



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

### AGENDA

Thursday, April 25, 2024 12:30 PM

**CONSENT AGENDA:** ALL ITEMS MARKED WITH A SINGLE ASTERICK (\*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

### *PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES*

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW’s Executive Assistants at 409-949-3406, or via email at [trollins@gchd.org](mailto:trollins@gchd.org) or [ahernandez@gchd.org](mailto:ahernandez@gchd.org)

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288

### REGULARLY SCHEDULED MEETING

#### Meeting Called to Order Pledge of Allegiance

- Item #1 .....Comments from the Public
- \*Item #2**ACTION**.....Excused Absence(s)
- \*Item #3**ACTION**.....Consider for Approval Minutes from March 28, 2024 Governing Board Meeting
- \*Item #4**ACTION**.....Consider for Approval Minutes from April 11, 2024 Governing Board QA Committee Meeting
- \*Item #5**ACTION**.....Consider for Approval Coastal Health & Wellness 2024-2025 Risk Management Training Plan
- \*Item #6**ACTION**.....Consider for Approval Quarterly Compliance Report for the Period Ending 3/31/2024
- \* Item #7**ACTION**.....Consider for Approval Quarterly Investment Report for the Period Ending 3/31/2024
- \*Item #8**ACTION** .....Consider for Approval 2024 Fee Schedules and Updates to the Fee Schedule Establishment and Maintenance Policy and Procedure Listed in the Revenue Cycle Management Policies and Procedures
  - a) 2024 CHW Dental Contract Fee Schedule
  - b) 2024 CHW Dental Contract Discount Eligibility Fee Schedule
  - c) Fee Schedule Establishment & Maintenance Policy & Procedure
- \*Item #9 .....Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging Rights
  - a) Earl Labuga, PA

Item #10 **ACTION**..... Consider for Approval February 2024 Financial Report Submitted by Kenna Pruitt

Item #11..... Coastal Health & Wellness Updates  
a) Organizational Updates Submitted by Executive Director  
b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer  
c) Dental Updates Submitted by Dental Director  
d) Medical Updates Submitted by Associate Medical Director

Item #12..... Comments from Board Members

**Adjournment**

*Next Regular Scheduled Meeting: May 23, 2024*

**Appearances before the Coastal Health & Wellness Governing Board**

A speaker whose subject matter as submitted relates to an identifiable item of business on this agenda will be requested by the presiding officer to come to the podium where they will be limited to three minutes (3). A speaker whose subject matter as submitted does not relate to an identifiable item of business on this agenda will be limited to three minutes (3) and will be allowed to speak before the meeting is adjourned. Please arrive prior to the meeting and sign in with Galveston County Health District staff.

**Executive Sessions**

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
April 2024  
Item#2  
Excused Absence(s)**

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#3**

**Consider for Approval Minutes from March 28, 2024**

**Governing Board Meeting**

## Coastal Health & Wellness

### Governing Board March 28, 2024

#### Board Members:

Samantha Robinson  
Dr. Tello  
Elizabeth Williams  
Rev. Walter Jones  
Flecia Charles  
Donnie VanAckeren  
Sharon Hall  
Victoria Dougharty  
Sergio Cruz

#### Staff:

Ami Cotharn, Chief Operating Officer  
Chris Garcia, Associate Medical Director  
William Lewis, Chief Operating Officer  
Jennifer Koch  
Kenna Pruitt  
Tiffany Carlson  
Dianna Oliver  
John Bearden  
Brittany Rivers

Christina Bates  
Judie Olivares  
Lisa Garceau  
Chris Davis  
Tikeshia Thompson-Rollins  
Anthony Hernandez

**Excused Absence:** Cynthia Darby, Kevin Avery, Ivelissa Caban and Dr. Thompson

**Unexcused:** Clay Burton

#### Items#1 Comments from the Public

There were no comments from the public.

#### Items#2-7 Consent Agenda

Samantha Robinson, Board Chair, asked that items five and six be pulled from consent agenda for review and items two, three, four, and seven be approved. A motion was made by Sergio Cruz to pull items five and six for discussion and approve consent agenda items two, three, four, and seven. Sharon Hall seconded the motion, and the Board unanimously approved the consent agenda.

#### Item #5 Consider for Approval 2024 Fee Schedules Listed in the Revenue Cycle Management Policies and Procedure

Dianna Oliver, Director Revenue Cycle Operations, presented the 2024 fee schedules. A motion to accept the 2024 fee schedules as presented was made by Dr. Sharon Hall. Dr. Tello seconded the motion and the Board unanimously approved.

#### Item #6 Consider for Approval 2024/2025 Sliding Fee Scale

Dianna Oliver, Director Revenue Cycle Operations, presented the 2024-2025 sliding fee scale. A motion to accept the 2024/2025 sliding fee scale as presented was made by Sergio Cruz. Donnie VanAckeren seconded the motion and the Board unanimously approved.

#### Item#8 Consider for Approval Financial Report Submitted by Kenna Pruitt

Kenna Pruitt, Controller, asked the Board to consider for approval the January 2024 financial report and defer February 2024 financials to the April meeting. A motion to accept the January 2024 financials as presented was made by Elizabeth Williams. Flecia Charles seconded the motion and the Board unanimously approved.

#### Item#9 Consider for Approval Redesign Layout of the CHW Business Suite to Allow Additional Workspace Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval redesign layout of the CHW business suite to allow additional workspace. A motion to accept the redesign layout as presented was made by Dr. Tello. Donnie VanAckeren seconded the motion and the Board unanimously approved.

#### Item#10 Coastal Health & Wellness Updates

- a) Organizational Updates Submitted by Executive Director
- a) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- b) Dental Updates Submitted by Dental Director
- c) Medical Updates Submitted by Associate Medical Director

Ami Cotharn, Chief Operating Officer, and William Lewis, Chief Operating Officer/Chief Finance Officer, updated the Board on organizational updates on public health.

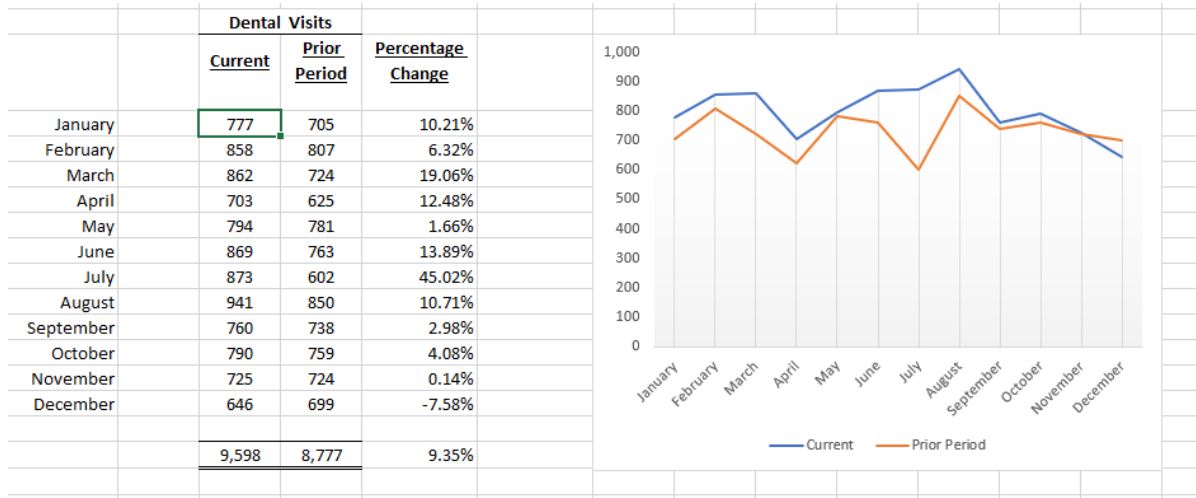
Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

- Brittany Rivers, Director of Community Engagement and Strategic Partnership updated the Board on all outreach events.

- John Bearden, Pharmacy Program Manager, Updated the Board on the pharmacy buildout and 340B program.

Hanna Lindskog, DDS, updated the Board on Dental services in the Coastal Health & Wellness Clinic:

- Visit Numbers – Based on “FQHC Qual Enc” in NextGen –
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We started releasing comprehensive exams on the 15<sup>th</sup> of every month, with December being the first month. The appointments were full within 90 minutes. We posted the information about scheduling comprehensive exams on our website.
  - For February, we had an increase in qualifying encounters of 6.32% compared to February 2024



- Current projects, plans, department overview for dental
  - Sterilization Renovation
    - The sterilization renovation project is complete. Thank you to Shonta’ Hill for being here all day Saturday, March 2<sup>nd</sup> for the installation of the cabinets and NextGen upgrade.
  - Dr. Lindskog continues to serve on the COM Hygiene School Advisory Board. They will be having their CODA Site Visit on April 9<sup>th</sup> and 10<sup>th</sup>. They are planning to start Fall 2024 with their first class.
- Provider Education Opportunities
  - All providers continue to select and participate in continuing education of their choice. They also share knowledge from these courses with the other providers during monthly meetings.
- Barriers or Needs (if applicable)
  - Staffing
    - We have one dental assistant vacancy, but an assistant is scheduled to start on March 28, 2024

Chris Garcia, MD, updated the Board on Medical services in the Coastal Health & Wellness Clinic.

**1. School based clinic:**

Total visits:

- Students: 8
- Staff: 5
- Existing CHW: 13
- In person: 12
- Telehealth: 14

**2. Doxy/Telehealth visit numbers:**

- February:92 (+14)
- January: 78
- Total all time: 1,332

**3. CHW Clinic visits February:**

- Total: 2264
- Total scheduled visits: 2939
- No shows: 675
- No show rate: 23% (decrease of 5%)
- Show rate: 77%.

- Total charges: \$639,370.83
- Increase from January: \$32,349.31

**4. Current Projects:**

- Retinal cameras, we currently have meeting with Baxter for training and integration of cameras/reports into our EHR
- We continue working on integration with Gulf Coast Center
- We have 2 new providers starting soon.
- We continue to work on our Pharmacy program.

**5. Provider Education:**

- We continue to have once monthly guest speakers on various medical topics.
- We continue to have once a month “lunch and learn” meetings with providers on specific topics.

**6. Barriers:**

- Time, never enough
- Space, we could use more clinic space to accommodate more providers.

**Item#11 EXECUTIVE REPORT**

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to facilitate annual board member evaluations;

**Item#12 Reconvene into Regularly Scheduled Meeting**

1:50 p.m.

**Item#13 Possible Action from Executive Session**

Samantha Robinson asked that Brittany get a distribution list of the Governing Board members so that the Governing Board members can partake in more outreach in the community. Samantha also asks that Brittany inform the Board in advance of any upcoming events.

The Governing Board would also like to speak with the Executive Director and have the Executive Director annual evaluation put on the calendar. A motion to add the Governing Board proactively to outreach opportunities, put the ED annual evaluation and have a Executive Director meeting scheduled was made by Rev. Jones. Donnie VanAckeren seconded the motion and the Board unanimously approved

**Item #14 Comments from Board Members**

Samantha Robinson, Board Chair, informed the Board that Dr. Thompson will be retiring as the Board Ex-Officio and has recommended Dr. Campbell with UTMB. Samantha suggested reviewing the credentials of any physician prior to becoming a Board member. Mrs. Williams suggested having the CP committee review Dr. Campbells credentials.

The subcommittee met and would like to make a change to the bylaws that state the Board Chair could only serve a 3-year term before rolling off however they will be eligible to reapply for Board Chair after a year term.

All subcommittees will remain at 3 members for now.

The meeting was adjourned at 2:01p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Secretary/Treasurer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#4**

**Consider for Approval Minutes from April 11, 2024**

**Governing Board QA Committee Meeting**



**Coastal Health & Wellness Governing Board**  
**Quality Assurance Committee Meeting**  
**January 11, 2024**

**BOARD QA COMMITTEE MEMBERS:**

Samantha Robinson-Board Chair (Zoom)  
 Kevin Avery-Consumer Member (Zoom)  
 Sharon Hall (Zoom)

**EMPLOYEES PRESENT:**

Ami Cotharn (Chief Operations Officer), Dr. Lindskog (Dental Director), Jennifer Koch (Director of Operations), Wendy Jones (Compliance & Risk Management Officer), Anthony Hernandez (Executive Assistant II) and Tikeshia Thompson-Rollins (Executive Assistant III)

*(Minutes recorded by Tikeshia Thompson-Rollins)*

ITEM	ACTION
<p><b>Patient Access / Satisfaction Reports</b></p> <ul style="list-style-type: none"> <li>➤ Quarterly Access to Care Report Submitted by Pisa Ring</li> <li>➤ Quarterly Patient Satisfaction Report Submitted by Pisa Ring</li> <li>➤ Call Quality Performance Submitted by Pisa Ring</li> </ul>	<p><b><u>Quarterly Access to Care Report</u></b></p> <ul style="list-style-type: none"> <li>• Ami Cotharn reviewed the access to care report for the 1<sup>st</sup> (January, February, and March) in Pisa’s absence. No-show rate is at 24%.</li> </ul> <p><b><u>Quarterly Patient Satisfaction Report</u></b></p> <p>Ami Cotharn reviewed the patient satisfaction report for the 1<sup>st</sup> in Pisa’s absence. Dr. Hall asked that the following be addressed and brought back to the committee.</p> <ul style="list-style-type: none"> <li>➤ What does the word “detractor” mean according to Phreesia?</li> <li>➤ Can we export the report in a way that all the questions can be viewed?</li> <li>➤ Are all questions on the survey marked required or can those taking the survey skip some if they choose?</li> <li>➤ Are detractors considered neutral responses?</li> </ul> <p><b><u>Call Quality Performance</u></b></p> <ul style="list-style-type: none"> <li>• Ami Cotharn reviewed the report; No Action</li> </ul>
<p><b>Clinical Measures</b></p> <ul style="list-style-type: none"> <li>➤ Quarterly Report on UDS Medical Measures in Comparison to Goals Submitted by Jason Borillo</li> </ul>	<p><b><u>Clinical Measures</u></b></p> <ul style="list-style-type: none"> <li>• Deferred</li> </ul>
<p><b>Quality Assurance/Risk/Management/ Emergency Management Reports</b></p> <ul style="list-style-type: none"> <li>➤ Quarterly Risk Management Report Submitted by Wendy Jones</li> <li>➤ Dental Quarterly Summary Submitted by Dr. Lindskog</li> <li>➤ Quarterly Emergency Management Report Submitted by Tyler Tipton</li> </ul>	<p><b><u>Quarterly Risk Management Report</u></b></p> <ul style="list-style-type: none"> <li>• Report reviewed; No Action.</li> </ul> <p><b><u>Dental Quarterly Summary</u></b></p> <ul style="list-style-type: none"> <li>• Report reviewed; No Action.</li> </ul> <p><b><u>Quarterly Emergency Management Report</u></b></p> <ul style="list-style-type: none"> <li>• Ami Cotharn reviewed the Emergency Management Report for the 1<sup>st</sup> quarter and gave an update on training and plans that occurred in Tylers absence.</li> </ul>
<p><b>Plans and Policies</b></p> <ul style="list-style-type: none"> <li>➤ Risk Management Training Plan 2024 Submitted by Wendy Jones</li> </ul>	<p><b><u>Environment of Care Plans</u></b></p> <ul style="list-style-type: none"> <li>• Wendy presented the Risk Management Training Plan 2024                         <ul style="list-style-type: none"> <li>◦ Plans reviewed. No Action</li> <li>◦ Samantha Robinson, suggested giving all trainings at the beginning of the year and giving the staff a year to complete all trainings.</li> </ul> </li> </ul>

Next Meeting: July 11, 2024

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#5**

**Consider for Approval Coastal Health & Wellness 2024-2025  
Risk Management Training Plan**



**Coastal Health & Wellness  
Risk Management Training Plan  
2024  
Approved:  
Revised: March  
2024**

## **Article I Risk Management Training Program Goals**

Risk Management is the responsibility of all Coastal Health & Wellness (“CHW”) employees, including providers, clinicians, managers, volunteers, and staff. Risk management spans the entire operation and most functional areas, and all employees should be trained on risk management functions and responsibilities. CHW’s Risk Management Training Program’s goals and objectives are to create a culture of safety by:

1. Promoting safe and effective patient care practices;
2. Minimizing errors, events, and system breakdowns;
3. Minimizing effects of adverse events when they occur;
4. Minimizing losses to CHW by being proactive and attentive;
5. Maintaining a safe working environment;
6. Facilitating compliance with regulatory, legal, and accrediting agencies;
7. Protecting CHW’s financial resources; and
8. Protecting human and intangible resources.

## **Article II Process for Selection of Training Requirements**

1. Using trend data and other risk management data (e.g., claims data, patient complaints, incident reports, adverse events, services provided and inherent nature/risk of such services), the areas/activities of highest risk for CHW patient safety and ensuring consistency with CHW’s identified scope of project(s).
2. Training courses are then selected to mitigate or minimize the areas identified as highest risk.

