

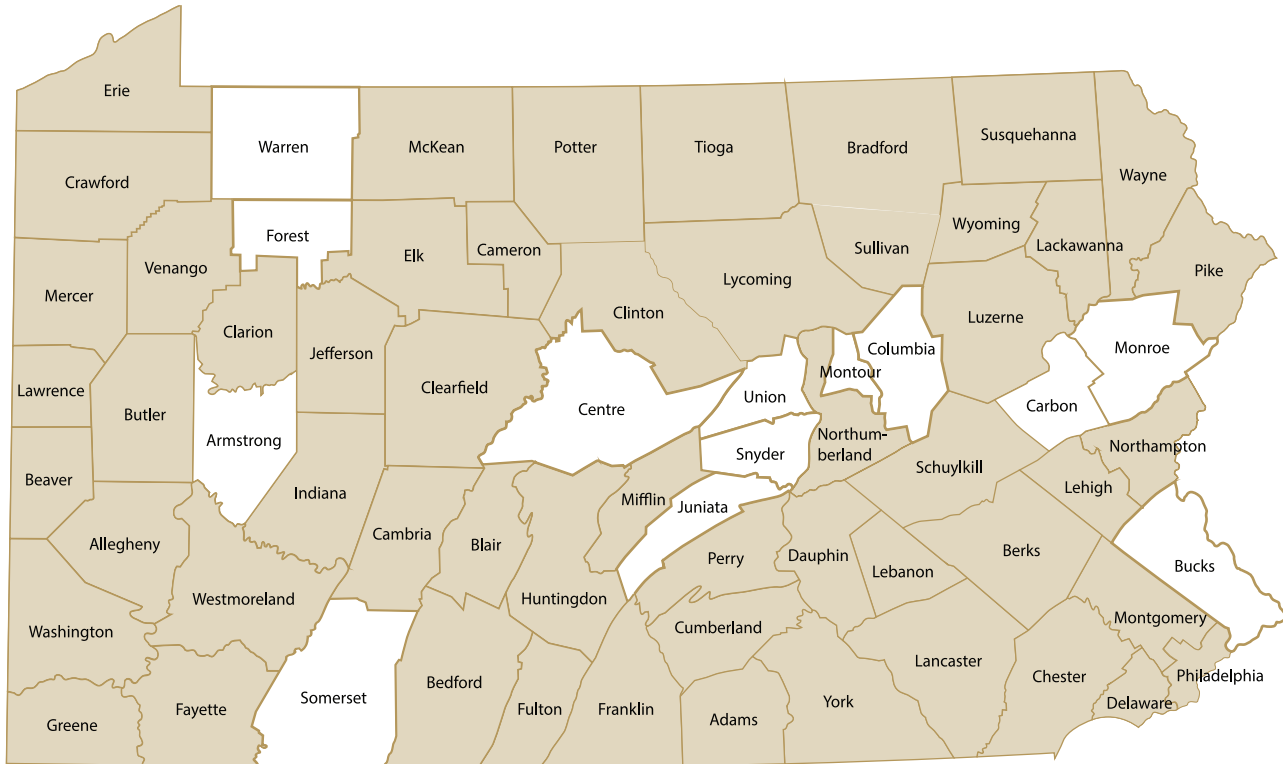
2023 Annual Report

April 1, 2022 -
March 31, 2023*

*PACHC Fiscal and Organizational
Membership Year



Pennsylvania Community Health Centers



* Counties without health centers appear in white

51 Community Health Center organizations operating **395** sites in PA

Located in **54** of the **67** PA counties

Serving **992,412** patients or **1** in **13** Pennsylvanians



PACHC Partnerships

Our Corporate Sponsors



- Aetna Better Health*
- AmeriHealth Caritas*
- Genentech*
- Geisinger Health Plan
- Highmark Wholecare*
- PA Health & Wellness (CENTENE)*
- UPMC Health Plan*



- FORVIS*
- Center for Organ Recovery & Education*
- Gift of Life Donor Program*
- Hartman Executive Advisors*
- PPO&S
- United Healthcare Community Plan



