

# THE MOVEMENT NEWSLETTER

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The connection  
that keeps us  
together



SOUTH CAROLINA  
PRIMARY HEALTH CARE  
ASSOCIATION

# Holiday Publication Deadline



## IMPORTANT ANNOUNCEMENT

**ATTENTION**

### DECEMBER 2025 EDITION OF THE MOVEMENT NEWSLETTER

Due to the Christmas holidays, submissions for the December edition of the newsletter will be due on or before

**5:00 pm on  
Friday, December 12, 2025**

Please direct all questions to  
Kenya L. Mingo at [kenyam@scphca.org](mailto:kenyam@scphca.org).

# 2025 ANNUAL CONFERENCE & BOARD GOVERNANCE RETREAT

*"Leading Forward: Navigating Tomorrow.....Today"*

**Sheraton Myrtle Beach Hotel**  
2101 N. Oak St., Myrtle Beach, SC 29577

OCT  
17-19

**Thank you for supporting the  
2025 Annual Conference and Board Governance Retreat!**



## By the Numbers

- 234 registered attendees including 11 staff, 30 speakers, and 40 exhibitors representing 21 companies
- More than 20 educational sessions
- More than 25 subject matter experts
- \$131,250 in sponsorship/exhibitor support



**OVERALL EVALUATION SCORE: 4.71**

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# Retreat Engagement

## EVENT APP USAGE

DOWNLOAD RATE  
EVENT APP

**81%**

ACTIVE USERS  
TOTAL

**213**

MOBILE APP USERS  
TOTAL

**207**

## SPONSORS & EXHIBITORS

SPONSOR IMPRESSIONS  
TOTAL

**63078**

EXHIBITOR LEADS  
TOTAL COLLECTED

**678**

STAMPS COLLECTED  
PASSPORT CONTEST

**511**



## Sponsors and Exhibitors

Thank you to our sponsors and exhibitors for helping to make our Retreat a success!

First Choice by Select Health of SC (**Corporate Partner Sponsor**)  
 Absolute Total Care (**Platinum Sponsor**)  
 LabCorp (**Platinum Sponsor**)  
 Henry Schein (**Silver Sponsor**)  
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## Retreat Testimonials

–“I really appreciated the opportunity to reconnect with the statewide health center network and hear both statewide and national updates. The sessions provided meaningful insights into how I can continue to personally and professionally support the health center movement.”

–“As a relatively new board member, without a background in healthcare, I learned a lot of useful information.”

–“The Staff was awesome. A lot of thought and effort made this a great Event. In addition to staff, venue, speakers and great sessions; the activities, prizes, vendors and especially the lunch box was wonderful. Lastly, I would like to see Ms. Emily Heard at every Conference, she is a wonderful presenter.”

–“I enjoyed the conference. Thank you for the lunch to-go box.”



2025 Annual Conference and Board Governance Retreat

# Award Recipients



Sue Veer, MBA  
Carolina Health Centers, Inc.

**Lathran J. Woodard**  
**Champion of Justice Award**  
(Posthumously)



Mark Vinson, CPA  
HopeHealth, Inc.

**Finance Professional of the Year**



Celeste Johnson, MS, SHRM-CP  
HopeHealth, Inc.

**HR Professional of the Year**



Kevin Johnson  
Tandem Health SC, Inc.

**IT Professional of the Year**



Letiandrea Hinton, MS, CH-CBS  
Fetter Health Care Network, Inc.

**Margaret J. Weston Award**



Jemetta Harvey, NP  
Rural Health Services, Inc.

**Margaret J. Weston Award**



Rob Bailey  
Tandem Health SC, Inc.

**Visionary Award**



Amanda Cook, R.T. (R) (CT)  
Plexus Health

**Emerging Leader Award**



Aretha Powers, DHA, MPH, MA  
Fetter Health Care Network, Inc.

**Lathran J. Woodard**  
**Champion of Justice Award**



**Fetter Health Care**  
— NETWORK —

**Health Center of the Year Award**



SOUTH CAROLINA  
**PRIMARY HEALTH CARE**  
ASSOCIATION

# Conferences and Events



**2025 UDS ANNUAL TRAINING**  
*Universal Data System*  
**SAVE THESE DATES**

**December 8<sup>th</sup> and 10<sup>th</sup>**  
9:00 AM to 12:30 PM  
*virtual webinars/attend both sessions*

Logos for NCCHCA and South Carolina Primary Health Care Association are in the top left. A graphic of a stethoscope and a globe is in the top right.



**2026**  
**STATE**  
**POLICIES &**  
**ISSUES**  
**FORUM**

**SAVE THE DATE**

**JAN**  
13 & 14

**MARRIOTT COLUMBIA**  
1200 Hampton St, Columbia, SC 29201

Logos for NCCHCA and South Carolina Primary Health Care Association are in the top left. A photograph of the South Carolina State Capitol building is on the right.



**2026**  
**ANNUAL**  
**SEA**  
**RETREAT**

**MISSION POSSIBLE:**  
*SERVICE AND TEAMWORK IN ACTION*

**SAVE THE DATE**

**March 27-29**

**Columbia Marriott**  
1200 Hampton Street | Columbia SC

Logos for NCCHCA and South Carolina Primary Health Care Association are in the top left. A photograph of business professionals walking in a modern, brightly lit hallway is the background.

# Career Opportunity

## Clinical Informatics Analyst

The South Carolina Health Center Controlled Network (SCHCCN), a program of the South Carolina Primary Health Care Association (SCPHCA), is seeking a Clinical Informatics Analyst with a passion for data-driven healthcare improvement and a commitment to advancing quality outcomes across South Carolina's community health centers.

The Clinical Informatics Analyst will play a key role in supporting participating health centers through data integration, workflow optimization, and quality improvement initiatives. This position supports both internal SCHCCN projects and collaborations with external health centers and vendors—focusing on the aggregation and use of clinical, claims, and other healthcare data to enhance population health outcomes.

The ideal candidate will possess strong analytical and problem-solving skills, experience with Electronic Health Record (EHR) systems, and a keen understanding of how data can be used to improve patient care, efficiency, and performance across the healthcare ecosystem.

### Key Responsibilities

- Implement and optimize tools, workflows, and data processes that support patient care and quality outcomes.
- Support best practices for data stewardship, governance, and interoperability.
- Collaborate with participating health centers to identify and improve Quality Improvement (QI) and performance measures.
- Provide training and technical assistance on EHR and population health tools.
- Conduct data validation, mapping, and analysis across multiple health systems and data sources.
- Develop visual reports, dashboards, and graphics for leadership and network reporting.
- Support the annual UDS statewide report and other reporting initiatives.

### Qualifications

- **Education:** Bachelor's degree required; Health Information Technology or related healthcare field preferred
- **Experience:** Minimum of two years working with medical, lab, prescription, immunization, claims, or related health data; at least one year in Quality Improvement preferred
- **Technical Skills:**
  - o Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
  - o Knowledge of EHR systems and population health data tools preferred
- **Additional Requirements:**
  - o Strong organizational and communication skills
  - o Ability to manage multiple projects under tight deadlines
  - o Occasional in-state and out-of-state travel required

### Hours

Full-time, Monday – Friday

### Location

Columbia, South Carolina

Please submit cover letter, resume with salary requirements, and references to [schccn@scphca.org](mailto:schccn@scphca.org).