## **Article III Training Courses**

1. All staff will be trained on risk management topics applicable to their scope of work upon hire and thereafter on an annual basis. This includes providers, clinicians, managers, volunteers, and support staff.
2. CHW has identified required courses for all staff and specialized training to mitigate or minimize risk of injury to patients and potential for liability to CHW, as set forth in Paragraphs 3 and 4 of this Article.

3. **Required Courses for All Staff.** All staff will be required to complete risk management training on the following in accordance with the schedule/due dates outlined in CHW's Risk Management Training Log (see, Risk Management Training Log):

***COURSE NAME (TENTATIVE DATE OF TRAINING\*\*)***

- Anti-Fraud Training (January)
  - Emergency Operations Plan (February)
  - Harassment Training (February)
  - Child, Elderly and Domestic Abuse Reporting Training (March)
  - Cultural and Linguistic Training (April)
  - Fire Safety Training (May)
  - Pain and Pain Management (May)
  - Creating a Culture of Safety (June)
  - Obstetrics: Safe, Equitable Care for all Women (June-August)
  - Infection Control: Hand Hygiene (August/September)
  - Infection Control: Bloodborne Pathogen Exposure (August/September)
  - Safety Management Plans (October)
  - Hazardous Communication Training (October)
  - Identifying and Reporting Human Trafficking (November)
  - HIPAA and Patient Confidentiality (December)
4. **Specialized Courses for Select Staff.** In addition to the required courses outlined above, staff in the following professions/fields will also be required to attend and complete specialized risk management courses applicable to these professions/fields, in accordance with the schedule/due dates outlined in CHW's Risk Management Training Log (see, Risk Management Training Log):
- i. All practitioners must complete their continuing medical education requirements or other applicable licensure requirements to maintain licensure, registration or certification.

- ii. Obstetrics/Gynecology: Prenatal and postpartum care providers are required to complete risk management training specific to this type of care. **UTMB Residents provide OB services (prenatal and postpartum care only).**
  - iii. Providers and Clinicians: Pain and pain management education on assessment and management of pain. All onboarding (new staff) and annual training required.
  - iv. Dental Instrument Sterilization Training for select staff, as applicable. *CHW exclusively uses disposable instruments for all medical and laboratory procedures, therefore only members of the dental staff are required to undergo instrument sterilization training.*
  - v. CHW requires specific risk management trainings for groups of providers that perform various services which may lead to potential risk including:
    - 1. Behavioral Health
    - 2. Dental
    - 3. Maternal Health Care
    - 4. Substance Abuse Disorder
  - vi. Staff that handle hazardous materials must complete Hazardous Waste and Disposal training within ninety (90) days of hire and every three years thereafter.
  - vii. Providers will be educated on reporting potential malpractice claims that could invoke litigious action, and the Anti-Kickback and Stark Laws.
5. **Other Courses/Training**. The Risk Manager may identify and require additional courses/training for some or all staff, as appropriate, to address any incident, identified trend, near miss, patient complaint, or any other circumstance.

#### **Article IV Tracking Training Attendance and Completion**

- 1. Tracking Methods
  - a. Staff must complete required all applicable risk management training upon hire and on an annual basis thereafter.
  - b. Attendance and/or completion of training courses will be tracked in a manner appropriate to the method by which the course was conducted (e.g., in-service sign-in log for in-person courses; certificates of completion for individual online courses, attestation of review and completion for other courses).
  - c. Staff who are unable to attend in-service sessions during which a required training is provided must make-up the training by attending the next New Hire Orientation

session, where the training(s) will be offered, or will be required to complete the training in the online training upon return to work.

2. Performance Reviews/Credentialing and Privileging

- a. Compliance with training requirements will be documented in staff personnel records and considered during performance reviews and/or credentialing and privilege determinations.

3. Non-Compliance with Training Requirements

- a. The Risk Manager in conjunction with Human Resources will monitor staff compliance with training requirements. Failure to complete the training may result in the staff member's referral to Human Resources for disciplinary action, up to and including termination.

4. Appropriate Sources of Training/Mode of Delivery

- a. Training is facilitated during employee in-service sessions, which are held from 8:00 am-12:00 pm on the second Wednesday of every month.
- b. Training may also be conducted either in person, online, individually or in a group setting utilizing courses developed by CHW or through outside sources (e.g., ECRI Institute; MedTrainer).

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# **COASTAL HEALTH & WELLNESS**

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#6**

**Consider for Approval Quarterly Compliance Report  
for the Period Ending 3/31/2024**



**Coastal Health & Wellness Governing Board  
Quarter 1 (January - March)  
FY2024 Compliance Report**

<b>Internal Audits</b>		
<b>AUDITOR DATE CONDUCTED</b>	<b>TYPE OF AUDIT &amp; FINDINGS</b>	<b>ACTION TAKEN</b>
Pharmacy Program Mgr. October 1 – December 31, 2023	<p><b>Quarter 4: 340B Medication Audit and Results</b></p> <p><b>1. <u>Contract Pharmacy Audit/Results:</u></b></p> <ul style="list-style-type: none"> <li>a. Service agreements vs HRSA 340B OPAIS records / <b>100%</b>.</li> <li>b. Prevention of 340B Diversion: Prevents use of a 340B drug on an ineligible patient / <b>97% (182/187)</b>.</li> <li>c. Prevention of Duplicate Billing (Medicaid): Prevent 340B drug billed to a Medicaid FFS patient / <b>100%</b>.</li> </ul> <p><b>2. <u>Clinic Administered Drugs:</u></b></p> <ul style="list-style-type: none"> <li>a. Prevention of 340B Drug Diversion: Prevent use of a 340B drug on an ineligible patient / <b>1 (NDC related)</b>.</li> <li>b. Prevention of Duplicate billing (Medicaid): 340B drug billed to a Medicaid FFs patient or duplicate billing with TX Medicaid MCO / <b>9 (340B drugs billed to Medicaid)</b>.</li> </ul>	The 340B Program Manager is coordinating with RCM and Healthcare IT to address non-compliance with 340B drugs billed to Medicaid.

**Coastal Health & Wellness Governing Board  
Quarter 1 (January - March)  
FY2024 Compliance Report**

<b>Internal Audits</b>		
<i>AUDITOR DATE CONDUCTED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
Pharmacy Program Mgr. Jan. 1 – March 31, 2024	<p><b>Quarter 1: 340B Medication Audit and Results</b></p> <p><b>1. <u>Contract Pharmacy Audit/Results:</u></b></p> <p>a. Service agreements vs HRSA 340B OPAIS records / <b>100%</b></p> <p>b. Prevention of 340B Diversion: Prevents use of a 340B drug on an ineligible patient / <b>91% (109/120 compliant)</b></p> <p>c. Prevention of Duplicate Billing (Medicaid): Prevent 340B drug billed to a Medicaid FFS patient / <b>100%</b></p> <p><b>2. <u>Clinic Administered Drugs:</u></b></p> <p>a. Prevention of 340B Drug Diversion: Prevent use of a 340B drug on an ineligible patient / <b>1 (NDC related)</b></p> <p>b. Prevention of Duplicate billing (Medicaid): 340B drug billed to a Medicaid FFS patient or duplicate billing with TX Medicaid MCO / <b>29 (340B drugs billed to Medicaid).</b></p>	The 340B Program Manager is coordinating with RCM and Healthcare IT to address non-compliance with 340B drugs billed to Medicaid.
Nursing Supervisor October 1 – December 31, 2023	<p><b>Quarter 4: Abnormal Pap Audit:</b></p> <ul style="list-style-type: none"> <li>• <b>MCA: 100% Compliant</b> Ten (10) charts were audited for follow up and patient notification</li> <li>• <b>ICC: 100% Compliant</b> Six (6) charts were audited for follow up, and patient notification.</li> </ul>	The Nursing Director communicated with the Interim Medical Director regarding the finding for communication with the provider/patient.
Nursing Supervisor January 1 – March 31, 2024	<p><b>Quarter 1: Abnormal Pap Audit:</b></p> <ul style="list-style-type: none"> <li>• <b>MCA: 95% Compliant</b> Twenty-one (21) charts were audited for follow-up and patient notification; one missed opportunity was noted.</li> <li>• <b>ICC: 100% Compliant</b> Thirteen (13) charts were audited for follow up, and patient notification.</li> </ul>	

**Coastal Health & Wellness Governing Board  
Quarter 1 (January - March)  
FY2024 Compliance Report**

<b>Internal Audits</b>		
<i>AUDITOR DATE CONDUCTED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
EHR System Administrator 3/2024 2/2024 Jan-Mar	<ul style="list-style-type: none"> <li>• 7 days of Browser Usage and Network Security Logs of a HIM employee's access to NexGen and District system – violations of the District's Computer and Digital Communication Policy discovered.</li> <li>• NextGen Security Permissions (Accounting, RCM, TempDev) – discovered the need for a system update.</li> <li>• Audited Employee/Patient EHR charts that were accessed by Patient Services and HIM staff – No violations noted.</li> </ul>	<ul style="list-style-type: none"> <li>• Corrective action taken up to termination</li> <li>• Updated security permissions to reflect minimum necessary standard.</li> </ul>
<i>AUDITOR DATE OCCURRED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
Nursing Director/Designee	TV Well Child Audit -Screening - None	
<b>External Audits</b>		
<i>AUDITOR DATE OCCURRED</i>	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
None	None	
<b>HIPAA Breach Reports</b>		
<i>DEPARTMENT – DATE OCCURRED</i>	<i>SUMMARY</i>	<i>ACTION TAKEN</i>
	None	

**Coastal Health & Wellness Governing Board  
Quarter 1 (January - March)  
FY2024 Compliance Report**

<b>Warning and Termination Letters</b>	
<b>REASON</b>	<b>TYPE OF LETTER</b>
Patient presented behaviors in violation of acceptable clinic behavior (i.e. abusive, harassing or violence)	Warning Letter

*Incidents involving quality of care issues, in accordance with Section 161 et seq., Health and Safety Code, are reviewed such that proceedings and records of the quality program and committee reviews are privileged and confidential.*

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# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#7**

**Consider for Approval Quarterly Investment Report  
for the Period Ending 3/31/2024**

**Coastal Health & Wellness  
Investment Report  
For the period ending March 31, 2024**

Coastal Health & Wellness	Money Market Account		
	Jan	Feb	Mar
Beginning Balance	1,530,618	361,630	148,782
Deposits	-	400,000	986,000
Withdrawals	(1,171,297)	(614,000)	(328,000)
Interest Earned	2,308	1,152	1,037
Ending Balance	\$361,630	\$148,782	\$807,819
Current Annual Yield	3.03%	2.95%	2.86%
Previous Quarter Yield (7/2023 - 9/2023)	3.04%	3.04%	3.04%

Tex Pool Investments			
	Jan	Feb	Mar
	2,876,962	2,890,023	2,902,251
	-	-	-
	-	-	(500,000)
	13,061	12,227	11,064
	2,890,023	2,902,251	2,413,315
	5.35%	5.33%	5.32%
	5.36%	5.37%	5.37%

Summary	Interest Earned	Avg Balance	Yield
October 1, 2023 to December 31, 2023	54,782	4,997,186	1.05%
January 1, 2024 to March 31, 2024	40,850	3,352,934	1.03%
April 1, 2024 to June 30, 2024	-	-	
July 1, 2024 to September 30, 2024	-	-	
YTD Totals	\$95,632	\$4,175,060	2.08%

Coastal Health & Wellness	Q1	Q2	Q3	Q4	YTD Comparison
Interest Yield Year to Year Comparison	Oct 1-Dec 31	Jan 1-Mar 31	Apr 1-Jun 30	Jul 1-Sep 30	Total as of Mar 31
FY2021	0.19%	0.14%	0.05%	0.05%	<b>0.33%</b>
FY2022	0.06%	0.06%	0.13%	0.32%	<b>0.12%</b>
FY2023	0.67%	0.83%	0.87%	1.04%	<b>1.50%</b>
<b>FY2024 (Current year)</b>	1.05%	1.03%			<b>2.08%</b>

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### Governing Board

April 2024

Item#8

### **Consider for Approval 2024 Fee Schedules and Updates to the Fee Schedule Establishment and Maintenance Policy and Procedure Listed in the Revenue Cycle Management Policies and Procedures**

- a) 2024 CHW Dental Contract Fee Schedule
- b) 2024 CHW Dental Contract Discount Eligibility Fee Schedule
- c) Fee Schedule Establishment & Maintenance Policy & Procedure

CDT CODE	DESCRIPTION	Fee
<b>Diagnostic</b>		
D1510	space maintainer – fixed unilateral	\$400
D1516	space maintainer - fixed - bilateral maxillary	\$513
D1517	space maintainer - fixed - bilateral mandibular	\$554
D1575	distal shoe space maintainer – fixed – unilateral	\$430
<b>Restorative</b>		
D2740	crown - porcelain/ceramic	\$1,400
D2750	crown - porcelain fused to high noble metal	\$1,375
D2751	crown - porcelain fused to predominantly base metal	\$1,047
D2752	crown - porcelain fused to noble metal	\$1,320
D2790	crown - full cast high noble metal	\$1,421
D2791	crown - full cast predominantly base metal	\$1,328
D2792	crown - full cast noble metal	\$1,292
D2799	interim crown - further treatment or completion of diagnosis necessary prior to final impression	\$536
D2928	prefabricated porcelain/ceramic crown – permanent tooth	\$499
D2929	prefabricated porcelain/ceramic crown – primary tooth	\$474
D2930	prefabricated stainless steel crown - primary tooth	\$312
D2931	prefabricated stainless steel crown - permanent tooth	\$370
D2932	prefabricated resin crown	\$417
D2934	prefab esthetic coated stainless steel crown - primary	\$417
D2952	post and core in addition to crown, indirectly fabricated	\$510
D2953	each additional indirectly fabricated post – same tooth	\$259
D2954	prefabricated post and core in addition to crown	\$400
D2971	additional procedures to construct new crown under existing partial denture framework	\$198
<b>Endodontics</b>		
D3220	therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to dentinocemental junction and application of medicament	\$239
D3221	pulpal debridement - primary and permanent teeth, not to be used for apexogenesis	\$276
D3310	endodontic therapy - anterior tooth (excluding final restoration)	\$1,000
D3320	endodontic therapy - bicuspid tooth (excluding final restoration)	\$1,122
D3330	endodontic therapy - molar tooth (excluding final restoration)	\$1,432
D3346	retreatment of previous root canal therapy - anterior	\$1,250
D3347	retreatment of previous root canal therapy - bicuspid	\$1,420
D3348	retreatment of previous root canal therapy - molar	\$1,645
<b>Prosthodontics Removable</b>		
D5110	complete denture - maxillary	\$1,870
D5120	complete denture - mandibular	\$1,818
D5130	immediate denture - maxillary	\$1,768
D5140	immediate denture - mandibular	\$1,737
D5211	maxillary partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,526
D5212	mandibular partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,429
D5213	maxillary partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$1,950
D5214	mandibular partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$1,977





## 2024 CHW Dental Contract Fee Schedule

CDT CODE	DESCRIPTION	Fee
D5221	immediate maxillary partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,080
D5222	immediate mandibular partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,119
D5223	immediate maxillary partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and	\$2,244
D5224	immediate mandibular partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and	\$2,244
D5225	maxillary partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,942
D5226	mandibular partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,895
D5227	immediate maxillary partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,717
D5228	immediate mandibular partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,989
D5282	removable unilateral partial denture – one piece cast metal (including retentive/clasping materials, rests and teeth), maxillary	\$1,000
D5283	removable unilateral partial dent – one piece cast metal (including retentive/clasping materials, rests and teeth), mandibular	\$1,248
D5284	removable unilateral partial denture – one piece flex base (including retentive/clasping materials, rests and teeth), per quadrant	\$916
D5286	remov unil prtl dent – 1 piece resin (inc clps/tth) per quad	\$916
D5511	repair broken complete denture base - mandibular	\$219
D5512	repair broken complete denture base - maxillary	\$240
D5520	replace missing or broken teeth - complete denture - each tooth	\$190
D5611	repair resin partial denture base - mandibular	\$273
D5612	repair resin partial denture base - maxillary	\$272
D5621	repair cast partial framework mandibular	\$238
D5622	repair cast partial framework maxillary	\$264
D5630	repair or replace broken retentive clasping materials - per tooth	\$311
D5640	replace broken teeth - per tooth	\$205
D5650	add tooth to existing partial denture	\$250
D5660	add clasp to existing partial denture - per tooth	\$274
D5670	replace all teeth on and acrylic on cast metal framework (maxillary)	\$748
D5671	replace all teeth and acrylic on cast metal framework (mandibular)	\$748
D5710	rebase complete maxillary denture	\$762
D5711	rebase complete mandibular denture	\$723
D5720	rebase maxillary partial denture	\$714
D5721	rebase mandibular partial denture	\$714
D5730	reline complete maxillary denture (direct)	\$439
D5731	reline complete mandibular denture (direct)	\$439
D5740	reline maxillary partial denture (direct)	\$391
D5741	reline mandibular partial denture (direct)	\$395
D5750	reline complete maxillary denture (indirect)	\$561
D5751	reline complete mandibular denture (indirect)	\$547
D5760	reline maxillary partial denture (indirect)	\$518
D5761	reline mandibular partial denture (indirect)	\$521
D5765	soft liner for comp or prtl removable denture – indirect	\$570