- Highmark Blue Shield
- Organon

*2022 Annual Conference exhibitor or sponsor

Corporate Sponsor Investments

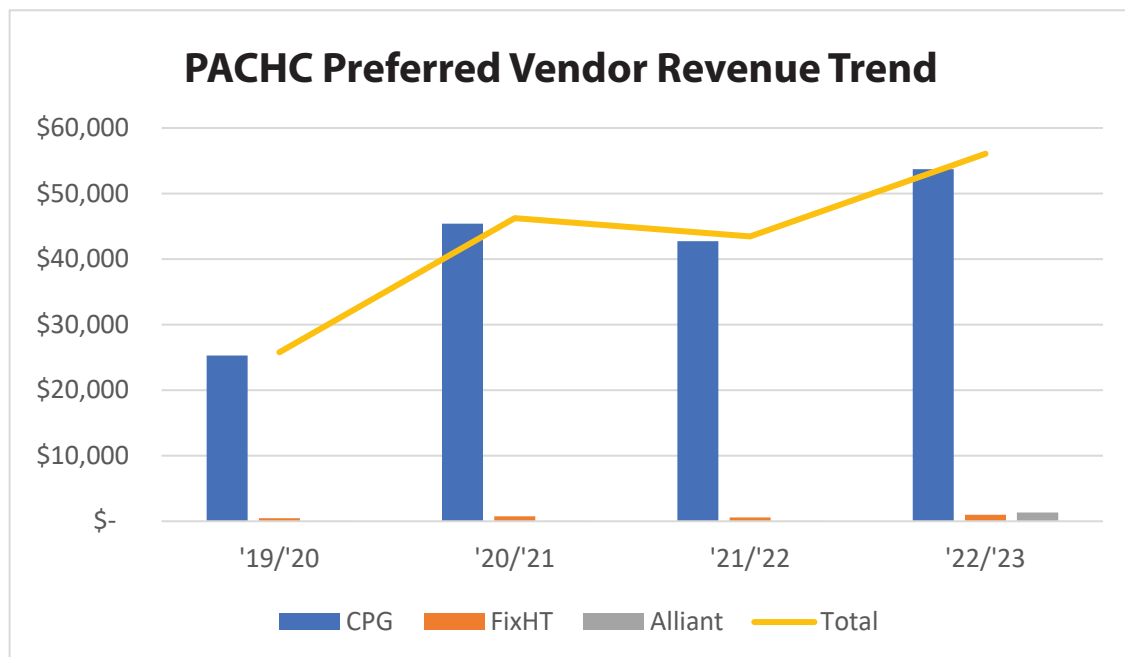
- **10** out of **15** annual corporate sponsors supported the 2022 Annual Conference through exhibiting and sponsorships
- **\$73,000** annual corporate sponsor revenue

Our Partners

- 3RNET
- Coalition for the Common Health
- Department of Aging
- Department of Drug & Alcohol Programs
- Department of Health
- Department of Human Services
- Department of State
- GAVIN Advertising
- Health Federation of Philadelphia
- Mid-Atlantic Regional Public Health Training Center
- National Association of Community Health Centers
- PA Area Health Education Center
- PA Coalition for Oral Health
- PA CHW Collaborative
- PA Insurance Department
- PA Office of Rural Health
- PA Provider Advocacy Coalition
- Rehabilitation and Community Providers Association
- WITF

Our PACHC Preferred Vendors

- Alliant Employee Benefits
- Commonwealth Purchasing Group (GPO)
- Fix Healthcare Technology



Clinical Initiatives

- Accreditation Association for Ambulatory Health Care, Patient-Centered Medical Home Training - **22** Attendees
- National Committee for Quality Assurance (NCQA), Patient-Centered Medical Home Training
 - Advanced, **117** registered from HRSA Region 3 - **95** from PA, **58** attended live
 - Introduction, **119** registered from HRSA Region 3, **92** from PA, **78** attended live
- Awarded **\$12,500** by NACHC and the Leon Lowenstein Foundation for the “State-level Mobile Unit Capacity Building” Grant
- Strategies for Reducing Healthcare Disparities & Improving Maternal Care - **363** registrants, **185** attended live
- Behavioral Health Summit - **62** attendees, **19** Health Centers represented
- **16** clinical educational sessions at the 2022 PACHC Annual Conference & Clinical Summit
- CMO/Medical Directors Peer Group and Peer Queries
- Dental Managers/ Dental Directors Peer Group
- Quality Improvement/Patient-Centered Medical Home Peer Group and Peer Queries
- Behavioral Health Peer Group and Peer Queries
- Registered Dietitian Peer Group and Peer Queries
- **127** Health Center Sites Provide Dental Services
- **69%** of Health Centers Have Patient-Centered Medical Home Recognition
- **11** Health Centers with School-Based Health Clinics
- **37** Health Centers Prescribe Medication Assisted Treatment
- **98%** of Health Centers Have In-House Behavioral Health Services
- **10** FQHC Centers of Excellence for Opioid Use Disorder