# Letter from the Editor



Hello, friends!

As November arrives, we stand in a season that naturally invites reflection—yet this year, it feels like more than reflection is being asked of us. Across our communities and across the world, we are witnessing something extraordinary: people stepping into their power, trusting their voice, and choosing to move with intention. This is not a moment happening around us. It is a moment happening because of us.

This month's edition celebrates the courage to begin, the resilience to continue, and the imagination to reimagine what's possible. You'll read about dreamers who turned doubt into fuel, changemakers who saw barriers as invitations, and communities proving that connection is still one of the most transformative forces we have.

November teaches us that even as the light shifts, our inner fire does not dim—it focuses. It becomes a guide. And in that clarity, we remember that progress doesn't come from giant leaps alone, but from the quiet, consistent conviction that we are capable of shaping what comes next.

As you move through these pages, I hope you feel inspired not only by the stories of others but by the story you are writing every day—often in ways you don't fully see yet. The Movement is more than a publication; it is a reminder that each of us carries the potential to spark change, uplift others, and choose hope even when the path forward feels uncertain.

Thank you for being part of this growing, vibrant community. Your voice, your presence, and your willingness to keep moving—one step, one idea, one act of courage at a time—make all the difference.

Let's rise into the rest of this year with purpose, gratitude, and unstoppable momentum.  
With hope and inspiration,

A handwritten signature in black ink that reads "Kenya".

Kenya L. Mingo, MBA, MA, CLSSGB  
Editor, The Movement  
Director of Corporate Compliance and Communications

# A Lesson in Leadership



**Micromanagement is a leadership poison. When you constantly hover, correct every detail, and demand excessive updates, you're sending a loud, clear message to your team: "I don't believe in you."**

**This lack of faith cripples initiative and breeds resentment. The strongest teams are built on trust, where members are empowered and accountable for their own work. Success comes from autonomy and ownership, not a constant, debilitating need for control. Liberate your team; trust their capability, and watch them deliver.**

# BE PREPARED: A Monthly Emergency Essential



## Daylight Savings Time and Deer Collisions



On March 9th, you might expect to wake up a little groggy. That's because at 2 AM that morning, our clocks will spring an hour forward as we enter daylight savings time. Although the bi-annual shift of the clock can bring inconvenience to many – whether by altering sleep schedules or from the frustration of forgetting how to change the settings on our manual clocks – one species in particular faces the effects of a clock switch with far more consequence than us.

For deer, changing our clocks can spell death.

If you drive, you're likely no stranger to seeing the gruesome scene of a dead deer on the side of the road. Over 2 million deer collisions occur in the U.S. each year. And when abrupt shifts in human activity occur, like the hour difference in traffic patterns that comes from changing our clocks, deer are caught off guard and are more likely to fall victim to the ever-present monster of wildlife-vehicle collisions.

The deadliest time shift for deer won't come until the Fall. Research has found that deer collisions are 14 times more frequent 2 hours after sunset when compared to 2 hours before sunset. When the Autumn switch to standard time occurs, it alters peak traffic volumes from before sunset to after sunset, and there is a 16% spike in deer collisions.

In fact, the annual peak of deer-vehicle collisions occurs during the two-week period after the switch from daylight savings time back to standard time. In addition to the switch in traffic patterns, the Fall also signifies mating season for deer. Called the "rut," this period of time sees increased deer activity by as much as 50%. And deer can be more erratic.



If the country were to see a shift to permanent daylight savings time, it could be lifesaving news for deer and human lives alike. One model predicts that this shift would prevent 36,550 deer deaths, 33 human deaths, 2,054 human injuries, and \$1.19 billion in collision costs annually.

On the flip side, if permanent standard time were adopted, collisions would be predicted at an even larger magnitude, including over \$2 billion in additional costs. The data makes it clear: drivers in the dark spell danger for deer.

## **The Bigger Picture**

This issue is a microcosm of a larger problem: habitat fragmentation. Roads, cities and other development across the country divides and fragments animal habitats. Seeking food or mates, these animals often have no other choice but to risk their lives by crossing a busy road. This leads to the death of around a million vertebrate animals every single day. Hundreds of human deaths, thousands of injuries, and over \$8 billion in property damage are also incurred annually from wildlife-vehicle collisions.

For now, as the debate rages on about whether to end daylight savings time, make it permanent, or keep adjusting our clocks twice a year, we have one key tip.

Be sure to keep your eyes on the road, because when our clocks change, deer don't always get the memo.

**Source:** [Daylight savings time and deer collisions](#)

# Value-Based Care

VALUE  
BASED  
CARE



## Value-Based Care Success with Azara: Leveraging Enrollment and Care Gap Data for Better Outcomes

### Driving Value-Based Care through Data-Driven Collaboration

In today's healthcare environment, the transition to Value-Based Care (VBC) demands actionable insights, strong data quality, and coordinated workflows across clinical and administrative teams. Azara Healthcare's DRVS platform empowers community health centers to transform payer data into measurable results—helping teams close care gaps, enhance patient engagement, and achieve better health outcomes at lower costs.

### The Six Essential Elements of Value-Based Care Success

As outlined in the Essential Elements framework, success in value-based programs requires:

1. Reliable Data
2. Risk Adjustment and Stratification
3. Care Management and Coordination
4. Patient Engagement
5. Closing Care Gaps and Improving Quality
6. Managing Cost and Utilization

Each element feeds into the overarching goal of health equity, ensuring every patient receives the right care at the right time.

### Enrollment and Attribution: Building a Strong Foundation

A solid enrollment and attribution process is vital to aligning payer rosters with Electronic Health Record (EHR) data. Before analysis begins, Azara recommends checking the Plan Data Latency.

Report to confirm data recency and reliability. This “data hygiene first” mindset ensures accuracy when identifying gaps and opportunities for improvement.

To manage enrollment effectively:

- Use Soft Match Reports and Force Match Admin tools to correct demographic mismatches.
- Deploy outreach strategies through Azara Patient Outreach for unmatched members, ensuring every attributed patient is connected to care.
- Prioritize engagement for newly assigned members, as they're more likely to respond to outreach and care coordination efforts (page 21).

These processes streamline attribution, reduce administrative burden, and help health centers proactively manage panel assignments.

### **Care Gap Reconciliation: Turning Insight into Action**

Azara's Care Gap Reconciliation (CGR) tools allow practices to align payer and clinical data to improve quality performance and reduce redundancy in patient outreach. The Care Gap Reconciliation Report provides a clear view of matched versus unmatched members, payer-reported versus EHR-recorded gaps, and opportunities to close gaps efficiently.

Key goals include:

- Understanding payer-measured performance.
- Targeting outreach to patients with open gaps.
- Minimizing patient inconvenience by reconciling data before outreach.
- Monitoring progress monthly to ensure sustained improvement (pages 33–34).

By linking scorecard performance directly to financial impact (page 28), practices can tie gap closure to quality incentives—creating a tangible return on investment for coordinated care efforts.

### **Improving Workflows: Integrating Data into Daily Practice**

Azara's Plan-Calculated Measures and Clinical Quality Measures (CQMs) together provide a comprehensive picture of performance.

