

THE MOVEMENT NEWSLETTER

INSIDE THIS ISSUE

- Holiday Publication Deadlines
- 2024-2025 Impact Report
- Conferences and Events
- Career Opportunity
- Letter from the Editor
- Staff Spotlight: Nicole (Nikki) Pratt
- A Lesson in Leadership
- Valued-Based Care
- SCAgWHP Update
- HCCN Update
- Revenue Review
- Coding Corner
- Health Center News
- Coffee and Communication

The connection
that keeps us
together



SOUTH CAROLINA
PRIMARY HEALTH CARE
ASSOCIATION



Holiday Publication Deadlines



**SOUTH CAROLINA
PRIMARY HEALTH CARE
ASSOCIATION**

**IMPORTANT
ANNOUNCEMENT**

ATTENTION

**NOVEMBER 2025 EDITION OF
THE MOVEMENT NEWSLETTER**

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

**5:00 pm on
Monday, November 17, 2025**

Please direct all questions to
Kenya L. Mingo at kenyam@sphca.org.

November

December



**SOUTH CAROLINA
PRIMARY HEALTH CARE
ASSOCIATION**

**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@sphca.org.



NOW AVAILABLE



**SOUTH CAROLINA
PRIMARY HEALTH CARE
ASSOCIATION**

2024-2025 IMPACT REPORT

**The Power of Us: Guided
by Purpose, Growing
Through Impact**

Paving the Way for Innovation,
Efficiency, and Sustainable Growth in
Our Organization



3 Technology Circle, Columbia, SC 29203 | 803-788-2778 (Phone) | www.scphca.org

Conferences and Events



2025 UDS ANNUAL TRAINING
Universal Data System
SAVE THESE DATES

December 8th and 10th
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.

Letter from the Editor



Hello, friends!

October is always a special month—a time of reflection, awareness, and togetherness. This month, our community proudly stands in support of Breast Cancer Awareness Month and Cybersecurity Awareness Month – two vital reminders of the importance of protecting both our health and our information. From wearing pink to show love and solidarity, to strengthening our digital safety practices, we're reminded that protecting our health and our digital well-being go hand in hand.

In this issue, you'll find stories that highlight the compassion, commitment, and creativity that make our organization shine. Each event, partnership, and act of service helps move our mission forward and strengthens the bond we share with one another.

We're also excited to share that our 2025 Annual Conference and Board Governance Retreat was a meaningful success—bringing together leadership, staff, and community partners to celebrate our progress and align our shared vision for the future. Stay tuned for full coverage in next month's edition!

Thank you for reading, for showing up, and for continuing to move with us—together—in purpose and unity.

Thank you for being part of The Movement. Together, we're building stronger, safer, and healthier communities—one step, one story, and one connection at a time.

With gratitude,

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

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

STAFF SPOTLIGHT

Getting to Know Nicole (Nikki) Pratt *Manager of Member Services*



Nicole, who prefers to be called Nikki, hails from Lewiston, Maine. As the middle of 4 children, Nikki is the wife of Jordan and mother to Holden, her five-year-old son who is her pride and joy. She has been employed with the Association for eight weeks.

Get to know Nikki a little better by reading how she responded to the following:

Where are you from? Originally from Watertown, MA, but lived the last 20 years throughout the state of Maine—from rural areas to the city.

Did you attend college? If so, where? I attended the University of Southern Maine for my bachelor's degree and Southern New Hampshire University for my master's degree (which I'm one semester shy of finishing)!

What drew you to this field, and how did you get started? I owe my career path to a wonderful advisor at USM. After several years as a C.N.A., I was growing tired of waiting for a spot in the nursing program at my school to open up (those waitlists were long back then), so she connected me with The Patrick Dempsey Center for Cancer, Hope & Healing (now known as The Dempsey Center) for my senior year internship assisting with fundraising and event planning. That experience sparked my passion for non-profit work—as it allowed me to stretch my wings in a really strategic way to still make a direct impact on patients we served.

What is your favorite part about your job and why? My favorite part of this role—so far—is connecting with people (our members, partners, and team). I love learning about the incredible work of our health centers and the work being done to support our communities. Every interaction is an opportunity to build relationships, solve challenges, and create impact, which is what drives me to do my best in this role.

What are you looking forward to doing in this role? I'm really looking forward to finding new ways to leverage my skills in event planning, relationship building, communication and strategic support to benefit our health centers. I'm excited to identify opportunities that strengthen member engagement and support their need to thrive. Most of all, I look forward to building strong connections and helping amplify the important work being done across our communities.

What is a fun fact about you that may surprise people? I once took the motor out of my Subaru to change my head gasket (with some supervision).

What is your favorite hobby, activity, or creative outlet? I've spent my career as a marketing professional/graphic designer and development professional-- I truly love working with non-profits and small businesses to improve their processes, brand, or fundraising/marketing initiatives to positively impact their mission, bottom line and/or brand presence.

What is the best piece of advice someone has given you? Choose honesty over convenience, consistency over comfort (or something like that).

If you were a vegetable, which one would you be and why? A carrot - grounded, adaptable and colorful

What's a random talent you have that no one at work knows about? I can turn anything into a song—especially plugging in my own lyrics to existing music. However, I'm not good at singing.

If you had to be stuck in a TV show for a week, which one would it be? The Great British Bake Off

If your personality were a drink, what would it be? Blackberry Jalapeno Margarita!

Who would you haunt if you were a workplace ghost? Kenya - for thinking answering these questions would be easy for me 😊.

What fictional boss would you love (or hate) to work for? Gordon Ramsey

Do you prefer early mornings or late nights? Neither—I'm a mid-day girl. If I had to choose, late nights with some caffeine.

Would you rather always sneeze but never finish or always have an itchy nose? Always sneeze but never finish

Time travel or invisibility? Invisibility

First app you open in the morning? The alarm... always trying to reset it to 4 minutes later.

If your life were a movie, who would play you? I would love to think of a Jennifer Aniston type but more likely Melissa McCarthy.

If you could have any superpower, what would it be and why? Teleportation

A Lesson in Leadership

What Great Leaders Say to Build Strong Teams

I believe in you.

Helps team members feel confident and trusted.

Thank you.

Shows you appreciate their hard work.

You've got this.

Encourages them to handle challenges on their own.

What do you need to be successful?

Shows you want to help them achieve their goals.

How are you really doing?

Shows you care about them and not just their work.

Tell me more about your idea.

Encourages them to share and develop their creativity.

How can I support your growth?

Shows you're invested in their career advancement.

I trust your judgment.

Lets them know you have confidence in them.

What challenges are you facing?

Lets them share problems they may need help with.

What do you think we should do?

Asks for their ideas and includes them in decisions.

Let's celebrate.

Recognizes their contributions and reminds to enjoy the wins.



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Value-Based Care

VALUE
BASED
CARE



The Importance of Initial Plan of Care Documentation for FQHCs in Integrated Care and Value-Based Reimbursement

In Federally Qualified Health Centers (FQHCs), the initial plan of care is more than just a piece of paperwork—it's the blueprint for integrated, patient-centered care and a cornerstone of value-based care success. By documenting a clear, comprehensive plan from the start, FQHCs can deliver care that addresses not only medical needs but also behavioral health and environmental conditions impacting health.

