FQHC
340B Compliance

340B Compliance with Confidence: A Case Study with Faith Healthcare

Faith Healthcare has expanded its healthcare capacity with the guidance and knowledge provided by FQHC 340B Compliance.

FAITH HEALTHCARE
QUALITY COMPASSIONATE CARE

FAITH HEALTHCARE

Working with FQHC 340B Compliance gives Faith Healthcare confidence in its robust 340B Program

Faith Healthcare (Faith), a non-profit healthcare organization, was founded in 2015 to fill the clear need for healthcare access for underserved communities in Kentucky. Their mission of access to compassionate, high-quality healthcare led them to open a 9,900-square-foot Federally Qualified Health Center Look-Alike (FQHCLA) in 2019. Since then, Faith has expanded, establishing three medical clinics and six dental clinics to serve the people of Kentucky.

Faith knew its mission to create a system to access high-quality medical care for those in need would be best supported by seeking designation through the FQHCLA and 340B Program. Faith sought their 340B status in 2021, during the COVID-19 public health crisis, to ensure their patients have access to the medications they need. Shortly after starting in the 340B Program, they recognized that finding the right 340B consultants with robust experience working with FQHCs would be crucial to their program's success.



Experience with Other Consultants

To comply with the expectation of an annual external audit of 340B Programs with contract pharmacies, in addition to working towards better understanding and growing their 340B Program, Faith selected a consultant to work with from March 2021 to June 2022. During that time, they realized that this relationship was not helping them to grow their 340B knowledge base internally, which they felt was critical to their future success and continued ability to support the underserved individuals in their community.

Faith couldn't find reliable information on 340B compliance without extensive digging and still felt apprehensive in maintaining their 340B Program compliance. Knowing that they needed a 340B partner who would not just review their existing program to check the box once a year but would also help their team become confident stewards of their 340B Program, Faith began looking for a change.

Faith wanted to be the best FQHCLA they could be, and they wanted the "best of the best" when it came to a 340B consultant.

FQHC 340B COMPLIANCE, "A BREATH OF FRESH AIR" FOR FAITH HEALTHCARE



Faith Healthcare found FQHC 340B Compliance through a 340B Facebook group highlighting FQHC 340B's Ladies Who Lunch & Learn Webinar. After attending a few webinars, Faith was impressed and quickly connected with the host, Felicity Homsted, FQHC 340B Compliance's CEO.

They found her to be knowledgeable, trustworthy, and immediately helpful and decided to transition to working with FQHC 340B Compliance as their 340B consultant. The change was like a breath of fresh air for Faith's 340B Program, which felt like a much better fit for the organization.

FQHC 340B Compliance is There for Clients Anytime

Throughout their working relationship, Faith Healthcare has found the FQHC 340B Compliance team to be prompt in communication. Whether through emails, phone calls, or even text messages, Faith Healthcare has received quick responses to their questions and concerns.

Policy and procedure questions answered on time, every time.

When Faith runs into issues with 340B policies and procedures or has questions about internal audit results, FQHC 340B Compliance is there with the answers and guidance on how to move forward to help Faith stay prepared for future audits and maintain the highest standards for compliance.

FAITH HEALTHCARE

QUALITY COMPASSIONATE CARE

> We needed trustworthy information and guidance in running our 340B Program. We wanted the best and fortunately found FQHC 340B Compliance.

Morgan Dishman, 340B Director

Unique Challenges are No Challenges with FQHC 340B Compliance

As Faith has expanded its ability to provide care and embraced the 340B Program, they have run into some unique challenges. Each time they hit a tough roadblock, the FQHC 340B Compliance team has guided them through a solution.

Difficulties with claims of duplicate discounts resolved

Faith Healthcare was contacted by a drug manufacturer who was requesting repayment for potential duplicate discounts. Faith had documentation that they had worked with their state to ensure Medicaid billing compliance and was unsure why the request was made.

They knew they could not ignore the issue, so they contacted FQHC 340B Compliance and Felicity Homsted connected them to a law firm that guided them on how to proceed with clearing up the confusion with the manufacturer and State Medicaid Office. The inquiry was quickly resolved, with Faith proving their compliance, all with the support of FQHC 340B Compliance.

Navigating manufacturer restrictions

As has been the case for many covered entities over the last few years, Faith has encountered challenges in ensuring continued access to 340B-discounted medications for its patients at contract pharmacies as a result of ever-evolving manufacturer restrictions. They have leaned on the guidance from FQHC 340B Compliance to navigate this challenge.