- Plan-Calculated Measures reflect how enrolled members perform according to payer data.
- CQMs show how care is documented and delivered across all patients, regardless of insurance coverage.

Using both perspectives, practices can:

- Identify workflow breakdowns (e.g., missed screenings despite patient visits).
- Use Point of Care tools (PVP) to alert providers about care gaps in real-time.
- Align clinical documentation with payer reporting standards for greater accuracy.

Azara's integrated workflow links patient appointments, care delivery, supplemental data submission, and gap closure, ensuring every interaction moves the organization closer to its quality and cost goals.

### **Conclusion: Empowering Health Centers for VBC Success**

Value-based care success depends on accurate data, proactive outreach, and continuous improvement. Through Azara DRVS, SCHCCN members can transform payer data into actionable intelligence—streamlining care coordination, reducing costs, and achieving better patient outcomes.

As health centers continue this journey, focusing on data integrity, care gap reconciliation, and workflow optimization will be key to advancing both clinical excellence and financial sustainability in value-based care models. To learn more about Azara DRVS or for training needs please send an email to [schccn@scphca.org](mailto:schccn@scphca.org).



# Clinical Transformation

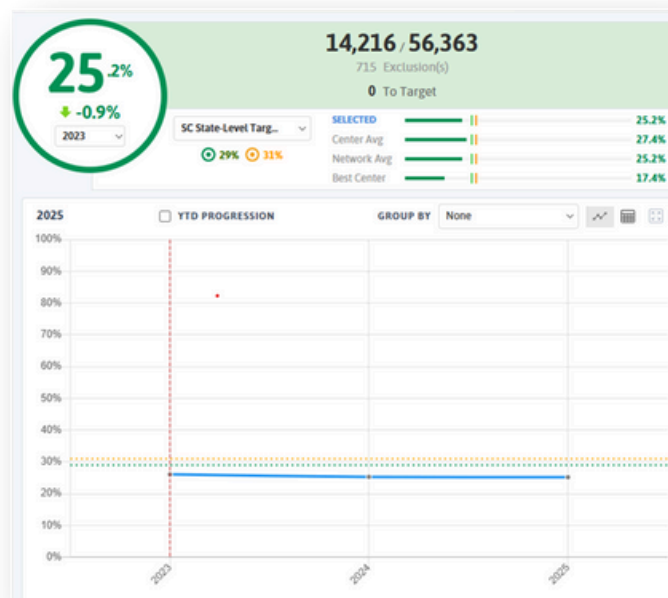
## It ALL Matters!

In the fight to end diabetes, it all matters. November is Diabetes Awareness Month. More than 38 million Americans have diabetes. And nearly 3,300 more are diagnosed each day.

Diabetes is one of the leading causes of disability and death in the United States. It can cause blindness, nerve damage, kidney disease and other serious health problems.

There are some risk factors that we can't control, like a family history of diabetes. But other factors that put you at high risk for type 2 diabetes, including smoking or being overweight, are ones you can try to work on. Lifestyle changes like increasing physical activity, losing weight and eating healthy can make a difference. **IT ALL MATTERS!**

Health centers continue to do their part in helping patients reduce their risk and manage their diabetes. One of our goals is to reduce the percentage of patients 18-75 years of age with diabetes who had glycemic status assessment > 9.0%, with the intent to stay below 29%.



Health centers implement programs that use systems and whole person approaches for diabetes control and prevention. Serving nearly 500,000 patients each year, SC health centers play a critical role in providing care. **IT ALL MATTERS!**

Health centers are doing their part, and you should do your part as well. **KNOW YOUR NUMBERS! EAT HEALTHY! EXERCISE AT LEAST 3X WEEK! TAKE YOUR MEDICATION, IF AND AS PRESCRIBED! SHARE THE MESSAGE!**

Because....**IT ALL MATTERS!**

# HCCN Update

## Empowering South Carolinians to Prevent and Manage Diabetes

Each November, health centers across the country unite to raise awareness for National Diabetes Month — a time to recognize progress, share resources, and renew our commitment to patient-centered diabetes prevention and care.

Here in South Carolina, diabetes continues to affect thousands of residents — with roughly 1 in 7 adults diagnosed and many more at risk. Health centers are uniquely positioned to address this challenge through early detection, consistent monitoring, and team-based care.

### Leveraging Azara DRVS to Improve Diabetes Outcomes

This National Diabetes Month, our SCHCCN participating health centers can strengthen their impact by using Azara DRVS to identify, track, and engage patients with diabetes or prediabetes.

With Azara DRVS, care teams can:

- Run real-time dashboards to identify patients with uncontrolled A1C levels or those overdue for testing.
- Create targeted patient outreach lists for care coordinators, enabling personalized phone calls, texts, or portal reminders.
- Monitor performance on UDS and HEDIS quality measures, ensuring care teams are meeting benchmarks for diabetes management and preventive screenings.
- Evaluate outcomes over time, supporting data-driven decisions that improve both individual and population health outcomes.

By embedding Azara DRVS into daily workflows, health centers can move from reactive care to proactive population management — helping patients before complications arise.

### Moving Forward Together

National Diabetes Month reminds us that South Carolina's health centers are not just care providers — they are data-powered community health leaders. By combining education, compassion, and the actionable insights of Azara DRVS, we can help South Carolinians live longer, healthier lives.

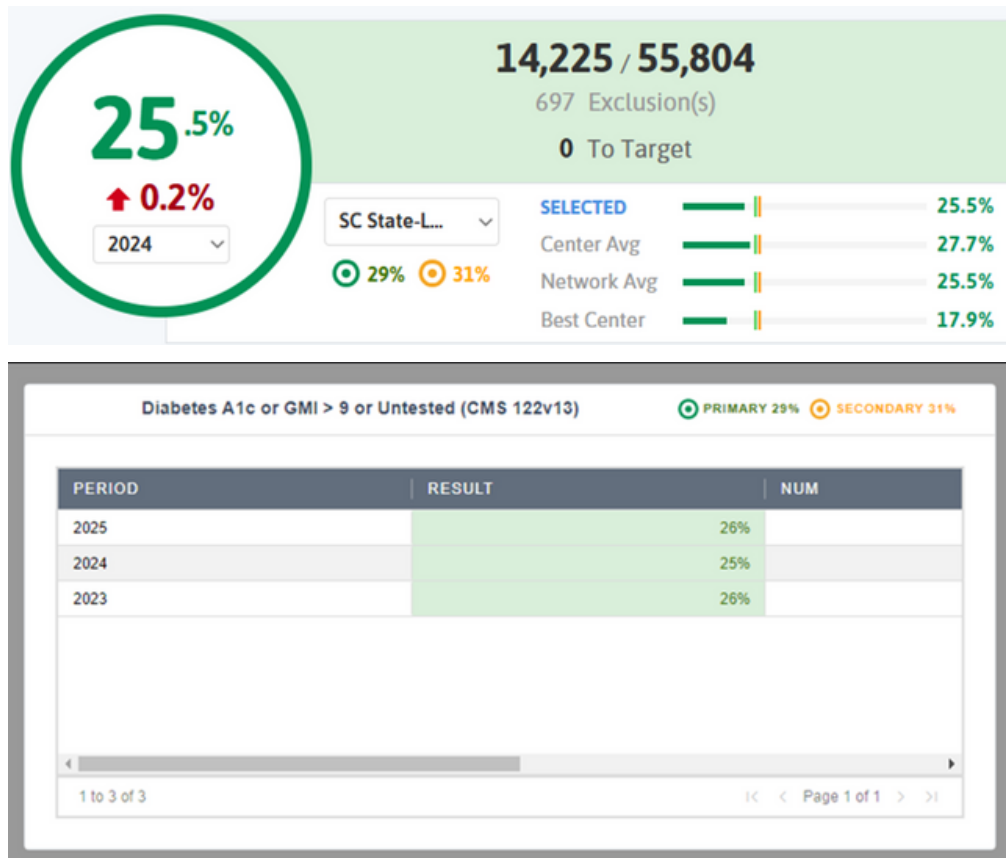
This November, let's turn awareness into action — one patient, one data point, and one brighter future at a time.