CDT CODE	DESCRIPTION	Fee
D5810	interim complete denture (maxillary)	\$901
D5811	interim complete denture (mandibular)	\$969
D5820	interim partial denture (including retentive/clasping materials, rests and teeth), maxillary	\$844
D5821	interim partial denture (including retentive/clasping materials, rests and teeth), mandibular	\$848
D5863	overdenture - complete maxillary	\$4,000
D5864	overdenture - partial maxillary	\$2,601
D5865	overdenture - complete mandibular	\$2,690
D5866	overdenture - partial mandibular	\$2,703
D5876	add metal substructure to acrylic full denture (per arch)	\$350
D5899	Unspecified removable prosthodontic procedure, by report	\$1,250
D6210	pontic – cast high noble metal	\$1,250
D6240	pontic - porcelain fused to high noble metal	\$1,300
D6245	pontic - porcelain/ceramic	\$1,367
D6253	provisional pontic - further treatment or completion of diagnosis necessary prior to final impression	\$903
D6545	retainer – cast metal for resin bonded fixed prosthesis	\$828
D6548	retainer – porcelain/ceramic for resin bonded fixed prosthesis	\$1,236
D6740	retainer crown - porcelain/ceramic	\$1,400
D6750	retainer crown - porcelain fused to high noble metal	\$1,300
D6790	retainer crown - full cast high noble metal	\$1,350
D6793	provisional retainer crown - further treatment or completion of diagnosis necessary prior to final impression	\$668
<b>Adjunctive General Services</b>		
D9938	fabrication of a custom removable clear plastic temporary aesthetic appliance	\$100
D9939	placement of a custom removable clear plastic temporary aesthetic appliance	\$50
D9941	fabrication of athletic mouthguard	\$181
D9942	repair and/or reline of occlusal guard	\$218
D9944	occlusal guard - hard appliance - full arch	\$679
D9945	occlusal guard - soft appliance - full arch	\$700
D9946	occlusal guard - hard appliance - partial arch	\$650

## 2024 CHW Dental Contract Discount Eligibility Fee Schedule

CDT CODE	DESCRIPTION	Fee	Discount 100	Discount 80	Discount 60	Discount 40	Discount 20	Discount 0
			0% FPG	20% FPG	40% FPG	60% FPG	80% FPG	100% FPG
<b>Diagnostic</b>								
D1510	space maintainer – fixed unilateral	\$400	\$120.00	\$176.00	\$232.00	\$288.00	\$344.00	\$400.00
D1516	space maintainer - fixed - bilateral maxillary	\$513	\$153.90	\$225.72	\$297.54	\$369.36	\$441.18	\$513.00
D1517	space maintainer - fixed - bilateral mandibular	\$554	\$166.20	\$243.76	\$321.32	\$398.88	\$476.44	\$554.00
D1575	distal shoe space maintainer – fixed – unilateral	\$430	\$129.00	\$189.20	\$249.40	\$309.60	\$369.80	\$430.00
<b>Restorative</b>								
D2740	crown - porcelain/ceramic	\$1,400	\$420.00	\$616.00	\$812.00	\$1,008.00	\$1,204.00	\$1,400.00
D2750	crown - porcelain fused to high noble metal	\$1,375	\$412.50	\$605.00	\$797.50	\$990.00	\$1,182.50	\$1,375.00
D2751	crown - porcelain fused to predominantly base metal	\$1,047	\$383.00	\$460.68	\$607.26	\$753.84	\$900.42	\$1,047.00
D2752	crown - porcelain fused to noble metal	\$1,320	\$396.00	\$580.80	\$765.60	\$950.40	\$1,135.20	\$1,320.00
D2790	crown - full cast high noble metal	\$1,421	\$426.30	\$625.24	\$824.18	\$1,023.12	\$1,222.06	\$1,421.00
D2791	crown - full cast predominantly base metal	\$1,328	\$398.40	\$584.32	\$770.24	\$956.16	\$1,142.08	\$1,328.00
D2792	crown - full cast noble metal	\$1,292	\$387.60	\$568.48	\$749.36	\$930.24	\$1,111.12	\$1,292.00
D2799	interim crown - further treatment or completion of diagnosis necessary prior to final impression	\$536	\$160.80	\$235.84	\$310.88	\$385.92	\$460.96	\$536.00
D2928	prefabricated porcelain/ceramic crown – permanent tooth	\$499	\$149.70	\$219.56	\$289.42	\$359.28	\$429.14	\$499.00
D2929	prefabricated porcelain/ceramic crown – primary tooth	\$474	\$142.20	\$208.56	\$274.92	\$341.28	\$407.64	\$474.00
D2930	prefabricated stainless steel crown - primary tooth	\$312	\$93.60	\$137.28	\$180.96	\$224.64	\$268.32	\$312.00
D2931	prefabricated stainless steel crown - permanent tooth	\$370	\$111.00	\$162.80	\$214.60	\$266.40	\$318.20	\$370.00
D2932	prefabricated resin crown	\$417	\$125.10	\$183.48	\$241.86	\$300.24	\$358.62	\$417.00
D2934	prefab esthetic coated stainless steel crown - primary	\$417	\$125.10	\$183.48	\$241.86	\$300.24	\$358.62	\$417.00
D2952	post and core in addition to crown, indirectly fabricated	\$510	\$153.00	\$224.40	\$295.80	\$367.20	\$438.60	\$510.00
D2953	each additional indirectly fabricated post – same tooth	\$259	\$77.70	\$113.96	\$150.22	\$186.48	\$222.74	\$259.00
D2954	prefabricated post and core in addition to crown	\$400	\$120.00	\$176.00	\$232.00	\$288.00	\$344.00	\$400.00
D2971	additional procedures to construct new crown under existing partial denture framework	\$198	\$59.40	\$87.12	\$114.84	\$142.56	\$170.28	\$198.00
<b>Endodontics</b>								
D3220	therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to dentinocemental junction and	\$239	\$71.70	\$105.16	\$138.62	\$172.08	\$205.54	\$239.00
D3221	pulpal debridement - primary and permanent teeth, not to be used for apexogenesis	\$276	\$82.80	\$121.44	\$160.08	\$198.72	\$237.36	\$276.00
D3310	endodontic therapy - anterior tooth (excluding final restoration)	\$1,000	\$300.00	\$440.00	\$580.00	\$720.00	\$860.00	\$1,000.00
D3320	endodontic therapy - bicuspid tooth (excluding final restoration)	\$1,122	\$336.60	\$493.68	\$650.76	\$807.84	\$964.92	\$1,122.00

## 2024 CHW Dental Contract Discount Eligibility Fee Schedule

CDT CODE	DESCRIPTION	Fee	Discount 100	Discount 80	Discount 60	Discount 40	Discount 20	Discount 0
			0% FPG	20% FPG	40% FPG	60% FPG	80% FPG	100% FPG
D3330	endodontic therapy - molar tooth (excluding final restoration)	\$1,432	\$429.60	\$630.08	\$830.56	\$1,031.04	\$1,231.52	\$1,432.00
D3346	retreatment of previous root canal therapy - anterior	\$1,250	\$375.00	\$550.00	\$725.00	\$900.00	\$1,075.00	\$1,250.00
D3347	retreatment of previous root canal therapy - bicuspid	\$1,420	\$426.00	\$624.80	\$823.60	\$1,022.40	\$1,221.20	\$1,420.00
D3348	retreatment of previous root canal therapy - molar	\$1,645	\$493.50	\$723.80	\$954.10	\$1,184.40	\$1,414.70	\$1,645.00
<b>Prosthetics Removable</b>								
D5110	complete denture - maxillary	\$1,870	\$561.00	\$822.80	\$1,084.60	\$1,346.40	\$1,608.20	\$1,870.00
D5120	complete denture - mandibular	\$1,818	\$545.40	\$799.92	\$1,054.44	\$1,308.96	\$1,563.48	\$1,818.00
D5130	immediate denture - maxillary	\$1,768	\$530.40	\$777.92	\$1,025.44	\$1,272.96	\$1,520.48	\$1,768.00
D5140	immediate denture - mandibular	\$1,737	\$521.10	\$764.28	\$1,007.46	\$1,250.64	\$1,493.82	\$1,737.00
D5211	maxillary partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,526	\$457.80	\$671.44	\$885.08	\$1,098.72	\$1,312.36	\$1,526.00
D5212	mandibular partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,429	\$428.70	\$628.76	\$828.82	\$1,028.88	\$1,228.94	\$1,429.00
D5213	maxillary partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$1,950	\$585.00	\$858.00	\$1,131.00	\$1,404.00	\$1,677.00	\$1,950.00
D5214	mandibular partial denture - cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$1,977	\$593.10	\$869.88	\$1,146.66	\$1,423.44	\$1,700.22	\$1,977.00
D5221	immediate maxillary partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,080	\$339.00	\$475.20	\$626.40	\$777.60	\$928.80	\$1,080.00
D5222	immediate mandibular partial denture – resin base (including retentive/clasping materials, rests and teeth)	\$1,119	\$339.00	\$492.36	\$649.02	\$805.68	\$962.34	\$1,119.00
D5223	immediate maxillary partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$2,244	\$673.20	\$987.36	\$1,301.52	\$1,615.68	\$1,929.84	\$2,244.00
D5224	immediate mandibular partial denture – cast metal framework with resin denture bases (including retentive/clasping materials, rests and teeth)	\$2,244	\$673.20	\$987.36	\$1,301.52	\$1,615.68	\$1,929.84	\$2,244.00
D5225	maxillary partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,942	\$582.60	\$854.48	\$1,126.36	\$1,398.24	\$1,670.12	\$1,942.00
D5226	mandibular partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,895	\$568.50	\$833.80	\$1,099.10	\$1,364.40	\$1,629.70	\$1,895.00
D5227	immediate maxillary partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,717	\$515.10	\$755.48	\$995.86	\$1,236.24	\$1,476.62	\$1,717.00
D5228	immediate mandibular partial denture - flexible base (including retentive/clasping materials, rests and teeth)	\$1,989	\$596.70	\$875.16	\$1,153.62	\$1,432.08	\$1,710.54	\$1,989.00
D5282	removable unilateral partial denture – one piece cast metal (including retentive/clasping materials, rests and teeth)	\$1,000	\$300.00	\$440.00	\$580.00	\$720.00	\$860.00	\$1,000.00
D5283	removable unilateral partial dent – one piece cast metal (including retentive/clasping materials, rests and teeth), maxillary	\$1,248	\$374.40	\$549.12	\$723.84	\$898.56	\$1,073.28	\$1,248.00
			2					

## 2024 CHW Dental Contract Discount Eligibility Fee Schedule

CDT CODE	DESCRIPTION	Fee	Discount 100	Discount 80	Discount 60	Discount 40	Discount 20	Discount 0
			0% FPG	20% FPG	40% FPG	60% FPG	80% FPG	100% FPG
D5284	removable unilateral partial denture – one piece flex base (including retentive/clasping materials, rests and teeth), non-quad	\$916	\$274.80	\$403.04	\$531.28	\$659.52	\$787.76	\$916.00
D5286	remov unil prt dent – 1 piece resin (inc clps/tth) per quad	\$916	\$274.80	\$403.04	\$531.28	\$659.52	\$787.76	\$916.00
D5511	repair broken complete denture base - mandibular	\$219	\$125.00	\$125.00	\$127.02	\$157.68	\$188.34	\$219.00
D5512	repair broken complete denture base - maxillary	\$240	\$125.00	\$125.00	\$139.20	\$172.80	\$206.40	\$240.00
D5520	replace missing or broken teeth - complete denture - each tooth	\$190	\$83.00	\$83.60	\$110.20	\$136.80	\$163.40	\$190.00
D5611	repair resin partial denture base - mandibular	\$273	\$105.00	\$120.12	\$158.34	\$196.56	\$234.78	\$273.00
D5612	repair resin partial denture base - maxillary	\$272	\$105.00	\$119.68	\$157.76	\$195.84	\$233.92	\$272.00
D5621	repair cast partial framework mandibular	\$238	\$125.00	\$125.00	\$138.04	\$171.36	\$204.68	\$238.00
D5622	repair cast partial framework maxillary	\$264	\$125.00	\$125.00	\$153.12	\$190.08	\$227.04	\$264.00
D5630	repair or replace broken retentive clasping materials - per tooth	\$311	\$93.30	\$136.84	\$180.38	\$223.92	\$267.46	\$311.00
D5640	replace broken teeth - per tooth	\$205	\$95.00	\$95.00	\$118.90	\$147.60	\$176.30	\$205.00
D5650	add tooth to existing partial denture	\$250	\$184.00	\$184.00	\$184.00	\$184.00	\$215.00	\$250.00
D5660	add clasp to existing partial denture - per tooth	\$274	\$82.20	\$120.56	\$158.92	\$197.28	\$235.64	\$274.00
D5670	replace all teeth on and acrylic on cast metal framework	\$748	\$224.40	\$329.12	\$433.84	\$538.56	\$643.28	\$748.00
D5671	replace all teeth and acrylic on cast metal framework	\$748	\$224.40	\$329.12	\$433.84	\$538.56	\$643.28	\$748.00
D5710	rebase complete maxillary denture	\$762	\$250.00	\$335.28	\$441.96	\$548.64	\$655.32	\$762.00
D5711	rebase complete mandibular denture	\$723	\$250.00	\$318.12	\$419.34	\$520.56	\$621.78	\$723.00
D5720	rebase maxillary partial denture	\$714	\$250.00	\$314.16	\$414.12	\$514.08	\$614.04	\$714.00
D5721	rebase mandibular partial denture	\$714	\$250.00	\$314.16	\$414.12	\$514.08	\$614.04	\$714.00
D5730	reline complete maxillary denture (direct)	\$439	\$135.00	\$193.16	\$254.62	\$316.08	\$377.54	\$439.00
D5731	reline complete mandibular denture (direct)	\$439	\$135.00	\$193.16	\$254.62	\$316.08	\$377.54	\$439.00
D5740	reline maxillary partial denture (direct)	\$391	\$135.00	\$172.04	\$226.78	\$281.52	\$336.26	\$391.00
D5741	reline mandibular partial denture (direct)	\$395	\$135.00	\$173.80	\$229.10	\$284.40	\$339.70	\$395.00
D5750	reline complete maxillary denture (indirect)	\$561	\$168.30	\$246.84	\$325.38	\$403.92	\$482.46	\$561.00
D5751	reline complete mandibular denture (indirect)	\$547	\$164.10	\$240.68	\$317.26	\$393.84	\$470.42	\$547.00
D5760	reline maxillary partial denture (indirect)	\$518	\$155.40	\$227.92	\$300.44	\$372.96	\$445.48	\$518.00
D5761	reline mandibular partial denture (indirect)	\$521	\$156.30	\$229.24	\$302.18	\$375.12	\$448.06	\$521.00
D5765	soft liner for comp or prt removable denture – indirect	\$570	\$250.00	\$250.80	\$330.60	\$410.40	\$490.20	\$570.00
D5810	interim complete denture (maxillary)	\$901	\$276.00	\$396.44	\$522.58	\$648.72	\$774.86	\$901.00
D5811	interim complete denture (mandibular)	\$969	\$290.70	\$426.36	\$562.02	\$697.68	\$833.34	\$969.00
D5820	interim partial denture (including retentive/clasping materials, rests and teeth), maxillary	\$844	\$276.00	\$371.36	\$489.52	\$607.68	\$725.84	\$844.00
D5821	interim partial denture (including retentive/clasping materials, rests and teeth), mandibular	\$848	\$276.00	\$373.12	\$491.84	\$610.56	\$729.28	\$848.00
D5863	overdenture - complete maxillary	\$4,000	\$1,200.00	\$1,760.00	\$2,320.00	\$2,880.00	\$3,440.00	\$4,000.00
D5864	overdenture - partial maxillary	\$2,601	\$780.30	\$1,144.44	\$1,508.58	\$1,872.72	\$2,236.86	\$2,601.00