1. Setting the Stage for Coordinated, Patient-Centered Care

- **Foundation for holistic assessment** – The initial plan of care establishes a baseline, capturing not only medical conditions but also behavioral health concerns and SDOHs such as housing, food security, and transportation. This ensures care planning goes beyond symptoms to address root causes of health disparities.
- **Enables multidisciplinary collaboration** – A well-documented plan outlines patient needs, goals, and interventions so all care team members—primary care, behavioral health, dental, pharmacy, and social services—are aligned. This prevents fragmented care and builds a unified approach.
- **Empowers patients and families** – When patients help design their plan of care, they are more engaged and committed. Shared goal setting fosters accountability and builds trust in the care team.

2. Improving Patient Outcomes and Experience

- **Reduces gaps and redundancies** – Accurate documentation ensures providers avoid unnecessary tests, duplicated services, or missed diagnoses.
- **Facilitates smoother transitions of care** – Whether a hospital discharge or specialist referral, the initial plan of care provides continuity and prevents patients from “falling through the cracks.”
- **Addresses environmental conditions impacting health head-on** – By identifying and documenting social factors, FQHCs can connect patients with resources that directly improve health outcomes.
- **Enhances patient satisfaction** – When patients feel heard and supported, they are more likely to stay engaged in care, driving higher satisfaction scores.

3. Optimizing FQHC Operations and Financial Sustainability

- **Supports compliance and reimbursement** – Complete, accurate documentation is critical for meeting Medicaid, Medicare, and HRSA requirements—and for ensuring appropriate billing in value-based payment arrangements.
- **Improves resource efficiency** – Coordinated care reduces emergency room visits, hospitalizations, and unnecessary services, saving both time and money.
- **Drives quality improvement** – The care plan provides measurable data that helps FQHCs track progress, monitor outcomes, and continuously improve care delivery.

In Essence

The initial plan of care is **not just a regulatory checkbox—it's a strategic tool**. By laying the foundation for coordinated, integrated care, FQHCs can improve patient outcomes, enhance the patient experience, and strengthen their financial sustainability in an era of value-based reimbursement.



SCAgWHP Update



Classy Smiles/SC Dental Screenings Brings Essential Dental Care to Newberry Agricultural Workers



Classy Smiles/SC Dental Screenings, a valued voucher contractor with the South Carolina Agricultural Worker Health Program, provided much-needed dental services from October 19–21, 2025, at The Living Hope Foundation in Newberry, SC.

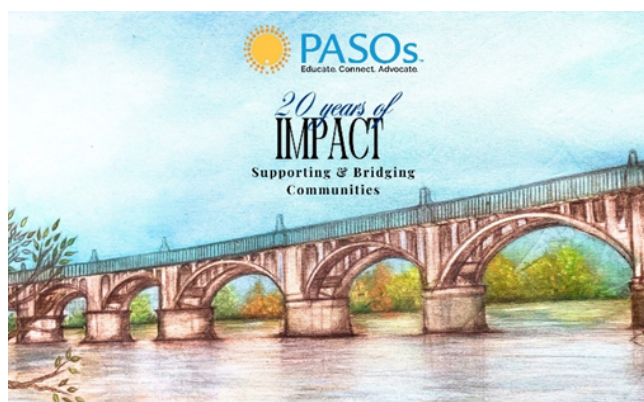
Over 45 patients received comprehensive dental care, including general exams, X-rays, fillings, extractions, and both routine and deep cleanings. These services play a vital role in supporting the oral health and overall well-being of South Carolina's agricultural workers.

We extend our sincere gratitude to the SC Migrant Education Program and Cooperative Health Centers Ryan White staff for their partnership, support, and community resources. Their collaboration was instrumental in making this event a success and in expanding access to quality dental care for farm workers and their families.





Celebrating 20 Years of PASOs: Empowering Latino Communities Across South Carolina



The SCPHCA / SC Agricultural Worker Health Program staff had the pleasure of attending the PASOs 20th Anniversary Gala, honoring two decades of dedication to empowering Latino communities throughout South Carolina.

We extend our heartfelt thanks to PASOs for their ongoing commitment to supporting families, improving access to care, and promoting health and well-being statewide. It was a wonderful evening celebrating collaboration, community, and our shared vision for a healthier South Carolina.



HCCN Update

SCHCCN Reflects on Cybersecurity Month: Strengthening Digital Trust Among Community Health Centers



The South Carolina Health Center Controlled Network (SCHCCN) proudly joined health centers, partners, and organizations nationwide in recognizing Cybersecurity Awareness Month, celebrated throughout October 2025.

Each year, this national initiative—led by the Cybersecurity and Infrastructure Security Agency (CISA) and the National Cybersecurity Alliance (NCA)—serves as an important reminder that cybersecurity is a shared responsibility. As healthcare organizations increasingly rely on technology and data exchange to serve patients, the need to protect sensitive information, systems, and digital assets has never been greater.

Reflecting on This Year's Theme: "Secure Our World"

The 2025 campaign theme, "**Secure Our World**," emphasized that everyone—from IT professionals to front-desk staff—plays a vital role in protecting their organization from cyber threats. The SCHCCN joined this national effort by promoting the campaign's four key actions for improving cyber resilience:

1. **Use Strong Passwords and a Password Manager** – Encourage complex, unique passwords and secure storage tools.
2. **Turn On Multifactor Authentication (MFA)** – Add layers of protection to email, EHR systems, and critical platforms.
3. **Recognize and Report Phishing** – Train staff to identify and report suspicious emails or messages immediately.
4. **Keep Software Updated** – Ensure regular system updates, patches, and endpoint protections across all devices.

Through shared awareness campaigns and discussions, the SCHCCN reinforced how these simple practices can significantly reduce risks across the network.

A Network-Wide Commitment to Cybersecurity

During October, the SCHCCN continued collaborating with partners to strengthen the cybersecurity posture of South Carolina's community health centers.

These collaborative efforts included:

- Cybersecurity tabletop exercises to test incident response readiness
- Cybersecurity roundtable discussion
- Sharing CISA and HHS cybersecurity alerts to improve situational awareness
- Promoting cyber hygiene education to build a culture of security

The SCHCCN's ongoing commitment ensures that South Carolina's community health centers remain proactive and resilient in the face of evolving cyber threats.