# Diabetes A1c or GMI > 9 or Untested

(This data was gathered exclusively from the 20 SCHCCN PHCs.)

January 2025 – October 2025

Percentage of patients 18-75 years of age with diabetes who had glycemic status assessment (hemoglobin A1c [HbA1c] or glucose management indicator [GMI]) > 9.0% during the measurement period





# State Level UDS Goals

(This data was gathered exclusively from the 20 SCHCCN PHCs.)

**January 2025 – October 2025**

This report aligns strictly with the board-approved SCPHCA State-Level Clinical Goals (outlined below).

This comprehensive dashboard provides a detailed view of our network's monthly progress toward each clinical measure, including both primary and secondary benchmark goals. Its user-friendly layout is designed to offer clarity and insight into our collective performance across the network.

More than just a report, this dashboard serves as a collaborative tool-supporting shared learning, spotlighting best practices, and fostering strategic discussions among SCHCCN members to work together to meet our shared objectives.

We strongly encourage you to:

- Review your center's performance against state benchmarks,
- Discuss opportunities for improvement with your teams, and
- Leverage this tool to inform your strategic efforts moving forward

MEASURE	RESULT	TARGET
① Early Entry Into Prenatal Care (UDS)	51.1%	75.0%
① BMI Screening and Follow-Up 18+ Years (CMS 69v13)	81.4%	95.0%
① Breast Cancer Screening Ages 50-74 (CMS 125v13)	57.0%	65.0%
① Cervical Cancer Screening (CMS 124v13)	54.3%	60.0%
① Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v13)	83.3%	95.0%
① Childhood Immunization Status (CMS 117v13)	26.0%	50.0%
① Colorectal Cancer Screening (CMS 130v13)	45.4%	55.0%
① Hypertension Controlling High Blood Pressure (CMS165v13)	71.2%	70.0%
① Dental Sealants for Children between 6-9 Years (CMS 277v0)	35.6%	50.0%
① Depression Remission at Twelve Months (CMS 159v13)	11.7%	65.0%
① Screening for Depression and Follow-Up Plan (CMS 2v14)	80.5%	95.0%
① Diabetes A1c or GMI > 9 or Untested (CMS 122v13)	25.5%	29.0%
① IVD Aspirin Use (CMS 164v7)	85.8%	90.0%
① HIV Screening (CMS 349v7)	66.1%	60.0%
① HIV Linkage to Care	90.7%	90.0%
① Low Birth Weight - UDS 7a	11.2%	8.0%
① Statin Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 347v8)	85.3%	90.0%
① Tobacco Use: Screening and Cessation (CMS 138v13)	85.7%	95.0%
① HIV and Pregnant	0.3%	0.0%
① Initiation and Engagement of Substance Use Disorder Treatment (CMS137v13b)	7.0%	20.0%
① Initiation of Substance Use Disorder Treatment (CMS137v13a)	26.0%	30.0%

# The Wellness Way



## Gobble, Gobble, Let's Do the Wobble!



Thanksgiving can be a stressful time of year for many. But through all the hustle and bustle, you should take time to cut a move! YES, I mean dance. There are profound benefits that dance has to our mental well-being.

Dance releases endorphins, a naturally occurring “feel-good” chemical in our brain that increase feelings of pleasure and decrease pain. Endorphins help reduce depression, anxiety, and improve your self-esteem.

Social interaction is incredibly important for mental health. So, pick a dance partner or group and build a connection while putting those boots on the ground!

Dance raises your heart rate and works your body; it also releases certain chemicals in the brain. It reduces cortisol, the natural stress hormone or what is more commonly known as the fight or flight hormone. Cortisol, in excess, can lead to high blood pressure, anxiety, depression, and other health problems.

Dance helps with memory and cognitive function. In a 2017 study done by Burzynska et al, they recruited older adults to walk, stretch, or country line dancing 3 days a week for 3 months. The group who learned to dance had greater density in the white matter of their brains (the part that processes memory) than those in the other groups.

Dance is a mindful distraction and mental escape. So, while the holiday meal is cooking, take a moment to dance the stress away!

# Revenue Review



## Front Line Legends: Life of an FQHC Front Desk & Call Center Pro

*“Every great patient visit starts with a great first hello.”*

If FQHCs were a blockbuster movie, the Front Desk Intake and Call Center teams would be the unsung action heroes. They’re the first voice a patient hears, the first smile a patient sees, and the first hands to set the entire care (and billing!) process in motion.

From calming a worried mom on the phone, to verifying insurance faster than you can say “copay,” these superheroes keep the patient experience smooth and the revenue cycle flowing. Without them, the rest of the process would be like a Netflix series without subtitles — confusing and missing key details.

### Top 5 Fun Facts About FQHC Front Desk & Call Center Life

#### 1. They Speak “Insurance-ese” Fluently.

From “PPS rate” to “sliding fee scale,” they can translate complex insurance terms into plain English before your coffee even kicks in.

#### 2. They Have Lightning-Quick Multitasking Skills.

Answer the phone, check in a patient, scan documents, and smile — all at once — and still remember where they left their pen.

#### 3. They’re Patient Mood Lifters.

A bad morning can turn around fast when greeted by a friendly “Good morning! How can we help you today?” at the front desk or over the phone.

#### **4. They're Masters of Calm in the Storm.**

Running late patients? The provider's schedule has just changed. Phones ringing nonstop? They handle it with grace, patience, and sometimes... chocolate.

#### **5. They're the Revenue Cycle's Secret Weapon.**

The most expensive claim is the one you can't bill — and thanks to them, that's far less likely to happen.

### **How They Make or Break the Revenue Cycle**

*(A Quick Peek Behind the Scenes)*

**Accurate Patient Demographics** – Names spelled right, addresses correct, phone numbers updated.

**Insurance Verification** – No active coverage = no payment. They catch it early.

**Eligibility Checks** – Avoids surprise denials later.

**Authorization & Referral Tracking** – Ensures services are billable.

**Clean Data Entry** – Reduces billing delays and rework for the back office.

When these steps are done right the first time, the claim sails through. When they're missed... well, let's just say the billing team gets more gray hairs.

**Bottom line:** The front desk and call center aren't just answering phones and checking in patients — they're setting up success for the patient, the provider, and the health center's bottom line. They're the first step in great care **and** clean claims.

So next time you see them juggling headsets, clipboards, and smiles, just remember: you're looking at the real MVPs of the FQHC world.





