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ISSUE 49 | JUNE 2025



# THE MOVEMENT NEWSLETTER

*The connection that keeps us together*

A Monthly Update from the South Carolina Primary  
Health Care Association

## 2025 PCA HCCN New Leader Institute Program

Johnese Bostic Completes NACHC's New Leader Institute  
Program

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Please join us as we congratulate Ms. Johnese M. Bostic, APM, CLSSGB, Manager of Clinical Quality. Earlier this month, she completed the 2025 PCA / HCCN New Leader Institute offered by the National Association of Community Health Centers.

The Primary Care Association (PCA) and Health Center Controlled Network (HCCN) New Leaders Institute (NLI) is designed to provide interactive and action-oriented learning and engagement opportunities for new and emerging PCA and HCCN leaders.

This six-month module-based program incorporates core competency development with peer networking and mentoring to create a multi-faceted approach to learning and growing as a leader in your respective network or association.

Expanding on the all-virtual pilot program, this NLI will incorporate both in-person and live virtual components across a six-month program.

For more information, please visit: [Primary Care Association and Health Center Controlled Network New Leader Institute Program - NACHC](#).

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Conferences and Events



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**SAVE THE DATE**

**OCT  
17-19**

**2025  
ANNUAL  
CONFERENCE &  
BOARD  
GOVERNANCE  
RETREAT**

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

**SAVE THE DATE**

**2026  
STATE  
POLICIES &  
ISSUES  
FORUM**

**COLUMBIA, SC**

**JAN  
13 & 14**



**SOUTH CAROLINA  
PRIMARY HEALTH CARE  
ASSOCIATION**

**MORE INFORMATION COMING SOON**

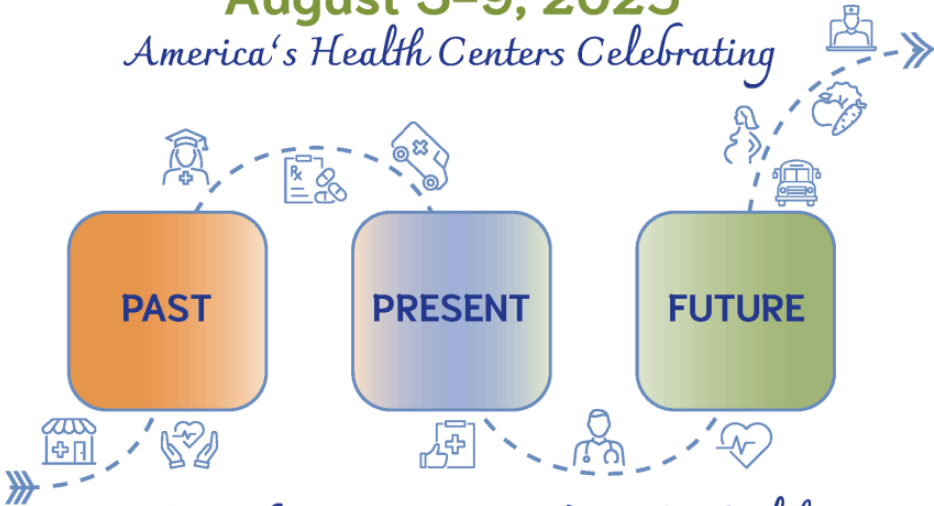


NATIONAL

HEALTH CENTER WEEK

August 3–9, 2025

America's Health Centers Celebrating



60 Years of Improving Our Nation's Health



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SOUTH CAROLINA  
PRIMARY HEALTH CARE  
ASSOCIATION

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For Immediate Release

## Membership Organization Hosts Annual Clinical Training for More Than 150 SC Clinicians



**June 11, 2025** – Healthcare professionals from across the state gathered in Myrtle Beach, SC for the SC Primary Health Care Association's 2025 Clinical Retreat, held under the inspiring theme "Stronger Together: Building Partnerships for Clinical Excellence." This transformative event was designed to foster collaboration, innovation, and strategic alignment among clinical leaders, frontline providers, and organizational stakeholders.

The Retreat, which took place June 6<sup>th</sup> - 8<sup>th</sup> at the Sheraton Myrtle Beach Hotel, brought together key partners in patient care to explore new ways of working together to improve quality, safety, and clinical outcomes. With healthcare environments becoming increasingly complex, the Retreat focused on leveraging collective expertise to create sustainable systems of excellence.

"This retreat is about more than just coming together—it's about committing to one another as partners in excellence," said Johnese Bostic, Manager of Clinical Quality, lead retreat organizer. "We know that the best outcomes happen when we build relationships grounded in trust, shared vision, and mutual accountability."

A major highlight of the event was Saturday's Awards Luncheon. This year's celebration recognized seven (7) community health center clinical staff that were recognized for their outstanding work and invaluable contributions towards innovative change in the Community Health Center Movement by ensuring access to quality health care for all South Carolinians. Congratulations to the following individuals who were recognized during the event:

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**Champion of Practice Transformation  
Award Recipient**

Kaitlin Hughes, BS, RMA  
CareSouth Carolina, Inc.



**Clinical Support Staff of the Year  
Award Recipient**

Satirah Jager, CMA  
Fetter Health Care Network, Inc.



**Nurse of the Year Award Recipient**

Laevata Nelson, LPN  
Fetter Health Care Network, Inc.



**Clinical Quality Leader of the Year  
Award Recipient**

Jeniqua Duncan, DO, MBA, CH-CBS  
CareSouth Carolina, Inc.



**Dental Professional of the Year  
Award Recipient**

Mary Whitaker, DMD  
Little River Medical Center, Inc.



**Pharmacist of the Year Award Recipient**

Alec Marinaro, PharmD  
Little River Medical Center, Inc.



**Health Care Provider of the Year Award  
Recipient**

Karen Clyburn, FNP

A heartfelt thank you to the sponsors for their generous support in making this year's Clinical Network Retreat a success: Select Health of SC (Corporate Partner); Absolute Total Care (Platinum Sponsor); LabCorp (Platinum Sponsor); VitaSavings (Welcome Reception Sponsor); eClinicalWorks (Silver Sponsor); Healthy Blue/Blue Cross Blue Shield of SC (Whova App Sponsor); and Azara Healthcare (Whova App Sponsor).

**About the SC Primary Health Care Association**

The mission of the South Carolina Primary Health Care Association (SCPHCA) is to provide a unified supportive infrastructure that facilitates access to community-based primary, behavioral and other health care services to every community in South Carolina. For more information, please visit [www.scphta.org](http://www.scphta.org).

###

## A Lesson in Leadership

ARROGANT LEADER

VS

CONFIDENT LEADER

1. MINDSET AND APPROACH TO LEADERSHIP

BY RACHEL NANTONO

Believes they **have all the answers** and dismisses input from others. They see themselves as superior and make decisions based on their personal opinions rather than collective insights.

GROWTH

MINDSET

Knows their strengths but **remains open to feedback** and collaboration. They lead with humility and make informed decisions by leveraging the expertise of their team.

2. COMMUNICATION STYLE

Talks **more than they listen**, dismisses opposing views, and often belittles others. Their communication style can be condescending and intimidating.



Listens **actively**, encourages diverse perspectives, and communicates with clarity and respect. They inspire trust and motivate their team through positive reinforcement.