Financial Guidance

- Billing Leader Peer Group and Peer Queries
- Finance Leader Peer Group and Peer Queries
- Technical assistance calls and emails
- **5** finance/billing educational sessions at the 2022 PACHC Annual Conference & Clinical Summit
- On-boarding assistance provided to new CFOs
- Continued collaboration with PA Office of Medical Assistance Programs on Medicaid payment policy
- Financial Trending reports and PA specific Billing KPI reports
- CFO Boot Camp - **26** Attendees, **18** Health Centers Represented
- Billing Manager Boot Camp - **28** Attendees, **14** Health Centers Represented

Operations Support

- Saved health centers **\$25,950*** through PACHC provided technical assistance
 - *173 recorded technical assistance support provided at \$150/hour value
- Group purchasing savings of **18%** or **\$3 million**
- COO/Operations Peer Networking Group and Peer Queries
- Compliance Peer Networking Group and Peer Queries
- HR and Credentialing Peer Networking Groups
- Emergency Preparedness Peer Group and Peer Queries
- Weekly Publication News CHCs Can Use
- Development of the Pennsylvania Community Health Center Manual
- Credentialing Support Statistics:
 - Expedited Medicaid enrollment for 386 providers
 - 111 expedited health professional licenses
- All PA FQHC CEO Update Calls and Written Summaries

Outreach & Enrollment

- **43** PACHC Pennie Health Center and other Partner Organizations
- **132** Certified Enrollment Assisteters
- **5** outreach & enrollment educational sessions at the 2022 PACHC Annual Conference & Clinical Summit
- Department of Aging Enrollment Assistance Partnership
- Pennie Board of Directors Participation
- CMS Advisory Panel on Outreach and Education Appointee
- NACHC 2023 P&I Outreach and Enrollment Session Speaker
- Kaiser Family Foundation Presenter on Medicaid Unwinding
- PACHC Medicaid Unwinding Campaign Launch
- Technical Assistance and Educational Webinars presented to 3 statewide organizations
- Pennie Open Enrollment Debrief – **46** attendees representing **35** health centers
- Monthly Assister Peer Networking Call-Averaging **49** in attendance representing **44** health centers
- Annual Marketplace Insurer Plan Review