## Ten Revenue Cycle Management Tips to End the Year Financially Strong

As the year winds down, FQHCs face the dual challenge of closing the books while ensuring patient care remains seamless. A strong year-end financial close isn't just about numbers—it's about systems, workflows, and smart strategy. Here are ten practical revenue cycle management (RCM) tips to help your health center finish the year on a high note:

### 1. Review Accounts Receivable (AR) Aging

Time is money! Identify old balances and prioritize follow-ups. Clearing older AR now prevents headaches—and lose revenue next year.

### 2. Conduct a Denial Audit

Analyze denied claims. Are there trends around certain payers, CPT codes, or documentation gaps? Correcting these now boosts cash flow and prevents repeated denials.

### 3. Optimize Patient Eligibility Verification

End-of-year insurance churn can be tricky. Confirm patient coverage, update demographics, and flag any potential gaps in Medicaid or commercial plans to avoid delayed payments.

### 4. Clean-Up Charge Capture

Ensure all services rendered are properly documented and billed. Missed charges are missed revenue—especially critical for FQHCs operating under PPS or encounter-based reimbursement.

### 5. Reconcile EHR and Billing Systems

Discrepancies between your Electronic Health Record and billing software can lead to lost revenue. Conduct a thorough reconciliation to ensure all visits, procedures, and modifiers are correctly captured.

## **6. Focus on High-Impact Accounts**

Identify patients or payers with high balances and strategically prioritize collections. Efficient allocation of staff time can maximize revenue recovery.

## **7. Update Fee Schedules and Payer Contracts**

Check for any upcoming rate changes or contract expirations. Accurate fee schedules prevent underpayments and ensure compliance with federal and state requirements.

## **8. Train Staff on Year-End Best Practices**

Front desk, coding, and billing staff should be aligned on year-end priorities—denials management, patient statements, and documentation standards. A well-prepared team is your secret weapon.

## **9. Leverage Reporting Tools**

Use dashboards to monitor key RCM metrics: days in AR, collection ratios, and denial rates. Data-driven decisions at year-end can identify opportunities for immediate improvement.

## **10. Plan for Next Year**

Reflect on what worked, what didn't, and what's coming next year. Early planning for regulatory changes, new payers, or workflow improvements sets the stage for a financially strong start.

**Pro Tip:** FQHCs should pay special attention to encounter-based documentation, PPS adjustments, and Medicaid reporting requirements. Small compliance gaps can have big revenue impacts.

By taking a proactive approach now, your FQHC can maximize collections, minimize denials, and start the new year financially strong and ready to focus on what matters most: patient care.

# Coding Corner



## Billing & Coding Tips for FQHCs related to American Diabetes Month

November is **American Diabetes Month**—a reminder that billing, coding, and documentation play a major role in both patient outcomes and FQHC reimbursement. Here's how to make every claim and chart note count!

### Billing & Coding Focus

- **Diabetes Diagnosis & Screening**
  - Use correct ICD-10 codes for Type 1, Type 2, gestational, and complications.
  - Medicare Annual Wellness Visits (AWVs) should include diabetes risk screenings.
  - SC Medicaid covers screenings, DSMT, and nutrition therapy—don't leave claims unfilled.
- **Preventive & Education Services**
  - Diabetes Self-Management Training (DSMT) & Medical Nutrition Therapy (MNT) are covered by both CMS Medicare & SC Medicaid.
  - Group education sessions may also be billable—confirm payer rules.
- **Chronic Care Management (CCM)**
  - Use CPT 99490, 99491, 99439 or FQHC code G0511 for qualifying patients.
  - Align CCM documentation with care plans, especially for diabetic patients with multiple chronic conditions.

### Diabetes-Related Quality Measures

Track these to meet CMS and SC Medicaid reporting requirements:

- Hemoglobin A1c Control (>9% poor control measure)
- Eye Exam for patients with diabetes
- Blood Pressure Control
- Statin Therapy for patients with diabetes

## Incentives & Opportunities

- **CMS Medicare Quality Payment Program (QPP):** Strong diabetes reporting = higher MIPS scores & payment adjustments.
- **South Carolina Medicaid Incentives:** Diabetes control benchmarks directly affect quality withholds and performance payments.
- **340B Advantage:** Coordinate prescriptions & adherence tracking—supports patient care and financial sustainability.

## Tip of the Month

### **Document it once, bill it right, let it count twice!**

Every diabetes-related test, referral, education session, and follow-up improves patient outcomes, boosts quality reporting, and strengthens FQHC reimbursement.





# Health Center News



## Bringing Quality Care to You: The Importance of FHC's Community Care Initiative



COMMUNITY CARE	
<b>DATES AND TIMES</b>	November 6, 2025 .....9:00 a.m.-3:30 p.m. December 4, 2025 .....9:00 a.m.-3:30 p.m. January 15, 2026 .....9:00 a.m.-3:30 p.m. February 5, 2026 .....9:00 a.m.-3:30 p.m. March 5, 2026 .....9:00 a.m.-3:30 p.m.
<b>LOCATION</b>	Cornerstone Church 1481 Chestnut Street Orangeburg, SC 29115
<b>SERVICES PROVIDED</b>	■ Primary Care Visits ■ Wellness Exams
<b>INCENTIVES</b>	■ 10 a.m. & 12:30 p.m. Raffle for \$100 Piggly Wiggly gift card

**NEW PATIENTS WELCOME**  
APPOINTMENTS & WALK-INS AVAILABLE

For more information, call 803-531-6924

At Family Health Centers, Inc. (FHC), we believe that quality healthcare should never be out of reach. Our Community Care Initiative was created with one goal in mind, to bring essential medical services directly into the heart of our communities. Through our mobile health units, we're breaking barriers, expanding access, and making it easier than ever for families to receive care close to home.

### Care That Comes to You

FHC's fully equipped mobile units travel to neighborhoods across the region to provide Primary Care Visits, Wellness Exams, and Preventive Screenings for new and existing patients. Whether you're managing a chronic condition or simply need a routine checkup, our mobile teams ensure that you receive the same compassionate care you would expect at any of our permanent sites, just closer to where you live, work, and worship.

### Building Trust and Access

By partnering with local organizations such as Cornerstone Church in Orangeburg, our mobile units reach residents who might otherwise face transportation or scheduling challenges. These partnerships allow us to provide a safe, familiar, and welcoming space for care, while strengthening the community bonds that define our mission.

### Supporting Quality Healthcare

The Community Care Initiative is more than a service, it's a promise. It represents FHC's ongoing commitment to health, by ensuring that every person, regardless of income, background, or location, has access to quality healthcare. From preventive screenings to wellness education, our goal is to keep communities healthy and informed.

## Engaging the Community

Each event offers not only medical care but also a sense of connection. Attendees are entered into exciting raffles, such as \$100 Piggly Wiggly gift cards, as a way to thank the community for engaging in their own health journey. It's healthcare with a hometown touch.



## Join Us

Mark your calendars for our upcoming Community Care dates at Cornerstone Church (1481 Chestnut Street, Orangeburg, SC)

**December 4, January 15, February 5, and March 5 from (9:00 a.m. to 3:30 p.m.)**

Walk-ins are welcome, and new patients are always encouraged to stop by.