## 2024 CHW Dental Contract Discount Eligibility Fee Schedule

CDT CODE	DESCRIPTION	Fee	Discount 100	Discount 80	Discount 60	Discount 40	Discount 20	Discount 0
			0% FPG	20% FPG	40% FPG	60% FPG	80% FPG	100% FPG
D5865	overdenture - complete mandibular	\$2,690	\$807.00	\$1,183.60	\$1,560.20	\$1,936.80	\$2,313.40	\$2,690.00
D5866	overdenture - partial mandibular	\$2,703	\$810.90	\$1,189.32	\$1,567.74	\$1,946.16	\$2,324.58	\$2,703.00
D5876	add metal substructure to acrylic full denture (per arch)	\$350	\$105.00	\$154.00	\$203.00	\$252.00	\$301.00	\$350.00
D5899	Unspecified removable prosthodontic procedure, by	\$1,250	\$485.00	\$550.00	\$725.00	\$900.00	\$1,075.00	\$1,250.00
<b>Prosthodontics Fixed</b>								
D6210	pontic – cast high noble metal	\$1,250	\$375.00	\$550.00	\$725.00	\$900.00	\$1,075.00	\$1,250.00
D6240	pontic - porcelain fused to high noble metal	\$1,300	\$390.00	\$572.00	\$754.00	\$936.00	\$1,118.00	\$1,300.00
D6245	pontic - porcelain/ceramic	\$1,367	\$410.10	\$601.48	\$792.86	\$984.24	\$1,175.62	\$1,367.00
D6253	provisional pontic - further treatment or completion of diagnosis necessary prior to final impression	\$903	\$270.90	\$397.32	\$523.74	\$650.16	\$776.58	\$903.00
D6545	retainer – cast metal for resin bonded fixed prosthesis	\$828	\$248.40	\$364.32	\$480.24	\$596.16	\$712.08	\$828.00
D6548	retainer – porcelain/ceramic for resin bonded fixed prosthesis	\$1,236	\$370.80	\$543.84	\$716.88	\$889.92	\$1,062.96	\$1,236.00
D6740	retainer crown - porcelain/ceramic	\$1,400	\$420.00	\$616.00	\$812.00	\$1,008.00	\$1,204.00	\$1,400.00
D6750	retainer crown - porcelain fused to high noble metal	\$1,300	\$390.00	\$572.00	\$754.00	\$936.00	\$1,118.00	\$1,300.00
D6790	retainer crown - full cast high noble metal	\$1,350	\$405.00	\$594.00	\$783.00	\$972.00	\$1,161.00	\$1,350.00
D6793	provisional retainer crown - further treatment or completion of diagnosis necessary prior to final impression	\$668	\$200.40	\$293.92	\$387.44	\$480.96	\$574.48	\$668.00
<b>Adjunctive General Services</b>								
D9938	fabrication of a custom removable clear plastic temporary aesthetic appliance	\$100	\$30.00	\$44.00	\$58.00	\$72.00	\$86.00	\$100.00
D9939	placement of a custom removable clear plastic temporary aesthetic appliance	\$50	\$15.00	\$22.00	\$29.00	\$36.00	\$43.00	\$50.00
D9941	fabrication of athletic mouthguard	\$181	\$54.30	\$79.64	\$104.98	\$130.32	\$155.66	\$181.00
D9942	repair and/or reline of occlusal guard	\$218	\$65.40	\$95.92	\$126.44	\$156.96	\$187.48	\$218.00
D9944	occlusal guard - hard appliance - full arch	\$679	\$203.70	\$298.76	\$393.82	\$488.88	\$583.94	\$679.00
D9945	occlusal guard - soft appliance - full arch	\$700	\$210.00	\$308.00	\$406.00	\$504.00	\$602.00	\$700.00
D9946	occlusal guard - hard appliance - partial arch	\$650	\$195.00	\$286.00	\$377.00	\$468.00	\$559.00	\$650.00

# FEE SCHEDULE ESTABLISHMENT & MAINTENANCE POLICY & PROCEDURES

*Related Form: Master Fee Schedule Report*

*Related Policy: Sliding Fee Schedule Policy*

*Responsible Department: Billing Department; Eligibility Department; Front Desk Department*

*Board Approval Date:*

## Policy

It is the policy of **Coastal Health & Wellness (CHW)** to prepare a schedule of fees for the provision of its services consistent with locally prevailing rates or charges and that is designed to cover its reasonable costs of operation. The fee schedule will be developed based off the services approved by the **CHW** Governing Board of Directors.

The schedule of fees will be billed for services and supplies rendered/provided to patients to help ensure compliance with Federal, State, and other regulatory authorities.

1. **CHW's** fee schedule is intended to generate revenue to cover the costs associated with providing services and assist in ensuring the financial viability and sustainability of the health center. Additionally, the fee schedule will be **CHW's** basis for seeking reimbursement from patients as well as third party payers. **CHW's** fee schedule will address all required and additional in scope services.
2. It is **CHW's** Policy that fees will be set to cover reasonable costs and will be consistent with locally prevailing rates or charges for the service. **CHW** will perform an analysis to associate costs with the provision of services for consideration in the pricing analysis. Locally prevailing charges will be analyzed through a possible review of the following:
  - a. Commercial sources fee analyzer utilizing an adjustment corresponding with a geographic index
  - b. Medicare Physician Fee Schedule available through **CHW's** MCR intermediary
  - c. Private providers\* in **CHW's** community or other, similarly situated communities
  - d. Other information available
3. It is the policy of **CHW** to have a formal review of fees performed by an independent, outside source every two to three (2-3) years. **CHW** will perform the analysis internally as codes are added or modified throughout the year.
  - a. Each CPT, **CDT**, and HCPCS code entered into **CHW's** system, manually or via yearly coding updates, is assigned a fee.
  - b. **CHW** uses various software products to determine its fees (which may include, but is not limited to, Physician's Fee Reference software for coding pricing, FAIR Health data, Wasserman Medical Publishers, LTD and Centers for Medicare and Medicaid Services National Physician Fee Schedule RVU data.
  - c. **CHW** analyzes its fees using commercially available billing information that considers the geographic areas that **CHW** serves.

\* **CHW** will seek the advice of private legal counsel when gathering fee-related information from other providers to ensure that it does not violate anti-trust regulations.

## Procedures

1. CHW will develop and maintain a list of procedure (CPT/HCPC & **CDT**) codes representing services and supplies that will be available to patients. These codes, along with the related unit charges, will be maintained in NextGen, CHW's practice management system.
2. CHW will include a sample of at least one (1) private payor contract allowed amounts by procedure (CPT/HCPC & **CDT**) code associated with CHW when setting charges with the goal of setting charges at or above the maximum allowed amount, some exceptions may be warranted.

3. CHW will utilize local prevailing rate data at the 65<sup>th</sup> percentile for Medical and the 60<sup>th</sup> percentile **or lab costs** for Dental as the method used in setting and maintaining charges.
4. CHW will develop and maintain a process to ensure individual FQHC Medicare G-code charge amounts that represent a Prospective Payment System (PPS) encounter are set based on a relationship to the detail procedure (CPT/HCPC **& CDT**) codes as defined by CHW.
5. CHW has elected to acquire, purchase, and facilitate access to equipment, supplies, and pharmaceuticals that are related to but not included in, the services provided by CHW as part of prevailing standards of care (examples would include eyeglasses and dentures). CHW chooses to do so to improve access to these items as a means of reducing barriers to care and improving health outcomes for its patient population. Revenue generated from these charges will be used to further the project objectives.
  - a. CHW will determine a charge for these items by analyzing its costs and the needs of the target population. CHW will, at its discretion, determine how to charge its patients for such supplies or equipment (for example, flat discounts, at cost, **and/or** on the sliding fee scale). Charge information for these items will be presented to the Board of Directors for approval. Prior to the provision of a service, patients will be informed by CHW of the following:
    - i. When supplies or equipment related to a given service will result in separate charges from the service
    - ii. The total amount of out-of-pocket costs for these supplies or equipment
    - iii. Available payment plans
6. CHW will not charge different fees for the same procedure (CPT/HCPC **& CDT**) code unless exceptions are warranted. An example of an exception would be a charge for a vaccine as part of the Vaccines for Children Program where CHW does not incur a cost versus a charge for the same vaccine that is purchased and used for private stock.
7. CHW will not seek reimbursement for no cost items as noted in Section 1862(a)(2) of the Social Security Act.
8. CHW will annually review fees and determine if updates are necessary based on the criteria above.
9. The Governing Board of Directors will review analysis prepared by CHW's management team and approve proposed fee updates and methodologies to allow an understanding of the impact to our patients and help to ensure a financial barrier to care does not exist.
10. CHW will perform self-assessments or engage a third-party to perform an evaluation of the fee schedule based on the criteria above at a minimum of every three (3) years.

#### References or Regulations

- [Health Center Program Compliance Manual | Bureau of Primary Health Care \(hrsa.gov\)](#)
- [Federally Qualified Health Centers \(FQHC\) Center | CMS](#)
- [Medicare Claims Processing Manual \(cms.gov\)](#)

[Back to Agenda](#)



### Governing Board

April 2024

Item#9

### Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging Rights

a) Earl Labuga, PA

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**April 2024**

**Item#10**

Consider for Approval February 2024 Financial  
Report Submitted by Kenna Pruitt

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending

*February 29, 2024*

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

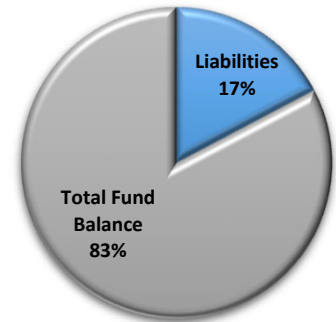
April 25, 2024

**CHW - BALANCE SHEET**

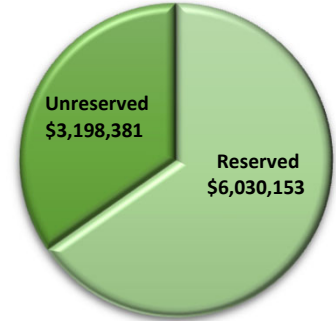
as of February 29, 2024

	Current Month Feb-24	Prior Month Jan-24	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$2,763,772	\$3,677,908	(\$914,136)
Accounts Receivable	8,613,882	8,585,043	28,839
Allowance For Bad Debt	(1,084,655)	(1,040,927)	(43,728)
Pre-Paid Expenses	857,013	481,649	375,364
Due To / From	7,411	(388,874)	396,286
<b>Total Assets</b>	<b>\$11,157,424</b>	<b>\$11,314,798</b>	<b>(\$157,375)</b>
<b>LIABILITIES</b>			
Accounts Payable	\$690,043	\$436,578	\$253,464
Accrued Expenses	969,650	906,832	62,818
Deferred Revenues	269,197	513,753	(244,556)
<b>Total Liabilities</b>	<b>\$1,928,890</b>	<b>1,857,164</b>	<b>\$71,727</b>
<b>FUND BALANCE</b>			
Fund Balance	\$9,562,785	\$9,562,785	\$0
Current Change	(334,252)	(105,150)	(229,102)
<b>Total Fund Balance</b>	<b>\$9,228,533</b>	<b>\$9,457,635</b>	<b>(\$229,102)</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$11,157,424</b>	<b>\$11,314,798</b>	<b>(\$157,375)</b>