3. RESPONSE TO CRITICISM AND MISTAKES

Denies responsibility, **blames others**, or reacts defensively to criticism.



**Accepts accountability**, learns from mistakes, and uses criticism as an opportunity for growth.

4. IMPACT ON TEAM AND CULTURE

Creates a **toxic work environment** where employees feel undervalued, afraid to speak up, and disengaged.

T

E

A

M

Builds a **culture of trust**, inclusion, and empowerment, leading to higher engagement and innovation.

Follow On LinkedIn:  Rachel Nantono For Change Management & Leadership Success Tips

BE PREPARED: A Monthly Emergency Essential

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**BE PREPARED FOR  
EXTREME  
HEAT**

Extreme heat often results  
in the highest annual  
number of deaths among all  
weather-related disasters.

 **FEMA**  
FEMA V-1004/June 2018

In most of the U.S.,  
extreme heat is a long period  
(2 to 3 days) of high heat and  
humidity with temperatures  
above 90 degrees.



Greater risk



Can happen anywhere



Humidity increases  
the feeling of heat as  
measured by a heat index

## IF YOU ARE UNDER AN EXTREME HEAT WARNING

Find air conditioning, if possible.



Check on family members  
and neighbors.

Avoid strenuous activities.



Drink plenty of fluids.

Watch for heat illness.



Watch for heat cramps, heat  
exhaustion, and heat stroke.

Wear light clothing.



Never leave people or pets  
in a closed car.



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# HOW TO STAY SAFE

## WHEN EXTREME HEAT THREATENS

### Prepare NOW

**Find places in your community where you can go to get cool.**

**Try to keep your home cool:**

- Cover windows with drapes or shades.
- Weather-strip doors and windows.
- Use window reflectors such as aluminum foil-covered cardboard to reflect heat back outside.
- Add insulation to keep the heat out.
- Use a powered attic ventilator, or attic fan, to regulate the heat level of a building's attic by clearing hot air.
- Install window air conditioners and insulate around them.

**Learn to recognize the signs of heat illness.** For more information visit: [www.cdc.gov/disasters/extremeheat/warning.html](http://www.cdc.gov/disasters/extremeheat/warning.html).

### Take an Active Role in Your Safety

Go to [Ready.gov/heat](https://ready.gov/heat). Download the **FEMA app** to get more information about preparing for **extreme heat**.

### Be Safe DURING

**Never leave a child, adult, or animal alone inside a vehicle on a warm day.**

**Find places with air conditioning.**

Libraries, shopping malls, and community centers can provide a cool place to take a break from the heat.

**If you're outside, find shade.** Wear a hat wide enough to protect your face.

**Wear loose, lightweight, light-colored clothing.**

**Drink plenty of fluids to stay hydrated.** If you or someone you care for is on a special diet, ask a doctor what would be best.

**Do not use electric fans when the temperature outside is more than 95 degrees.** You could increase the risk of heat-related illness. Fans create air flow and a false sense of comfort, but do not reduce body temperature.

**Avoid high-energy activities.**

**Check yourself, family members, and neighbors** for signs of heat-related illness.



**FEMA**  
FEMA V-1004

### Recognize + RESPOND

**Know the signs and ways to treat heat-related illness.**

**Heat Cramps**

- **Signs:** Muscle pains or spasms in the stomach, arms, or legs.
- **Actions:** Go to a cooler location. Remove excess clothing. Take sips of cool sports drinks with salt and sugar. Get medical help if cramps last more than an hour.

**Heat Exhaustion**

- **Signs:** Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, headache, nausea or vomiting, fainting.
- **Actions:** Go to an air-conditioned place and lie down. Loosen or remove clothing. Take a cool bath. Take sips of cool sports drinks with salt and sugar. Get medical help if symptoms get worse or last more than an hour.

**Heat Stroke**

- **Signs:** Extremely high body temperature (above 103 degrees) indicated by an oral thermometer; red, hot, and dry skin with no sweat; rapid, strong pulse; dizziness; confusion; and unconsciousness.
- **Actions:** Call 9-1-1 or get the person to a hospital immediately. Cool down with whatever methods are available until medical help arrives.

## Hot Topic: Value-Based Care

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**VALUE  
BASED  
CARE**



## Navigating the Shift: What FQHC Leaders Need to Know

FQHC leaders are navigating a shift towards Value-Based Payment (VBP) models, which require a transformation in how care is managed within their organizations.

### Key Aspects of the Shift and What FQHC Leaders Need to Know

- **Understanding and Embracing VBP:** FQHCs need to recognize that VBP models, which tie payment to the quality, cost, and equity of care delivered rather than simply the volume of services, are becoming increasingly prevalent. This necessitates a fundamental change in their operational and strategic approach.
- **Integrated Care Teams:** The heart of this shift lies in adopting a team-based approach to care management, bringing together diverse professionals (e.g., primary care providers, care managers, behavioral health specialists, social workers) to coordinate patient care effectively.
- **Proactive Patient Engagement:** Engaging patients as active participants in their care journey is crucial for success under VBP models. This involves providing education and support that empowers patients to manage their conditions and make healthy lifestyle choices.
- **Risk Stratification and Population Health Management:** Identifying and focusing on high-risk patients based on clinical, behavioral, and social factors is essential for targeted care management and efficient resource allocation.
- **Environmental Conditions Impacting Health:** Recognizing and addressing the non-medical factors that impact health outcomes is vital. FQHCs are well-positioned to connect patients with community resources and support services to address these determinants.
- **Data-Driven Decision Making:** Leveraging data analytics to track patient outcomes, service utilization, and cost savings is crucial for monitoring progress, identifying areas for improvement, and demonstrating value under VBP arrangements.
- **Technology Integration:** Seamlessly integrating technology solutions, such as electronic health records (EHRs), telehealth platforms, patient portals, and

Subscribe	Past Issues	care coordination tools, is essential for improving operational efficiency and supporting effective care management.	Translate ▼
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- **Continuous Quality Improvement:** Regularly evaluating and refining care protocols and processes to ensure they align with best practices and are designed to improve patient outcomes is vital.
- **Adapting to Funding and Reimbursement Changes:** FQHCs must understand and adapt to changes in Medicare and Medicaid reimbursement rates and regulations, particularly concerning care management and remote monitoring services.
- **Strategic Partnerships:** Collaborating with other healthcare organizations, including hospitals, health systems, and health plans, can create opportunities for better care coordination and potentially improved revenue streams.

By focusing on these areas, FQHC leaders can successfully navigate the shift towards value-based care and position their organizations for continued success in providing high-quality, accessible care to underserved communities.

Clinical Transformation

Stronger Together: Why Men’s Health Week 2025 Matters Now More Than Ever

Introduction

Each year in June, Men’s Health Week shines a spotlight on a critical yet often overlooked issue: *men’s health and well-being*. In 2025, this observance runs from June 9 to June 15, and the message is louder and clearer than ever: **it’s time to take men’s health seriously.**

In a world where men are statistically less likely to visit doctors, more prone to high-risk behavior, and less likely to speak openly about mental health, Men’s Health Week is more than just a health awareness event. It’s a call to action, a cultural shift, and a public health imperative.

The State of Men's Health in 2025

Despite medical advancements and increasing awareness, men continue to face alarming health disparities. According to recent global data:

- **Men die, on average, five years earlier than women.**
- **Cardiovascular disease** remains the leading cause of death among men.