Building a Lasting Culture of Cyber Resilience

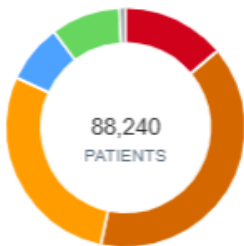
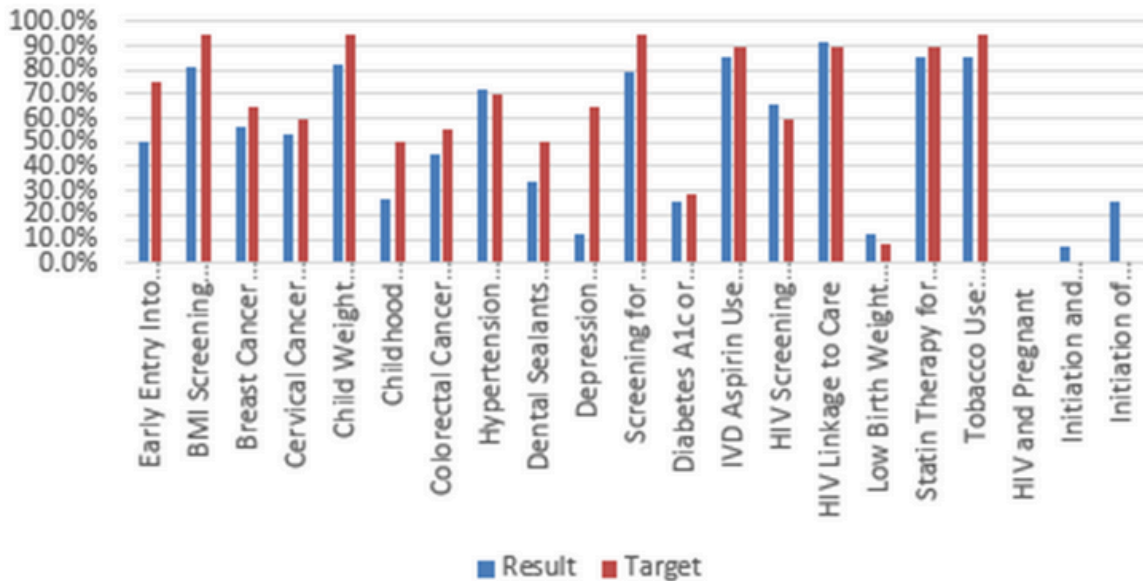
Cybersecurity Awareness Month may have concluded, but the SCHCCN encourages every health center to continue reinforcing a security-first mindset throughout the year. Protecting patient data and maintaining digital trust requires consistent vigilance, training, and collaboration.

As technology continues to evolve—with increased adoption of artificial intelligence, interoperability, and telehealth—strong cybersecurity practices will remain a cornerstone of safe and effective healthcare delivery. Looking Ahead

The SCHCCN thanks all health centers and partners who participated in Cybersecurity Awareness Month activities and reaffirmed their commitment to protecting patients and data. Together, we are building a stronger, more secure foundation for digital health in South Carolina.

For additional resources and year-round cybersecurity guidance, visit www.cisa.gov/secure-our-world or contact the SCHCCN team for resources to support with risk assessments, training, and security best practices.

State Level UDS Goals January - September 2025



BLOOD PRESSURE CONTROL (BP)

● Stage 2 Severe (≥ 160 or ≥ 100)	12,309
● Stage 2 HTN (140-159 or 90-99)	34,752
● Stage 1 HTN (130-139 or 80-89)	25,180
● Elevated BP (120-129 and < 80)	7,010
● Normal ($< 120/80$)	8,253
● No Score	736

139.6

AVG SYSTOLIC BLOOD PRESSURE

▼ -3.3 Last 12 mths.

29,222

SYS BP PTS WITH A ≥ 10 MM/HG DROP

Blood Pressure Control - reports stages of hypertension based on most recent systolic and diastolic readings. (Information is YTD)

- STAGE 2 SEVERE --> > 160 AND/OR > 100
- STAGE 2 HTN --> 140-159 OR 90-99
- STAGE 1 HTN --> 130-139 OR 80-89
- ELEVATED BP --> 120-129 AND < 80
- NORMAL ($< 120/80$)
- NO SCORE

The data presented herein reflects information and statistics gathered exclusively from the 20 participating health centers that are part of the SCHCCN.

The Wellness Way



7

Tips to Boost Your Health for Fall and Winter

As the days get shorter and the air turns crisp, it is time to prepare for the cooler months ahead. Fall and winter bring their challenges, from battling colds to staying active when it's tempting to cozy up indoors.

Thankfully, there are a few things that you can do to help you feel your best and make the most of this beautiful time of year. With the help of Colton Redding, DO, a family medicine physician with Banner Health, we share seven simple ways to stay healthy this fall and winter.

1. Boost your immune system

Your immune system is your body's defense against infections. To keep it strong:

- **Eat a balanced diet:** Include plenty of fruits and vegetables. These are rich in vitamins and minerals that support your immune system.
- **Get enough sleep:** Aim for seven to nine hours of sleep each night. Sleep helps your body repair and strengthens your immune system.
- **Stay hydrated:** Drink plenty of water. Proper hydration helps your body function at its best.
- **Consider supplements:** Vitamin C, vitamin D and zinc can support your immune health. Even if you live in a sunny place, you may lack vitamin D. "A study found that Vitamin D plays an important role in immune regulation," Dr. Redding said. "It also is linked to sharper thinking and better emotional health."

Talk to your health care provider before starting any new supplements.

2. Stay active

It's easy to become less active when it's cold outside and gets darker earlier. But staying active all year long is important for your health. Here's how to keep moving in cold weather:

- **Exercise indoors:** Join a gym, try a home workout or follow online exercise videos.
- **Bundle up and go outside:** Wear warm clothes and enjoy outdoor activities like walking, hiking or even playing in the snow. "Walking just 10 minutes several times a day is not only good for your health, but it can also boost your energy levels and help fight mild-to-moderate depression," Dr. Redding said.
- **Try new activities:** Winter sports like skiing, snowboarding or ice skating are fun ways to stay active.

3. Make healthy choices

When pecan pie or holiday cookies are staring you in the face, it's harder to make healthy choices. But Dr. Redding said no food is on the naughty list unless you have dietary restrictions.

- Start with healthy, in-season foods like carrots, sweet potatoes, spinach, squash and pumpkin before digging into your favorite dishes. These seasonal foods are packed with vitamins and nutrients.
- Chew more, savor the flavors and take a break between courses. This allows your stomach and mind to tell you they are full. "Remember, this is a season for celebrating and connecting with people you care about," Dr. Redding said. "When you focus on family and friends, it's easier to focus less on food."

4. Support your mental health

The colder months can sometimes affect mental well-being, especially with shorter days and less sunlight. Here's how to keep your mental health in check:

- **Address seasonal affective disorder (SAD):** "SAD is a type of depression that happens at certain times of the year, especially in fall and winter," Dr. Redding said. Talk to your provider about light therapy or other treatments if you're feeling down.
- **Practice mindfulness:** Techniques like meditation and deep breathing can help you stay calm and centered and reduce stress.
- **Stay connected:** Spend time with family and friends to boost your mood and provide social support.
- **Take breaks:** Make sure to set aside time for activities you enjoy and to relax.

5. Get vaccinated

Vaccinations are an important part of staying healthy, especially in the fall and winter. Flu and COVID-19 vaccines can help protect you and those around you:

- **Flu shot:** The flu vaccine is updated yearly to protect against the most common strains.
- **COVID-19 vaccine:** The shot is updated regularly to help protect people from serious illness, hospitalization and death.
- **Other vaccines:** Ask your provider about other vaccines you might need, such as pneumonia, shingles and RSV (respiratory syncytial virus).

6. Keep your home healthy

Your home environment can affect your health. Here are some tips to create a healthy living space:

- **Clean regularly:** Keep your home clean to reduce allergens and germs.
- **Use a humidifier:** "Dry indoor air can cause respiratory issues," Dr. Redding said. "A humidifier can add moisture to the air."
- **Get some plants:** Indoor plants can improve air quality and boost your mood.