Current Period Assets



Total Fund Balance

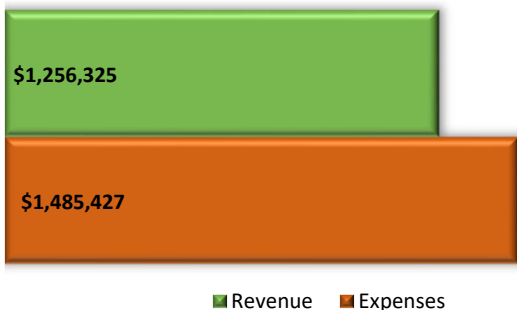


**CHW - REVENUE & EXPENSES**

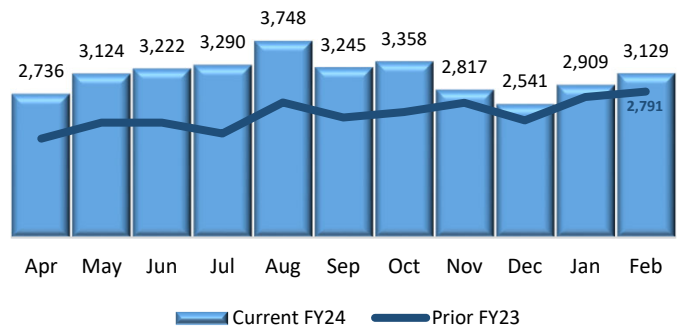
as of February 29, 2024

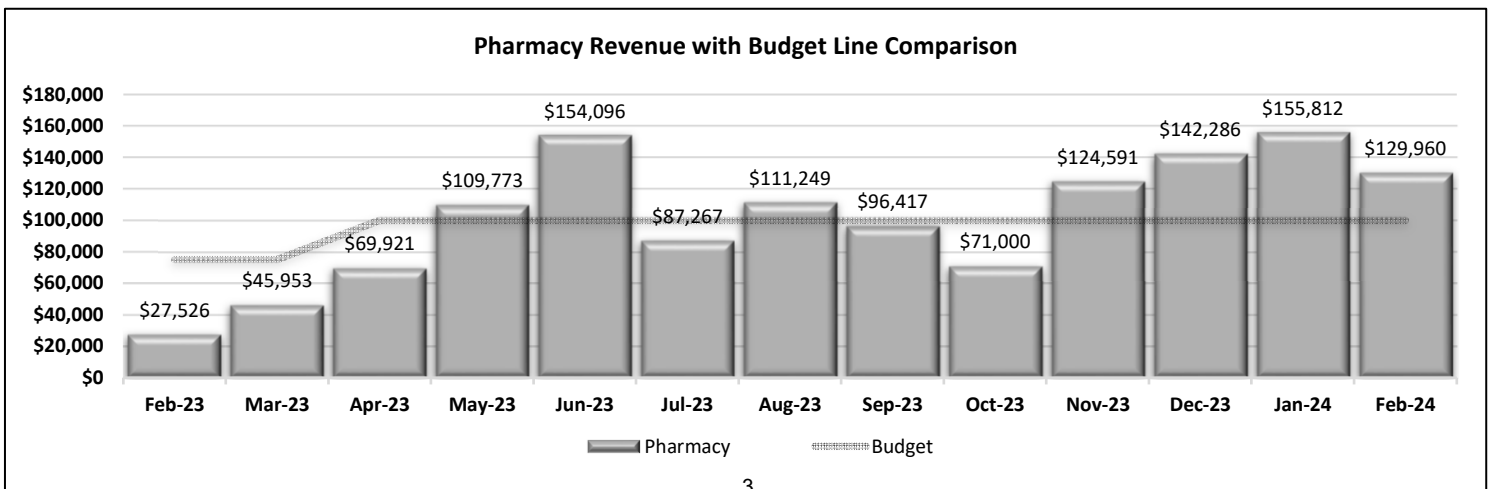
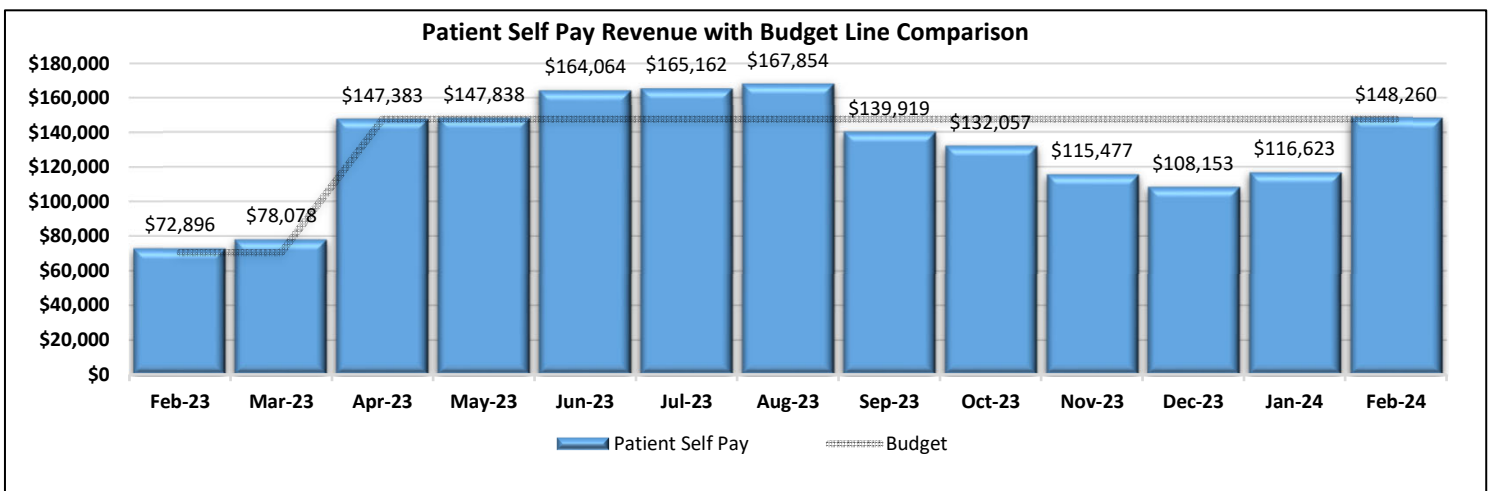
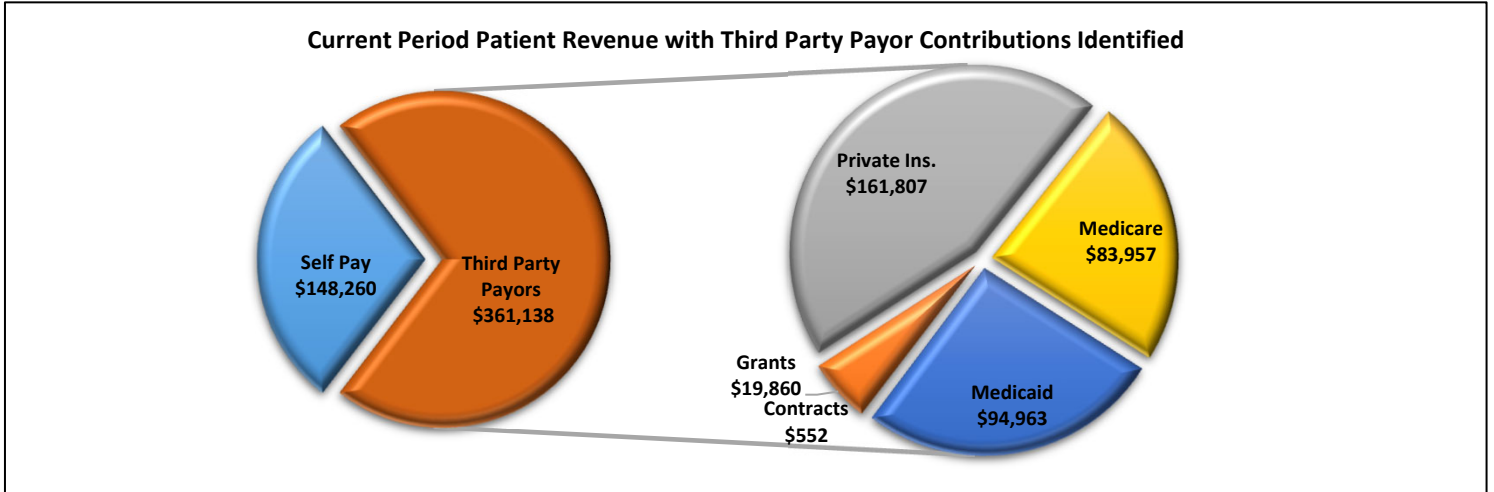
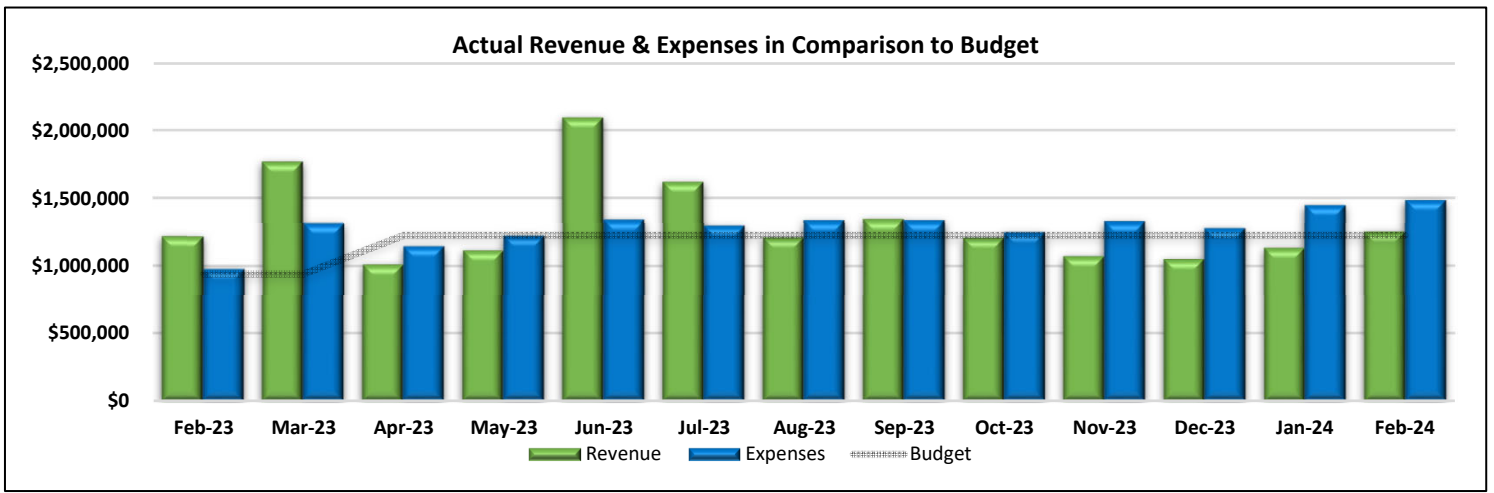
	MTD Actual Feb-24	MTD Budget Feb-24	MTD Budget Variance	YTD Actual thru Feb-24	YTD Budget thru Feb-24	YTD Budget Variance
<b>REVENUE</b>						
County Revenue	\$244,556	\$261,222	(\$16,667)	\$2,890,112	\$2,873,445	\$16,667
HHS Grant Revenue	319,929	358,564	(38,634)	4,131,472	3,944,200	187,272
Patient Revenue	639,357	592,843	46,514	6,852,771	6,521,277	331,494
Other Revenue	52,483	12,833	39,649	266,077	141,167	124,910
<b>Total Revenue</b>	<b>\$1,256,325</b>	<b>\$1,225,463</b>	<b>\$30,862</b>	<b>\$14,140,431</b>	<b>\$13,480,088</b>	<b>\$660,343</b>
<b>EXPENSES</b>						
Personnel	\$920,505	\$952,944	\$32,439	\$9,520,352	\$10,482,380	\$962,029
Contractual	248,821	114,626	(134,196)	1,670,022	1,260,885	(409,137)
Supplies	186,522	117,985	(68,537)	1,354,445	1,297,840	(56,606)
Travel	335	1,433	1,098	22,371	15,767	(6,605)
Equipment/Capital	2,000	0	(2,000)	132,485	0	(132,485)
Bad Debt Expense	43,728	38,318	(5,410)	481,086	421,498	(59,588)
Other	83,515	136,959	53,444	1,293,921	1,506,546	212,625
<b>Total Expenses</b>	<b>\$1,485,427</b>	<b>\$1,362,265</b>	<b>(\$123,162)</b>	<b>\$14,474,683</b>	<b>\$14,984,916</b>	<b>\$510,233</b>
<b>CHANGE IN NET ASSETS</b>	<b>(\$229,102)</b>	<b>(\$136,803)</b>	<b>(\$92,299)</b>	<b>(\$334,252)</b>	<b>(\$1,504,828)</b>	<b>\$1,170,576</b>

Current Month Actuals

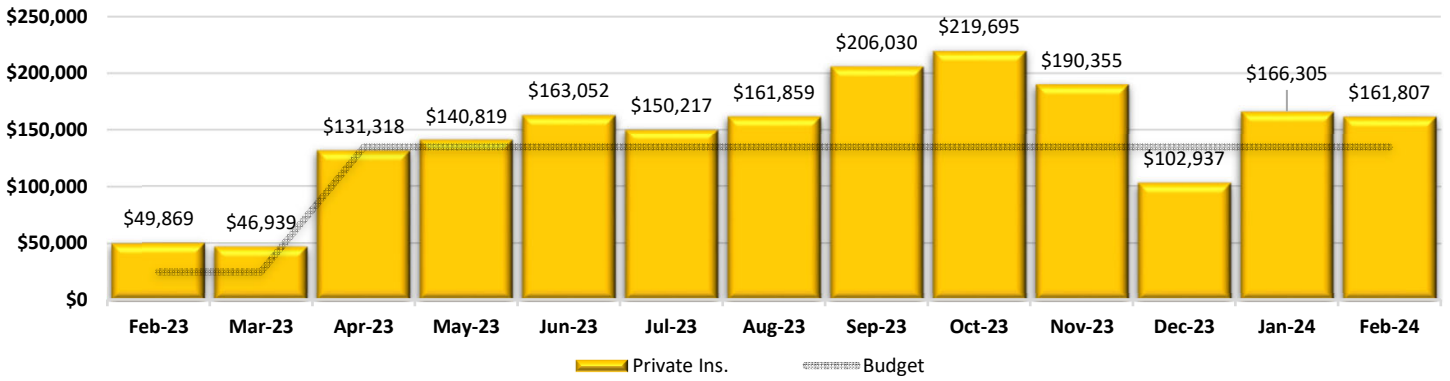


Patient Visits

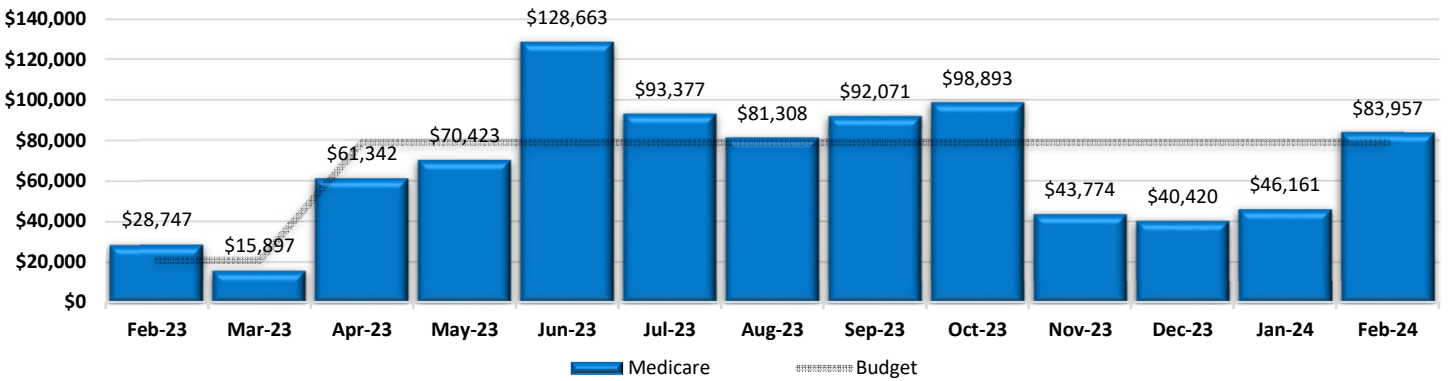




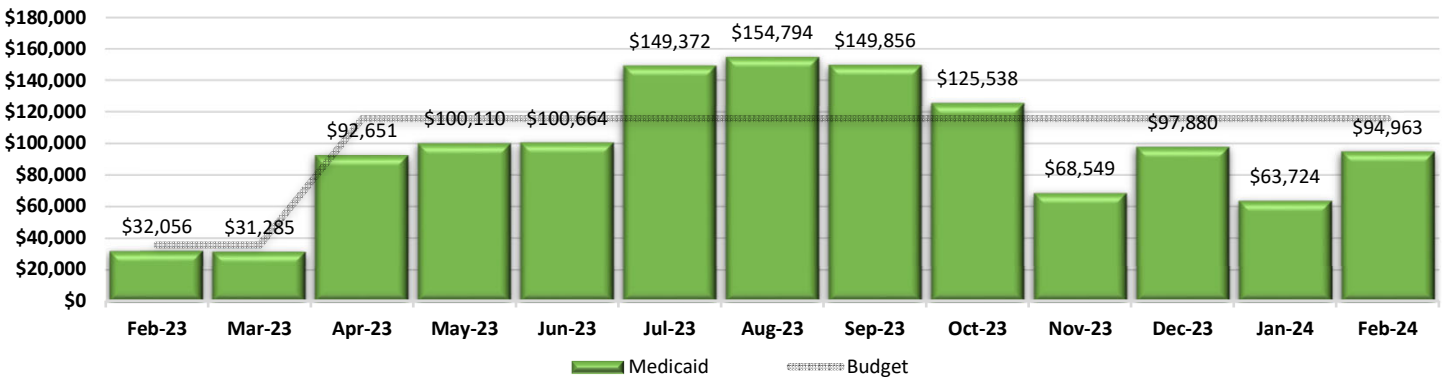
### Private Insurance Revenue with Budget Line Comparison



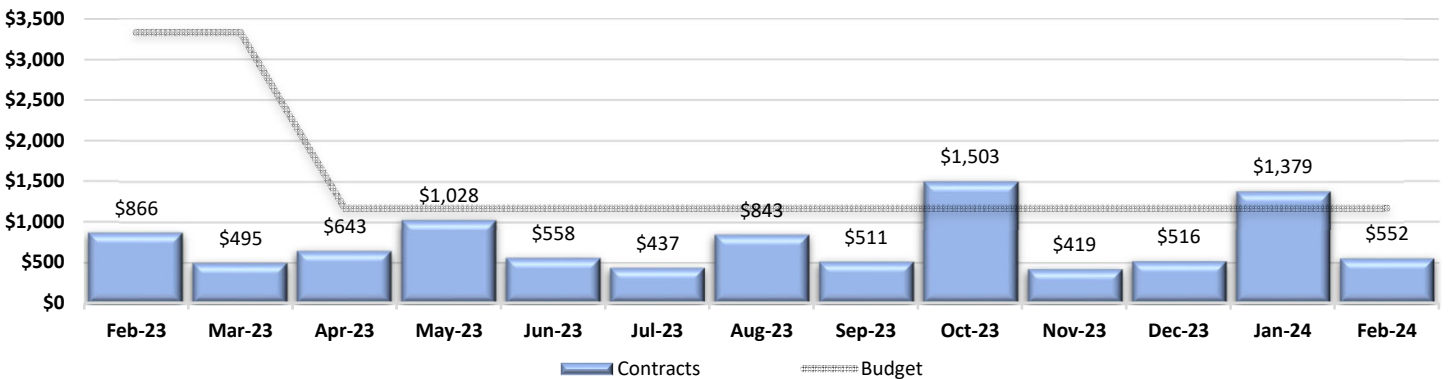
### Medicare Revenue with Budget Line Comparison



### Medicaid Revenue with Budget Line Comparison



### Contract Revenue with Budget Line Comparison



**Governing Board  
April 2024  
Item#11  
Coastal Health & Wellness Updates**

- a) Organizational Updates Submitted by Executive Director
- b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director
- d) Medical Updates Submitted by Associate Medical Director

Coastal  
Health &  
Wellness  
*March 2024*  
Health Center  
Update



*Providing high quality healthcare to all..*

[coastalhw.org](http://coastalhw.org)