Subscribe	Past Issues <ul style="list-style-type: none"><li>Prostate cancer is the second most common cancer in men worldwide.</li><li>Men are significantly more likely to engage in substance abuse, risky</li></ul>	Translate ▼
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behaviors, and **poor dietary habits**.

- **Suicide rates among men are up to four times higher** than among women, particularly in middle-aged and older men.

These statistics are not just numbers, they represent fathers, brothers, partners, and friends. Men’s Health Week gives us a reason to pause and reflect on the silent struggles many men endure, and how to address them holistically.

**Breaking the Silence: Mental Health Matters**

One of the most pressing aspects of men’s health is mental health. Despite growing awareness, a deep stigma still surrounds emotional vulnerability in men. Many feel pressured to appear “strong,” “tough,” or “stoic,” even when they are struggling.

In 2025, mental health concerns—exacerbated by global challenges like economic instability, social isolation, and work-life imbalance are more pressing than ever. Depression, anxiety, and stress-related disorders are rampant among men, but help-seeking behavior remains disproportionately low.

This Men’s Health Week reinforces the truth that asking for help is not a weakness, it’s STRENGTH! Encouraging men to speak to therapists, support groups, or even a trusted friend could save lives. Initiatives like mental health check-ins at workplaces, virtual support sessions, and community storytelling events are making headway in normalizing these essential conversations.

**Physical Health: More Than Just Muscle**

For many men, physical health is narrowly viewed through the lens of athleticism or strength. But real wellness is about sustainable, long-term health practices—managing blood pressure, cholesterol, weight, and diet; staying physically active; and getting routine checkups.

Key areas of concern in men’s physical health include:

- **Cardiovascular health** – Men are more likely to develop high blood pressure and heart disease at earlier ages.
- **Cancer screenings** – Regular screenings for prostate, testicular, and colorectal cancers can lead to early detection and better outcomes.
- **Reproductive and sexual health** – Conditions like erectile dysfunction or infertility can be early indicators of broader systemic issues.
- **Diabetes and obesity** – Lifestyle-driven illnesses are on the rise among men in all age groups.

Now is the time to schedule that annual physical, blood test, or colonoscopy—the tests we avoid are often the ones that matter most.

Subscribe	Past Issues	The Role of Lifestyle: Small Changes, Big Impact	Translate ▼
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A major part of health involves the daily choices men make. Many chronic diseases are preventable through lifestyle changes, including:

- **Nutrition:** A diet rich in vegetables, lean proteins, whole grains, and healthy fats can dramatically reduce disease risk.
- **Exercise:** Just 30 minutes of moderate activity five times a week can significantly improve cardiovascular health and mental well-being.
- **Sleep:** Quality sleep isn't a luxury—it's a necessity for hormone regulation, brain function, and immune strength.
- **Stress management:** Techniques like mindfulness, deep breathing, hobbies, and time in nature all help reduce chronic stress levels.

Consider adopting one new healthy habit. Whether it's walking more, swapping soda for water, or committing to eight hours of sleep, small steps lead to big change.

**Health Equity and Access: Not All Men Are the Same**

While the term “men’s health” may sound universal, the reality is more nuanced. Health outcomes vary significantly based on race, ethnicity, income, geography, and sexual orientation. For instance:

- **Black men** have higher rates of hypertension and prostate cancer, often diagnosed at later stages.
- **Indigenous men** face systemic barriers to healthcare access and higher rates of chronic illness.
- **Rural men** may live in areas with limited access to specialists and mental health providers.

To truly improve men’s health, we must address the nonmedical drivers of health—education, income, housing, access to care, and discrimination, and ensure every man, regardless of background, has the opportunity to thrive.

**Building Supportive Communities**

Health is not just an individual responsibility; it's a collective effort. Men’s Health Week 2025 encouraged communities to foster environments where men feel supported and seen.

- Workplaces** can host wellness workshops or offer free health screenings.
- Families** can encourage open dialogue about feelings, stress, and self-care.
- Community centers and gyms** can organize men’s health fairs, fun runs, or cooking classes.
- Faith groups** can create space for spiritual and emotional support.



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## Father's Day and Men's Health: A Powerful Connection

Men's Health Week always culminates on Father's Day, and the timing is intentional. As we celebrate the fathers, grandfathers, uncles, and mentors in our lives, it's the perfect opportunity to reflect on how investing in their health benefits everyone.

Healthier dads are more present, more energetic, and more emotionally available. When fathers prioritize their own health, they also set powerful examples for their children, especially boys, teaching them that self-care is a strength, not a flaw.

## What You Can Do Beyond This Week

Men's Health Week isn't just for men. Everyone can take part:

- **Men:** Book a check-up, open up about your mental health, and commit to a new healthy habit.
- **Partners, friends, and family:** Encourage the men in your life to take care of themselves. Ask questions. Offer support.
- **Employers and educators:** Create health-positive environments. Offer workshops, provide information, and foster openness.
- **Healthcare providers:** Reach out to male patients. Address the full spectrum of their health—physical, mental, and emotional.

## Resources for Men's Health

Here are some excellent starting points:

- [Men's Health Network](#)
- [Movember Foundation](#)
- [CDC – Men's Health](#)
- Local clinics and community health centers

## Conclusion

Men's Health Week 2025 is more than a reminder; it's a movement. It's about reshaping our understanding of masculinity, empowering men to prioritize their health, and building a future where men live longer, healthier, and happier lives.

Because when men are healthy, families thrive, workplaces succeed, and communities grow stronger.

Let's make this week and beyond count. Let's check in. Let's show up. Men's health is everyone's health.

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# YOUTH ACCESS TO PSYCHIATRY PROGRAM

## 877.729.2779

### OUR SERVICES

FREE mental and behavioral health program for prescribers seeing patients age 0-25.



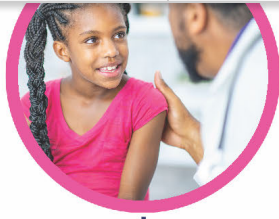
#### ***PSYCHIATRIC CONSULTS***

Speak with a child psychiatrist or developmental behavioral pediatrician at no cost. Call or go to [yapp.scdmh.org](http://yapp.scdmh.org) to request online.



#### ***QI ACTIVITY CME/MOC***

Earn up to 26 CME and MOC credit for using our consult line. Visit our website for more information or to sign up.

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Access mental and behavioral health resources for providers, and stay up to date on CME opportunities.



## **PATIENT MATERIALS**

Access printed or electronic patient and family resources available in English and Spanish.



**YAP-P**  
YOUTH ACCESS TO  
PSYCHIATRY PROGRAM



South Carolina  
Department of Mental Health  
**DMH**

**YAPP@SCDMH.ORG**

## **Youth Mental Health First Aid Training**

We're excited to offer a valuable opportunity to participate in **Youth Mental Health First Aid Training**—and your health center can receive \$2,500 for each staff member who attends.

### **Training Highlights:**

- **Cost:** \$250 per participant
- **Reimbursement:** \$2,500 per staff member upon completion
- **Seats Available:** 16 total

This initiative is designed to build a statewide network of certified professionals and strengthen our collective capacity to support youth mental health. We strongly encourage your health center to take advantage of this opportunity.