FQHC 340B Compliance worked with key program stakeholders across the industry to pioneer a better understanding of the nuances of applying these restrictions for FQHCs, as well as wholesaler and third-party administrator capabilities. This work has led to re-established access to restricted manufacturer medications for Faith and other health centers across the country.



> In the time that we've been working with Faith Healthcare, we've had the opportunity to help them navigate a number of different challenges within their ***340B Program***. One of the biggest ones that health centers have experienced across the country is ***manufacturer restrictions;*** ensuring that health center patients have access to the medication that they need. Faith does not have an entity-owned pharmacy, so we worked with them to ensure their designation process is set up in a ***compliant way*** to maximize patient access to medications.

Felicity Homsted, CEO, FQHC 340B Compliance

Compliance with requirements across multiple states.

Faith wanted to explore the possibility of carving in another state's Medicaid plans. When they asked the team at FQHC 340B Compliance whether it was an option while remaining 340B compliant, they received the exact information they needed. In addition to providing guidance on how to comply with the other state's Medicaid requirements, FQHC 340B Compliance updated the monthly duplicate discount monitoring to account for the newly carved-in states. As a result, Faith was able to begin carving in the other state's Medicaid plan quickly and compliantly.

Guidance and connections on supplemental topics, any time.

Faith Healthcare has found that FQHC 340B Compliance looks out for its clients, providing advice on the smallest details. When they've had questions, even about non-340B Program concerns, FQHC 340B Compliance has quickly connected Faith with the contacts and information they need.





"I would never hire another ***consultant***. Even if you don't think you need it and have the best ***340B Program*** in the country, there is always room for improvement. ***FQHC 340B Compliance*** has expertise in so many different areas and is constantly providing ***suggestions for improvement*** that can make all the difference. I cannot imagine working with anyone else. They will either help you or connect you with someone who can.

Morgan Dishman, 340B Director



Consistent Audit Support Means Consistent Quality for Faith Healthcare

Faith has found that alongside the consistent support they receive from FQHC 340B Compliance for their questions and complicated situations, consistent audit support and reporting have assured them that their work to serve their community is highly effective and compliant.

Faith receives monthly audits from the FQHC 340B Compliance team, and getting fresh eyes on a sample set of claims each month means any need for improvement can be detected early and resolved efficiently. Faith also receives monthly reports, allowing them to better understand their program operations and overall 340B compliance.

FQHC 340B Compliance provides an annual external audit modeled after the HRSA audit process. LaNika Ellis, Director of External Audits at FQHC 340B Compliance, recently completed this process with Faith, they found it to be straightforward, providing excellent insights. This opportunity to review the HRSA process and iron out any issues that may be uncovered in the deep dives assures Faith Healthcare that its compliance efforts serve them well.

FQHC 340B Compliance Facilitates Solutions to Ensure Success for Faith Healthcare

Throughout their working relationship, Faith Healthcare has found that the guidance from FQHC 340B Compliance has allowed them to be more confident of the claims included in their 340B Program.

> We have gained ***confidence*** in our ability to run a successful 340B Program, and that confidence is priceless. Finding ***reliable information*** (even from other consulting firms) is hard. ***FQHC 340B Compliance*** wants to see us succeed, and we can trust the information that they're providing us. It's a ***relief*** that we're doing things the right way, and when we feel unsure, we know they're there and we are not a bother. That makes all the ***difference*** in the world. They're like our ***cheerleaders***.
>
> Faith Healthcare



Faith Healthcare can Confidently Manage Its 340B Program

As Faith Healthcare has expanded its capacity to provide care, its relationship with FQHC 340B Compliance has enhanced its ability to remain compliant in the 340B Program. This improvement stems from the prompt, enthusiastic, and effective support FQHC 340B Compliance provides, which allows Faith to capably oversee its 340B Program.

Now, Faith can more effectively navigate the 340B Program, increasing its ability to use the program's benefits to support its patients and community.

Faith knows that working with a knowledgeable consultant for 340B compliance is important for any FQHC, even if they don't feel the urgent need for support. FQHC 340B brings a fresh perspective and a huge knowledge base that helps catch the smallest details and untangle the most complicated of unique compliance issues. Confidence backed with knowledge is key in healthcare administration, and working with FQHC 340B Compliance, Faith Healthcare can confidently operate its 340B Program.

If your FQHC would like to work with FQHC 340B Compliance, contact them today and see how their 340B compliance services can support your Health Center.

CONTACT THE FQHC 340B COMPLIANCE TEAM

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