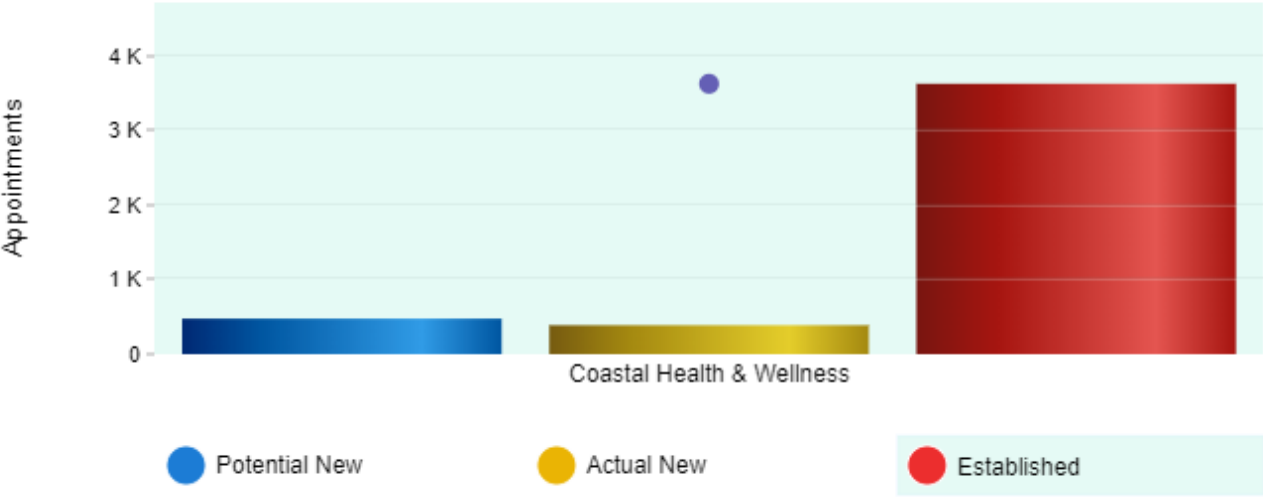


# March 2023 vs. 2024

## New vs. Established Patients (34.4 % Decline)

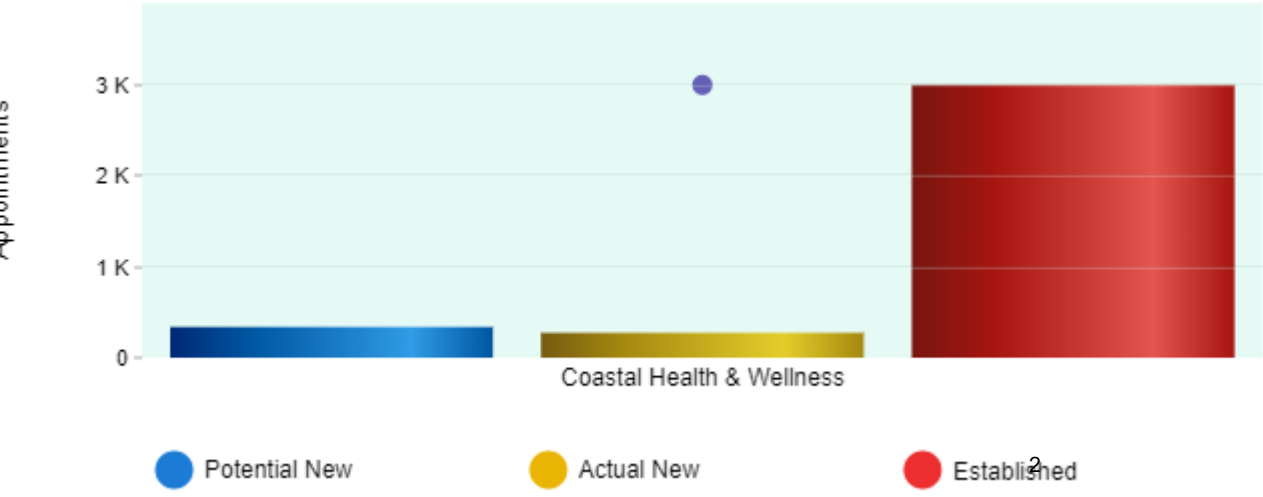
03/01/2023 - 03/31/2023

Coastal Health & Wellness	
Potential New	476
Actual New	388 (9.67%)
Established	3,624 (90.33%)
New Potential Realized	81.51%



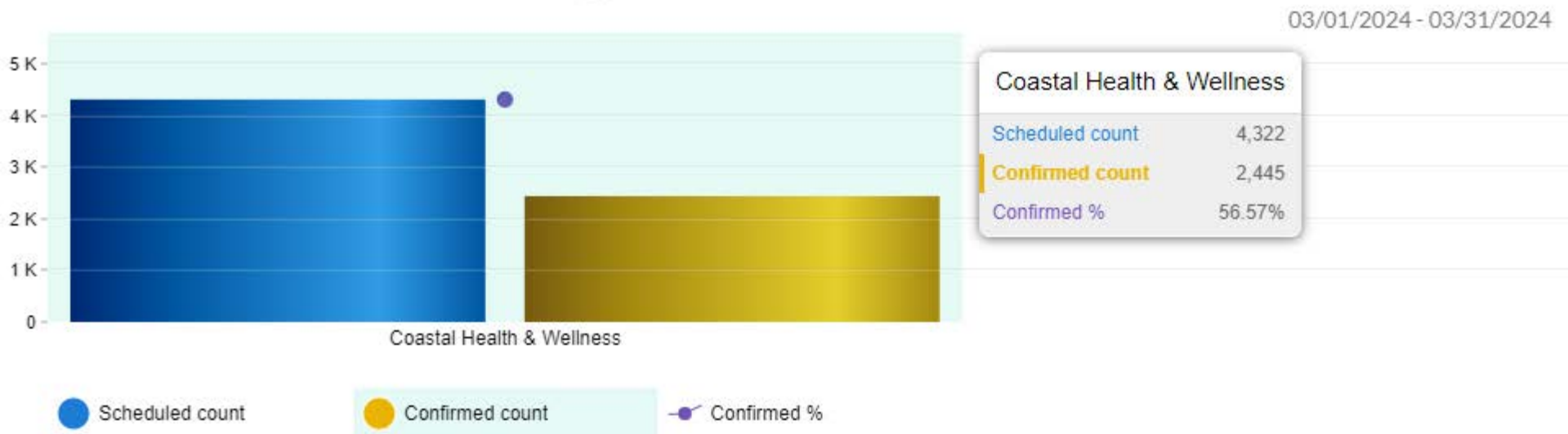
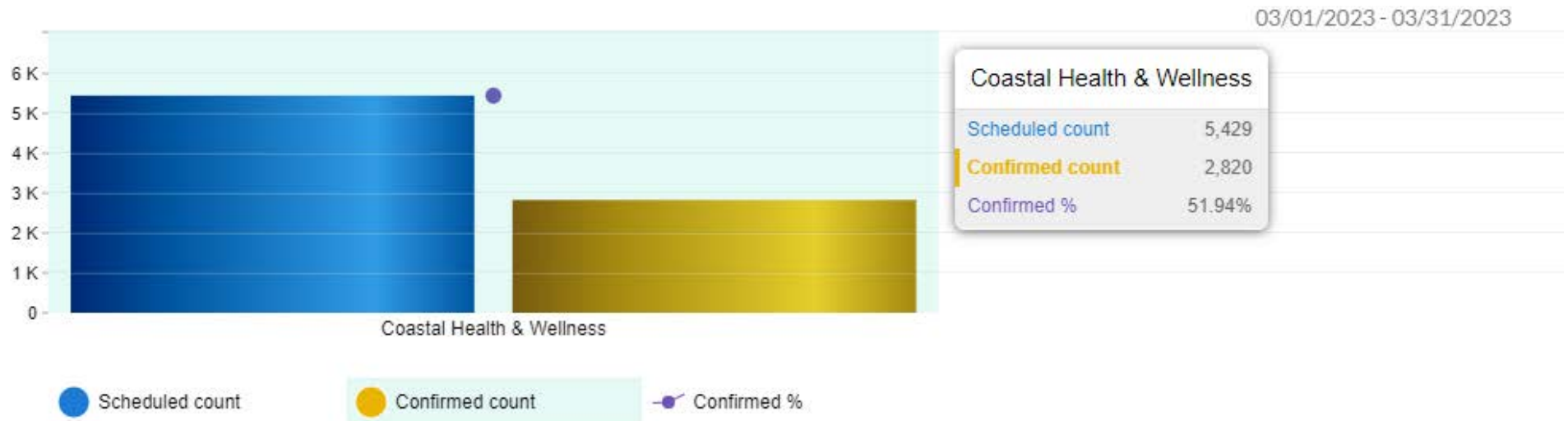
03/01/2024 - 03/31/2024

Coastal Health & Wellness	
Potential New	338
Actual New	274 (8.37%)
Established	2,999 (91.63%)
New Potential Realized	81.07%



# March 2023 vs. 2024

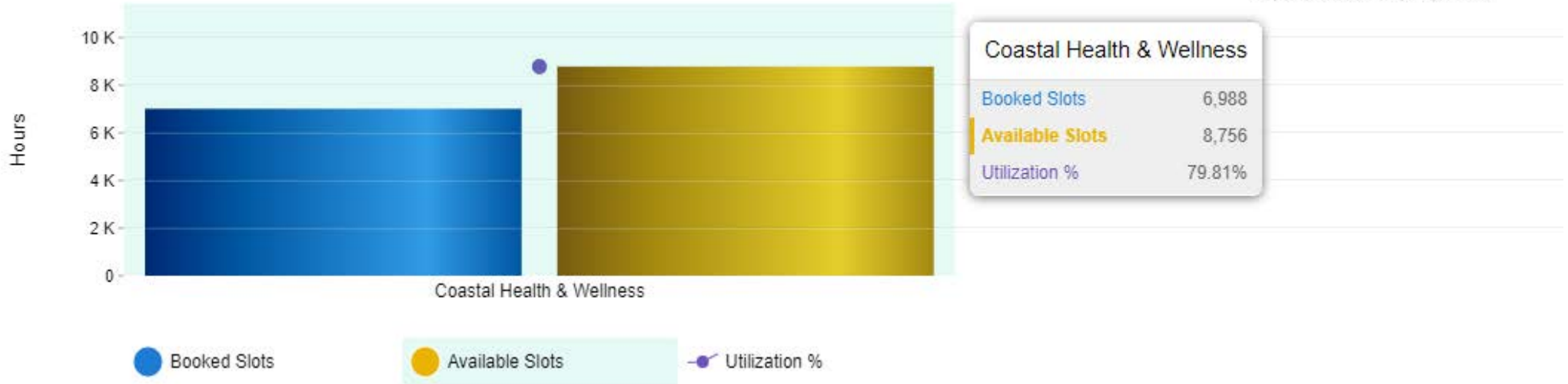
## Confirmed Appointments (14.25% Decline)



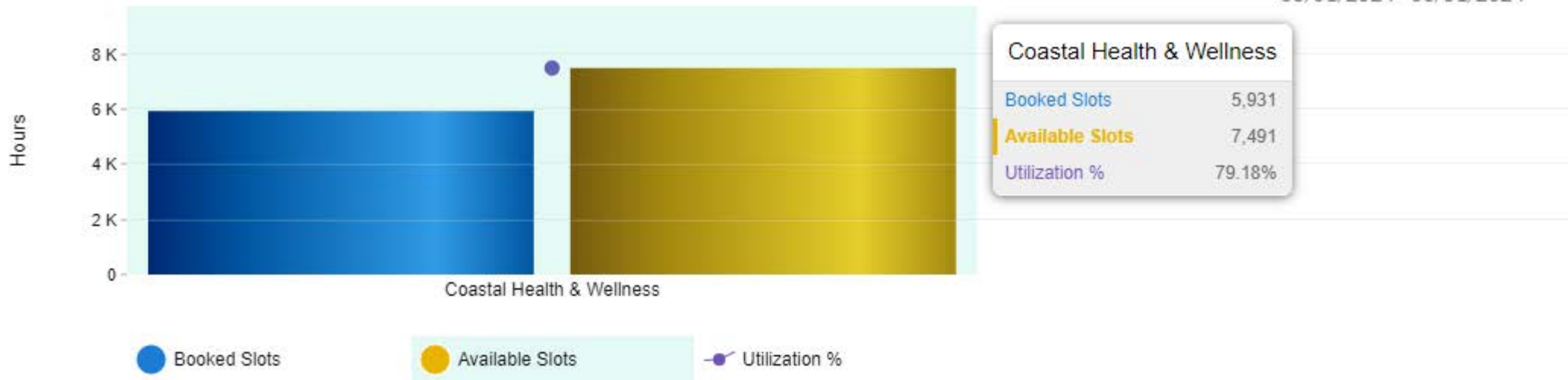
# March 2023 vs. 2024

## Resource Utilization (15.57 % Decrease in *Available* Slots and a 16.36 % Decrease in *Booked* Slots)

03/01/2023 - 03/31/2023

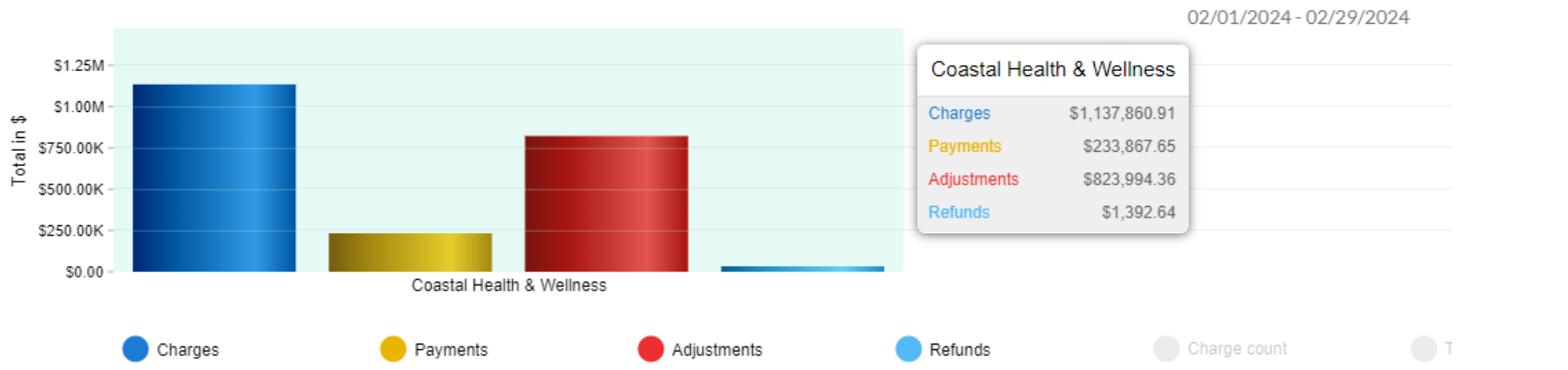
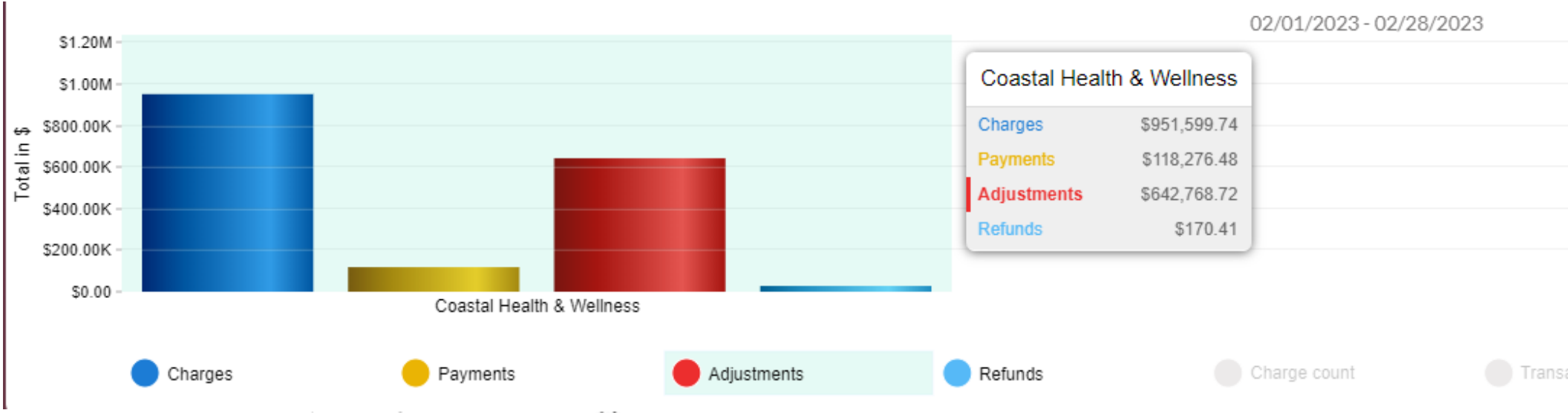