## **Family Health Centers Welcomes Dr. Michael P. Horger, Jr., Dental Director**



Family Health Centers, Inc. proudly welcomes Dr. Michael P. Horger, Jr. as our new Dental Director. A native South Carolinian, Dr. Horger graduated Summa Cum Laude from The Citadel and earned his Doctor of Dental Medicine degree from the Medical University of South Carolina. He served honorably in the United States Navy, completing a residency at Walter Reed National Military Medical Center and later providing dental care at Naval Hospital Beaufort and Marine Corps Recruit Depot Parris Island.

Currently serving as a Lieutenant Commander in the U.S. Navy Reserves, Dr. Horger brings extensive leadership, clinical experience, and a deep commitment to compassionate, patient-centered care. Outside of work, he enjoys traveling, hunting with his dogs, and managing wildlife habitats.

His leadership philosophy is Front Led, Caring, Passionate Service



## **Honoring Excellence at Home: Jemetta Harvey, NP, Presented Her SCPHCA Award by Rural Health Services Leadership**



We are thrilled to celebrate Jemetta Harvey, NP, of our Margaret J. Weston location, who was selected to receive a distinguished award during the 41st South Carolina Primary Health Care Association (SCPHCA) Annual Conference and Board Governance Retreat.

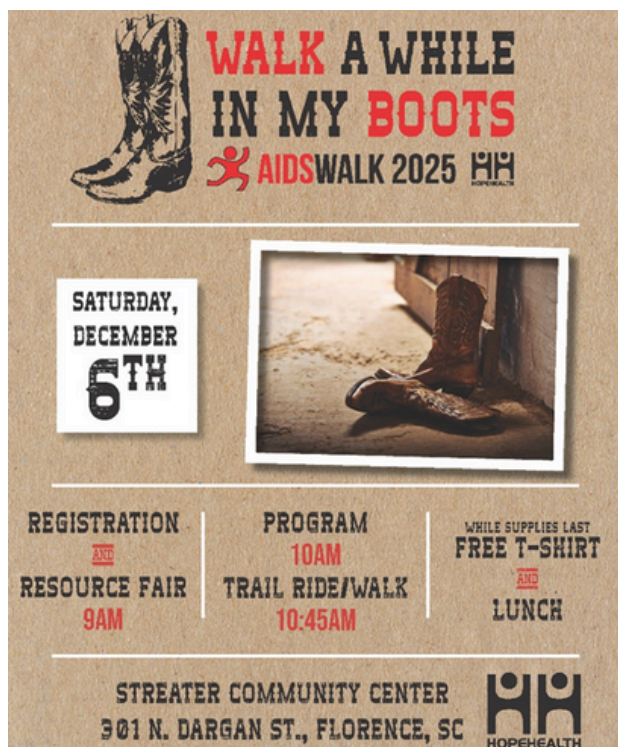
Although Jemetta was unable to attend the conference in Myrtle Beach, the recognition she earned could not wait. In a special moment shared with her colleagues, Rural Health Services (RHS) Chief Medical Officer, Dr. Gunter, personally presented the award to her onsite at the Margaret J. Weston location—a setting that made the honor even more meaningful.

This award highlights Jemetta's unwavering dedication to patient-centered care, her leadership within our organization, and her passion for improving the health and well-being of the communities we serve. Her hard work, compassion, and commitment to excellence shine through every day, and we are incredibly proud to see her recognized at the state level.

Please join us in congratulating Jemetta Harvey, NP, on this well-deserved achievement. We are grateful for her contributions, inspired by her service, and honored to have her as part of the RHS family.



## HOPEHEALTH TO HOST ANNUAL AIDSWALK



FLORENCE, S.C. (November 7, 2025) – HopeHealth will host its annual AIDS Walk on Saturday, December 6, with the theme “Walk A While In My Boots.”

This year's keynote speaker will be HIV advocate Johneri'O Scott. Scott has lived with HIV for over 10 years and now dedicates his life to advocacy and visibility for people living with HIV. The event will take place outside at HopeHealth's Streater Community Center (301 N. Dargan Street in Florence) near the blue sun sails. Event registration begins at 9 am, with a resource fair and coffee bar also offered. The event program begins at 10 am, with an awareness walk/trail ride scheduled for 10:45 am. Lunch and t-shirts will be provided for the first 250 participants.

Tiffany Straus, Associate Vice President of Constituent Engagement, shared, "For more than 30 years, HopeHealth has been a leader in South Carolina's response to HIV/AIDS by providing care, education, and advocacy for those most impacted. The AIDS Walk is a chance for our entire community to come together, honor those we've lost, celebrate those thriving today, and continue breaking down the barriers of stigma and misunderstanding."

HopeHealth is a nonprofit leader in providing affordable, expert primary and specialty health care services for all ages in Florence, Aiken (Infectious Diseases), Clarendon, Orangeburg, and Williamsburg Counties. Our federally qualified health centers are the health care home of choice for nearly 85,000 patients. To become a patient, call 843-667-9414 or visit hope-health.org.

## Tandem Health Pediatrics Hosts 4<sup>th</sup> Annual “Say Boo to The Flu” Event



The 4<sup>th</sup> Annual Tandem Health Pediatrics “Say Boo to the Flu” event was a Spook-tacular Success! Patients are invited to come dressed in their favorite costumes, receive their flu shot, and then enjoy Trick-or-Treating through the halls. This fun event gives children the chance to get their flu shot in a festive setting—helping make the experience more enjoyable and easing any nervousness about future vaccinations.

A huge thank you to the incredible Tandem Health Pediatrics team and all the Tandem Health team members who helped make the event such a success!

Thanks to all the teamwork, smiles, and festive spirit, the team vaccinated 117 children while giving families a fun, safe, and memorable trick-or-treat experience.

From creative costumes and a friendly pumpkin decorating competition to sweet treats and caring for our community —Team Tandem Health once again goes above and beyond! We’re so thankful for your hard work and dedication to keeping our patients healthy and happy.



## **Tiffanie Sessions Named September 2025 Employee of the Month**



Tiffanie exemplifies dedication, compassion, and professionalism in everything she does. She consistently goes above and beyond supporting her team, stepping outside her department to assist others, and managing high patient volumes with grace and efficiency.

Her positive attitude, eagerness to learn, and calming presence make her an invaluable colleague and a source of encouragement for both patients and staff.

Thank you, Tiffanie, for the heart and excellence you bring to your work every day. This recognition is truly well deserved!

**Congratulations!**



## **Shameera Named October 2025 Employee of the Month**



Her compassion, dedication, and patient-first mindset truly set her apart. Shameera consistently goes above and beyond supporting her teammates, managing high volumes with grace, and bringing positivity to every interaction.

Her kindness, reliability, and uplifting energy inspire everyone around her. Thank you, Shameera, for exemplifying the excellence and heart that define our team.

**Congratulations on this well-deserved recognition!**





# Coming Soon!

## Dr. Mark Rainwater

General Dentistry Services  
coming soon to  
Walterboro Family Care  
and Pediatrics



**Mark Rainwater, DDS**





## **GENESIS STEPS IN DURING TIME OF NEED**

This week, Genesis Healthcare proudly gave a \$45,000 donation to Harvest Hope Food Bank to provide critical food assistance to individuals and families impacted by the recent pause in SNAP (Supplemental Nutrition Assistance Program) benefits as of November 1st.