Advocacy - State Issues

- **340B and the Use of Contract Pharmacies with Medicaid MCOs:** On Dec. 22, the Pennsylvania Department of Human Services (DHS) Office of Medical Assistance Programs issued MA Bulletin 01-22-78: 340B Drug Pricing Program - Dispensing 340B Purchased Drugs, which included a provision prohibiting use of contract pharmacies in the 340B program. After extensive PACHC advocacy, on Jan. 19, DHS rescinded the bulletin. To determine the path forward on 340B and contract pharmacies, DHS stood up a workgroup of representatives of covered entities and other stakeholders for the purpose of developing potential solutions that would allow for the appropriate identification and recognition of medications dispensed to eligible 340B patients through contract pharmacies. At DHS' request, PACHC submitted a list of health center representatives to serve on the workgroup. The workgroup met almost weekly through February and March and was tasked with helping DHS identify a process to acknowledge contract pharmacies and accurately and effectively identify and exclude 340B drug claims to allow 340B covered entities and the patients they serve to continue to receive the benefits of 340B savings under Medicaid managed care.
- **DHS Issues Updated Telemedicine Bulletin, Addresses PACHC's Concerns:** On May 6, 2022, the Office of Medical Assistance Programs (OMAP) issued MA Bulletin 99-22-02: Updates to Guidelines for the Delivery of Physical Health Services via Telemedicine. The purpose of this bulletin was to clarify the guidelines for the delivery of services provided via telemedicine and replace MA Bulletin 99-21-06. The updated Bulletin was released at the request of PACHC and includes audio-only telemedicine services.
- **State Budget:** The PA State Budget was signed by Gov. Wolf on July 11, 2022. The budget included:
 - A \$2.5 million increase for the Primary Health Care Practitioner Program to be distributed as follows: \$1.351 million for loan repayments, \$442,000 for the PA Academy of Family Physicians Residency Program, \$558,000 to be shared by other existing grantees (including the PA Primary Care Career Center at PACHC) and \$149,000 assumed for additional administrative costs. That brings the total allocation for the program to \$7,050,000.
 - \$100 million to create the Behavioral Health Commission for Adult Mental Health using one-time ARPA funding. Per the legislation, the Commission included "a recognized subject matter expert in Behavioral Health from a list of recommendations compiled by the Pennsylvania Association of Community Health Centers." Jillian London, Director of Behavioral Health, Hamilton Health Center and Ken Thompson, MD, Squirrel Hill Health Center represented FQHCs on the Commission.
- **PACHC Members Testify on Mobile Health Clinics:** Richard Rinehart, CEO, Cornerstone Care; Donna Simpson, Director of Communication, Outreach and Mobile Services, Cornerstone Care; and Eric Kiehl, PACHC Director of Policy and Partnership, testified on Sept. 13, 2022, at a hearing on strategies to enhance mobile health clinics and community health centers in Pennsylvania.

Advocacy - Federal Issues

- **Congress Makes FTCA Volunteer Coverage for Health Centers Permanent:** In September 2022, Congress decided to permanently extend the FTCA coverage for volunteer health professionals as part of the Continuing Resolution.
- **FY23 Health Center Appropriations Letter Breaks Record:** Long-time health center champions Rep. Diana DeGette (D-CO) and Rep. Gus Bilirakis (R-FL) led and circulated the annual appropriations letter in the House of Representatives asking fellow House Members to support “robust” funding for the Health Center Program. The letter generated a record-breaking 288 signatures from both Democrats and Republicans, demonstrating continued strong bipartisan support for health centers and signaling to House leadership the importance of annual health center appropriations funding. Fifteen of the 18 members of the Pennsylvania delegation signed the letter. Senator Casey signed the Senate letter, Senator Toomey did not.
- **Biden Signs Omnibus Appropriations Package:** President Biden signed the nearly \$1.7 trillion long-term, government funding bill on Dec. 29, just ahead of deadline. The legislation funded the government through September and prevented the new Congress from being thrust into yet another spending fight as Republicans took control of the House in January. The bill provided \$1.858 billion for the Health Center Program (a \$110 million increase over FY22 enacted levels), with most of the increase set aside for HRSA programs and special initiatives. The FY23 omnibus also included investments in key primary care workforce programs that benefit health centers including a \$4 million increase for the National Health Service Corps and a \$5 million increase for Mental and Behavioral Health.
- **MOBILE Health Care Act Passes the House, Sent to the President’s Desk:** The MOBILE Health Care Act was signed into law. The bill helps Community Health Centers expand mobile clinics. All members of the Pennsylvania delegation voted in support of this legislation.
- **340B Co-Sign letter:** PACHC and NACHC supported a bipartisan House letter led by Reps. Abigail Spanberger (D-VA), David McKinley (R-WV), Doris Matsui (D-CA), Dusty Johnson (R-SD), Cindy Axne (D-IA), and John Katko (R-NY) to Health and Human Services Secretary (HHS) Becerra, Health Resources and Services Administration (HRSA) Administrator Johnson and HHS Inspector General Grimm urging them to begin enforcement actions against pharmaceutical companies that refuse to honor 340B discounts on prescription drugs. The following members of the PA delegation signed on to the letter: Rep. Boyle, Rep. Doyle, Rep. Evans, Rep. Fitzpatrick, Rep. Keller, Rep. Lamb, Rep. Scanlon, Rep. Thompson, and Rep. Wild. A total of 181 House members signed on to the letter.