7. Practice good hygiene

Good hygiene helps prevent the spread of illnesses. Here's what you can do:



- **Wash your hands:** Use soap and water to wash your hands often, especially before eating and after using the bathroom.



- **Cover your mouth and nose:** Use tissues or your elbow to cover your coughs and sneezes.



- **Stay home if you're sick:** "If you feel unwell, stay home," Dr. Redding said. "This helps prevent the spread of illness to others, especially those with weakened immune systems."

Conclusion

Use these seven easy tips to stay healthy this fall and winter. Focus on keeping your immune system strong, staying active, making healthy choices and taking care of your mental health. Make your home comfortable, stay up to date with vaccinations and practice good hygiene. With these steps, you'll feel great and enjoy the season more.

Source: <https://www.bannerhealth.com/healthcareblog/advice-me/5-tips-to-optimize-your-health-this-fall>

Revenue Review

Life of an FQHC Credentialing Specialist: The Gatekeepers of Provider Superpowers



If you've ever wondered who makes sure your favorite doctor can legally be your favorite doctor, meet the unsung heroes of the FQHC world: Credentialing Specialists. These professionals live in a world of acronyms, expiration dates, and the occasional detective work that would make Sherlock Holmes jealous.

At an FQHC (Federally Qualified Health Center), credentialing isn't just checking boxes — it's a mix of compliance mastery, policy wizardry, and caffeine-fueled stamina. Every new provider, whether a seasoned physician or a brand-new NP, must pass through the Credentialing Specialist's careful hands before they can start seeing patients.

Think of them as the bouncers at the VIP club of healthcare — only instead of checking IDs, they check NPI numbers, DEA licenses, malpractice coverage, and every last credential a provider has ever earned.

A Day in the Life Might Include:

- Tracking down missing diplomas that were last seen in 1998.
- Negotiating with state boards that operate on mysterious timelines.
- Explaining, for the 43rd time, why “but I’m already licensed” is not the same as being fully credentialed.
- Celebrating when a provider finally gets their payer approval letter like it’s New Year’s Eve.

Top 5 Fun Facts About FQHC Credentialing Specialists

1. They're Human Calendars with Supernatural Memory.

If your license expires in 236 days, they already know — and have three reminders set for you.

2. They Speak Fluent Acronym.

CAQH, DEA, NPI, PECOS, PDS, OIG... to the untrained ear, it's alphabet soup. To them, it's a second language.

3. They Have a Sixth Sense for Red Flags.

Missing employment dates? Unexplained gaps in licensure? They'll find it faster than you can say "verification."

4. They're Secretly in the "Preventing Chaos" Business.

Without them, patients might see unverified providers, payers could deny claims, and compliance officers would break out in hives.

5. They Celebrate Approvals Like Sports Fans Celebrate Championships.

Because in their world, a clean, completed credentialing file is the ultimate win.

Bottom line

FQHC Credentialing Specialists don't just process paperwork, protect patients, keep the organization complainant, and make sure your care team can care for you, but also ensure the claims can process and cash flow is coming in.

And yes, they might also have a favorite brand of highlighter, a dedicated coffee mug for "payer call days," and a spreadsheet that could run a small nation.



Coding Corner

FQHC Billing & Coding Tips: Dental Hygiene Month



October isn't just pumpkin spice season—it's also National Dental Hygiene Month! For Federally Qualified Health Centers (FQHCs), this is the perfect time to spotlight the vital role oral health plays in overall wellness while brushing up (pun intended) on some key billing and coding reminders.

Why Dental Hygiene Matters in FQHCs

Good oral health is more than a bright smile, it's tied to chronic disease prevention, behavioral health, and quality

of life. Since FQHCs integrate medical, behavioral, and dental services, ensuring accurate billing and coding for dental hygiene visits is crucial for sustainability and compliance in both Medicare and Medicaid programs.

CMS Medicare Tips

- **Medicare Coverage Limitations:** Traditional Medicare generally does not cover routine dental services (including cleanings, exams, or x-rays). Coverage may apply only when the dental service is integral to a covered medical procedure (e.g., jaw reconstruction, cardiac valve replacement prep).
- **Documentation is Critical:** When billing Medicare, clearly document the medical necessity and relationship to a covered service.
- **Medicare Advantage Plans (MA):** Many MA plans do cover preventive dental care. Be sure your front desk and billing staff verify benefits before the visit to prevent denials and patient frustration.

South Carolina Medicaid Tips

- **Preventive Coverage:** South Carolina Medicaid covers preventive dental services for children and adults, including exams, cleanings, fluoride treatments, and x-rays.
- **Frequency Limits:** Be mindful of service limits—such as two cleanings per year—to avoid billing errors.
- **Billing Specifics:**
 - o Use D1110 (Prophylaxis – Adult) and D1120 (Prophylaxis – Child) appropriately.
 - o Fluoride varnish: D1206 (applies per visit, often limited to 2x/year).
 - o Periodic oral evaluation: D0120.
- **Coordination with Medical Visits:** When dental services are provided same-day as medical or behavioral visits, FQHCs must ensure encounter billing.

FQHC Billing & Compliance Reminders

1. **Verify Eligibility Early** – especially for Medicare Advantage or Medicaid Managed Care.
2. **Stay Current on Fee Schedules** – South Carolina Medicaid updates dental reimbursement periodically.
3. **Audit Documentation** – Ensure services billed match chart notes; this is a common audit risk area.
4. **Educate Patients** – Help them understand what's covered vs. what may be out-of-pocket, especially for Medicare-only patients.

Top 5 Quick Tips for Dental Billing & Coding

1. Always check coverage first – Medicare vs. Medicare Advantage vs. Medicaid.
2. Use the correct CDT code (D1110 vs. D1120, etc.) age matters!
3. Watch frequency limits (cleanings, fluoride, exams).
4. Document medical necessity if billing Medicare-related dental services.
5. Don't forget same-day encounter rules when dental, medical, or behavioral overlap.

Takeaway

This Dental Hygiene Month, celebrate your dental teams while also strengthening your billing practices. By aligning CMS Medicare rules, South Carolina Medicaid requirements, and FQHC encounter billing compliance, your health center can keep smiles bright and your revenue cycle healthy.

Health Center News



CareSouth Carolina Welcomes Albertina Sanders, FNP to Value-Based Care Team

CareSouth Carolina is proud to announce that Albertina Sanders, MSN, APRN, FNP-BC, PMHNP-BC, has joined its Value-Based Care (VBC) Team as the newest provider. Sanders brings not only years of clinical expertise but also a full-circle journey with CareSouth Carolina, where she began her career nearly two decades ago.

Sanders first joined CareSouth Carolina in 2006 as a Phlebotomist. Her passion for patient care quickly led her to expand her career in healthcare, and she went on to serve as a Respiratory Therapist, among many other positions. After years of broadening her clinical skills and earning advanced credentials, Sanders has returned to CareSouth Carolina to provide high-quality, compassionate care to the communities she calls home.

As part of CareSouth Carolina's Value-Based Care team, Sanders will work to bridge the gaps between patients and providers.

Value-Based Care is a healthcare delivery model that shifts away from a traditional "fee-for-service" approach and instead reimburses providers based on the quality of care and positive patient health outcomes. This proactive model focuses on preventive care, wellness, coordinated patient services, and efficient resource use to improve health and reduce costs.