Read the full article in the Darlington County News & Press. Follow the link below.

[Genesis Healthcare donates \\$45,000 to aid SNAP Families | News and Press](#)



## **Beaufort-Jasper-Hampton Celebrates CMA Appreciation Week**



BJHCHS proudly recognized our dedicated Certified Medical Assistants (CMAs) for their hard work, compassion, and unwavering commitment to patient care. Throughout the week, we highlighted the essential role CMAs play in supporting our providers, enhancing patient experiences, and ensuring high-quality care across every site.

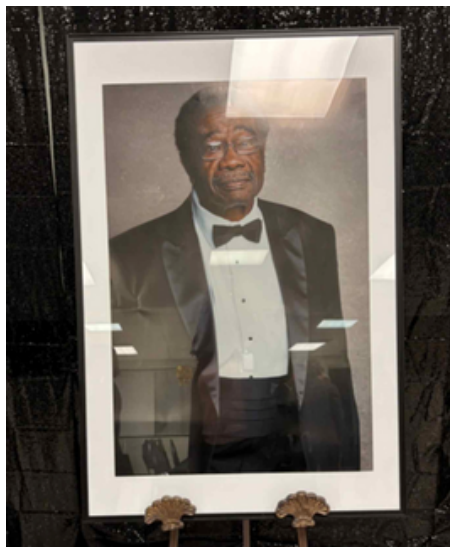
From assisting with clinical procedures to promoting patient comfort and safety, our CMAs demonstrate exceptional teamwork and professionalism each day. Their contributions make a meaningful and lasting impact on the patients and communities we serve. We extend our deepest appreciation to every CMA for their excellence, compassion, and continued dedication. Thank you for all that you do.







## Honoring the Life and Legacy of Dr. Elijah Washington



The City of Beaufort presented a resolution recognizing the late Dr. Elijah Washington for his outstanding contributions to our community. The presentation took place at the Elijah Washington Medical Center.

We are honored to celebrate Dr. Washington's life and legacy. His leadership and lifelong dedication to providing quality healthcare have left a lasting impact on the Beaufort community and have inspired generations of healthcare professionals.

BJHCHS remains deeply grateful for Dr. Washington's vision and service, which continues to inspire our mission and the work we do each day.





## Welcome Dr. Tara Formisano, D.O., MBS



Beaufort Jasper  
Hampton  
Comprehensive Health  
Services, Inc.



Welcome  
**TO THE TEAM**

**Dr. Tara Formisano, D.O., MBS**  
OB/GYN

Beaufort-Jasper Hampton Comprehensive Health Services proudly welcomes Dr. Tara Formisano, D.O., MBS, to our OB/GYN team!

Dr. Formisano completed her residency training in Obstetrics and Gynecology at Baystate Medical Center in Springfield, Massachusetts. She remained at Baystate as an OB Hospitalist, specializing in high-risk obstetrics and training OB/GYN residents. During her time there, she also helped establish a women's health program at a federally qualified health center, expanding access to gynecological care and surgical services for medically underserved populations.

Throughout her residency, Dr. Formisano received several honors recognizing her excellence, including the Award for Excellence in Maternal Fetal Medicine, Award for Excellence in Pelvic and Reconstruction Surgery, and the Ryan Award for Excellence in Family Planning.

Her clinical expertise includes high-risk obstetric care across prenatal, intrapartum, and postpartum stages, as well as medical and surgical management of irregular menstrual patterns, contraception, menopause care, incontinence and prolapse, and PMDD.

Originally from Ridgefield, Connecticut, Dr. Formisano earned her undergraduate degree from Stetson University. Outside of work, she enjoys outdoor activities, traveling, and spending time with her dogs—Willy, a Yorkipoo, and Lucy, a Maltipoo puppy joining her family soon. She is an avid triathlete and loves staying active. One of her favorite experiences was a week-long sailing trip in Turkey with her sisters and best friend.

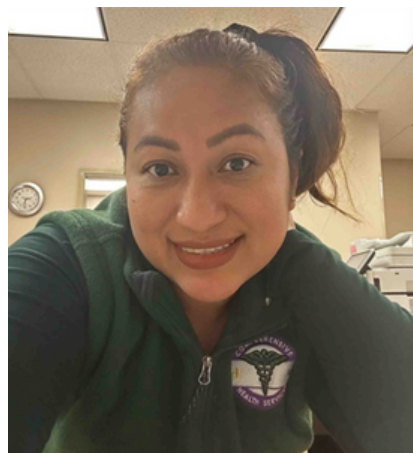


## **BJHCHS Celebrates National Radiologic Technology Week**

### **November 2nd - 8th**

We are proud to celebrate and highlight our incredible Radiology Team! Behind every image and scan is a group of highly skilled professionals with 3 to 25 years of experience and a shared passion for patient care. Their teamwork, expertise, and compassion make a lasting difference every single day.

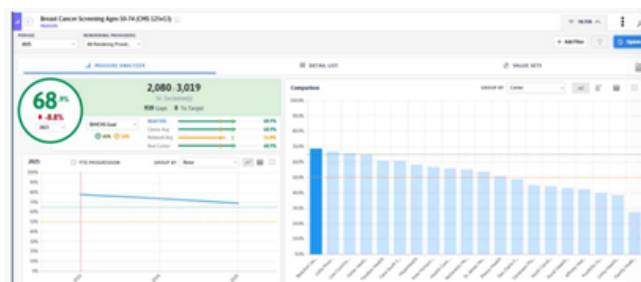
From guiding patients through procedures with kindness to ensuring providers receive timely, accurate results, the Radiology Team goes above and beyond to support our mission of quality care. We are grateful for their dedication, professionalism, and the heart they bring to our organization!



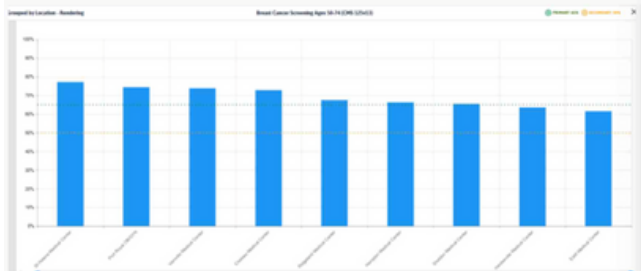


## BJHCHS in Action: Our Impact in Numbers

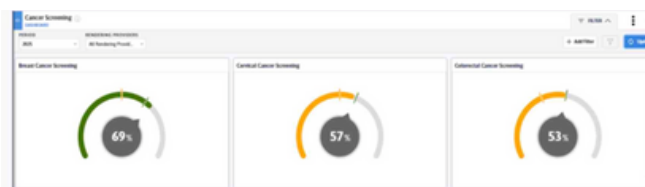
During Breast Cancer Awareness Month, our Radiology team gathered important data and statistics that highlight our ongoing dedication to prevention, early detection, and high-quality patient care. These insights not only reflect the impact of our work but also reinforce our commitment to supporting patients through every step of their breast-healthy journey.



We are in a network with 19 other health centers in South Carolina. For 2025, we are #1 in the breast cancer screening measure. Not only are we #1, we have surpassed the primary target of 65% that was set by the South Carolina Primary Health Care Association.



