

Governing Board Meeting Agenda

September 20, 2023 - Zoom Meeting

Agenda

- | | | | |
|--------------|---|------------------------|--------------|
| I. | Call to Order | Dale Tampke | |
| II. | Consent Agenda | Dale Tampke | |
| | *August 2023 Board Minutes | | P. 2 |
| | *August 2023 Financial Committee Minutes | | P. 6 |
| | *August 2023 Financials | | P. 8 |
| | *August 2023 Quality Committee Minutes | | P. 12 |
| | *August 2023 Personnel & Strategic Planning Committee Minutes | | P. 15 |
| | *September 2023 MarCom Report (including approval of grants) | | P. 18 |
| III. | Board Training | | |
| IV. | CEO Report | Doreen Rue | P. 19 |
| | Dashboard | | |
| V. | Committee Reports | | |
| | Finance Committee | Lee Brown | |
| | Finance Report | | |
| | *Parcel 9 Sale to City of Denton Corporate Resolution | | P. 89 |
| | Quality Committee | Melissa Winans | |
| | Quality Report | | |
| | Strategic Planning Committee | Sara Schroeder | |
| | Strategic Planning Report | | |
| | Personnel Committee | James Henderson | |
| | Personnel Report | | |
| | *New Member Vote Ratification | | |
| | *Committee Assignments | | |
| | *HIPAA Policy Updates | | P. 90 |
| VI. | Old Business/New Business | Dale Tampke | |
| VII. | Executive Session | Dale Tampke | |
| VIII. | Important Dates and Adjourn Meeting | Dale Tampke | |
| | October Board Meeting - October 18th @ 6pm | | |

*** Items Requiring a Vote**

Agenda Item I: Called to order at 6:02pm by Dale Tampke

Attendees: Dale Tampke, Sara Schroeder, James Henderson, Lee Brown, Michael Foster, Melissa Winans, Belinda Hernandez, Makinzie Heard, Dr. Kimberly Middleton, Hamed Husain, Sadaf Haq

Absent: Magdaline Ewoko, Eric Schwarz, Judge Chance Oliver

Quorum was met.

Staff: Doreen Rue, Pam Barnes, Debra Layman, Larry Bisno

Guests:

Agenda Item II: Consent Agenda - Approval of July 2023 Board Minutes, July 2023 Financial Committee Minutes, July 2023 Financials, July 2023 Quality Committee Minutes, July 2023 Personnel & Strategic Planning Committees Minutes, August 2023 MarCom Report (including approval of grants)

Discussion/Requests for Removal of Items: *None*

Motion to approve all consent items: *James Henderson*

Seconded: *Lee Brown*

Motion Passed Unanimously

Agenda Item III: Board Training

- **2023 HRSA Site Visit Presented by Doreen Rue**
 - HSNT completed a successful site visit.
 - The team and the site visitors were appreciative of the board representation and participation.
 - HSNT's preparation was key to completing a successful site visit.
 - HSNT had three findings:
 - Sliding Fee
 - Patient input on nominal fees
 - Sliding Fee
 - Contractual language for contracted services
 - Board Composition
 - Hispanic representation
 - Bylaw parameters for number of board members
 - Board committees will report on individual findings and guidance.
 - Site visitors also provided guidance on HSNT operations that HSNT will explore and implement.
 - **Board Feedback:**
 - Congratulations on a great performance.

Agenda Item IV: CEO Report

- Dashboard
 - HSNT is on track for all incentive goals.
 - HSNT FQHC patient goal – 15,000 per year
 - HSNT has exceeded this goal over the past few years.
- The board will receive an update on strategic planning next month.
- A team visited Dr. Shulman’s office as part of the observation period prior to his joining HSNT.
- **Board Feedback:**
 - The trend on net operating income is good to see.

Agenda Item V: Committee Reports

- **Finance Committee – Lee Brown Reporting**
 - Meeting Report
 - Incentive goals are performing well:
 - Days in Cash: 100
 - Operating Margin: 7.7%
 - The new family practice physician started with HSNT this month.
 - The 340b mock audit is underway.
 - IRS Form 990
 - This form was sent to the board last month for review.

The Finance Committee recommends the approval of the 2022 Independent Audit Report to the Governing Board.

Board Feedback: This form is typically approved with the independent audit report, it was removed and deferred to this month to allow more time for review.

Motion Passed Unanimously.

- **Quality Committee – Melissa Winans Reporting**
 - Meeting Report
 - The committee reviewed comparisons on quality measures nationally and statewide.
 - HSNT typically struggles in areas that require patient determination and performs well in areas with staff control and standing orders.
- **Strategic Planning Committee – Sara Schroeder Reporting**
 - Meeting Report
 - HRSA Recommendations
 - Hope to add two new Hispanic consumer members.
 - Dental Services
 - Site visitors recommended that HSNT offer dental services, different strategies are being researched.
 - 4308 Mesa Drove

- The renovation is due to be completed in early October.
- The two new pediatric providers will be housed in this space.
- **Personnel Committee – James Henderson Reporting**
 - Personnel Report
 - The committee received a workforce and culture update.
 - This included progress on implementations and the radical retention program.
 - HSNT turnover has reduced to 30% in the last year.
 - HSNT Bylaws
 - Verbiage was updated to match statutes on board membership.
 - Membership numbers were updated to between 9 and 25 members.

The Personnel Committee recommends the approval of the HSNT Org Chart to the Governing Board.

Board Feedback: None

Motion Passed Unanimously.

Agenda Item VI: Old/New Business

- Old Business – none to report.
- New Business
 - Treasury Proposal from Wells Fargo Financial Advisors
 - Finance Committee Presenting
 - HSNT is considering an investment of \$1 million in cash reserves in federal treasury bonds.
 - Rates are set at the federal level and do not change from institution to institution.
 - This is a low-risk way to increase HSNT’s revenue.
 - Board approval will be required for this action along with an investment policy statement.
 - Board Member Eric Schwarz has and will recuse himself from all votes on Wells Fargo business.
 - **Board Feedback:**
 - Please provide the proposal packet and explainer with the following information:
 - Brokerage Fees
 - Minimum Investment for Bundle Rates
 - How often interest is paid.
 - Has HSNT considered municipal bonds?
 - This will be formally presented to the board in the coming months.

Agenda Item VII: Executive Session

- No report this month.

Agenda Item VIII: Important Dates

- September Board Meeting – September 20th @ 6pm

Adjourned by Dale Tampke at 6:44pm.

Board Secretary Approval _____ **Date** _____

Board President Approval _____ **Date** _____



Finance Committee Meeting

Meeting Facilitator: Lee Brown

Meeting Date: August 15, 2023

Time: 7:30 a.m.