**Please review the flyer below for full details and registration information.**

Please direct all questions to Dr. Adrian Humphrey, Director of Clinical Quality Improvement at [adrianh@scphca.org](mailto:adrianh@scphca.org) or 803.788.2778.

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### WHO SHOULD KNOW MENTAL HEALTH FIRST AID?

- Teachers.
- School Staff.
- Coaches.
- Camp Counselors.
- Youth Group Leaders.
- Parents.
- Adults who Work with Youth.

### WHY YOUTH MENTAL HEALTH FIRST AID?

Youth Mental Health First Aid teaches you how to identify, understand and respond to signs of mental health and substance use challenges among children and adolescents ages 12-18.

**10.2%**

of youth will be diagnosed with a substance use disorder in their lifetime.

Source: Youth Mental Health First Aid\*\*

**1 IN 5**

teens and young adults lives with a mental health condition.

Source: National Alliance for Mental Illness\*

**50%**

of all mental illnesses begin by age 14, and 75% by the mid-20s.

Source: Archives of General Psychiatry\*\*\*

#### Sources

\* National Alliance on Mental Illness. (n.d.). Kids. <https://www.nami.org/Your-Journey/Kids-Teens-and-Young-Adults/Kids>  
 \*\* Mental Health First Aid. (2020). Mental Health First Aid USA for adults assisting children and youth. National Council for Mental Wellbeing.

\*\*\* Kessler, R., Berglund, P., Demler, O., Jin, R., Merikangas, K.R., Walters, E.E. (2005, June). Lifetime prevalence and age-of-onset distributions of DSM-IV disorders in the National Comorbidity Survey Replication. *Archives of General Psychiatry*. 62(6);593-602. doi:10.1001/archpsyc.62.6.593

### REGISTER TODAY!

#### Delivery Format:

In Person

#### Date and Time:

August 5-8, 2025

#### Location:

Hilton Garden Inn, 8910 Farrow Rd, Columbia, SC 29203

#### Where to Register:

Eventbrite

#### The course will teach you how to apply the MHFA Action Plan (ALGEE):

- **Assess** for risk of suicide or harm.
- **Listen** nonjudgmentally.
- **Give** reassurance and information.
- **Encourage** appropriate professional help.
- **Encourage** self-help and other support strategies.



## HCCN Update



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## Assessing AI Readiness: A Smart Step Forward for SC Community Health Centers

As the healthcare landscape evolves, Artificial Intelligence (AI) is becoming more than just a buzzword—it's a strategic asset in improving patient outcomes, streamlining workflows, and supporting value-based care. For South Carolina's Community Health Centers (CHCs), the time is now to thoughtfully assess AI needs and readiness.

### Why AI Matters for CHCs

AI tools can empower CHCs to:

- Identify at-risk patients earlier through predictive analytics
- Enhance care coordination via smarter decision-support tools
- Reduce administrative burden by automating repetitive tasks
- Improve patient engagement through personalized outreach

However, successful AI integration starts with asking the right questions.

### Key Areas to Assess AI Readiness

#### 1. Organizational Goals

- Are we trying to improve patient access, streamline operations, or meet specific quality benchmarks?
- Does AI align with our strategic plan and mission?

#### 2. Data Infrastructure

- Do we have clean, structured data from our EHR and external sources?
- Is our data accessible and interoperable for AI tools to analyze?

#### 3. Workforce & Training

- Are staff trained or open to learning how to use AI-enabled solutions?
- Do we have champions to lead implementation and drive adoption?

#### 4. Governance & Compliance

- Are we compliant with HRSA, ONC, and HIPAA guidelines?

5. Vendor & Tool Selection

- Are we assessing vendors based on health center needs, equity impact, and long-term support?
- Is the AI tool explainable and tailored to safety-net settings?

SCHCCN Support is Here.

The South Carolina Health Center Controlled Network (SCHCCN) is committed to supporting CHCs with guidance on AI readiness. This includes:

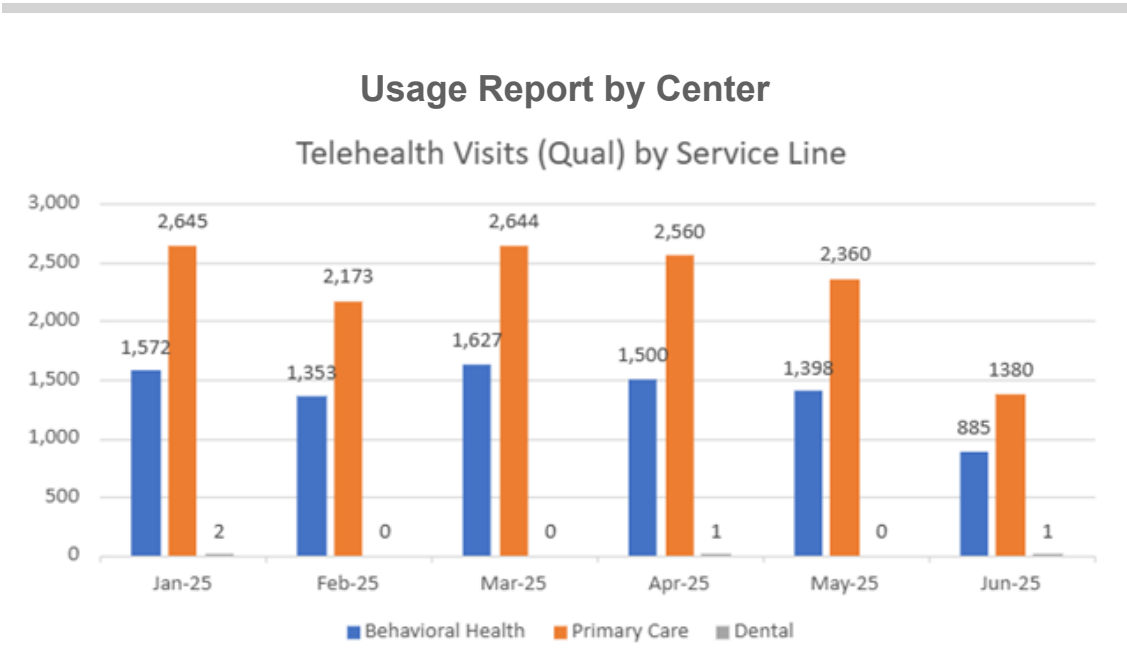
- Hosting working sessions and peer-sharing calls
- Providing assessment tools to gauge your current state
- Sharing best practices and pilot project frameworks

Let’s Move Together—Responsibly

Adopting AI isn't just about new technology—it’s about aligning innovation with community care values. Together, we can ensure that AI is used responsibly, ethically, and effectively to serve our communities.

Stay Connected

For more information or to request an AI readiness consultation, contact the SCHCCN team at [schccn@scphca.org](mailto:schccn@scphca.org) or visit the SCHCCN community page at [www.scphca.org](http://www.scphca.org).



This graph shows the number of telehealth visits by service line over the last 6 months. Updated June 20, 2025.