Advocacy

Advanced Legislative Activity

- **Annual Policy & Issues Forum a Success:** More than 60 PACHC members, along with thousands of other Community Health Center professionals and leaders from around the country, visited Washington DC in March 2023 to meet with their Member(s) of Congress to focus on critical health issues facing today's health center movement, including vital funding needed by health centers to continue serving more than 30 million patients.
- **PACHC Advocacy Forum:** On May 24-25, 2022, PACHC held its annual advocacy forum where health center advocates heard from and spoke with legislators and key policymakers. Attendees interacted with Acting Secretary of Health/Physician General Dr. Denise Johnson, key staff from the Department of Human Services overseeing FQHC payment and payment policy, key Department of Drug and Alcohol Programs staff and Jeremy Crandall and Vacheria Keys from NACHC on the first day of the Forum. On day two several Senators and Representatives met with FQHC members during the annual legislative breakfast and learned about the many challenges facing FQHCs.

Coalition Building

- **Pennsylvania Provider Advocacy Coalition:** PACHC is a member of this coalition of nearly 40 statewide healthcare associations that was formed several years ago to work collectively on advocating to preserve a strong Medicaid program. That remains the primary purpose, but the meetings create an additional opportunity to build relationships and to identify other opportunities for partnership and collaboration.
- **Pennsylvania Primary Health Care Practitioner Program:** A PACHC-led coalition of five organizations worked to secure an increase in the 2022-23 Dept. of Health budget to support the state's Primary Care Loan Repayment program and the PA Primary Care Career Center at PACHC.
- **Pennsylvania Coalition for Common Health:** PACHC is a member of this coalition of behavioral health and physical health providers whose mission is to build a healthcare system that promotes health equity by ensuring access to integrated behavioral, physical and oral healthcare services to all Pennsylvanians.



Pandemic Funding

Pennsylvania Pandemic Funding to FQHCs

Act 24 of 2020: \$20 Million

Community Health Center
state pandemic funding



Testing Funding: \$15 Million

PACHC distributed directly
to health centers.



Vaccine Funding: \$26.633 Million

PACHC distributed directly
to health centers.



Hesitancy Funding: \$26 Million

Various PACHC projects, see
following pages for details.



Total: \$87.633 Million



Hesitancy Funding Projects

Kiosk Program

In partnership with WITF, PACHC is offering equipment and educational streaming content to health centers. Each FQHC location has the option to receive three pieces of broadcasting equipment, along with installation, at no cost to the organization. In addition to statewide content on COVID-19 vaccine and vaccine hesitancy, each FQHC may upload and broadcast their own content, tailored to the organization and community. To date, equipment has been installed or is in the process of being installed in two-thirds of the FQHC locations across Pennsylvania, with additional locations scheduled for installation by June 30, 2024.

MA/CHW Training Program

Objective: The initiative aimed to address vaccine hesitancy by providing onsite training opportunities at 36 participating community health centers in Pennsylvania. The focus was on training medical assistants and community health workers to effectively engage and educate patients about vaccination.

Training Accomplishments:

- Medical Assistants Trained and Certified: 70
- Community Health Workers Certified: 4

Utilization of Funds:

1. **Onsite Training Centers:** The funding enabled the construction of dedicated training facilities within the participating community health centers. These centers provided a conducive environment for comprehensive training programs.
2. **Equipment Procurement:** The initiative allocated resources for the purchase of state-of-the-art medical equipment and technology, ensuring that trainees had access to modern tools to enhance their skills and knowledge.
3. **Workforce Upscaling:** The funding was strategically utilized to invest in the professional development of individuals employed in front-line positions. This initiative not only enhanced their capabilities but also promoted retention within the workforce.

Outcomes and Impact:

1. **Improved Vaccine Education:** The training of medical assistants and community health workers resulted in a more informed and confident front-line staff, capable of addressing patient concerns about vaccination.
2. **Increased Vaccination Rates:** The initiative contributed to an overall increase in vaccination rates within the communities served by the participating health centers.
3. **Strengthened Workforce:** The certification of 70 medical assistants and 4 community health workers not only improved the capabilities of the existing workforce but also created a sustainable pool of trained professionals to support future vaccination efforts.