Location: HSNT HQ ZOOM

Attendees: Lee Brown, Michael Foster, Hamad Hussian, and Eric Schwarz

Staff Present: Doreen Rue, Debra Layman, Seth Bell, and Pam Barnes

Lee Brown noted to add agenda item IV: Review of Form 990

Agenda Item I: Review and approve July 2023 Minutes

Motion to accept: Eric Schwarz

Seconded: Michael Foster

Motion Passed: 4-0

Agenda Item II: Review and approve July 2023 Financials

The committee acknowledged notes to the financial sent out before the meeting. Pam discussed HSNT family practice MD delayed his start date from April to August 7th and is currently in training. The committee discussed HSNT is in a good financial position to expand services not included in the budget. HSNT is expanding Denton pediatric services in October once the 4308 renovation is complete and expanding the Women's Health / Labor and Delivery program in November. Clarification was provided around the increase in net patient revenue adjustments directly related to self-pay increased patients which also increased sliding fee scale adjustments. It was also noted that HSNT continues to review aged accounts and write off old uncollectible receivables. Additional clarification was provided on HSNTs intended increase in MarCom expenditures. Some of the increase is the recognition of in-kind Google advertising the balance of the increase is intentional strategic marketing and awareness of HSNTs services. HSNT Finance Committee also discussed HSNT 340B program performance and compliance. HSNT is actively engaged in a 340B mock audit. The audit report is not complete although, HSNT 340B team has been actively implementing improvement recommendations from the mock audit to this point.

Motion to accept: Eric Schwarz

Seconded: Lee Brown

Motion Passed: 4-0

Agenda Item III: Wells Fargo Financial Advisors – Treasury Proposal

HSNT Finance Committee member Eric Schwarz abstained from treasury proposal discussions and guidance. He was able to provide a statement that Government Treasury Bond rates do not fluctuate regardless of the investment management company used to manage the Treasury Bonds.

Pam reviewed the Wells Fargo sample investment proposal using 1 million HSNT reserves. The committee requested HSNT have an investment policy statement in place before entering into an investment agreement. The committee discussed and approved HSNT Leadership to invest the amount proposed with an option to increase investments later. The treasury proposal will be entered as part of the financial committee minutes.

Finance Committee recommends HSNT leadership pursue the Wells Fargo Treasury Proposal pending implementing an investment policy statement approved by the HSNT Board of Directors. Pam Barnes will review the investment policy statement with her contact at Wells Fargo to help set this up.

Eric Schwarz abstained from the committee vote.

Recommendation made by: Michael Foster
Second: Hamed Hussian
Recommendation passed: 3-0

Agenda Item IV: Review of HSNT Form 990

Pam did a thorough review of HSNT information tax return Form 990. Pam explained in years past the audited financials did not exactly match the Form 990 financials because of fundraising events and activities. HSNT is not currently not pursuing fundraising events or activities that would impact the 990. We do campaigns asking for community support for certain services, but we do not put on fundraising events. This means the financials presented in the HSNT Single Audit report will match the financials reported in the 990. The review included program services accomplishments, HSNT highly compensated staff and vendors, a checklist of required schedules, other IRS filings and tax compliance, board governance, and policies.

Michael Foster recommended Form 990 for the HSNT Board of Directors' approval.
Seconded: Lee Brown
Motion Passed: 4-0

Agenda Item V: Adjournment

8:23 am adjourned

August minutes include notes to the financials, Wells Fargo Treasury Proposal, and Form 990 Draft.

Board Treasurer Approval: *Lee Brown*
Lee Brown, HSNT Board Treasurer

Health Services of North Texas, Inc.

Statement of Financial Position

As of 8/31/2023

	Current Period	Last Month	Beginning Year Balance	YTD Change	YTD % Change
ASSETS					
Current Assets					
Operating Cash	5,039,735.41	4,803,803.69	4,187,381.60	852,353.81	20.36
Other Current Assets					
Medical Receivable	357,140.40	354,861.28	358,117.42	(977.02)	(0.27)
340B Receivable	905,590.04	899,623.81	909,126.96	(3,536.92)	(0.39)
Grant Receivable	508,339.97	784,991.79	764,607.78	(256,267.81)	(33.52)
Prepaid Expenses	75,466.19	75,466.19	75,745.46	(279.27)	(0.37)
Deposits	5,929.25	5,929.25	5,929.25	0.00	0.00
Total Other Current Assets	1,852,465.85	2,120,872.32	2,113,526.87	(261,061.02)	(12.35)
Short Term Investments					
Investment CDs	568,737.63	568,737.63	568,737.63	0.00	0.00
Long Term Assets					
Fixed Assets					
Medical Equipment	47,918.43	47,918.43	47,918.43	0.00	0.00
Building Improvements	92,664.56	92,664.56	92,664.56	0.00	0.00
4308 Mesa Denton Office	608,665.13	386,138.20	378,026.16	230,638.97	61.01
4304 Mesa Medical Center	2,343,074.40	2,343,074.40	2,341,473.60	1,600.80	0.07
Software Applications	15,240.00	15,240.00	15,240.00	0.00	0.00
Telephone Systems	95,499.55	95,499.55	95,499.55	0.00	0.00
IT Equipment	137,018.65	137,018.65	137,018.65	0.00	0.00
Vehicles	102,255.00	102,255.00	102,255.00	0.00	0.00
4304 Land	257,000.00	257,000.00	257,000.00	0.00	0.00
Accumulated Depreciation	(855,001.88)	(846,138.48)	(775,195.85)	(79,806.03)	10.29
Total Fixed Assets	2,844,333.84	2,630,670.31	2,691,900.10	152,433.74	5.66
Total Long Term Assets	2,844,333.84	2,630,670.31	2,691,900.10	152,433.74	5.66
Total ASSETS	10,305,272.73	10,124,083.95	9,561,546.20	743,726.53	7.78
LIABILITIES					
Current Liabilities					
Accounts Payable	386,062.44	365,748.97	539,208.73	(153,146.29)	(28.40)
Accrued Payroll	832,352.39	768,250.39	916,638.39	(84,286.00)	(9.20)
Accrued Retirement	174,346.36	161,662.66	184,027.47	(9,681.11)	(5.26)
Payroll Liabilities	(27,426.70)	(23,004.34)	(7,632.96)	(19,793.74)	259.32
Other Current Liabilities	96,196.07	68,685.17	42,347.00	53,849.07	127.16
Total Current Liabilities	1,461,530.56	1,341,342.85	1,674,588.63	(213,058.07)	(12.72)
Long Term Liabilities					
Capital Loan	1,180,497.45	1,189,084.24	1,244,872.23	(64,374.78)	(5.17)
Total LIABILITIES	2,642,028.01	2,530,427.09	2,919,460.86	(277,432.85)	(9.50)
NET ASSETS					
Fund Balances					
Net Assets at Beginning of Year	6,642,085.34	6,642,085.34	6,642,085.34	0.00	0.00
Current Net Assets(Liabilities)	1,021,159.38	951,571.52	0.00	1,021,159.38	100.00
Total Fund Balances	7,663,244.72	7,593,656.86	6,642,085.34	1,021,159.38	15.37
Total NET ASSETS	7,663,244.72	7,593,656.86	6,642,085.34	1,021,159.38	15.37
TOTAL LIABILITIES & NET ASSETS	10,305,272.73	10,124,083.95	9,561,546.20	743,726.53	7.78