For Sanders, the role is about more than just clinical expertise—it's about making a personal connection.

"What I enjoy most is making a difference in someone's life and truly listening to my patients," Sanders said.

Outside of her work with CareSouth Carolina, Sanders enjoys spending time with her husband and two daughters, being surrounded by family, and traveling.

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CareSouth Carolina Hosts Successful Fall Festival & Trunk or Treat in Hartsville

HARTSVILLE, S.C. — CareSouth Carolina brought the community together for a morning filled with fun, health, and fellowship during its Fall Festival & Trunk or Treat event held on Saturday, October 25, 2025, at its Hartsville Medical Center.

The free event, which ran from 10 a.m. to 12 p.m., welcomed families from across the community to enjoy a festive celebration featuring food, games, inflatables, trunk or treat, and a variety of health resources and screenings.

“We are proud to host this event for the community,” said Joe Bittle, Chief of Community Health at CareSouth Carolina. “It’s a wonderful opportunity for families to come together, have some fun, and also focus on their health. This event allows us to offer not only entertainment but also vital health resources to ensure our community remains healthy and well.”

The Fall Festival & Trunk or Treat is part of CareSouth Carolina’s ongoing commitment to providing whole-person care and connecting with the community beyond the walls of the clinic. Events like this help make health resources more accessible, while also creating meaningful moments for families to engage with one another and local providers in a fun, welcoming environment.

For more information about upcoming community events and health services, please follow CareSouth Carolina’s Facebook page.

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CareSouth Carolina Patient Acknowledges Bishopville Staff Member for Compassionate Care

BISHOPVILLE, S.C. – CareSouth Carolina takes pride in being a “health care home” for the communities we serve, providing compassionate and patient-centered care.

A patient visiting the Bishopville office credited Kevin Dunson, Expanded Hours – Community Health Worker, with turning a stressful situation into a positive experience.

The patient explained that she arrived at the clinic feeling fearful and anxious. However, from the moment she checked in, Kevin’s kindness immediately helped put her at ease. She said it was as if he knew exactly what she needed to hear, and his calming words made a significant difference.

In her words, CareSouth Carolina “needs lots of staff like him,” showing the impact Kevin has on those he serves.

CareSouth Carolina recognizes and celebrates Kevin Dunson for the compassion he brings to his role and the trust he builds with the community. His actions are a reminder of the difference one person can make in the lives of others.

As a way to provide more access to the community, CareSouth Carolina expanded its hours at several clinics across the Pee Dee region earlier this year.

CareSouth Carolina added three additional hours of operation per week for its Bishopville, Bennettsville, and Rosa Lee Gerald (Society Hill) centers. The organization also has two additional hours of operation per week in Cheraw, and four additional hours per week at its Chesterfield center.

As a result, the following clinics are open until 8:00 p.m. on select weekdays:

- Tuesday— Bishopville
- Wednesday — Cheraw
- Thursday — Bennettsville Main
- Friday— Society Hill

In addition, Saturday hours are available from 9:00 a.m. to 1:00 p.m. at Chesterfield, Hartsville, and Dillon.

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CareSouth Carolina McColl Office Helipad Serves Community in Life-Saving Transport

McColl, S.C. — CareSouth Carolina’s McColl office helipad was used this week to airlift a local community member in need of urgent medical care. With Marlboro County lacking a hospital, having immediate access to air transport is a critical resource for residents when every second counts.

The helipad, generously provided through the support of the Love Family, ensures patients in Marlboro County can be rapidly transported to hospitals and trauma centers outside the area. This option fills a vital gap for the community, where quick response times can make all the difference.

“This is such an awesome resource for our community,” said Pat Graham, McColl Site Administrator. “That could be me or my family being transported. What a wonderful option to have here in McColl.”

To ensure the helipad was ready for emergencies, CareSouth Carolina’s Maintenance Department recently applied a fresh coat of paint to the landmarks, making the pad more visible from the sky. The updates were completed just last week, ahead of this week’s airlift.

“Seeing this helipad in action makes me CareSouth proud,” Graham said. “We’re so thankful to the Love Family for helping make this possible for our community.”

CareSouth Carolina remains committed to serving its communities with compassion and innovation, working to ensure every resident has access to high-quality care and essential resources—even in urgent, life-threatening situations.

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CareSouth Carolina Earns Joint Commission Accreditation Once Again, Continuing Legacy of Excellence

CareSouth Carolina has once again been awarded full accreditation from The Joint Commission, one of the nation's most respected organizations for healthcare quality and safety. This recognition affirms CareSouth Carolina's commitment to providing the highest standard of care to its patients, staff, and community.

The Joint Commission awarded CareSouth Carolina accreditation in Ambulatory Health Care and certification as a Primary Care Medical Home following a thorough review process. The survey resulted in no requirements for improvement, demonstrating CareSouth Carolina's dedication to meeting and exceeding national benchmarks for safe, high-quality, and patient-centered healthcare.

This achievement continues a long-standing tradition of excellence. Back in 2000, CareSouth Carolina was one of only 15 ambulatory care facilities in South Carolina to earn Joint Commission accreditation, making it a pioneer in advancing healthcare standards across the state.

"Achieving Joint Commission accreditation is a powerful reminder of the trust our patients place in us every day," said Ann Lewis, CEO of CareSouth Carolina. "We are proud to continue this legacy that began more than two decades ago when we were among the first in South Carolina to be accredited. Today, our commitment to safe, high-quality care is as strong as ever."

The accreditation cycle is valid for up to 36 months, and CareSouth Carolina joins a distinguished group of organizations nationwide that have earned the Gold Seal of Approval®.

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Family Health Centers, Inc. Hosts Breast Cancer Learn and Luncheon



Family Health Centers, Inc. recently hosted a Lunch and Learn Luncheon focused on promoting early detection, education, and support for individuals affected by breast cancer. The event united our community to share inspiring stories, valuable resources, and empowering discussions—all aimed at raising awareness and encouraging regular screenings for improved health outcomes.

♥ A heartfelt thank-you to everyone who attended, shared their experiences, and continues to stand with Family Health Centers, Inc. in the ongoing fight against breast cancer.

👉 Read the full coverage here:

https://thetandd.com/news/local/article_182fcfe6-1f1e-42a1-8e64-aaf694941f7b.html





Pink Mondays at Family Health Centers, Inc.



In honor of Breast Cancer Awareness Month, Family Health Centers, Inc. proudly celebrated “Pink Mondays”—a simple yet powerful way to stand together in support, awareness, and hope.

Each Monday in October, staff across every FHC campus joined in by wearing pink, filling our spaces with compassion, encouragement, and solidarity for those affected by breast cancer.

Together, we turned Family Health Centers pink with hope, strength, and unity. Your participation not only helped raise awareness but also reminded our community that no one fights alone.

♥ Thank you to everyone who showed their support and helped spread strength and positivity each Monday this month!

#FHCStra**ng** #PinkMondays #BreastCancerAwareness #HopeInEveryHeartbeat



HOPEHEALTH WELCOMES NEW PROVIDER



FLORENCE, S.C. (October 24, 2025) – HopeHealth welcomes Angela Oduro, PA, a physician assistant at the HopeHealth Medical Plaza in Florence.

