what these tools mean for access, quality of care, and how policy and regulation are evolving to keep pace.

Join the Texas Oral Health Coalition (TxOHC) with **Natalia Chalmers**, DDS, MHSc, PhD, Chief Dental Officer and Head of Clinical Innovation, Overjet, with **Ankit Sanghavi**, MPH, BDS, Executive Director of the Texas Health Institute, for a clear-eyed view of both the opportunities and the limitations of AI as we work toward better oral health for all communities.

[>>> Register Now](#)

Upcoming Webinars:

Safety, Disparities, & Veteran Care

Each 60-minute CareQuest Institute webinar is eligible for 1 free CE credit. All webinars start at 7 p.m. ET and end with an interactive Q&A session.

- August 13 — Safety and Risk Management
- August 27 — Veteran Oral Health

[>>> Click here for details](#)

Flourish and Thrive:

Health Center Graduate Medical and Dental Education

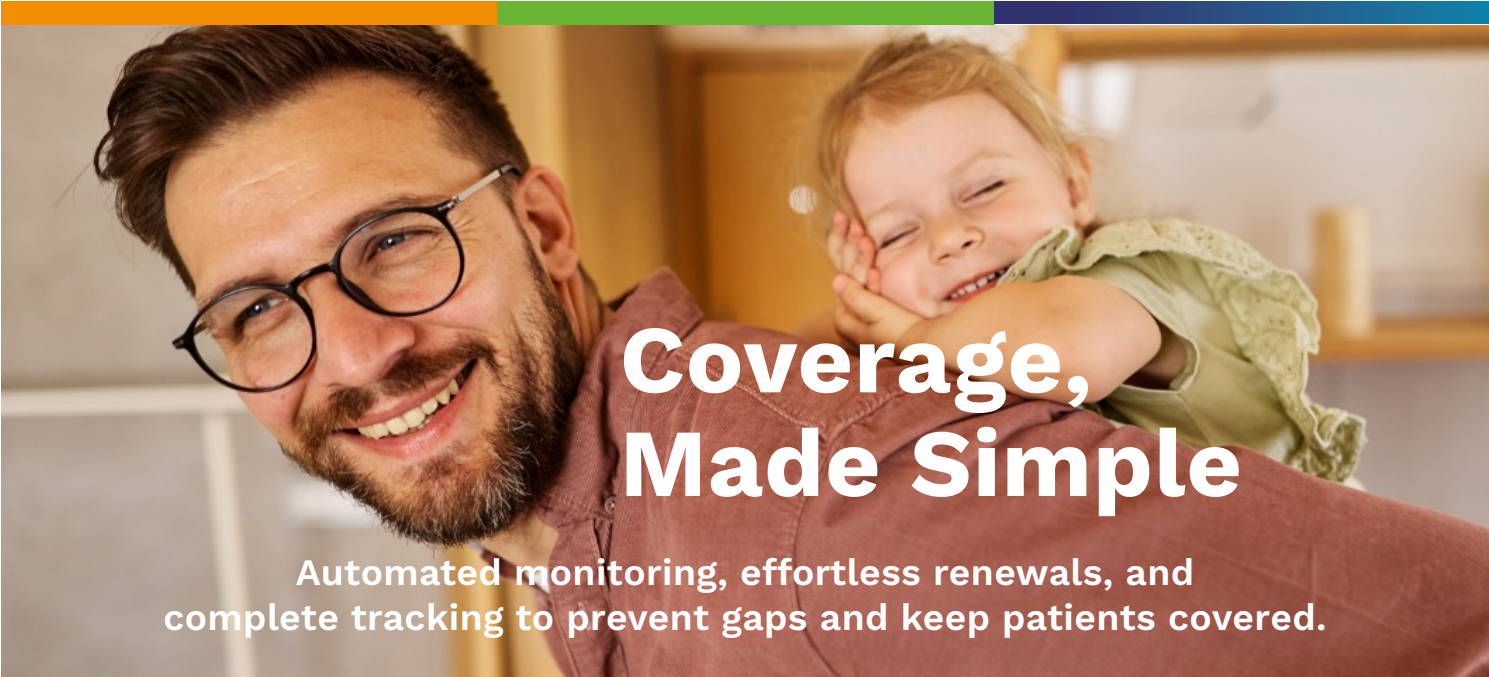
Pre-Conference Event at the CHI – Community Health Conference:

August 15, 2026 | 8 a.m. to Noon PT | Las Vegas, NV

Health center Graduate Medical Education (GME) and Graduate Dental Education (GDE) efforts are essential components of the “Triple Double Strategy for Primary Care in 2030”. NACHC and the Teaching Health Center Graduate Medical Education Technical Assistance Center will provide participants with actionable information for their role in the “Triple Double Strategy” regardless of their current level of GME and GDE participation.



[>>> Click here for details](#)



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