Health Services of North Texas, Inc.
Statement of Operations
From 8/1/2023 Through 8/31/2023

	Current Month	Last Month (07/01/2023 - 07/31/2023)	Current YTD	Prior YTD	FY2023 Budget	YTD Difference	% Budget
Patient Revenue							
Net Patient Rev	2,440,308.95	1,568,727.98	18,622,965.55	19,194,830.00	33,217,728.00	(571,864.45)	(56.06)%
Uncollectible	(1,291,273.54)	(235,910.58)	(9,093,016.77)	(9,631,919.94)	(14,824,008.00)	538,903.17	(61.33)%
Total Patient Revenue	1,149,035.41	1,332,817.40	9,529,948.78	9,562,910.06	18,393,720.00	(32,961.28)	(51.81)%
Other Revenue							
Grants	479,259.85	454,756.77	4,057,100.43	3,585,202.74	5,623,636.00	471,897.69	(72.14)%
Other	119,723.29	37,626.18	576,586.81	575,427.88	944,822.00	1,158.93	(61.02)%
Total Other Revenue	598,983.14	492,382.95	4,633,687.24	4,160,630.62	6,568,458.00	473,056.62	(70.54)%
TOTAL Revenue	<u>1,748,018.55</u>	<u>1,825,200.35</u>	<u>14,163,636.02</u>	<u>13,723,540.68</u>	<u>24,962,178.00</u>	<u>440,095.34</u>	<u>(56.74)%</u>
Expenses							
Personnel	787,811.65	769,543.23	6,450,374.75	6,040,324.57	12,793,949.00	410,050.18	50.41%
Medical Services	435,383.00	394,055.77	3,463,112.45	3,452,222.50	6,181,495.00	10,889.95	56.02%
Patient Care	46,073.72	45,351.53	363,453.82	369,542.64	557,425.00	(6,088.82)	65.20%
IT	84,329.25	83,861.40	797,543.15	725,415.59	1,343,260.00	72,127.56	59.37%
MarComm	39,436.23	14,818.65	252,405.94	147,607.59	442,408.00	104,798.35	57.05%
Occupancy	54,272.58	41,452.93	376,680.02	370,019.74	565,536.00	6,660.28	66.60%
Operating Costs	231,124.26	165,058.24	1,438,906.51	1,343,354.49	2,914,357.00	95,552.02	49.37%
Total Expenses	1,678,430.69	1,514,141.75	13,142,476.64	12,448,487.12	24,798,430.00	693,989.52	53.00%
Operating Income(Loss)	<u>69,587.86</u>	<u>311,058.60</u>	<u>1,021,159.38</u>	<u>1,275,053.56</u>	<u>163,748.00</u>	<u>(253,894.18)</u>	<u>(623.61)%</u>
Capital Activity							
Capital Income	0.00	0.00	0.00	39,736.73	0.00	(39,736.73)	0.00%
Total Capital Activity	0.00	0.00	0.00	39,736.73	0.00	(39,736.73)	0.00%
Capital Assets	0.00	0.00	0.00	39,736.73	0.00	(39,736.73)	0.00%
Net Assets	<u>69,587.86</u>	<u>311,058.60</u>	<u>1,021,159.38</u>	<u>1,314,790.29</u>	<u>163,748.00</u>	<u>(293,630.91)</u>	<u>(623.61)%</u>

Health Services of North Texas, Inc.
Statement of Cash Flows
As of 8/31/2023

	<u>Current Period</u>	<u>Current Year</u>	<u>Prior Year YTD</u>
Cash Flows from Operating Activities			
Medicaid	618,760.34	5,406,324.99	4,691,885.12
Medicare	20,471.25	150,909.57	219,138.47
Private/Commercial	67,366.81	470,596.67	327,847.96
Self Pay	74,761.93	425,891.83	700,546.00
Program Income	365,395.96	3,077,202.74	3,432,551.77
Grants	749,945.44	4,316,905.16	3,416,557.21
Receipts from Contributors	116,457.41	573,320.93	575,427.88
Interest Received	3,265.88	3,265.88	0.00
Payments to Employees & Suppliers	<u>(1,530,889.00)</u>	<u>(13,208,215.43)</u>	<u>(12,692,441.74)</u>
Total Cash Flows from Operating Activities	<u>485,536.02</u>	<u>1,216,202.34</u>	<u>671,512.67</u>
Cash Flows from Capital Activities			
Capital Activity/Disposal of Assets	(222,526.93)	(232,239.77)	(26,670.00)
Capital Loan	<u>(13,661.78)</u>	<u>(109,294.24)</u>	<u>(75,258.80)</u>
Total Cash Flows from Capital Activities	<u>(236,188.71)</u>	<u>(341,534.01)</u>	<u>(101,928.80)</u>
Change in Medical Liability			
Change in Patient Refunds	0.00	(1,357.93)	(220,607.74)
Total Change in Medical Liability	<u>0.00</u>	<u>(1,357.93)</u>	<u>(220,607.74)</u>
Beginning Cash & Cash Equivalents	5,329,788.00	4,705,824.91	2,472,037.04
Ending Cash & Cash Equivalents	<u><u>5,579,135.31</u></u>	<u><u>5,579,135.31</u></u>	<u><u>2,821,013.17</u></u>