Timeline: The funding for this initiative is set to conclude in 2024. This gives the participating health centers ample time to continue their training efforts and to assess the long-term impact of the program.

Conclusion: The Pennsylvania Association of Community Health Centers' Vaccine Hesitancy Training Initiative has proven to be a pivotal investment in addressing vaccine hesitancy. As the program approaches its conclusion in 2024, it is poised to leave a lasting impact on the healthcare landscape in Pennsylvania.

Patient Messaging Systems

As part of pandemic funding, PACHC allotted \$2.2 million dollars to increase efforts addressing vaccine hesitancy across the populations served by Community Health Centers. The purpose of this initiative is to provide health centers with funding to implement or continue the use of a messaging system to address vaccine hesitancy through patient education, communication of vaccination opportunities, increase patient engagement and provide community outreach. In total, 21 community health centers are participating in the patient messaging system initiative.

Promo Items

PACHC utilized Vaccine Hesitancy funding to purchase a supply of “COVID-19 Vaccinated” lapel pins, buttons, and bracelets for use by health centers. These items were sent directly to health centers to use at their own discretion. The promotional items were intended to grow awareness of being COVID-19 vaccinated, to start conversations with those who are vaccine hesitant and to encourage anyone hesitating to get vaccinated.



Statewide Workforce Marketing Campaign

The Workforce Marketing Campaign is using almost \$7 million from various pandemic-related funding sources to build and rebuild the Community Health Center workforce in Pennsylvania. A core workforce marketing campaign was created by PACHC and GAVIN Advertising. That campaign has been put into action in three ways.

1. Rebranding and promotion of the Pennsylvania Primary Care Career Center. A new website plus a digital ad campaign was conducted October through December of 2022 and will be renewed this fall. DATA POINT: The digital ad campaign increased Career Center website sessions by 44.43%, pageviews by 44.19%, and users by 43.42% in one month (October 2022 compared to November 2022.)
2. A statewide marketing campaign – Earn a Living Where Your Heart Is — that is distributing more than \$6 million to 39 health centers. GAVIN developed a full range of marketing and advertising assets that can be accessed and used by our members. DATA POINT: Through July 2023 \$2.5 million of the \$6.6 million budgeted has been spent on all kinds of marketing efforts, from giveaways for career fairs to billboards to digital advertising.
3. Using \$127,000 in HRSA carry-over funding to expand the campaign into Philadelphia, which had previously been excluded since the city is considered in a separate jurisdiction for COVID-related funding. A digital and out-of-home advertising campaign drives traffic to a special landing page listing all of the Philadelphia health centers. DATA POINT: The Philadelphia campaign was directly responsible for a 71% increase in website traffic in August, with more than 6,000 visits to the special landing page, www.paprimarycarecareers.org/philly.



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Vaccine Administration Management System

PACHC is using a portion of the American Rescue Plan Act (ARPA) funding to facilitate the purchase or lease of vaccine administration management systems for use in health centers. The vaccine administration management systems will provide better inventory tracking, improve access, and positively impact workflow. In December 2022, PACHC hosted an information session with demonstrations from AccuVax, AccuShelf and VaxCare. Seventeen health centers are participating in this initiative.

Vaccine Hesitancy Project

The vaccine hesitancy project launched in Spring 2023 with a webinar series. Four webinars were offered, approaching vaccine hesitancy through various lens: sociological, medical & geographical, determinants & partnerships, and health literacy. Additionally, health centers were empowered to participate in a short video messaging campaign to promote vaccination in their communities. Video messages were recorded by clinical staff such as physicians and midwives, encouraging patients and the community to get vaccinated to keep themselves and their loved ones safe. The videos promoted vaccination to protect against COVID-19, Flu, HPV, and tetanus, diphtheria, and pertussis (Tdap). All videos are available online for all health centers to utilize.