She earned a Bachelor of Science in Biology (magna cum laude) from the University of Massachusetts at Dartmouth in Dartmouth, Massachusetts, and a Master of Science in Physician Assistant Studies from Bay Path University in Longmeadow, Massachusetts.

Her clinical interests are hypertension, diabetes, and acne. She is fluent in English and Akan.

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 Wins South Carolina Primary Health Care Association's IT Professional of the Year Award

SUMTER, SC (October 19, 2025) - Tandem Health would like to congratulate Kevin Grant, our Desktop Support Technician, on receiving the IT Professional of the Year Award at the 2025 South Carolina Primary Health Care Association's (SCPHCA) Annual Conference and Board Governance Retreat in Myrtle Beach, SC. The SCPHCA is the unifying organization for Community Health Centers (CHCs) in South Carolina. Tandem Health is one of 24 CHCs in South Carolina.

This award is presented to an outstanding Information Technology Professional whose expertise has been used to successfully develop and/or strengthen the technological infrastructure in a community-based health care setting.

"Kevin's contributions at Tandem Health embody this mission and have created lasting impact. Kevin was instrumental in the successful implementation of a managed print solution across our organization. He led the effort with careful planning, technical expertise, and a collaborative approach, ensuring a smooth transition that immediately improved operational efficiency. His work not only streamlined processes but also strengthened oversight of print usage. By tracking usage patterns and introducing accountability, Kevin has generated measurable cost savings that directly benefit Tandem Health and the patients we serve. His efforts go far beyond a one-time project. Kevin continues to manage and monitor print activity, providing leadership in identifying additional opportunities for savings and sustainability. This ongoing commitment ensures Tandem Health maintains the long-term value of the solution and demonstrates his dedication to continuous improvement."

Congratulations to Kevin and thank you for all your hard work and dedication.



Tandem Health Wins South Carolina Primary Health Care Association's Visionary Award

SUMTER, SC (October 19, 2025) - Tandem Health would like to congratulate Robert "Rob" Bailey, our Chief of Population Health, on receiving the Visionary Award at the 2025 South Carolina Primary Health Care Association's (SCPHCA) Annual Conference and Board Governance Retreat in Myrtle Beach, SC. The SCPHCA is the unifying organization for Community Health Centers (CHCs) in South Carolina. Tandem Health is one of 24 CHCs in South Carolina.

This award is presented to an individual in recognition and celebration of exhibiting extraordinary leadership. The Visionary Award honors an individual whose actions and ideas help transform community health centers on a local, state, and/or national level(s).

"Rob exemplifies exceptional leadership, innovation, and a deep commitment to Tandem Health's mission. His instrumental role in securing our mobile unit demonstrated his foresight in removing barriers to care, while his strategic guidance has strengthened programs across departments. Under his leadership, Tandem Health earned five HRSA Quality Recognition Badges in 2025 — a first in our history. Rob's ability to balance big picture thinking with daily engagement, mentor emerging leaders, and foster a culture of collaboration and excellence has made a lasting impact on our organization and the community. His visionary leadership truly deserves recognition."

Congratulations to Rob and thank you for all your hard work and dedication.

Tandem Health Clinical Pharmacist's Work Published in Journal of Primary Care and Community Health



Logan“Tate”Owens, PharmD, Clinical Pharmacist at Tandem Health, was recently published in the September 2025 issue of the *Journal of Primary Care and Community Health*. The article, titled ‘Impact of Direct Clinical Pharmacist Intervention on Achievement of Blood Pressure Control at a Federally Qualified Health Center Within a Medically Underserved Area’ shows that direct clinical pharmacist involvement significantly improves blood pressure control, medication adherence, and reduces hospitalizations at a rural Federally Qualified Health Center (FQHC). Patients managed by pharmacists reached target blood pressure faster, had better adherence to medication, and experienced no hospitalizations — highlighting the impact of pharmacist-led care in underserved communities.



Tandem Health Brings Pharmacy Education to Charter School Students



Tandem Health pharmacists visited Liberty STEAM Charter School as part of the school's PATH Day program. PATH - which stands for Prepare, Aspire, Train, Harness - is designed to introduce students to a variety of career paths through interactive sessions with local professionals. During the event, Carrington Huneycutt, PharmD, BCACP, Director of Clinical Pharmacy at Tandem Health, and Ronnie "McCall" Campbell, PharmD, Clinical Pharmacist, discussed the field of pharmacy for Ms. Hallman's 4th grade class.

The session highlighted the roles and responsibilities of pharmacy technicians and pharmacists, along with the education and training required for each career path. Students participated in hands-on activities, practicing with counting trays to prepare medications for pharmacist verification. The pharmacists also led a discussion on medication adherence, emphasizing the importance of taking medications as prescribed. To reinforce the concept, students used pill boxes and pill packs as tools to help improve adherence and understand real-world applications.

Tandem Health Adult Medicine Welcomes New Family Nurse Practitioner



Tandem Health Adult Medicine welcomes Ligia Maria Corea, FNP, a new Family Nurse Practitioner, to the team.

Ligia Maria Corea, FNP, is a Family Nurse Practitioner specializing in family medicine, primary care, and adult health. A recent graduate with nearly a year of practice experience, she has known since middle school that she was called to medicine. Driven by her desire to serve and support others during challenging times, Legra provides compassionate, patient-centered care rooted in trust and understanding. She is currently reading the book of Mark in the Holy Bible, a reflection of the faith that continues to inspire her to press forward in life and reach her goals.

Outside of her clinical practice, Ligia is actively involved in her church, Iglesia Pentecostal: Jesús Camino, Verdad, y Vida in Lake City, South Carolina. She is known by her family for offering thoughtful advice, and she treasures time spent at church, shopping, and enjoying the company of her loved ones. Guided by her faith in God and her commitment to service, she hopes to leave a legacy of making a positive impact in the world—one defined by her compassion, dedication, and unwavering desire to serve both her patients and her community.

Changing Healthcare, Enriching Lives



BJHCHS Honored for Excellence in Patient-Centered Care



Beaufort-Jasper-Hampton Comprehensive Health Services, Inc. (BJHCHS) is proud to be recognized by the South Carolina Medical Association for excellence in our Patient-Centered Medical Home (PCMH) program. This prestigious recognition highlights our unwavering commitment to providing high-quality, patient-centered care to the communities we serve.



We extend our heartfelt thanks to the BJHCHS staff whose dedication, compassion, and teamwork ensure that our patients remain at the heart of everything we do. Congratulations to our entire team on this outstanding achievement!

Together We Wear Pink Standing Together for Breast Cancer Awareness



October, our team has come together to raise awareness, honor survivors, and remember those affected by breast cancer.

We've kept the momentum going by wearing pink every Friday this month—a simple yet powerful way to stand united in support of prevention, early detection, and hope for a cure.