Health Services of North Texas, Inc.
 Financial Ratios
 August 2023

	FY2023 Goals	Fiscal Year To Date 2023	Fiscal Year End 2022
Quick Ratio Current Assets/Current Liabilities	4:1	5.05 : 1	4.02 : 1
Debt/Equity Total Liabilities/Total Net Assets	50.0%	34.5%	44.0%
Working Capital to Expense Ratio CA/CL divided by Expense/# month in Period	3 : 1	3.67: 1	3.27: 1
Long Term Debt to Equity Ratio	25%	15.4%	18.4%
Percentage of Admin & Fundraising <i>included estimate of new accounting standard</i>	25.0%	9.8%	13.2%
Number of Days - Cash	67	105	90
Number of Days - Liquidity	180	138	132
Accounts Receivable Days (Medical AR Collection Period)	50	13	23
Change In Net Assets to Expense (Net Assets/Total Expense)	3.0%	7.8%	7.4%
Operating Margin (Change in Net Assets/Total Revenue)	0.5%	7.2%	6.3%
Cash Flow	1.5%	17.9%	20.6%
			FY2022
Cost per Employee this month		\$ 5,081.47	\$4,915.28
Cost per Employee R12		\$ 66,565.91	\$64,811.83
Average Hourly Rate R12		\$ 32.75	\$33.32
Cost Per Medical Encounter *50,607		\$ 319.33	\$307.48
Cost Per Medical Patient *17,083		\$ 1,177.25	\$1,110.41
Federal Cost Per Medical Patient		\$ 88.34	\$82.45



Governing Board Quality Committee Minutes

August 16, 2023

Present: Melissa Winans, Belinda Hernandez, Dr. Kimberly Middleton

Absent: Judge Chance Oliver

Staff: Debra Layman, Doreen Rue, Dr. S. Paul Starr

Quorum met.

Called to order: 5:06pm

I. Roll Call and Acceptance of the Consent Agenda

- July 2023 Minutes
 - Staff Quality Meeting
 - Governing Board Quality Meeting
- Patient Satisfaction
- Quality Dashboards

Discussion/ Requests to Pull Items from the Consent Agenda: None
Consent Agenda Approved

II. HRSA Site Visit Update

- The HRSA site visitors were pleased to see the board's commitment to HSNT.
- HSNT had three findings:
 - Sliding Fee
 - 1. Patient Feedback/Input on Nominal Fees
 - Sliding Fee
 - 1. Contract Language for Sliding Fee Services
 - a. Dental
 - b. Labor & Delivery
 - Board Composition
 - 1. Bylaw Parameters for Number of Board Members
 - 2. Hispanic Board Representation

III. UDS Measures

- Clinical Measures – Where does HSNT fall in comparison with Healthy People Goals, state and national health centers?
 - Early entry to Health Care
 - 1. 4th quartile



2. HSNT is reviewing the documentation for this measure and looking for strategies to improve.
- Childhood Immunization Status
 1. 3rd quartile
 2. This measure has historically been a challenge for HSNT.
 - Cervical Cancer Screening
 1. 1st quartile
 - Breast Cancer Screening
 1. 3rd quartile
 2. HSNT has encountered some patient resistance in this area, and we are working on communication solutions.
 - HIV Screening
 1. 1st quartile
 - Statin Therapy
 1. 3rd quartile
 2. Anticipate seeing improvement in this measure with the implementation of Azara.
 - Controlling High Blood Pressure
 1. 3rd quartile
 - HA1c
 1. 3rd quartile
 2. HSNT is in the range of national averages.
- Measures that are dependent on standing orders tend to perform better.
 - Ex. Weight assessment, BMI screening, tobacco screening
 - HSNT has the opportunity to improve and receive recognition in these areas.
 - Comparison to performance of other health centers is helpful in measuring progress and improving performance.

IV. PCMH Update

- HSNT is updating to new 2024 requirements.
 - This is good timing with HSNT's recent reaccreditation.
 - HSNT is already working eCW to begin updates.

V. Value Based Care Readiness

- CIN Update
 - The contract for the CIN has been executed.
- RW CAB Meeting
 - The first meeting was held today with Belinda Hernandez serving as liaison for the board.



VI. Reports to the Board

- Quality Measures
- PCMH
- CIN

Adjourned: 5:50pm



Governing Board Strategic Planning and Personnel Joint Session Minutes

August 16, 2023

Attendees: James Henderson, Sara Schroeder, Makinzie Heard

Absent: Sadaf Haq, Magdaline Ewoko

Staff: Doreen Rue, Larry Bisno, Brandi Ruiz

Quorum Met

Meeting Called to Order at: 2:06pm

Strategic Planning Committee

I. HRSA Site Visit Update

- The site visit was completed last week and resulted in three findings.
 - i. Sliding Fee
 - Patient feedback on nominal fees
 - ii. Sliding Fee
 - Updating contract language for contracted services.
 - iii. Board Composition
 - Hispanic representation
 - Bylaw update for number of board members.
- The feedback from the site visitors was overwhelmingly positive.
- Member recruitment will be a priority.
- It is important to resolve the findings as quickly as possible to have responses ready prior to the end of the CRO period.
 - i. One contract is completed, the other is pending.
 - ii. The updated bylaws will be presented to the board tonight.
 - iii. Board member recruitment may take longer to resolve.
- There were no clinical findings.
- HRSA emphasized the importance of adding dental services or finding stronger partners to provide these services.

II. Strategic Planning 2024

- Dental services will be incorporated into this plan.

III. Facility Project Updates

- 4308 Mesa Drive
 - i. This project is on track for early October completion.
 - ii. Dr. Shulman and Dr. Bhangoo will work at this location.
- L288 Expansion
 - i. Serve Denton is accepting construction bids and identifying funding resources.
- Serve Lewisville
 - i. The phase one grand opening was successful.
 - ii. Dental resources may be included in phase two.
 - iii. It will be important to have representation from the Lewisville service area, in particular the Chin community.
 - iv. The PWIC store will be located next door to HSNT on the first floor.

IV. Reports to the Board

- Strategic Planning Sessions
- Facilities Updates

Personnel Committee

I. HSNT Bylaw Update

- This is a finding from the HRSA site visit.
- The statute reads “no less than 9 and no more than 25” board members.
- Current HSNT bylaws read “no less than 9 and no more than 17” board members.
- The committee will recommend updating the bylaws to match the statute.

II. Workforce Development & Organizational Culture Update

- HR Areas:
 - i. HR and Compliance
 - ii. Recruiting, Onboarding, and Offboarding
 - iii. Staffing (not the same as Recruiting)
 - iv. Payroll
 - v. Benefits
 - vi. Compensation
 - vii. Employee Relations/Communications
 - viii. Training/Staff Development
 - ix. Risk Management
 - x. Performance Management

- xi. HR Data Analytics
- xii. Diversity, Equity, and Inclusion
- xiii. Special projects and managing timelines
- xiv. and last, but not least, Credentialing
- Radical Retention
 - i. 2023 Progress
 - Implemented Recruitment program in Paylocity
 - Implemented Predictive Index
 - Created and distributed “Principles We Live By” (@Teri Johnson was the ringleader on this one)
 - Enhanced New Hire Orientation program
 - Performance Management enhancement
 - Full-scope compensation review and adjustment
 - Revised employment contracts for physicians and key providers
 - ii. Impact
 - Currently at 30% turnover, last year at this time we were at 43.4% turnover
 - Requests from other CHCs on our efforts, initiatives, and impact
 - Providers are seeking out HSNT, no advertisement on HSNT’s part
 - Recognized by TACHC as a potential site for an MA apprenticeship program
- The ultimate goal of HR initiatives is to be an employer of choice.