Recruitment

Our Candidates

- **2,783** Candidates added to the Career Center Database
- Referrals to Health Centers:
 - By the Career Center - **142**
 - By the Candidate - **71**
 - Automatic by 3RNET – **28,057**

Recruitment Events

- **2** Career Center Hosted Events
- **14** Events Attended
- **1** Rural Recruitment Summit (co-sponsor)

The Jobs

- **121** New Job Postings
- **369** Total Job Postings
- **17** Placements

Career Center Benefits

Job Posting on 4 Sites

- 3RNet
- Career Center Website
- PracticeLink
- CareerMD

Fees We Pay for Postings

- **\$4,500** 3RNet
- **\$9,995** PracticeLink

Fees Health Centers Pay for Postings

- **\$0** Health Centers

Other Health Center Benefits

- **\$2,500** for 3RNET Recruit to Retain Academy (PACHC Member Cost - **\$0**)
- **\$106,140** for Marketing and Rebranding Campaign (including new website) for the PA Primary Care Career Center

The Stats

Expedited enrollment and licensure **\$51 M** additional revenue*

Career Center placements **\$1.5 M** economic impact**

*There were licensures and enrollments processed for 149 physicians, 64 dentists, 276 other and 10 sites.

Physician: 2588 visits X \$216 PPS rate = \$559,008 X 149 providers = \$83,292,192

Dentist: 778 visits X \$218 PPS rate = 169,604 X 64 providers = \$10,854,656

Other: 991 visits X \$216 PPS rate = 214,056 X 286 providers = \$61,220,016

Total = \$155,366,864/12= \$12,947,238 X 4 months = \$ 51,788,954

**\$449,000 per year in increased employment and labor income due to the support each physician needs. NPs, PAs and Dentists are less.

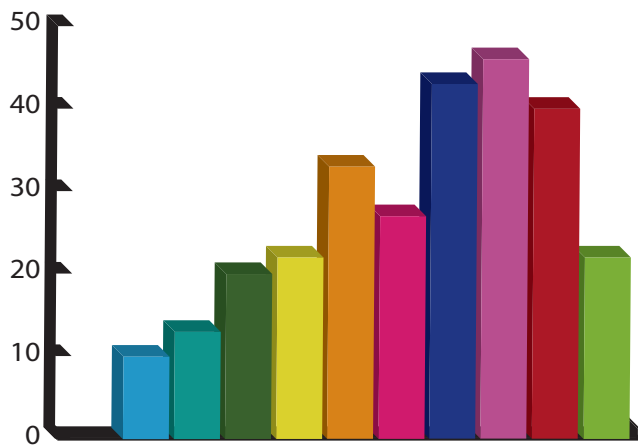
Average across all professions is \$300,000 x 17 placements = \$5.1 million in economic impact over 3.5 years

\$5.1 M / 42 months = 0.121 M per month x 12 months = \$1.5 M

Source: <http://ruralhealthworks.org/wp-content/uploads/2018/04/Physician-Impact-Study-Final-100416.pdf>

Trainings and Education

Number of Health Centers Represented at Trainings



- Cancer Screening: April 21-22, 2022
- CFO Boot Camp: April 21-22, 2022
- Dental Operational Excellence and Value-Based Care Summit: May 12-13, 2022
- Advocacy Forum: May 24-25, 2022
- Contracting Education Webinar Series: August 9-12, 2022
- CEO Forum: August 18-19, 2022
- Credentialing Educational Webinar Series: Sept.-Dec., 2022
- PACHC Annual Conference: October 11-13, 2022
- UDS Training: Dec. 6-8
- C-Suite Forum: Jan. 19-20, 2023

Number of Health Centers Represented

10 Trainings Held

1 Annual Conference & Clinical Summit

On Average **27** Health Centers Were Represented at Trainings

On average, it would cost **\$12,369.54*** for an individual health center to purchase and host one of these trainings

11 sponsorships were sold for a total of **\$70,437.50** in support of the PACHC Annual Conference in 2022.

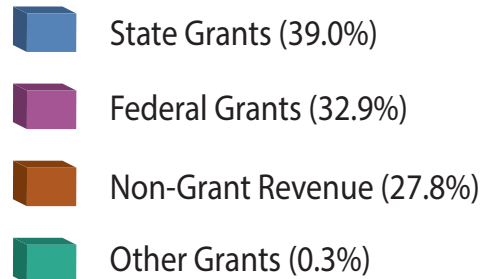
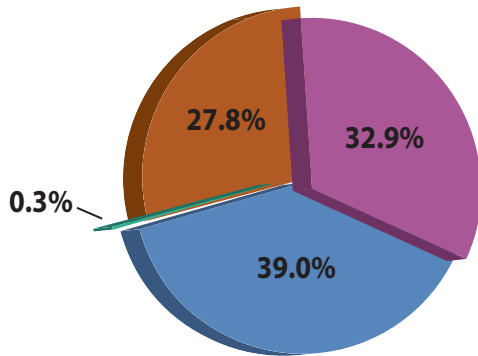
The 2022 PACHC Annual Conference & Clinical Summit had **652** attendees representing **46** health centers.