03/01/2024 - 03/31/2024



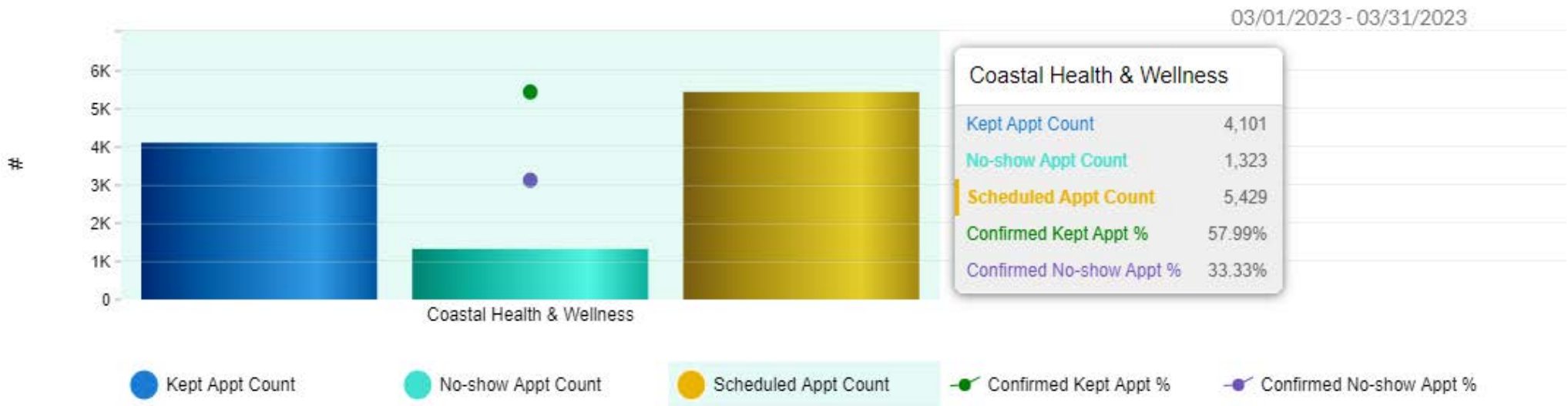
# March 2023 vs. 2024

## Charges/Payments/Adjustments/Refunds



# March 2023 vs. 2024

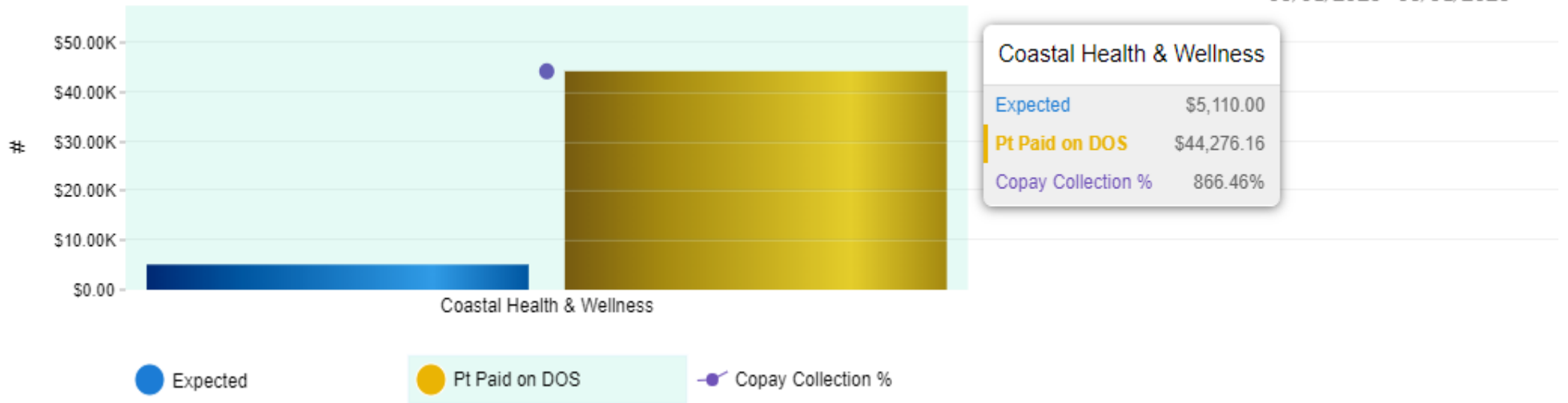
## Kept/No-Show Comparison (20.5% Decrease in Kept. Appt. Count)



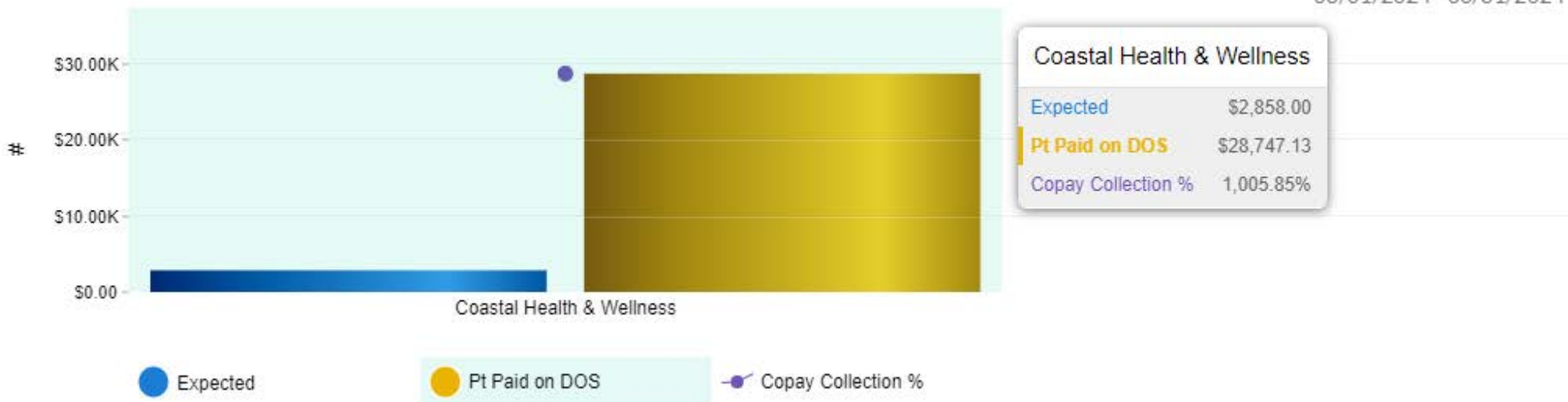
# March 2023 vs. 2024

## Copay Collection (14.9 % Increase)

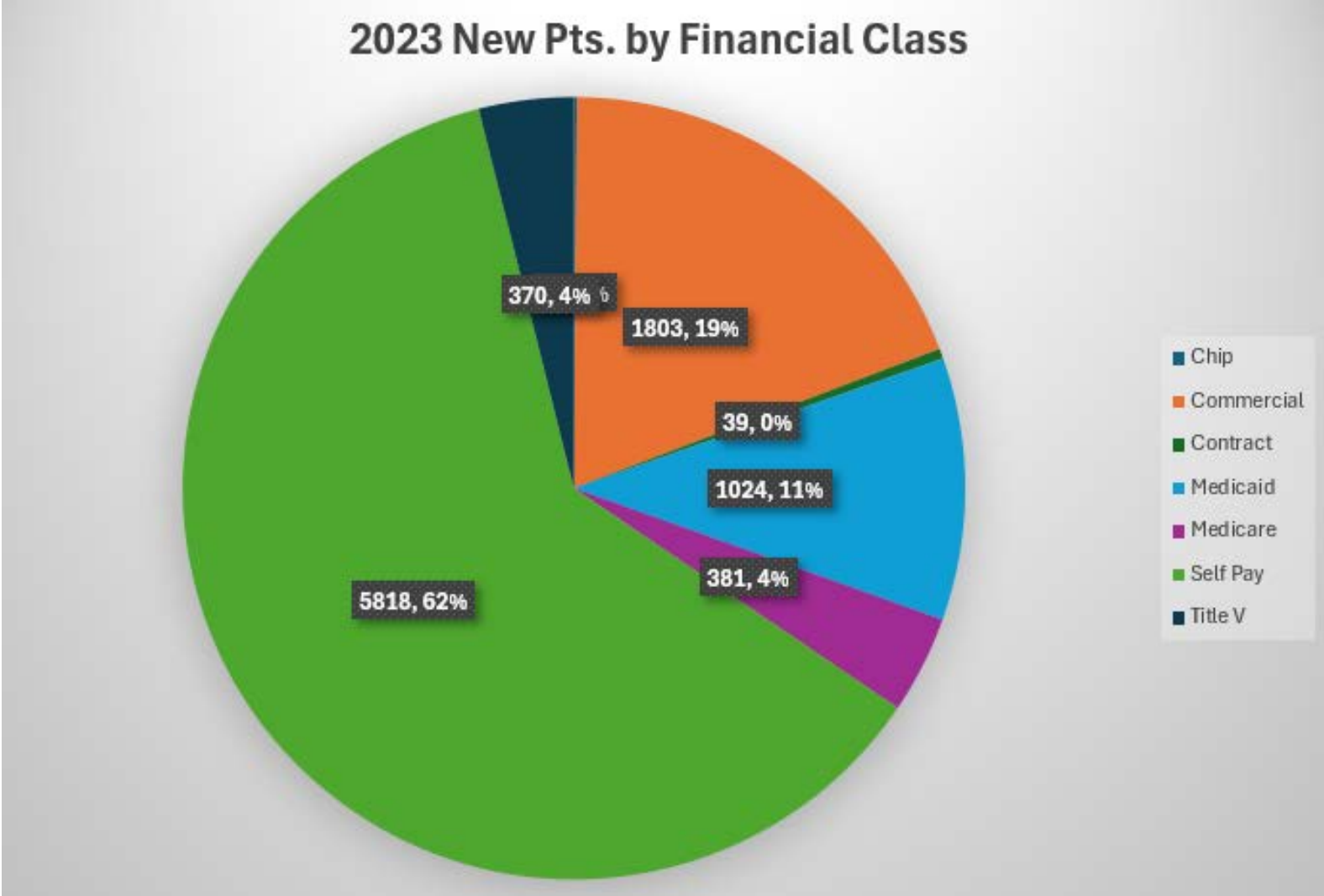
03/01/2023 - 03/31/2023



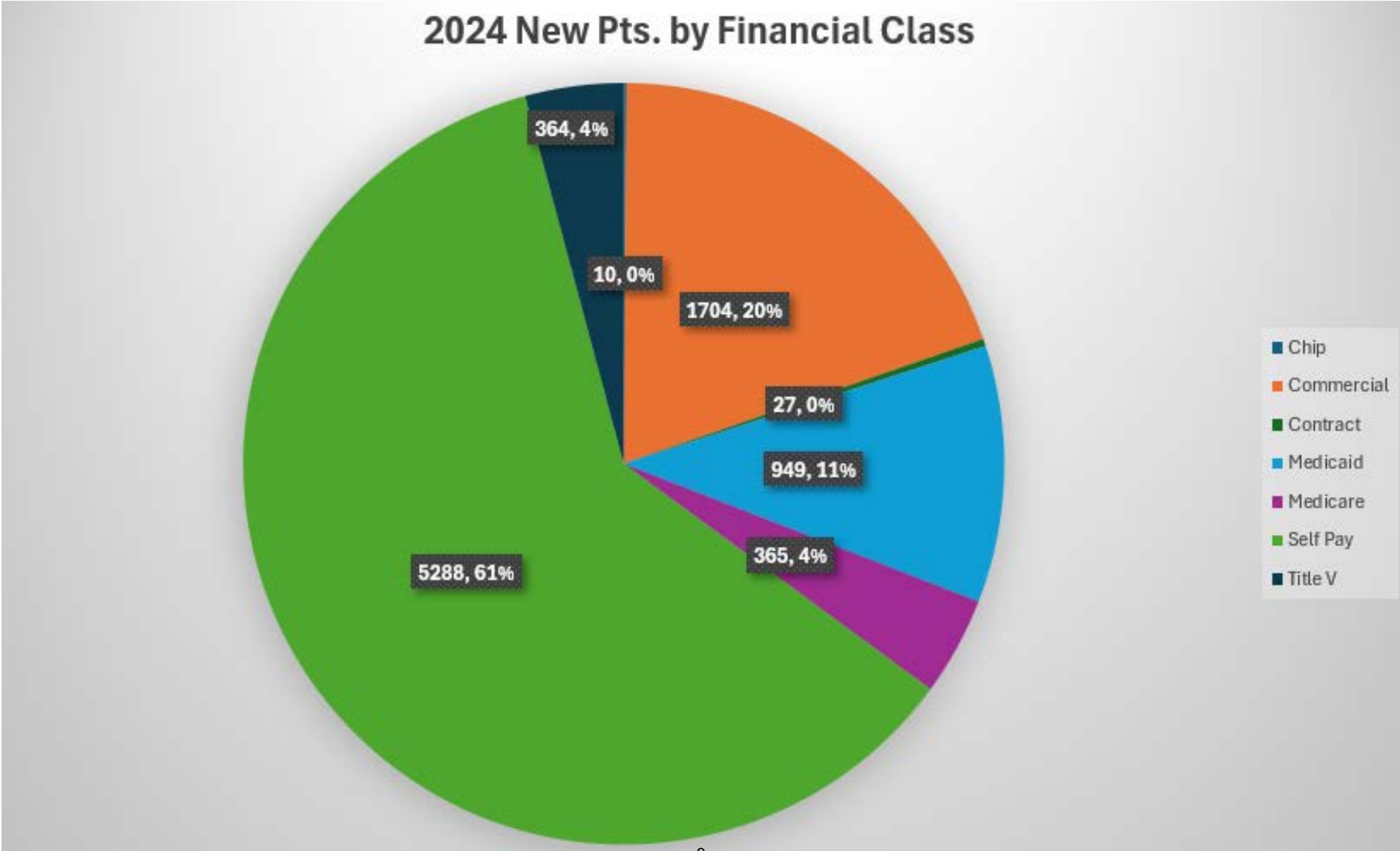
03/01/2024 - 03/31/2024



# March 2023 vs. 2024 New Pts. by Financial Class



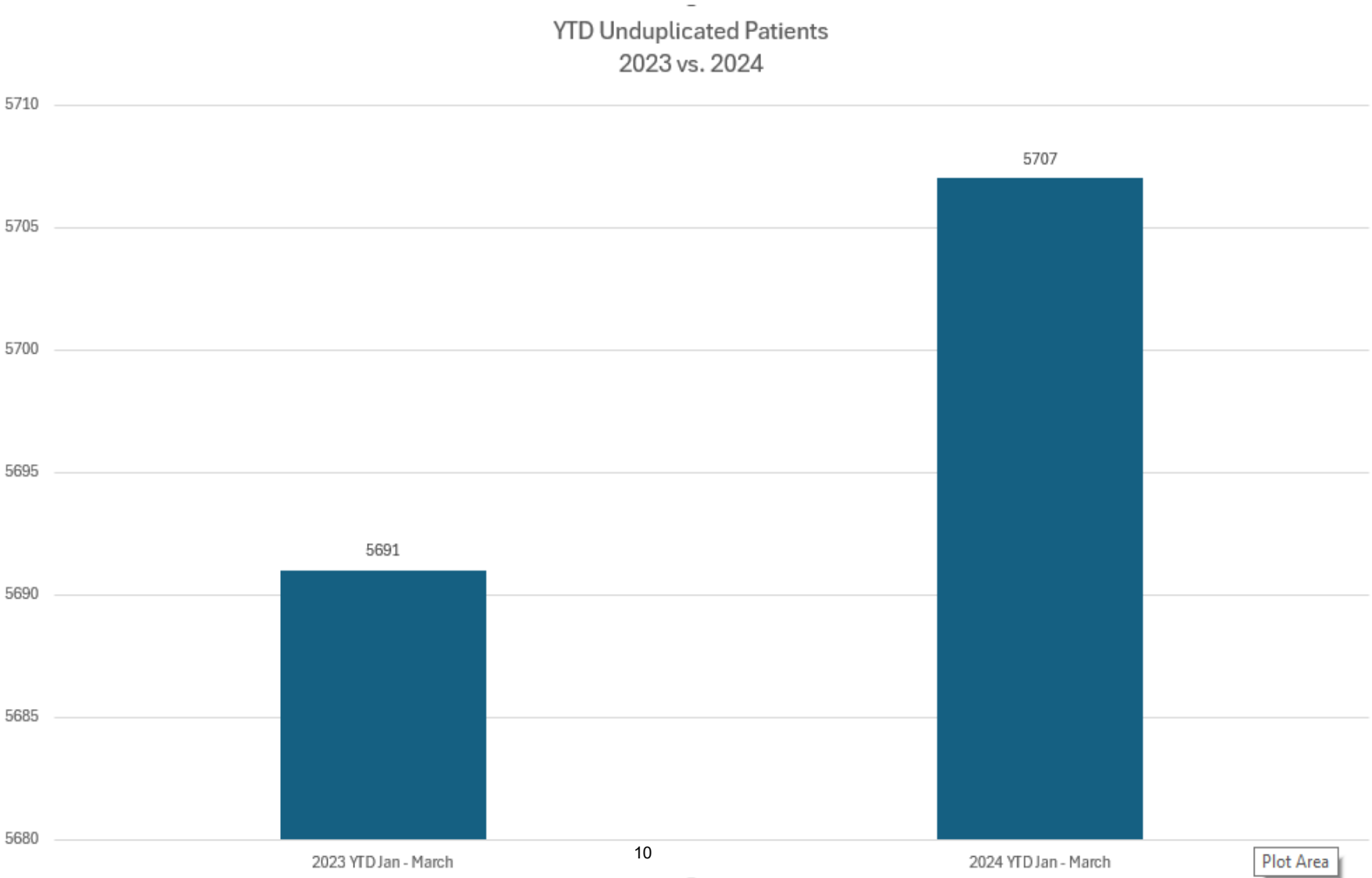
# March 2023 vs. 2024 New Pts. by Financial Class





# YTD 2023 vs. 2024

## Unduplicated Patients ( .28% increase)



# Community Outreach Events

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*Provided by Director of  
Community Engagement*



Thank you!!!