Center Name	Usage Number
CareSouth Carolina, Inc.	153
HopeHealth, Inc.	126
Little River Medical Center, Inc.	100
Low Country Health Care System, Inc.	90
Fetter Health Care Network, Inc.	86
Tandem Health SC, Inc.	79
Beaufort Jasper Hampton Comprehensive Health Services, Inc.	78
Cooperative Health	74
Affinity Health Center	67
ReGenesis Health Care, Inc.	51
New Horizon Family Health Services, Inc.	39
Health Care Partners of South Carolina, Inc.	38
Family Health Centers, Inc.	29
Foothills Community Health Care, Inc.	27
Careteam Plus Family Health and Specialty Care	26
St. James Health and Wellness, Inc.	7
Rural Health Services, Inc.	7
Plexus Health	3
Total	1080

This graph shows the usage (number of users who have run at least one report) during the month of May 2025.

The Wellness Way



12 Summer Health Tips to Feel Amazing This Season

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We've got plenty of tips to help you feel your best all season long.

### 1. Protect your skin in style

Think about wearing a hat when you're outdoors and putting on sunscreen.

### 2. Upgrade your sunglasses

To protect your eyes, choose the right sunglasses. The labels should say they block 99% to 100% of UVA and UVB light.

### 3. Stay cool in the heat

Create your own "spa towels." Place a chilled, scented towel on your face. To do this, soak the washcloths in clean, cold water. Add a few drops of essential oil (oil made from an extract from a plant). Then, wring the towel out and roll it up. Store in a plastic container in your refrigerator.

### 4. Soothe your feet

You may feel like your feet need pampering now that you're wearing sandals. Remove dry skin with a sugar-based scrub. Then rub in a heavy cream that can soften the thick skin on your heels and soles.

### 5. Get creative with grilling

Hot dogs and hamburgers are easy to toss on the grill but so are veggies. Peaches and pineapples are also delicious when grilled.

### 6. Plan a safer cookout

It doesn't take long for germs to grow in food that's been left in the hot sun. Set a timer when you serve the food. That way, you won't forget to bring it inside before it spoils. If it's more than 90 degrees outside, don't let the dishes sit for longer than an hour. If it's cooler than that, food can stay outside for up to 2 hours.

### 7. Flavor your water

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### 8. Try a new activity

Playing a new sport can make exercising more fun. If you have kids, think about pickleball. Other summer picks include Frisbee golf, water aerobics and outdoor yoga classes. Aim to get 150 minutes of moderate intensity exercise each week.

### 9. Keep bugs at bay

Mosquito and tick bites can pass on many illnesses that can bring summer fun to a halt. To stay safe use a bug spray on your skin that includes DEET. Don't want to use DEET? Look for a product that has oil of lemon eucalyptus.

### 10. Wear sandals that support your feet

Wear sandals, sneakers or other light shoes that give your feet good support. Try to save flip-flops for the pool or beach.

### 11. Have more fun gardening

Tending to plants is a great way to stay active and ease stress. It can also lower your blood pressure.

### 12. Make your own smoothie pops

There's nothing like an ice pop to cool you down on a hot day. Here's an easy recipe. Fill the ice pop molds with your favorite smoothie. You can also layer them with yogurt and fruit. Do it the night before, and they'll be ready by morning.

Source: [www.optum.com](http://www.optum.com)

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## Revenue Review

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### Claim Denial Management in the Revenue Cycle



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Denial management in medical billing is a critical process that focuses on identifying, preventing, and resolving problems that lead to medical claim denials from insurance companies or other payers. It's a key component of the overall revenue cycle management (RCM) in healthcare, as denials directly impact a provider's cash flow, operational efficiency, and financial health.

### Why is Denial Management Important?

- **Revenue Loss:** Denied claims mean delayed or lost payments, leading to significant revenue leakage for healthcare organizations.
- **Increased Costs:** Reworking and appealing denied claims is time-consuming and costly, consuming valuable staff resources.
- **Cash Flow Disruptions:** Denials can disrupt a practice's cash flow, making it difficult to meet operational expenses and invest in improvements.
- **Administrative Burden:** Staff spend more time on administrative tasks related to denials instead of focusing on patient care.
- **Patient Dissatisfaction:** Patients may receive unexpected bills due to denied claims, leading to frustration and damage to the provider's reputation.

### Key Aspects of Denial Management

#### 1. Identification:

- Promptly identifying denied claims.
- Categorizing denials based on common reasons (e.g., coding errors, missing documentation, eligibility issues, medical necessity).

#### 2. Analysis and Root Cause Identification:

- Analyzing denial trends to understand patterns and systemic issues.
- Pinpointing the exact reasons behind denials (e.g., specific coding mistakes, lack of prior authorization, timely filing limits).
- Leveraging data analytics and reporting tools to gain insights into denial rates by payer, provider, or type of service.

#### 3. Resolution and Appeals:

- Correcting errors and gathering necessary information for resubmission.
- Submitting timely and accurate appeals within payer guidelines.

Subscribe	Past Issues	Developing standardized appeal processes and checklists.	Translate ▼
	4. Prevention:		

- **Front-End Process Optimization:** Ensuring accurate patient registration, insurance verification, and prior authorization *before* services are rendered. This is crucial as a significant percentage of denials stem from front-end errors.
- **Accurate Coding and Documentation:** Training staff on up-to-date coding guidelines (ICD-10, CPT), ensuring documentation supports medical necessity, and maintaining clinical documentation integrity.
- **Staff Education and Training:** Providing regular training to all staff involved in the revenue cycle on coding, documentation, and payer-specific policies.
- **Technology and Automation:** Utilizing EHR systems, claim scrubbing tools, and RCM platforms with features like automated denial detection, predictive analytics, and RPA for claims correction and resubmission.
- **Payer Collaboration:** Establishing strong communication and feedback loops with payers to understand their specific rules and reduce denials.
- **Regular Audits:** Conducting internal audits of billing processes and denied claims to identify and address recurring issues.

**Common Reasons for Denials (and their associated denial codes)**

Denial codes are standardized alphanumeric codes provided by insurance companies to explain why a claim was not approved. They often begin with two letters:

- **CO (Contractual Obligations):** Indicates the provider has billed for services beyond the contractual agreement.
- **PR (Patient Responsibility):** Indicates the patient is responsible for payments (e.g., co-pays, deductibles).
- **CR (Correction and Reversals):** Indicates administrative mistakes or reversals.

Some common denial reasons and codes include:

- **CO-4: Required Modifier Missing:** A necessary modifier is absent or conflicts with the procedure code.
- **CO-11: Diagnostic Coding Error:** The diagnostic code is incorrect for the patient's diagnosis or medical necessity.
- **CO-15: Missing or Invalid Authorization Number:** Prior authorization was required but either missing or incorrect.
- **CO-16: Missing Information:** Broad code indicating incomplete patient or treatment information (e.g., missing dates of service, diagnostic codes).
- **CO-18: Duplicate Claim or Service:** The same service has been billed more than once.

Subscribe	Past Issues	CO-33: Coordination of Benefits Issue: Problems with determining primary and secondary insurance when a patient has multiple policies.	Translate ▼
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- **CO-27: Insurance Expired:** The patient's insurance coverage was not active at the time of service.
- **CO-29: Timely Filing Limit Expired:** The claim was submitted after the payer's allowed timeframe.
- **CO-45: Charges Exceed Fee Schedule:** Billed charges exceed the contracted or legislated fee arrangement.
- **CO-50: Non-Covered Services:** The service is deemed not medically necessary or not covered by the patient's plan.
- **CO-97: Already Adjudicated:** The service billed was already covered, possibly under a bundled payment or a previous claim.
- **CO-167: Diagnoses Not Covered:** The diagnosis associated with the claim is not covered under the patient's insurance plan.