*The total cost to PACHC of the 10 educational trainings was \$123,695.40.
 $\$60,642.89 \div 10 = \$12,369.54$

Financial Highlights

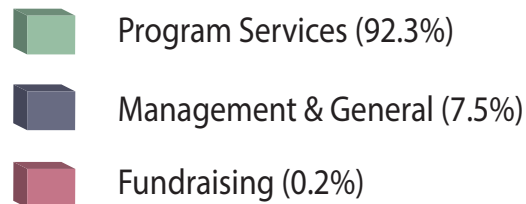
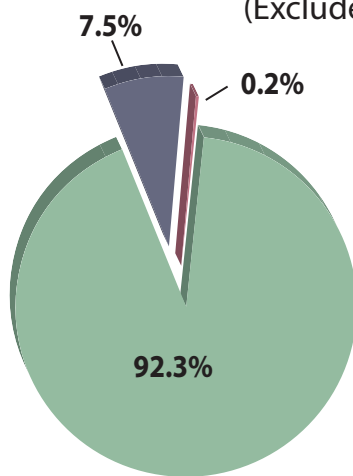
Annual Revenue Mix

(COVID Stimulus Funding Excluded)



Annual Expenses

(Excludes COVID Stimulus Pass-Through Expense)



Statement of Revenue and Expense

(Includes COVID Stimulus Funding)

Total Revenue:	\$12,811,809
Federal Grants	\$1,258,221
State Grants	\$10,479,723
Other Grants	\$10,000
Non-Grant Revenue	\$1,063,865
<hr/>	
Total Expenses:	\$12,854,564
Program Services	\$12,509,471
Management & General	\$335,310
Fundraising	\$9,783
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Net Deficit:	(\$42,755.00)

Pennsylvania's Community Health Centers

- Ambulatory Health Services
- Berks Community Health Center
- Broad Top Area Medical Center
- Centerville Clinics, Inc.
- ChesPenn Health Services, Inc.
- Community Care*
- Community Health Clinic, Inc.
- Community Health & Dental Care
- Community Health Net
- Cornerstone Care, Inc.
- Covenant House Health Services, Inc.
- Delaware Valley Community Health, Inc.
- East Liberty Family Health Care Center
- Esperanza Health Center, Inc.
- Family First Health
- Family Practice & Counseling Network
- Glendale Area Medical Association, Inc.
- Greater Philadelphia Health Action, Inc.
- Hamilton Health Center, Inc.
- Hyndman Area Health Center, Inc.
- Keystone Health Center
- Keystone Rural Health Consortia, Inc.
- Laurel Health Centers
- LCH Health and Community Services
- Metro Community Health Center*
- Multi-Cultural Health Evaluation Delivery System*
- Neighborhood Health Centers of the Lehigh Valley
- NEPA Community Health Care
- North Side Christian Health Center
- Philadelphia FIGHT
- Primary Care Health Services, Inc.
- Primary Health Network
- Project H.O.M.E.
- Public Health Management Corporation
- Quality Community Health Care, Inc.
- River Valley Health & Dental Center
- Rural Health Corporation of Northeastern PA
- Sadler Health Center Corporation
- Sayre Health Center
- Scranton Primary Health Care Center, Inc.
- Sharon Community Health Center*
- Spectrum Health Services, Inc.
- Squirrel Hill Health Center
- Star Community Health*
- Sto-Rox Neighborhood Health Center
- The Wright Center for Community Health*
- Tri-State Community Health Center
- Union Community Care
- Universal Primary Care
- Valley Health Partners Community Health Center*
- Wayne Memorial Community Health Centers

* FQHC Look-Alikes

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