III. Reports to the Board

- Bylaws
- HR Update

Adjourned: 2:54pm

Grants & MarCom Monthly Report September 2023

Keeping HSNT Top of Mind & Building Relationships

- The past few weeks have provided multiple opportunities for HSNT to be present and remind key community leaders that we are here serving our community right alongside them and to make new friends, all while elevating the HSNT brand. Just a few of those opportunities included United Way Pacesetter events, Legislative updates with area chambers, involvement with area Rotary clubs, health focused coalitions and connecting with other nonprofit leaders. We are focused on increasing brand awareness in the Lewisville community.
- Collin County infectious disease providers and HSNT met for a quick refresher on services provided and collaboration opportunities, strengthening the referral relationship.

Digital Marketing, Website and Social Media

- Google Ads has gone through a major shift in their framework and we are adjusting multiple times a week to ensure ads are displaying and local community members are getting connected to care. We had a decline in website visitors month over month, however, HSNT still had the highest number of patient visits and new patients year to date.
- Google Ads grant spend was down in August at \$6,286. We are back on track to spend the full \$10K for the month of September. (This advertising is paid for by Google!)
- Ending the HIV Epidemic website had 1,023 visitors during the month of August with 33 people coming in for the FREE HIV Screenings, giving us a show rate of 28%, as 116 website visitors completed the anonymous RSVP.
- We continue to see that TikTok affords us the greatest opportunity for social media reach. Did you know that HSNT uses [TikTok](#) as our health education channel? For the month of August, 86% of our TikTok views were organic in nature meaning they populated in a person's, "For You" feed without being searched for directly or being a paid ad.

Up Next & Key Campaigns

- Denton Pediatric Expansion
- North Texas Giving Day- September 21st
- [Community Needs Assessment](#)
- Trammell Group Footlight Fundraising Series- Nov. 10th
- Ending the HIV Epidemic Campaign
- Pediatrics in Wylie and Plano
- [Get to know HSNT's newest board members!](#)



Dr. Schulman

Key Grant Metrics

7 Grant Proposals in Process
\$282,496 in Value

12 Grant Proposals Awaiting Decision
\$940,192 in Value

Grant Proposals/Submissions for Board Approval

Hattie Mae Lesley Foundation	\$10,000	Denton Pediatrics	September
Cigna Foundation	\$50,000	Behavioral Health for patients living with HIV/AIDS	September
Moody Foundation	\$40,000	Medical program	September
Communities Foundation of Texas	\$25,000	Medical & Integrated BH Program	October

HSNT has submitted 37 grant proposals, 4 to new funder so far in 2023

488

**NEW PATIENTS
in August**

184 (26%)

**of these are
Pediatric Patients**

47 Newborns

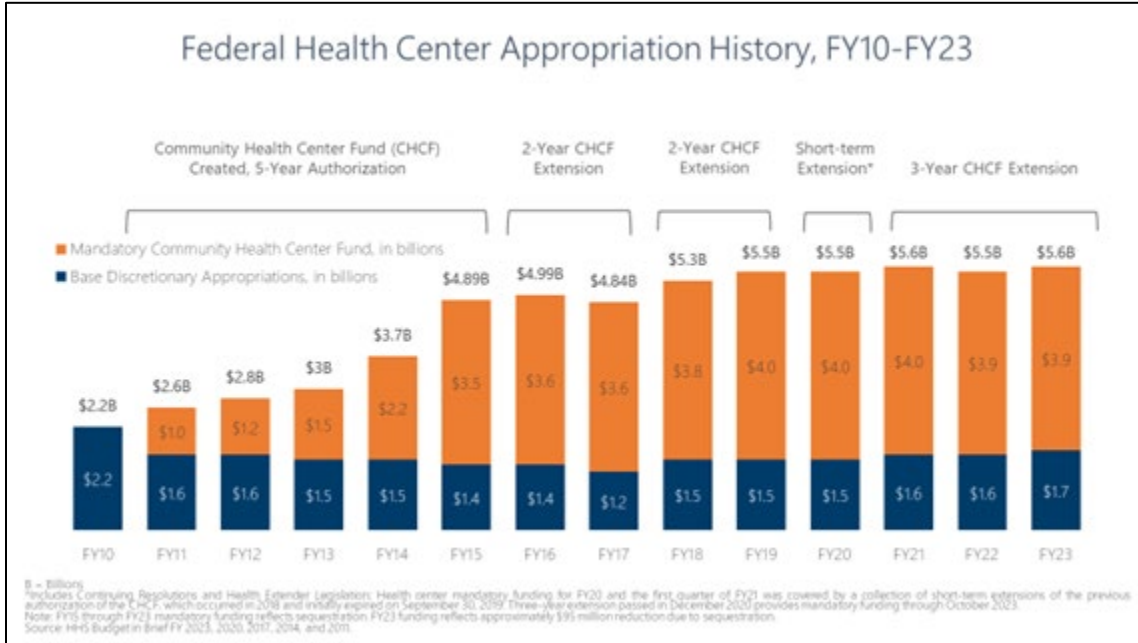
Patient Feedback

I truly don't have enough words to express how grateful I am for everyone that has helped and accommodated for me over the years. Before being referred to HSNT, I was so extremely ill and severely underweight, I was mentally prepared to waste away because I didn't know where to turn to for help. To be able to look at the drastic improvements in my health since then gives me so much hope for the future, and it's all because of everything that you all have done for me. I hope you all can read this and know that you have truly changed someone's life for the better.
Thank you

MarCom Focus: To Elevate HSNT brand among all Stakeholder Groups through creating meaningful content that connects Stakeholders with brand, using brand voice and communicating value for all Stakeholder Groups.

Health Center Funding

As a reminder, FQHC funding comes from 2 channels. The mandatory funding through the Community Health Center Fund (CHCF) and through the annual appropriations funding. Gold is mandatory finding and blue is the annual appropriations.



When you have time follow the links below to learn more about current advocacy efforts and long-range funding goals.