Effective denial management is an ongoing process that requires a proactive, data-driven approach and collaboration across various departments within a healthcare organization to ensure financial stability and optimal revenue cycle performance.

Coding Corner



Billing and Coding Strategies to Support Better Care During Men's Health Month

**June is Men's Health Month** – a time dedicated to raising awareness about the unique health issues men face and encouraging preventive care and early detection. While the focus is often on education and outreach, healthcare providers also have a key opportunity to enhance care delivery through strategic billing and coding.

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reimbursement—and more importantly—for promoting patient engagement in preventive services. Here’s how practices can align their billing and coding efforts with Men’s Health Month initiatives.

Key Conditions to Prioritize

Men’s Health Month is the perfect time to spotlight conditions that disproportionately affect men, including:

- Cardiovascular disease
- Prostate conditions such as BPH and prostate cancer
- Testosterone deficiency
- Colorectal cancer
- Diabetes and obesity
- Mental health concerns
- Erectile dysfunction and other sexual health issues

Addressing these areas through regular screenings and wellness exams can lead to earlier detection and better outcomes.

Know Your CPT Codes

Preventive services are foundational to Men’s Health Month, and providers should be familiar with the most used CPT codes:

- **99385–99387**: New patient preventive visits
- **99395–99397**: Established patient preventive visits
- **G0402**: Initial preventive physical exam for Medicare patients
- **G0438–G0439**: Annual Wellness Visits (AWVs) for Medicare

ICD-10 Codes to Support Accurate Claims

Proper ICD-10 coding ensures not only reimbursement but also clarity in documentation. Here are some codes relevant to men’s health:

- Hypertension: **I10**
- Hyperlipidemia: **E78.5**
- Low testosterone: **E29.1**
- Erectile dysfunction: **N52.9**
- BPH: **N40.1**
- Prostate cancer screening: **Z12.5**
- Obesity: **E66.9**
- Depression: **F32.9, F33.9**

Screening Services to Highlight

Men’s Health Month is also an ideal time to promote routine screenings:

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- [PSA testing \(CPT: 84153, ICD-10: Z12.5\)](#)
- [Lipid panels \(CPT: 80061, ICD-10: Z13.220\)](#)

- **Diabetes screening** (CPT: 82947 or 83036, ICD-10: Z13.1)
- **Depression screening** (CPT: 96127)

### Documentation and Modifier Tips

To ensure claims are processed correctly:

- Document all services clearly, including time and screening purpose.
- Use **modifier -25** when a preventive service is paired with a separate E/M service.
- Distinguish preventive visits from problem-oriented visits to avoid denials.

### Outreach and Reimbursement Opportunities

Encourage patients to take advantage of preventive benefits under the Affordable Care Act, which covers many screenings at no cost. Consider organizing:

- Health fairs or pop-up screening events
- Targeted text or email campaigns
- Partnerships with local employers for on-site visits

By combining clinical excellence with strategic coding and outreach, healthcare providers can help bridge the gap in men's preventive care and improve outcomes—all while ensuring financial sustainability.

**Let's make Men's Health Month count—not just in awareness but in action.**

## Health Center News



**Congratulations Dr. Natassia Allen!**

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Please join us in celebrating Dr. Natassia Allen, Chief Operations Officer at Beaufort-Jasper-Hampton Comprehensive Health Services, Inc. She recently earned her Doctor of Healthcare Administration from the Medical University of South Carolina!

This outstanding achievement is a testament to her leadership, dedication, and commitment to advancing community health, and we are proud to recognize Dr. Allen's continued impact and excellence in healthcare.

Way to go, Dr. Allen!



## CareSouth Carolina CEO Ann Lewis Presents at South Carolina Community Health Worker Association Quarterly Meeting

CareSouth Carolina's Chief Executive Officer, Ann Lewis, took center stage as the opening speaker at this quarter's South Carolina Community Health Worker



Subscribe	Past Issues	Association (SCCHWA) meeting, delivering a deeply moving message on resilience during uncertain times	Translate ▼
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Held under the theme “CHW Resiliency in Uncertain Times,” the meeting gathered community health professionals from across the state, uniting them with a shared goal: to recharge, recommit, and reaffirm their role as vital connectors in the communities they serve.

In her presentation, titled “The Heartbeat of Resilience,” Lewis invited attendees to begin by simply breathing—an intentional reminder of presence, power, and survival. Her keynote highlighted the weight CHWs carry in today’s landscape, where Medicaid, DEI efforts, and essential community programs face mounting pressure.

Her talk offered a roadmap for practicing resilience—through connection, setting boundaries, speaking truth, and rediscovering joy.

“Joy is not a distraction,” Lewis said. “Joy is resistance. Joy is fuel. Celebrate every small win.”

Lewis, a longtime advocate for expanding access to care and strengthening the CHW workforce, urged attendees to lean into their community and embrace their power to create change.

“You are the heartbeat of your community,” she concluded. “Let us rise. Let us transform. Let us persist.”

CareSouth Carolina’s Community Health Worker (CHW) team is a cornerstone of the organization’s mission to improve health outcomes across the communities it serves. These dedicated professionals work one-on-one with individuals to break down barriers to care—whether they are enrolling in Medicaid or ACA plans, connecting patients with vital resources, or providing transportation and interpretation services. CHWs also lead health education efforts focused on chronic disease prevention, nutrition, physical activity, and smoking cessation, helping individuals take control of their health through knowledge and support.

Beyond individual care, the CHW team is deeply engaged in grassroots outreach, planning local health fairs, offering screenings, and facilitating educational sessions throughout the region. They gather input through focus groups and forums, build partnerships to address community needs, and develop programs that make a meaningful impact. Whether they’re helping a friend get into care or organizing initiatives that serve entire neighborhoods, the team embodies CareSouth Carolina’s commitment to compassion, connection, and community.

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## CareSouth Carolina Welcomes Cathy Montgomery, DNP, APRN, FNP-C, to Cheraw Healthcare Team

**CHERAW, SC** — CareSouth Carolina is proud to welcome Cathy Montgomery, DNP, APRN, FNP-C, to serve as a provider at Cheraw Healthcare Inc., where she will be providing compassionate care to nursing home patients.

Montgomery brings with her years of experience as a Family Nurse Practitioner, with a career dedicated to improving patient outcomes across home health, hospice, primary care, and long-term care settings.

Her background in both clinical care and leadership makes her a valuable addition to CareSouth Carolina's mission of ensuring access to quality, patient-centered care in the Pee Dee region.

Cathy holds a Doctor of Nursing Practice and is board-certified as a Family Nurse Practitioner. She will serve nursing home patients at Cheraw Healthcare Inc., where her extensive clinical knowledge and heartfelt approach will continue to support the health and well-being of residents and their families.

"The goal here is to make sure that we are providing a quality of care to the patient and their families that they need to reach their goals," Montgomery said. "I do that by working with the patient and the team to ensure that they are getting the best quality care possible."

For more information or to learn more about CareSouth Carolina's services, visit [www.caresouth-carolina.com](http://www.caresouth-carolina.com) or call 843-857-0111.