*In the  
works...*

- Preparing for CHW's HRSA Operational Site Visit on August 20, 2024.
- We are currently working on our 2024 FTCA application due June 21, 2024.
- EHR Optimization continues. NextGen Patch just occurred – success! This brings our system to the most current update.
- Recruitment & Retention Plans in progress.
- Pharmacy in progress!!
- RCM optimization phase IV in process
- Lab Fast Track Lab Services are live!
- Diabetic Retinopathy exam implementation in process!
- Quarterly Strategic Health Plan in the works.



coastalhw.org

*Providing high quality healthcare to all..*

# Community Engagement

- **Data Collection:**

During this reporting period members of the Health Equity Advisory Council conducted 2 focus groups which both covered “The Health Impact of Senior Services and Programs.”. As of July 2023, the staff has been utilizing the (CNA) Community Needs Assessment to gather information on the needs within the different areas of community. In March 2024, 3 surveys were submitted online by community members.

- **Events:**

Health screenings for March 2024 were conducted at Dickinson Community Center (10 health screenings provided), Bayside Community Center (8 health screenings provided), and Wright Cuney (18 health screenings provided). At these events, the community engagement team also provides information available on upcoming events and services provided by Galveston County Health District (GCHD) & CHW.

Information on community services, healthy lifestyles and more is shared with local residents at Goodwill stores in League City and Galveston every Thursday of the month (122 individuals engaged for March 2024).

Community Engagement team members attended and/or hosted 8 health/resource fairs (748 individuals engaged), and 5 HEAL Classes (440 children present), 2 CET staff attended the SOPHE conference in St. Louis, CET hosted 1 financial literacy class (8 engaged) on Considering Home Ownership, 1 CHW presentation was conducted at ADA House (9 engaged), and 4 community events were attended (State of the Cities Mayoral Luncheon, Amoco FCU Partnership Luncheon, League City Chamber Breakfast, Galveston Chamber Good Morning Mainland)

# March 2024 Outreaches/Events

DATE	OUTREACH/MEETING
03/01/2024 Friday	Health Screenings @ Bayside
03/02/2024 Saturday	Texas City United Praise Fest
03/04/2024 Monday	Health Screenings @ Dickinson CC - meet at Walter Hall Park
03/05/2024 Tuesday	HEAL @ Hitchcock Head Start
03/06/2024 Wednesday	HEAL @ Hitchcock Head Start
03/06/2024 Wednesday	State of the Cities
03/07/2024 Thursday	Goodwill GV
03/07/2024 Thursday	Partner Appreciation Luncheon
03/07/2024 Thursday	Goodwill LC
03/08/2024 Friday	3rd Annual Spring Dickinson Continuation Center College & Career Fair
03/14/2024 Thursday	Welby Financial Literacy Class
03/14/2024 Thursday	Goodwill LC
03/21/2024 Thursday	Goodwill LC
03/22/2024 Friday	Easter Senior Event
03/22/2024 Friday	HIV/STD Spring Event
03/23/2024 Saturday	COM Flock the Block

03/23/2024 Saturday	Hike for Hope Walk
03/25/2024 Monday	HEAL @ IGNITE
03/26/2024 Tuesday	HEAL @ Hitchcock Head Start
03/27/2024 Wednesday	HEAL @ Hitchcock Head Start
03/27/2024 Wednesday	ADA House
03/27/2024 Wednesday	Monthly Veterans Food Distribution
03/28/2024 Thursday	Young Professionals Expo w/ CIS
03/28/2024 Thursday	BINGO Health Event
03/28/2024 Thursday	Goodwill LC

# Upcoming Events

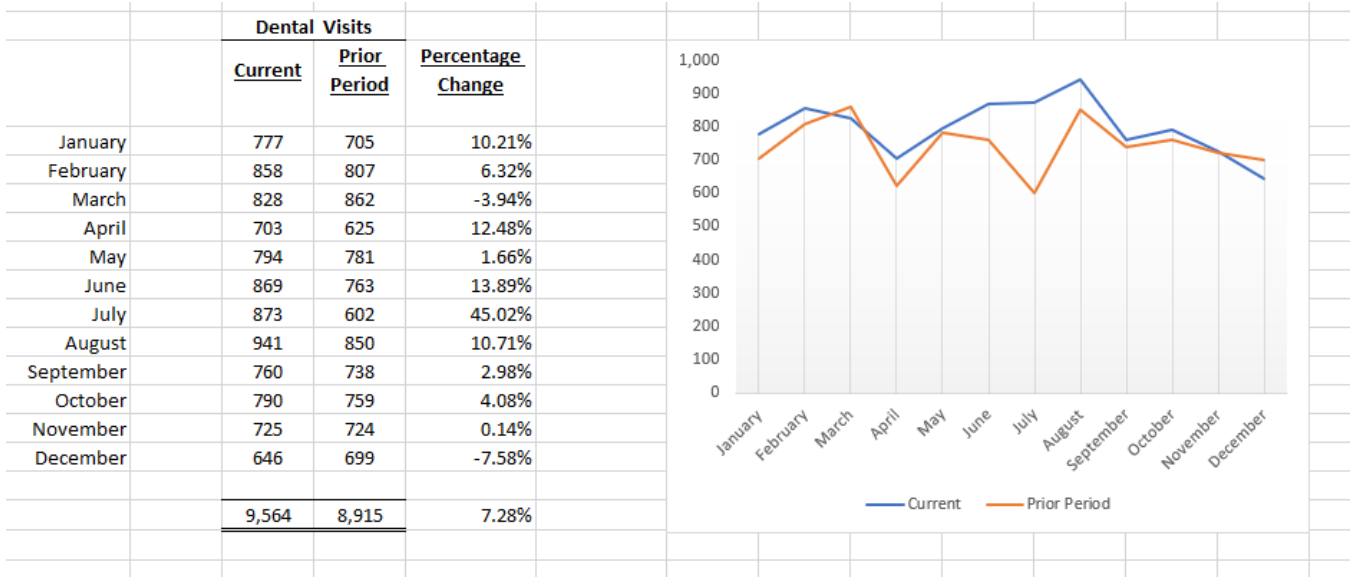
- May 2024- Cinco De Mayo Employee Event- sponsored by Wellby Financial
- June 2024- Men's Health Walk (June 8th)
- July 2024- Back-to-School Block Party
- August 2024- Island Resource Fair
- September 2024- Hispanic Heritage Month Activities

# Event Highlights



## Dental Clinic Board Update 4/25/2024

- Visit Numbers – Based on “FQHC Qual Enc” in NextGen –
  - We continue to see walk in patients in pain as we can fit them into our schedule.
  - We started releasing comprehensive exams on the 15<sup>th</sup> of every month, with December being the first month. The appointments continue to fill quicker each month.
  - For March, we had a decrease in qualifying encounters of 3.92% compared to March 2023. We had 3 providers who had scheduled and unscheduled leave during the month of at least 4 days each, so this number is not concerning.



- Current projects, plans, department overview for dental
  - Dr. Lindsog continues to serve on the COM Hygiene School Advisory Board. She attended the CODA Site Visit on April 10<sup>th</sup> and the visit went very well. They are still planning to start Fall 2024 with their first class.
- Provider Education Opportunities
  - All providers continue to select and participate in continuing education of their choice. They also share knowledge from these courses with the other providers during monthly meetings.
- Barriers or Needs (if applicable)
  - Staffing
    - We are in the process of interviewing applicants for the Dental Office Manager position.
    - We have a part time dentist that started in March who is going to be working 1-2 Saturdays/month.



## Governing Board April Agenda

School Based Clinic:	Total visits: 42 (+16)
	Students: 8 (no change)
	Staff: 7 (+2)
	Existing CHW: 27 (+14)
	In person: 11(-1)
	Telehealth: 31 (+17)
Doxy/Telehealth visit:	80 (-12)
CHW March clinic visits:	Total: 1915 (-349)
	Total scheduled: 2559 (-380)
	No shows: 647 (-28)
	No show rate: 25%
	Show rate: 75%.
Total charges for March:	\$519,569.15
Year to date charges:	\$1,765,961.50

Current Projects: I met with a nonprofit group “Do As I Have Done”. They provide professional foot care, new pair of socks and new pair of fitted shoes to uninsured, underinsured, homeless, and veterans at no cost to patient or to us. We will be trying to arrange for them to use our “CHW RV” to park in front of our clinic 1 day a month. Anyone who shows up would be welcome. I am also in discussion with UTMB about possibly partnering and staffing our SUD clinic 2 new medical providers have started and 1 more has accepted a position at CHW.

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# Coastal Wave

Serving, Healing, Caring, Providing high quality medical, dental and counseling services to everyone.



**Dylan Karns**

**Karen Trevino**

**Ramona Sampson**

**Jerrell Haywood**

## Circle of Excellence winners announced

Congratulations to the quarterly Circle of Excellence winners! These employees were nominated and selected by their fellow coworkers for exemplifying performance, goals, skills and qualities that highlight and promote the mission and vision of the district.

### **Dylan Karns, Galveston County Health District**

*"With the vacant Air Pollution Manager position, Dylan Karns has really stepped up to fill those shoes and handle necessities—meeting deadlines, training new hires, and providing an invaluable knowledge base. Dylan is a great worker, always willing to help, and maintains a great attitude, even when the workload or lack of information is overwhelming. He's been such an asset to the program and in helping it run smoothly in the interim."*

### **Karen Trevino, Coastal Health & Wellness**

*"She is always willing to help and available whenever and wherever she is needed. She has a great attitude, even when the day might be busy and stressful. I have even seen her stop and ask a pt if they needed assistance in the parking lot when she was leaving at the end of the days shift. She is humble, compassionate and cares about the patients and people around her. She is overdue for recognition."*

### **Ramona Sampson, Galveston Area Ambulance Authority**

*"I am proud to nominate Ramona Sampson for the Circle of Excellence Award. Ramona's dedication to customer service, meticulous attention to detail, compassion for patients, and collaborative nature make her an outstanding candidate. Her commitment to excellence in every aspect of her work truly sets her apart and exemplifies the values this award represents."*

### **Jerrell Haywood, Animal Resource Center**

*"Jerrell is a team player. He has a good work ethic and a positive attitude. He shows up early every day ready to work. He never complains and has learned a lot in a short time."*

## CHW celebrates Dental Hygienist Appreciation Week, April 8-12

Happy Dental Hygienist Appreciation Week! We want to take a moment to recognize the incredible work that our hygienists do every day to keep our smiles healthy and bright. Thank you Steffin John, RDH, Kimberly Doraty, RDH, and Jamie Trinh, RDH for all you do! Your dedication to oral health is truly inspiring.

**STEFFIN JOHN, RDH**



**KIMBERLEY DORATY, RDH**



**JAMIE TRINH, RDH**



## GCHD, CHW celebrate National Community Health Workers Day, April 5

Happy Community Health Worker Day! Thank you Angela Mendoza, LaQuinta Harris, Vanessa Kelley, Sandra Puga, and Itzel Nieto for your outstanding work, unwavering commitment, and relentless pursuit of a healthier, more equitable future for all!

Your unwavering dedication and passion for serving others serve as a shining example for all of us. As a community health worker, your role is pivotal in bridging the gap between healthcare services, local resources, and those who need them most. Through your tireless efforts, you have become the beacon of hope for many individuals facing challenges and barriers, especially those from marginalized and underserved populations.



Angela Mendoza



LaQuinta Harris



Vanessa Kelley



Sandra Puga and  
Itzel Nieto

## Happy Patient Access Week!

Coastal Health & Wellness celebrated Patient Access Week, March 31- April 6.

We'd like to recognize and thank our incredible patient access staff who work tirelessly behind the scenes to ensure every patient is welcomed with kindness and efficiency. Your dedication does not go unnoticed - you are the heartbeat of our organization.

Thank you for all you do: Alexis Garcia, Aylin Atanacio, Briana Rodriguez, Cassandra Silva, Chonta Love, Christina Flores, Christine Hernandez, Danita Dupree, Deimy Cruces, Eva Garza, Gabiola Contreras, Guadalupe Esparza, Isaura Rivera, Jakeline Ortiz, Jose Hernandez, Kathy Coons, Monica Gallegos, Rocio Mandragon, Sabrina Moreno, and Victoria Garcia.

We would also like to recognize our Health Information Management staff who always step in to assist Patient Services: Lynita Dupree and Perla Paredes.



## Meet Ashley Gardner

**Meet Ashley Gardner!** Ashley is a Certified Medical Assistant for Coastal Health & Wellness, a Community Health Center under GCHD. She joined us around 6 years and 2 months ago. She has been working in her field since she started here.

Where are you from?

"Raised in La Marque, TX"

What is your favorite part of your job?

"My Patients!! Being able to interact and provide quality care to them makes my heart smile."

What is one fun fact about you?

"I love to bake, and I like making people laugh."

What Netflix show did you binge-watch embarrassingly quickly?

"Ozark, Echoes, & Beef."

We asked Ashley what is something you would like everyone to know about your job/ department they may not know. This is what she said, " We provide compassionate care beyond our clinic doors by making sure patients get the help they need even when we are out at events or doing community outreaches."



## Happy Doctors Day!

Happy National Doctor's Day!

On March 30, we celebrated our dedicated doctors: United Board of Health Member Peter C. Melby, MD; Chief Executive Officer Philip Keiser, MD; Chris Garcia, MD; Tandace McDill, MD; and Leonard Nagorski, MD.



**Peter C. Melby, MD**

Professor, Division of Infectious Diseases, Department of Internal Medicine, University of Texas Medical Branch

Bachelor of Science in Microbiology and Biological Sciences, Colorado State University

Doctor of Medicine, University of Colorado



**Philip Keiser, MD**

Professor of Medicine, University of Texas Medical Branch

Bachelor of Science in Chemistry, Morgan State University in Baltimore

Doctor of Medicine, University of Maryland



**Dr. Chris Garcia, MD**

Coastal Health & Wellness

Specialty: Family Medicine

Medical School/Residency: UTHSC Houston, John Peter Smith Hospital

Board Certification: American Board of Family Medicine



**Dr. Tandace McDill, MD**

Coastal Health & Wellness

Specialty: Family Medicine

Medical School/Residency: Universidad Autónoma de Guadalajara, LSU School of Medicine

Board Certification: American Board of Family Medicine



**Dr. Leonard Nagorski, MD**

Coastal Health & Wellness

Specialty: Pediatrics, Radiology and Nuclear Medicine

Medical School/Residency: Creighton University School of Medicine

Board Certifications: American Board of Pediatrics, American Board of Nuclear Medicine, American Board of Radiology.

## CHW celebrates Medical Laboratory Professionals Week

Medical Laboratory Professionals Week, April 14-20, 2024, is an annual celebration of medical laboratory professionals and pathologists who play a vital role in health care and patient advocacy!

Thank you to the wonderful Coastal Health & Wellness lab professionals team: L to R Virginia Lyle Lab & X-Ray Manager, Jessica Rodriguez, Cheree Windham, Jada Williams, Ileana Vallin Grajales, Lillian Romero, and Felicia Patterson (not pictured is Courtney Luke-LabCorp IOP).



## Stay on track with childhood vaccinations

Making sure your child stays on track with their childhood vaccinations is one of the best things you can do to protect them, and your community, from serious diseases.

April 22-29 marks National Infant Immunization Week. Did you know giving children the recommended vaccines by age 2 helps protect them from 14 serious childhood diseases, like whooping cough (pertussis) and measles?

If you've fallen behind on recommended childhood vaccinations, now is a good time to get caught up. Learn more about childhood vaccinations.

## May is Mental Health Awareness Month

Did you know 1 in 5 U.S. adults experience mental illness each year, but only half of them receive treatment?

Our mental health journey starts with a single moment. Take it!

NAMI's 2024 campaign is here to empower you with resources like NAMI Family-to-Family. Let's prioritize mental well-being together.

**Your mental health  
journey starts with  
a single moment.**

**Take it!**





## Telehealth visits offer convenient care

Did you know Coastal Health & Wellness offers Telehealth patient visits to better serve you?

As your trusted Primary Care Medical Home, we strive to do all we can to ensure the health and safety of our patients and providers.

Telehealth visits are an easy, convenient way for you to talk with your provider without having to leave your house or travel to the clinic. It is a secure, internet application that allows you to privately discuss your concerns with your provider.

Learn more about our telehealth visit service or call us at 409.938.2234 if you have any questions.

## Stay in touch with Patient Portal

Have you signed up for our patient portal? It's an easy way to get in touch with your Coastal Health & Wellness team.

- Request and view appointments
- Send a message to your provider and CHW team
- View a summary of your health record and lab results
- Request prescription refills
- Pay statements

Call us at 409.938.2234 to learn more!

[Click here to learn more about CHW services.](#)

[Click here to learn more about becoming a patient.](#)

[Click here to meet our CHW providers.](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
April 2024  
Item#12  
Comments from Board Members**

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