I am sharing some promising news regarding advocacy efforts for community health center funding. Senate Health, Education, Labor, and Pension (HELP) Committee Chairman Bernie Sanders (I-VT) and HELP Committee member Senator Roger Marshall (R-KS), released [The Primary Care and Health Workforce Act](#), a bipartisan Community Health Center Fund Reauthorization/primary care proposal that would fund health centers at \$5.8 billion per year for three years and amend the appropriation amount.. The proposal will be considered by the Committee during the Executive Session on Thursday, September 21 at 10 a.m. ET. This proposal closely mirrors ACH’s [CHC Invest](#) ask and I believe that this deal could not come at a better time, as health centers face historic budgetary challenges.

This news comes on the heels of the introduction of bipartisan House legislation, [The Lower Costs, More Transparency Act](#), which funds the CHC Trust Fund at **\$4.4 billion per year through calendar year 2025**. A

10% increase over current funding levels, this follows strategic and consistent advocacy by ACH to key House members and staff on the critical need for increased funding for health centers. It is a major step in the right direction and will set up health centers for a meaningful increase as the House and Senate head toward final negotiations later this year.

More to come as advocacy efforts are presented to support the work community health centers perform across the nation by serving more than 30 million people.

HRSA Bridge Funding

HRSA awarded us \$81,653 for the [Bridge Access Program](#) to continue equitable access to COVID-19 testing, vaccination, and treatment for underserved populations. The grant period is 9/1/2023 -12/31/2024. As many of the free vaccine resources are phasing out or changing the distribution model and cost, this grant will allow ongoing support the to our patients while we transition to commercial distribution models for these vaccines and treatments.

HRSA Operational Site Visit Report

We received our written report from HRSA documenting the findings they presented at our exit conference on August 10, 2023. HRSA accepted the report from the consultants who conducted our operational site visit initiated the Correspondence Request Opportunity (CRO) on August 31,2023 allowing for a two-week period for HSNT to upload documents to resolve findings. We are confident that all but one of the elements has been addressed and resolved. There were 3 elements that need our attention:

1. HSNT Bylaws read board size as 9-17. HRSA wants wording to be 9-25 to match the statute. ✓ Also, more Hispanic consumer members to reflect our patient population. ✓
2. Documentation is needed of the process to validate nominal fee as affordable from the patient perspective. ✓
3. Update First Refuge Dental Referral ✓ Amend OB coverage referral agreement to include sliding fee discount program. ✗

For the one outstanding element: HRSA asked us to amend a contract to include a sliding fee discount schedule for obstetrics (Labor and Delivery). We met with the obstetrics hospitalist group that covers HSNT patients when our delivery providers are not available. While we are still working on the agreement with OB coverage group, we did share with HRSA that we hired a certified nurse midwife to support Dr. Asis with deliveries.

The CRO period closed on September 13, 2023. I will share the notice of award issued after HRSA processes our CRO documentation as it will show any conditions and timeframe to correct unresolved findings. CRO documents are attached to this report.

Dental Equipment

Access to affordable dental care has long been on our strategic plan and clearly documented as a key unmet need in community needs assessments. I have met with other community stakeholders interested in improving access to dental services and will continue to explore and apply for grant resources to move the needle on this important service. HSNT had an opportunity to acquire used dental equipment. After viewing and researching the equipment to identify specifications and approximate year of production it was clear that the equipment is not compatible with current technology.

The strategic planning committee will pick up the conversation and guide our direction. Ideally, we will plan for dental services in a space already equipped and designed for the dental care or configure any new build opportunity with dental in mind. The Health Center Funding section above could result in an increase for base funding as well as a focus on dental and nutrition services.

Pediatric Expansion

We are getting closer to the start date for our new pediatricians. Business analysis from data collected through observation and meeting with the incoming pediatric team has already resulted in changes to our workflow to incorporate some of their best practices. As much as we want to evaluate and keep their workflow intact, we have identified a few priorities that HSNT will need to address to ensure that patient registration and billing process allow for efficient claims management. Keeping as many processes and workflows intact as possible is the goal while we learn from each other to retain the best of both worlds moving forward. Right now, we still expect an on-time completion of the renovation and receipt of certificate of occupancy by October 6, 2023.

We do not have a current HSNT BEST project with Toyota, however, they are providing executive coaching for our pediatric expansion project. This has been a valuable experience!

Information and Follow Up

- As part of the United Way of Denton County workplace campaign HSNT was recognized at the Gold Level for our participation. During the Pacesetter Campaign Kickoff Breakfast panel members recognized HSNT's commitment to care in Denton County.
- The first meeting of the TACHC CIN board is scheduled for September 27, 2023. As a Tier 1 participant, HSNT will be represented on this board.
- Larry Bisno announced his planned retirement with his last day at HSNT on December 8, 2023. Planning for HSNT's needs and a revised job description is underway. The position will be posted soon.

Respectfully Submitted,

Doreen Rue

Chief Executive Officer



Recipient Information

- 1. Recipient Name**
 Health Services of North Texas , Inc.
 4401 N. I-35
 Denton, TX 76207
- 2. Congressional District of Recipient**
 26
- 3. Payment System Identifier (ID)**
 1752252866A1
- 4. Employer Identification Number (EIN)**
 752252866
- 5. Data Universal Numbering System (DUNS)**
 928920180
- 6. Recipient's Unique Entity Identifier**
 HUGWJZLSPL44
- 7. Project Director or Principal Investigator**
 Doreen Rue
 Chief Executive Officer
 drue@healthntx.org
 (940)293-6001
- 8. Authorized Official**
 Doreen Rue
 Chief Executive Officer
 drue@healthntx.org
 (940)293-6001

Federal Agency Information

- 9. Awarding Agency Contact Information**
 Vera Windham
 Grants Management Specialist
 Office of Federal Assistance Management (OFAM)
 Division of Grants Management Office (DGMO)
 vwindham@hrsa.gov
 (301) 443-6859
- 10. Program Official Contact Information**
 Sye D Bennefield
 Project Officer
 Bureau of Primary Health Care (BPHC)
 sbennefield@hrsa.gov
 (404) 562-7641

Federal Award Information

- 11. Award Number**
 1 H8LCS51672-01-00
- 12. Unique Federal Award Identification Number (FAIN)**
 H8L51672
- 13. Statutory Authority**
 American Rescue Plan Act of 2021 (P.L. 117-2)
- 14. Federal Award Project Title**
 FY 2023 Bridge Access Program
- 15. Assistance Listing Number**
 93.527
- 16. Assistance Listing Program Title**
 Affordable Care Act (ACA) Grants for New and Expanded Services Under the Health Center Program
- 17. Award Action Type**
 New
- 18. Is the Award R&D?**
 No