CareSouth Carolina is a private, non-profit community health center delivering patient-centered health and life services in the Pee Dee region of South Carolina. CareSouth Carolina operates centers in Bennettsville, Bishopville, Cheraw, Chesterfield, Dillon, Hartsville, Lake View, Latta, McColl and Society Hill.

Services provided by CareSouth Carolina include family medicine, internal medicine, pediatrics, women's services, OB/GYN, HIV/AIDS primary care, infectious disease primary care, IV therapy, substance abuse prevention, dental, chiropractic services, pharmacy, senior support services, family support services, clinical counseling, laboratory, ultrasound, x-ray, agricultural worker health services, podiatry, and veterans' choice provider.

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## CareSouth Carolina's Crystal Leonard, PharmD, MBA Elected Delegate to South Carolina Pharmacy Association

CareSouth Carolina's Crystal Leonard, PharmD, MBA, a Clinical Pharmacist at CSC, has been elected as a Delegate to the South Carolina Pharmacy Association (SCPhA), representing the Pee Dee Region.

Leonard, who has served patients at CareSouth Carolina for the past two years, will begin her term as Delegate in July 2025, continuing through June 2027. She will be formally introduced at the SCPhA Annual Convention taking place June 19-22 in Hilton Head, South Carolina.

"Being elected to represent the Pee Dee region is a true honor," Leonard said. "One thing I've always loved about our profession is how collaborative it can be. My passion is rooted in patient-centered care and working alongside other healthcare professionals to create a fully integrated approach."

Leonard's role at CareSouth Carolina goes beyond the pharmacy counter. She plays an active part in providing medication education, increasing adherence among patients, and ensuring that every individual—regardless of their ability to pay—receives high-quality, compassionate care.

"The reason I went into pharmacy in the first place was because of family," she shared. "I've always wanted to make a real difference in people's lives. So many patients struggle with non-adherence, and I want to be part of the solution—to educate, support, and empower them."

The South Carolina Pharmacy Association has a long-standing history of elevating the pharmacy profession across the state. Established in 1876, the Association was born out of a need for greater quality control and accountability in the practice of pharmacy. Today, SCPhA continues to advocate for its members and the advancement of pharmacy practice, education, and legislation in South Carolina.

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primary care, IV therapy, substance abuse prevention, dental, chiropractic services, pharmacy, senior support services, family support services, clinical counseling, laboratory, ultrasound, X-Ray, agricultural worker health services, podiatry, and veterans' choice provider.



## CareSouth Carolina's Dr. Jeniqua Duncan Honored with SC Clinical Quality Leader of the Year Award

CareSouth Carolina proudly announces that Dr. Jeniqua Duncan, DO, MBA, CH-CBS, who serves as the organization's Chief of Value-Based Care, has been recognized with the prestigious Clinical Quality Leader of the Year Award at this year's South Carolina Primary Healthcare Clinical Retreat.

Dr. Duncan was honored for her outstanding leadership in driving clinical transformation and delivering measurable improvements in health outcomes across the CareSouth Carolina network. Known for her strategic vision and results-driven approach, Dr. Duncan has championed initiatives that have narrowed health disparities and significantly improved chronic disease management—particularly in hypertension care.

"I am honored to receive this recognition but my greatest privilege in this role is leading the team of highly skilled and compassionate members of the Value Based Care Division," Dr. Duncan said. "I am so excited to see what the team and our other CareSouth Carolina colleagues have in store for the health of our communities."

Under her leadership, CareSouth Carolina received the national Target: BP™ Gold+ recognition, presented by the American Heart Association and the American Medical Association. This achievement was the result of Dr. Duncan's direction in implementing evidence-based protocols, such as the American Heart Association's hypertension treatment algorithm, along with training clinical staff and providers in the latest blood pressure guidelines.

She also spearheaded a Remote Patient Monitoring (RPM) program for hypertension, enabling patients to manage their blood pressure from the comfort of their homes. The impact of these innovations has been profound: CareSouth

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impressive leap from 7th place just two years ago.

"I have had the distinct pleasure of working alongside Dr. Duncan for many years and in multiple capacities," Jeri Andrews, Chief Medical Officer, said. "Her unwavering commitment to excellence is evident in every aspect of her work. Through her dedication and leadership, she has built a team that consistently delivers measurable results and drives meaningful improvements in patient outcomes. Dr. Duncan not only sets a high standard for herself but also inspires and empowers those around her to do the same—an impact that is clearly reflected in both the quality of care provided and the lives touched by her work."

This award recognizes not only Dr. Duncan's clinical expertise but also her ability to lead with compassion, innovate with purpose, and turn data into action. Her efforts have helped ensure that CareSouth Carolina remains a leader in value-based care, focused on outcomes that matter most to patients.

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## CareSouth Carolina Honors Patient, Irish Reaves, With Championship Client Recognition

DILLON, S.C. — CareSouth Carolina is proud to announce Mrs. Irish Reaves as the latest recipient of the CareSouth Champion Client recognition. Mrs. Reaves is being honored for her outstanding commitment to achieving her personal health care goals.

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goals, Mrs. Reaves committed to managing her diabetes through medication compliance and healthy dieting. As a result of her hard work, she has successfully maintained an A1C level below 7 for over a year—a significant accomplishment in diabetes care.

In addition to her diabetes management, Mrs. Reaves set and achieved goals to stay up-to-date on preventive screenings, including her mammogram and colonoscopy

“I strive to educate my diabetic patients on the treatment plan tailored for them,” said Jones. “I challenge my patients to work on being compliant with treatment, maintaining weight loss, and adhering to a daily healthy diet. This chronic and complex disease has affected many in the community, but the ultimate goal is to encourage and motivate patients so they can understand how they play a pivotal role in managing their health and improving their A1C levels.”

Jones also shared that the Champion Patient program has been a key part in helping patients reach their health goals.

“I take pride in educating my patients about the purpose of the CareSouth Champion Patient program and helping them understand the importance of taking the time to accomplish their health care goals as if they are running a marathon. Their goals won’t be achieved overnight—they will face obstacles—but if they keep a steady pace and focus on the finish line, the result is incredibly rewarding.”

“Mrs. Reaves remained dedicated to her journey. She focused on improving her A1C levels and completing her health care screenings. It is an honor to reward her for her dedication—she has truly exemplified what it means to be a CareSouth Champion Patient.”

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## CareSouth Carolina's Kaitlin Hughes Honored with SC Champion of Practice Transformation Award

CareSouth Carolina is proud to announce that Kaitlin Hughes, BS, RMA, Director of Mobile and Telehealth Services, has been named the recipient of the 2025 Champion of Practice Transformation Award at the South Carolina Primary Healthcare Association's Clinical Retreat.

This prestigious award honors an individual who exemplifies leadership and innovation in improving access to care, and Kaitlin's impact over the past several years has done exactly that. Through her vision and drive, she has transformed how health services are delivered to some of South Carolina's most vulnerable populations—especially children in rural and underserved communities.

"I'm honored to receive the Champion of Practice Transformation Award," Hughes said. This reflects the dedication of so many working to improve care, drive innovation, and put patients at the center of all we do. True transformation is always a team effort."

For the past 3.5 years, Kaitlin has led the rapid expansion of CareSouth Carolina's virtual care programs across 38 schools and youth residential facilities. By building strong partnerships with school administrators, nurses, and community leaders, she has helped bridge critical gaps in access to care, while also reducing missed classroom time for students.