BJHCHS Blood Drive: 60 Lives Saved



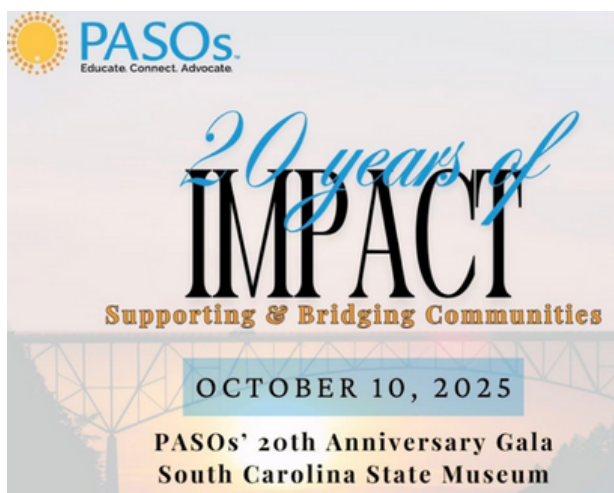
BJHCHS recently hosted a highly successful blood drive, and thanks to the generosity of our donors and staff, 60 lives were saved!

This incredible achievement reflects the dedication, compassion, and teamwork of our BJHCHS family. Together, we continue to make a lasting impact on the health and well-being of our community.

A heartfelt thank-you to everyone who rolled up their sleeves to help save lives!



BJHCHS Honored for Partnership with PASOs



BJHCHS was honored at the PASOs 20th Anniversary Gala for 16 years of partnership and collaboration in enhancing services and resources for the Latino community.

It was a true privilege for our team to be recognized among dedicated partners committed to advancing health equity across South Carolina. The award was accepted on behalf of BJHCHS, representing our ongoing commitment to improving access to quality care for all.

We're grateful for our long-standing partnership with PASOs and proud to continue working together to build stronger, healthier communities.





Dear Colleagues,

On behalf of Carolina Health Centers, I want to extend heartfelt thanks to each of you across South Carolina's FQHC network for the kind words, messages, and gestures of sympathy following the passing of our beloved CEO, Sue Veer.

Sue was a visionary leader, a tireless advocate for community health, and a cherished mentor to many. Her legacy lives on in the work we all do to serve our communities with compassion and equity. Your support during this time has been deeply meaningful to us and a testament to the strength and unity of our FQHC family.

We are grateful to be part of a network that shares not only a mission, but also a spirit of solidarity in moments of loss. Thank you for standing with us.

With appreciation,

Rachel Manner

Director of Development



Carolina Health Welcomes New Chief Financial Officer



In June, Carolina Health Centers, Inc. welcomed Christopher Clem as the new Chief Financial Officer. Christopher is a licensed CPA in SC and received his bachelor's degree from Lander University as well as an MBA from the University of South Carolina. Christopher has spent most of his career in public accounting with Elliott Davis, Manley Garvin, and his own practice. He has also worked as the Senior Controller at Velux America, Inc. for 8 years and the VP of Finance for The Cliffs organizations for 2 years. He is excited to be part of an SC CHC because of the work we do and why we do it. "The opportunity to touch lives the way we do by breaking down the barriers that can prohibit quality healthcare to a majority of individuals and families is at the core of what CHCs are here to do."



Carolina Health Welcomes New Chief Human Resources Officer



In July, Carolina Health Centers welcomed Yomi Fabiyi as the new Chief Human Resources Officer. Yomi attended the University of Wisconsin-Madison where he majored in Agricultural Business Management and Ashford University where he received a Bachelors (summa cum laude) in Organizational Management. Prior to joining CHC, Yomi served as the Vice President of Human Resources at CommUnityCare overseeing HR operations across all 28 health centers in Central Texas. Prior to joining CommUnityCare, he served as the Director of Human Resources at UNLV Health in Las Vegas, Nevada. Yomi has held various positions in which he was the top HR leader reporting directly to the CEO at healthcare organizations such as Western Arizona Regional Medical Center (Community Health Systems), Desert Springs Hospital Medical Center (UHS, Inc.), North Vista Hospital (Prime Healthcare) and Providence Health System in Washington D.C. (Ascension Health). He has also worked for Inova Fairfax Hospital, ESPN Inc., and the Wisconsin Department of Transportation. “I look forward to leading efforts that strengthen our culture, deepen employee engagement, and ensure CHC is a place where people are proud to work. My focus will be on building a workplace environment rooted in respect, compassion, and purpose; where every team member feels valued, supported, and inspired by the mission we serve. I’m honored to contribute to CHC’s legacy of care, and excited to help shape its future through people-centered strategy and community engagement.”



Staff Continue to Grow and Serve at the SC Thrive Annual Training



Last month, two of our outstanding team members—Jennifer Harrison, Bilingual Services Specialist, and Kayla Anderson, Patient Health Advocate—represented our organization at the SC Thrive Annual Training.

During the event, Jennifer and Kayla expanded their expertise in SC Thrive programs, exploring innovative solutions and best practices designed to strengthen our impact across South Carolina. Their participation reflects our continued commitment to learning, collaboration, and providing the highest level of support to our community.

We're proud of Jennifer and Kayla for their dedication to professional growth and for bringing back new insights that will help us serve even better!



Carolina Health Centers Host Colon Cancer Awareness Event



Our Colon Cancer Awareness Event last month was a tremendous success! Community members and patients alike had the unique opportunity to walk through an inflatable colon, gaining a firsthand look at the inner workings of the colon while learning about symptoms, prevention, and diseases that can begin there.

The interactive exhibit was set up outside Uptown Family Practice, where local vendors and our own staff hosted information tables packed with valuable educational materials and resources.

Thank you to everyone who joined us to raise awareness and promote early detection—together, we're taking important steps toward better colon health!



Health Care Partners OF SOUTH CAROLINA

Health Care Partners of South Carolina Receives 8 Nominations in the Myrtle Beach Herald Readers' Choice Awards 2026



Health Care Partners of South Carolina is proud to announce that we have received **eight nominations** in the *Myrtle Beach Herald Readers' Choice Awards 2026*! These nominations reflect our unwavering commitment to providing compassionate, high-quality care and the trust our patients place in us every day.

We are honored to be recognized in the following categories:

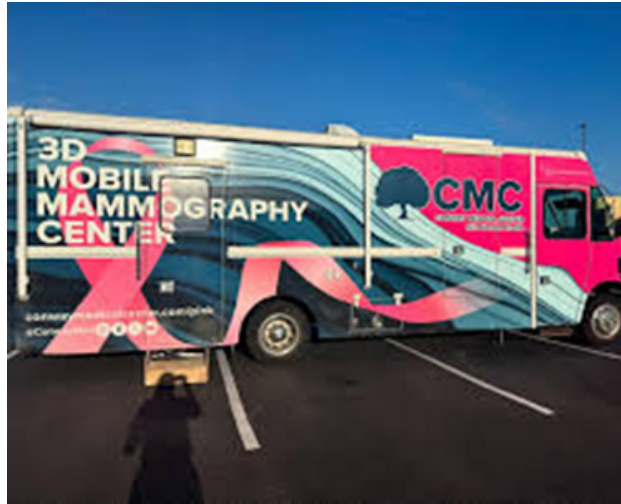
- Best OB/GYN
- Best Mental Health Center
- Best Pharmacy
- Best Professional Counseling
- Best Pediatrician – Dr. Terry Dixon
- Best Family Doctor – Dr. Jeanne Halyard
- Best Family Doctor – Dr. Keith Burke
- Best Diabetes Center

These nominations highlight the dedication of our incredible team across all our locations—from Conway and Marion to Brittons Neck, Johnsonville, and beyond. Each recognition represents the exceptional care our providers deliver and our mission to serve every patient with heart.