Summary Federal Award Financial Information

19. Budget Period Start Date 09/01/2023 - End Date 12/31/2024	
20. Total Amount of Federal Funds Obligated by this Action	\$81,653.00
20a. Direct Cost Amount	
20b. Indirect Cost Amount	
21. Authorized Carryover	\$0.00
22. Offset	\$0.00
23. Total Amount of Federal Funds Obligated this budget period	\$81,653.00
24. Total Approved Cost Sharing or Matching, where applicable	\$0.00
25. Total Federal and Non-Federal Approved this Budget Period	\$81,653.00
26. Project Period Start Date 09/01/2023 - End Date 12/31/2024	
27. Total Amount of the Federal Award including Approved Cost Sharing or Matching this Project Period	\$81,653.00

- 28. Authorized Treatment of Program Income**
 Addition
- 29. Grants Management Officer – Signature**
 Sarah Hammond on 08/25/2023

30. Remarks



Notice of Award
Award Number: 1 H8LCS51672-01-00
Federal Award Date: 08/25/2023

Bureau of Primary Health Care (BPHC)

31. APPROVED BUDGET: (Excludes Direct Assistance)

Grant Funds Only
 Total project costs including grant funds and all other financial participation

a. Salaries and Wages:	\$0.00
b. Fringe Benefits:	\$0.00
c. Total Personnel Costs:	\$0.00
d. Consultant Costs:	\$0.00
e. Equipment:	\$0.00
f. Supplies:	\$0.00
g. Travel:	\$0.00
h. Construction/Alteration and Renovation:	\$0.00
i. Other:	\$81,653.00
j. Consortium/Contractual Costs:	\$0.00
k. Trainee Related Expenses:	\$0.00
l. Trainee Stipends:	\$0.00
m. Trainee Tuition and Fees:	\$0.00
n. Trainee Travel:	\$0.00
o. TOTAL DIRECT COSTS:	\$81,653.00
p. INDIRECT COSTS (Rate: % of S&W/TADC):	\$0.00
q. TOTAL APPROVED BUDGET:	\$81,653.00
i. Less Non-Federal Share:	\$0.00
ii. Federal Share:	\$81,653.00

32. AWARD COMPUTATION FOR FINANCIAL ASSISTANCE:

a. Authorized Financial Assistance This Period	\$81,653.00
b. Less Unobligated Balance from Prior Budget Periods	
i. Additional Authority	\$0.00
ii. Offset	\$0.00
c. Unawarded Balance of Current Year's Funds	\$0.00
d. Less Cumulative Prior Award(s) This Budget Period	\$0.00
e. AMOUNT OF FINANCIAL ASSISTANCE THIS ACTION	\$81,653.00

33. RECOMMENDED FUTURE SUPPORT:
(Subject to the availability of funds and satisfactory progress of project)

YEAR	TOTAL COSTS
	Not applicable

34. APPROVED DIRECT ASSISTANCE BUDGET: (In lieu of cash)

a. Amount of Direct Assistance	\$0.00
b. Less Unawarded Balance of Current Year's Funds	\$0.00
c. Less Cumulative Prior Award(s) This Budget Period	\$0.00
d. AMOUNT OF DIRECT ASSISTANCE THIS ACTION	\$0.00

35. FORMER GRANT NUMBER

36. OBJECT CLASS
41.51

37. BHCNIS#

38. THIS AWARD IS BASED ON THE APPLICATION APPROVED BY HRSA FOR THE PROJECT NAMED IN ITEM 14. FEDERAL AWARD PROJECT TITLE AND IS SUBJECT TO THE TERMS AND CONDITIONS INCORPORATED EITHER DIRECTLY OR BY REFERENCE AS:

a. The program authorizing statute and program regulation cited in this Notice of Award; b. Conditions on activities and expenditures of funds in certain other applicable statutory requirements, such as those included in appropriations restrictions applicable to HRSA funds; c. 45 CFR Part 75; d. National Policy Requirements and all other requirements described in the HHS Grants Policy Statement; e. Federal Award Performance Goals; and f. The Terms and Conditions cited in this Notice of Award. In the event there are conflicting or otherwise inconsistent policies applicable to the award, the above order of precedence shall prevail. Recipients indicate acceptance of the award, and terms and conditions by obtaining funds from the payment system.

39. ACCOUNTING CLASSIFICATION CODES

FY-CAN	CFDA	DOCUMENT NUMBER	AMT. FIN. ASST.	AMT. DIR. ASST.	SUB PROGRAM CODE	SUB ACCOUNT CODE
23 - 398BAP1	93.527	23H8LCS51672C6	\$81,653.00	\$0.00	N/A	23H8LCS51672C6

HRSA Electronic Handbooks (EHBs) Registration Requirements

The Project Director of the grant (listed on this NoA) and the Authorizing Official of the grantee organization are required to register (if not already registered) within HRSA's Electronic Handbooks (EHBs). Registration within HRSA EHBs is required only once for each user for each organization they represent. To complete the registration quickly and efficiently we recommend that you note the 10-digit grant number from box 4b of this NoA. After you have completed the initial registration steps (i.e., created an individual account and associated it with the correct grantee organization record), be sure to add this grant to your portfolio. This registration in HRSA EHBs is required for submission of noncompeting continuation applications. In addition, you can also use HRSA EHBs to perform other activities such as updating addresses, updating email addresses and submitting certain deliverables electronically. Visit <https://grants3.hrsa.gov/2010/WebEPSEExternal/Interface/common/accesscontrol/login.aspx> to use the system. Additional help is available online and/or from the HRSA Call Center at 877-Go4-HRSA/877-464-4772.

Terms and Conditions

Failure to comply with the remarks, terms, conditions, or reporting requirements may result in a draw down restriction being placed on your Payment Management System account or denial of future funding.

Grant Specific Term(s)