Kaitlin also oversees CareSouth Carolina's ROADS (Reaching Out and Delivering Services) mobile medical unit program, which currently provides healthcare services in 57 schools. Under her leadership, CareSouth has integrated mobile and virtual care into a single, seamless system—bringing healthcare directly to the children and families who need it most.

Her leadership has attracted significant support and investment, including several hundred thousand dollars in USDA grant funding to expand telehealth infrastructure in high-need areas. In 2022, her efforts were nationally recognized when Palmetto Care Connections named CareSouth Carolina's telehealth program the "Telehealth Program of Excellence."

"Kaitlin has played a pivotal role in the continued success of our school-based telehealth program," Jeri Andrews, Chief Medical Officer, said. "Through her leadership, the program has evolved into a model of best practices that is now being



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innovation, and drive continue to inspire those around her, and I am excited to see all she will accomplish in the future.”

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### Tandem Health Pediatrics Welcomes New Pediatric Nurse Practitioner



Tandem Health Pediatrics welcomes **Jenna Avins, MSN, APRN, CPNP-PC**, a new Pediatric Nurse Practitioner, to the team.

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wellness. With over eight years of experience as a pediatric nurse and recent transition into the advanced provider role, Jenna brings a unique blend of bedside expertise and clinical insight into her practice.

She earned her Master of Science in Nursing from Walden University and received hands-on training in diverse pediatric settings including outpatient clinics, pediatric urgent care, and a newborn nursery. Jenna has a particular clinical interest in caring for infants and children with asthma or gastrointestinal concerns.

Driven by a lifelong passion for working with children—something she recognized as early as middle school—Jenna is known for her approachable nature, eagerness to learn, and willingness to support her team and patients alike.

Outside of work, Jenna enjoys spending quality time with her family, crafting, and quilting. A talented baker, she once worked at a local bakery and still enjoys whipping up sweet treats. A bit of an adventurer, she has gone skydiving three times and describes the experience as both exhilarating and peaceful—so much so that she's even considered pursuing a skydiving license!

Changing Healthcare, Enriching Lives



## **Tandem Health Obstetrics & Gynecology Welcomes A New Family Nurse Practitioner**

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Tandem Health Obstetrics & Gynecology welcomes Alexis Sigler-Hithe, MSN, APRN, FNP-BC, a new Family Nurse Practitioner, to the team.

Alexis Sigler-Hithe is a dedicated Family Nurse Practitioner with over a decade of nursing experience, rooted in a strong passion for women's health. A proud Sumter, SC native, she began her journey at Central Carolina Technical College and has worked in various roles focused on OB/GYN care, postpartum support, contraceptive education, and more. She later earned her Master of Science in Nursing from Francis Marion University, with a concentration in Family Nurse Practice and Nursing Education, solidifying her holistic approach to women's health—caring for the physical, emotional, and spiritual well-being of her patients.

Returning to serve her hometown at Tandem Health—where she once sat on the board—is a full-circle moment for Alexis. She deeply values her roles as a wife, mother of four, mentor, and community advocate. Whether she's hosting Taco Tuesdays, traveling with her family, or grabbing tacos from El Paso in Sumter, she embraces the richness of her community and the joy of life's simple moments. She draws strength from the resilience of the women in her family and aspires to honor their legacy by ensuring others have the tools to lead healthy, empowered lives.

Known for her signature pink flair and lioness spirit, Alexis balances strength with softness. She is a natural protector and passionate connector who finds purpose in faith, family, and meaningful relationships—like her book club, where she's currently reading *This Thread of Gold*. Alexis hopes to be remembered as someone who uplifted others through compassion, advocacy, and authenticity—leaving behind a legacy of love, encouragement, and wholehearted living.



## Sandhills Medical Celebrates Grand Opening of Pageland Pharmacy



PAGELAND, SC — June 10, 2025 — Sandhills Medical officially opened its new pharmacy in Pageland with a ribbon-cutting ceremony held on Tuesday, June 10th from 1 to 2 p.m. The event brought together community leaders, healthcare professionals, and local residents to celebrate the latest addition to Sandhills' growing network of services.

Located at 215 N Pearl Street, Pageland, SC, the new pharmacy will increase access to affordable medications and support services for patients throughout the region.

This new pharmacy represents a significant advancement in our efforts to provide comprehensive care to the residents of Pageland and surrounding communities," said Delgado Cantave, CEO of Sandhills Medical. "We remain committed to meeting people where they are—making it more convenient for patients to access the care

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The pharmacy provides prescriptions, consultations, and education—with added support to help make medications more affordable. Patients can get help enrolling in Patient Assistance Programs that offer free or low-cost medications or may qualify for sliding fee discounts based on financial need. Located just a block from Sandhills Medical's Pageland location, the pharmacy team works closely with providers to find effective, budget-friendly options—delivered with fast, friendly service from staff who know you by name.

For more information about Sandhills Medical, visit [SandhillsMedical.org](https://SandhillsMedical.org) or follow @SandhillsMedical on social media.

### 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.

###

## Coffee and Communication



### Coffee and Communication

To provide a wider variety of topics, this section has been changed from Coffee and Conversation to Coffee and Communication.



# EMAIL LIKE A TOP LEADER

by Victoria Repa

<b>Acknowledge Delays with Gratitude</b>	<b>Respond Thoughtfully, Not Reactively</b>	<b>Use Subject Lines That Get to the Point</b>
<div>✗ "Sorry for the late reply..."</div> <div>✓ "Thank you for your patience."</div>	<div>✗ "This is wrong."</div> <div>✓ "I see your point. Have you considered trying [alternative]?"</div>	<div>✗ "Update"</div> <div>✓ "Project X: Status Update &amp; Next Steps"</div>
<b>Set the Tone with Your First Line</b>	<b>Show Appreciation, Not Acknowledgment</b>	<b>Frame Feedback Positively</b>
<div>✗ "Hey, quick question..."</div> <div>✓ "Hi [Name], I appreciate your time. I wanted to ask about..."</div>	<div>✗ "Noted."</div> <div>✓ "Thanks for sharing this—I appreciate your insights."</div>	<div>✗ "This isn't good enough."</div> <div>✓ "This is a great start. Let's refine [specific area] further."</div>
<b>Lead with Confidence</b>	<b>Clarify Priorities Instead of Overloading</b>	<b>Make Requests Easy to Process</b>
<div>✗ "Maybe you could take a look..."</div> <div>✓ "We need [specific task] completed by [specific date]."</div>	<div>✗ "We need to do this ASAP."</div> <div>✓ "Let's prioritize [specific task] first to meet our deadline."</div>	<div>✗ "Can you take a look at this?"</div> <div>✓ "Can you review this and share your feedback by [date]?"</div>
<b>Be Clear About Next Steps</b>	<b>Follow Up with Purpose, Not Pressure</b>	<b>Avoid Passive-Aggressive Language</b>
<div>✗ "Let's figure it out later."</div> <div>✓ "Next steps: I'll handle X, and you can confirm Y by [deadline]."</div>	<div>✗ "Just checking in again."</div> <div>✓ "I wanted to follow up on this. Do you need any additional details from me?"</div>	<div>✗ "As I mentioned before..."</div> <div>✓ "Just bringing this back to your attention in case it got missed."</div>

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Victoria Repa | BetterMe CEO & Founder

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