The South Carolina Primary Health Care Association has set a secondary target of 50%. Each site has passed this and on the way to our primary target.



While we have room to improve with all of our cancer screenings, we are doing the best in our breast cancer screening rates.

The table shows completed referrals for Breast Cancer Screening. It includes columns for Referral ID, Patient Name, Referral Date, Referral Type, Referral Status, and Referral Location. The table is filtered by 'Completed' status.

Referral ID	Patient Name	Referral Date	Referral Type	Referral Status	Referral Location
1000000001	John Doe	2024-01-01	Breast Cancer Screening	Completed	BJHCHS
1000000002	Jane Smith	2024-01-02	Breast Cancer Screening	Completed	BJHCHS
1000000003	John Doe	2024-01-03	Breast Cancer Screening	Completed	BJHCHS
1000000004	Jane Smith	2024-01-04	Breast Cancer Screening	Completed	BJHCHS
1000000005	John Doe	2024-01-05	Breast Cancer Screening	Completed	BJHCHS
1000000006	Jane Smith	2024-01-06	Breast Cancer Screening	Completed	BJHCHS
1000000007	John Doe	2024-01-07	Breast Cancer Screening	Completed	BJHCHS
1000000008	Jane Smith	2024-01-08	Breast Cancer Screening	Completed	BJHCHS
1000000009	John Doe	2024-01-09	Breast Cancer Screening	Completed	BJHCHS
1000000010	Jane Smith	2024-01-10	Breast Cancer Screening	Completed	BJHCHS

As of 2025 we are at a 62% completion rate for closing out mammogram orders. Our average timeframe for closing out these orders is 18 days.



## **Mediterranean Cooking Demo Brings Healthy Fall Recipes to the Community**



During Breast Cancer Awareness Month, our Radiology team gathered important data and statistics that highlight our ongoing dedication to prevention, early detection, and high-quality patient care. These insights not only reflect the impact of our work but also reinforce our commitment to supporting patients through every step of their breast-healthy journey.









## Carolina Health Centers Staff Participate in Costume Contest

Carolina Health Centers held their annual staff meeting on October 30<sup>th</sup>. The staff took part in a costume contest! Staff dressed up like characters from Shrek, Wizard of Oz, Taylor Swift, Matilda, and many more.





## **Carolina Health Centers Names New President and Chief Executive Officer**



Carolina Health Centers is proud to announce Miriam Ferguson is our new President & CEO. Miriam's journey with CHC spans 36 years of dedicated service, marked by her unwavering commitment to our mission and her deep-rooted belief in the power of community health. Throughout her tenure, she has exemplified steadfast leadership, a collaborative spirit, and a tireless drive to ensure that our vision for healthier communities remains at the heart of everything we do. As we look ahead, we are excited for the future under Miriam's guidance. Her strategic insight, compassionate approach, and the remarkable team



## **Carolina Health Centers Partners with Augusta University's Costa Laymen Women's Health Clinic**



Augusta University's Costa Laymen Women's Health Clinic operated at the Carolina Health Centers Ridge Spring Family Practice, providing essential medical services to underserved women in the area. Students learned to provide pap and breast exams, flu vaccines and STI checks, with a focus on mental health for women during the clinic visit.





## Health Care Partners Celebrates National Diabetes Awareness Month



Health Care Partners of South Carolina proudly celebrated National Diabetes Awareness Month by spotlighting our award-winning Diabetes Education Program — a trusted resource that continues to transform lives across our communities. Each month, HCPSC provides free diabetes education classes at our Conway, Marion, and Johnsonville locations, offering patients valuable guidance on managing diabetes, preventing complications, and building healthier lifestyles.

This month, we hosted a special collaboration class in Marion and welcomed participants from the Pick42 Foundation's B.A.M. Program — Boomers Active Meetup, a vibrant group of adults ages 55+ dedicated to staying active, engaged, and informed. Pick42 Foundation continues to be a driving force in promoting wellness, social connection, and health education for seniors throughout rural South Carolina. Their work aligns strongly with HCPSC's mission to support healthier communities through outreach, engagement, and accessible health resources.

During the session, B.A.M. participants enjoyed hands-on diabetes education, a healthy cooking demonstration, and a delicious meal prepared just for the event — reinforcing that wellness can be both enjoyable and sustainable.



We extend a huge thank you to PDRTA, who made a special trip to transport participants from Gresham to Marion. Their support ensured that every participant had access to this meaningful class without transportation barriers.

At Health Care Partners of South Carolina, we remain committed to empowering our community with knowledge, resources, and ongoing support that encourages healthier living and long-term lifestyle changes. National Diabetes Awareness Month highlights our ongoing work, and we're honored to serve as a leader in diabetes education and prevention across the region.





## Health Care Partners of SC Collaborates with Select Health to Support the Local Community



Health Care Partners of South Carolina (HCPSC) kicked off the holiday season with a powerful display of community partnership and patient support. Thanks to a generous collaboration with Select Health and Food Lion Feeds, our Conway location proudly distributed holiday food boxes to patients in need — ensuring families have access to healthy meals during a time where support matters most.

This effort marks the beginning of HCPSC's Holiday Giving Week, where we will expand our outreach to provide free turkeys to patients across Marion, Gresham, and Johnsonville later this week. With this multi-site initiative, we are excited to give back to our patients in a big way — reinforcing our mission of compassion, access, and community-centered care.



Partnerships like these are a cornerstone of our work. When organizations unite around a shared commitment to health and wellness, we can reach further, uplift more families, and create meaningful change across the Pee Dee region. We extend our heartfelt gratitude to Select Health for sponsoring this initiative and to Food Lion for their continued dedication to reducing food insecurity in the communities we proudly serve.

Health Care Partners of South Carolina remains steadfast in our promise: to support, strengthen, and care for our communities with heart — not just in the exam room, but in every aspect of life.



# Coffee and Communication

## Email Communication Mastery

### How to Sound Polished and Professional

1

**Acknowledge Delays Gracefully**



"Sorry for the late response."



"Thank you for your patience."

2

**Be Clear with Requests**



"Let me know what works for you."



"Could you confirm if this works for you?"

3

**Own Your Mistakes**



"Sorry, I missed that."



"Thanks for pointing that out—I'll fix it right away."

4

**Close Emails Effectively**



"Let me know if you need anything."



"Feel free to reach out if you have any questions."

5

**Make Follow-Ups Professional**



"Just following up on this..."



"When can I expect an update on this?"

6

**Show Respect for Their Time**



"Can we talk about this soon?"



"Would you have 15 minutes this week to discuss this?"

7

**Be Confident, Not Tentative**



"I think we should consider..."



"Here's what I propose we do."

8

**Avoid Wordy Explanations**



"I spent a lot of time rewriting this to make it perfect."



"This email outlines the key points—we can discuss more in person."

9

**Offer Solutions, Not Problems**



"I'm not sure what to do here."



"Here's what I suggest as the next step—what are your thoughts?"

10

**Set Clear Expectations**



"Does this make sense?"



"Let me know if this aligns with your expectations."

11

**Be Polite When Asking for Help**



"I need this ASAP."



"Would you be able to assist me with this by [specific deadline]?"

12

**Keep It Professional When Scheduling**



"What time works best for you?"



"Are you available at [specific time and date]? If not, let me know what works."



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