Voting for the *Myrtle Beach Herald Readers' Choice Awards 2026* will open soon, and we're excited to rally our communities to show their support for Health Care Partners of South Carolina!



Expanding Access to Care: HCPSC Partners with Conway Medical Center for Mobile Mammogram Services



Health Care Partners of South Carolina is proud to partner with Conway Medical Center to bring the Mobile Mammogram Bus to our Conway office on a regular basis, typically one to three times each month. This ongoing collaboration helps ensure that our patients have convenient access to life-saving breast cancer screenings close to home.

In recognition of Breast Cancer Awareness Month, our October 6th event was made extra special for patients, complete with an atmosphere of support, education, and encouragement. Days like these remind us why partnerships such as this are so valuable — they help remove barriers to preventive care and reinforce our shared commitment to community health.



We are truly grateful for our partnership with Conway Medical Center and the opportunity to work together in promoting early detection and improving health outcomes for the patients we serve.



Meet Stephanie Labrada, FNP-C — Delivering “Health with Heart” to Conway and Singleton Ridge



A photograph of Stephanie Labrada, a woman with dark curly hair, wearing a white lab coat over a patterned blouse. She is smiling and looking towards the camera. The photo is set against a white background with decorative yellow dots.

WELCOME OUR NEW PROVIDER
Stephanie Labrada, FNP
Family Medicine

Accepting New Patients

HCPSC - Conway location
1608 N Main St, Conway, SC 29526

HCPSC-Singleton Ridge Rd
243 Singleton Ridge Rd, Conway, SC 29526

 **Health Care Partners**
OF SOUTH CAROLINA

Health Care Partners of South Carolina is proud to introduce Stephanie Labrada, FNP-C, a compassionate and bilingual Family Nurse Practitioner serving patients at both our Conway and Singleton Ridge locations. Fluent in English and Spanish, Stephanie exemplifies our mission of providing Health with Heart — ensuring every patient feels heard, valued, and cared for.

Stephanie earned her Master of Science in Nursing from Purdue Global University, following her nursing degree from Galen College of Nursing in Louisville, Kentucky. With more than six years of experience as a Registered Nurse, she has cared for patients across several specialties, including Intensive Care (ICU), Progressive Care (PCU), Labor & Delivery, and Long-Term Care.

Proud of her Colombian heritage, Stephanie brings warmth, empathy, and strong communication skills to every patient encounter. Her ability to connect with patients in both English and Spanish allows her to deliver care that feels personal, comfortable, and inclusive for individuals and families throughout the community.

Health Care Partners of South Carolina is proud to have Stephanie Labrada as part of our team, continuing our commitment to delivering quality, compassionate care to every patient we serve.



Health Care Partners of South Carolina Joins Coastal Carolina University's Community Change Initiative at The Shepherd's Table



Health Care Partners of South Carolina is proud to partner with Coastal Carolina University's Community Change Initiative each month at The Shepherd's Table in Conway, South Carolina. Together, we work to ensure that community members have access to essential resources and support that enhance their overall wellbeing.

The Shepherd's Table has served as a vital cornerstone in Horry County since 2008, providing hot meals, fresh produce, and pantry staples to individuals and families in need. With over one million pounds of food distributed and tens of thousands of meals served annually, The Shepherd's Table continues to make a profound difference in the lives of many throughout the region.

Through this collaboration, Health Care Partners of South Carolina extends its commitment to community connection and compassionate care beyond the walls of its health centers. Joining the monthly efforts alongside CCU and other local organizations allows HCPSC to build stronger relationships, support holistic wellness, and demonstrate the organization's dedication to caring for the whole community — not just within the exam room, but wherever there is need.



Sandhills Medical Launches State-of-the-Art Mobile Health Unit



Sandhills Medical is proud to announce the official launch of its new Mobile Health Unit, a fully equipped medical office on wheels designed to deliver high-quality, compassionate care directly to communities across the region. With the goal of breaking down transportation and accessibility barriers, this new unit represents a major step forward in Sandhills Medical's mission to provide comprehensive care, close to home.

The Mobile Health Unit will offer a wide range of services including preventive screenings, primary care, behavioral health, vaccinations, and follow-up care coordination. It will also serve as a vital resource during community events, health fairs, and emergency response efforts.

"We're thrilled to bring care directly to the communities we serve," said Cassandra Waddell, Mobile Health Unit Manager at Sandhills Medical. "This Mobile Unit allows us to meet patients where they are—whether that's in rural neighborhoods, community centers, or schools—and provide the same high level of care they would receive at any of our permanent locations."

**Mobile Unit Services Include:**

- Screenings for blood pressure, cholesterol, diabetes (A1C), and cancer
- COVID-19, flu, and strep testing
- Pregnancy testing
- Behavioral health services
- Nutrition, wellness, and smoking cessation education
- Vision and hearing screenings for children
- Well-child visits and follow-up care coordination

Sandhills Medical is building strategic partnerships with schools, churches, nonprofits, and local organizations to maximize the reach and impact of the Mobile Health Unit. These collaborations are carefully developed to bring meaningful health services directly into the communities that will benefit most.

Contact for Community Partnerships:

Cassandra Waddell, Mobile Health Unit Manager
704.533.1028 | cwaddell@sandhillsmedical.org

About Sandhills Medical

Sandhills Medical, legally known as Sandhills Medical Foundation, Inc., is a Federally Qualified Health Center (FQHC) committed to providing quality, comprehensive, and cost-effective healthcare services. Serving residents of Chesterfield, Kershaw, Lancaster, and Sumter Counties, Sandhills Medical operates nine locations dedicated to providing comprehensive care, close to home.

###

Workplace Communication Red Flags

What Not to Say — And What to Say Instead

1. **✗ "That's not my job."**
Why it's a red flag: Sounds uncooperative or disengaged.
✓ Try this instead:
"I'm happy to help where I can. Let me see how I can support this or guide you to the right person."
2. **✗ "I assumed..."**
Why it's a red flag: Lack of clarity or responsibility.
✓ Try this instead:
"To clarify, I understood that [XYZ] was the goal. Is that correct?"
3. **✗ "I sent the email already."**
Why it's a red flag: May come off as defensive or dismissive.
✓ Try this instead:
"I sent the email on [date], but I'm happy to follow up or resend if needed."
4. **✗ "That's how we've always done it."**
Why it's a red flag: Resistant to change or innovation.
✓ Try this instead:
"This is the current process, but I'm open to exploring more efficient options."
5. **✗ "I'm too busy for that."**
Why it's a red flag: Appears inflexible or uncollaborative.
✓ Try this instead:
"I'm currently prioritizing [X], but I can help with [Y] after [timeframe]. Would that work?"
6. **✗ "I didn't get the memo."**
Why it's a red flag: Blames poor communication rather than seeking solutions.
✓ Try this instead:
"I may have missed that update — can you fill me in quickly so I can get aligned?"
7. **✗ "That's not my fault."**
Why it's a red flag: Deflects responsibility, weakens trust.
✓ Try this instead:
"Let's look at what happened and how we can fix it together."
8. **✗ "I don't have time for meetings."**
Why it's a red flag: Indicates poor collaboration.
✓ Try this instead:
"Could we optimize meetings or combine updates to make the best use of everyone's time?"

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