1. 45 CFR Part 75 applies to all federal funds associated with the award. Part 75 has been effective since December 26, 2014. All references to prior OMB Circulars for the administrative and audit requirements and the cost principles that govern Federal monies associated with this award are superseded by the Uniform Guidance 2 CFR Part 200 as codified by HHS at 45 CFR Part 75.
2. As required by the Federal Funding Accountability and Transparency Act of 2006 (Pub. L. 109–282), as amended by section 6202 of Public Law 110–252, recipients must report information for each subaward of \$30,000 or more in Federal funds and executive total compensation, as outlined in Appendix A to 2 CFR Part 170. You are required to submit this information to the FFATA Subaward Reporting System (FSRS) at <https://www.fsr.gov/> by the end of the month following the month in which you awarded any subaward. The FFATA reporting requirements apply for the duration of the project period and so include all subsequent award actions to aforementioned HRSA grants and cooperative agreement awards (e.g., Type 2 (competing continuation), Type 5 (non-competing continuation), etc.). Subawards to individuals are exempt from these requirements. For more information, visit: <https://www.hrsa.gov/grants/ffata.html>.
3. All post-award requests, such as significant budget revisions or a change in scope, must be submitted as a Prior Approval action via the Electronic Handbooks (EHBs) and approved by HRSA prior to implementation. Grantees under “Expanded Authority,” as noted in the Remarks section of the Notice of Award, have different prior approval requirements. See “Prior-Approval Requirements” in the DHHS Grants Policy Statement: <https://www.hhs.gov/sites/default/files/grants/grants/policies-regulations/hhsgps107.pdf>.
4. The funds for this award are in a sub-account in the Payment Management System (PMS). This type of account allows recipients to specifically identify the individual grant for which they are drawing funds and will assist HRSA in monitoring the award. Access to the PMS account number is provided to individuals at the organization who have permissions established within PMS. The PMS sub-account code can be found on the HRSA specific section of the NoA (Accounting Classification Codes). Both the PMS account number and sub-account code are needed when requesting grant funds. **Please note that for new and competing continuation awards issued after 10/1/2020, the sub-account code will be the document number.**

You may use your existing PMS username and password to check your organizations' account access. If you do not have access, complete a PMS Access Form (PMS/FFR Form) found at: <https://pmsapp.psc.gov/pms/app/userrequest>. If you have any questions about accessing PMS, contact the PMS Liaison Accountant as identified at:

<http://pms.psc.gov/find-pms-liaison-accountant.html>

Program Specific Term(s)

1. Charges to Federal awards for salaries and wages must be based on records that accurately reflect the work performed under each award. These records must reflect the total activity for which the employee is compensated, not to exceed 1 FTE across all Federal awards ([45 CFR 75.430\(i\)\(1\)](#)). You shall maintain appropriate records and cost documentation including, as applicable, documentation described in 45 CFR § 75.302 – Financial management and 45 CFR § 75.361 through 75.365 – Record Retention and Access, to substantiate the charging of salaries and other project activities costs. You shall promptly submit copies of such records and cost documentation upon the request of HHS, and you agree to fully cooperate in all audits that HHS, the HHS Inspector General, or the Pandemic Response Accountability Committee conducts to ensure compliance with these terms and conditions.
2. Under existing law, and consistent with Executive Order 13535 (75 FR 15599), health centers are prohibited from using federal funds to provide abortions, except in cases of rape or incest, or when a physician certifies that the woman has a physical disorder, physical injury, or physical illness that would place her in danger of death unless an abortion is performed.
3. The Health Center Program COVID-19 Bridge Access Program funding (Bridge funding) may support the following allowable activities (in alignment with your Health Center Program scope of project and consistent with all Health Center Program requirements):

- COVID-19 testing
- COVID-19 vaccination
- COVID-19 therapeutics
- Enabling/patient support services (such as outreach, education, enrollment assistance, transportation, translation, and care coordination) to support COVID-19-related services
- Community COVID-19 vaccination events
- Personnel who support COVID-19-related services and care delivery, including personnel costs necessary to develop, support, or expand collaborations, including collaborations with state/jurisdiction immunization programs
- Supplies that support COVID-19-related services and care delivery

You must make every reasonable effort to get vaccines, therapeutics, and other COVID-19 supplies through the HHS programs that provide free COVID-19 supplies to health centers, as detailed below:

- COVID-19 vaccines for uninsured and underinsured adults from the CDC [Bridge Access Program for COVID-19 Vaccines](#)
- COVID-19 vaccines for children from the CDC [Vaccines for Children Program](#)
- COVID-19 oral antiviral treatments for the outpatient treatment of mild to moderate COVID-19 from HRSA's [COVID-19 Therapeutics Program](#)
- COVID-19 testing supplies from HRSA's [COVID-19 Testing Supply Program](#)

If through reasonable efforts you are not able to meet the COVID-19-related needs of your patients and community at no cost and in a timely manner, the purchase of vaccines, therapeutics, and testing supplies is an allowable use of these funds. If you use Bridge funding for such purposes, you must document both the unmet need among your population and the reasonable efforts made by your health center to secure COVID-19 supplies that are otherwise available through the HHS programs detailed above. You must maintain documentation of your reasonable efforts to obtain them for free and how the result of those efforts was insufficient to meet the needs of your community.

4. Within 90 days of the end of the period of performance, you must submit a final report into the HRSA Electronic Handbooks (EHBs). Reports will document completed activities and use of Bridge funding, and may request additional information such as issues and barriers experienced while implementing projects. HRSA will post details to the [Bridge technical assistance webpage](#) when available.
5. This notice of award provides one-time funding for health centers to continue essential COVID-19-related services and mitigate adverse impacts of COVID-19 on underserved populations as vaccines and therapeutics move to the commercial market. The authority for these awards is section 2401 of the [American Rescue Plan Act of 2021](#), P.L. 117-2 (ARP). HRSA determined your award amount using the following formula: (1) \$10,029, plus (2) \$11.53 per uninsured patient reported in the 2022 Uniform Data System (UDS). When you draw down award funding, you are accepting all the terms and conditions of the award, and must comply with all requirements including the terms, conditions, and all applicable statutes, regulations, and policies. Non-compliance with these terms or other applicable requirements is grounds for HRSA to take actions pursuant to 45 CFR § 75.371 (Remedies for non-compliance) which may include repayment of all or part of the award.
The availability of these funds is dependent on your continued status as a current Health Center Program (H80) award recipient or your continued status as a designated look-alike under Section 1861(aa)(4)(B) of the Social Security Act.
Note: This one-time funding is not awarded under the authority of section 330 of the Public Health Service Act (42 U.S.C. 254b); thus, receipt of these funds does not confer Health Center Program award recipient status under Section 330.
6. You must follow all Health Center Program requirements, including those related to billing, collections, and sliding fee discounts. See the [Health Center Program Compliance Manual](#) for information about reasonable efforts to collect appropriate reimbursement for your costs. Review the [Billing and Cost Sharing Overview for COVID-19 Vaccination, Testing, and Treatment resource](#) for information about reimbursement and your sliding fee.
7. Bridge funding activities must be aligned with your Health Center Program scope of project. You are responsible for ensuring that your Health Center Program scope of project is accurate and includes service, site, and/or activity changes necessary to implement your Bridge activities. This includes: (1) Form 5A: Services Provided, (2) Form 5B: Service Sites, and (3) Form 5C: Other Activities/Locations. For additional information, see the [Scope of Project webpage](#).
8. You may not use this funding for: costs not aligned with the Bridge funding purpose and allowable activities; costs already paid for by any other federal award, including H80, H8F, H8G, and L2C funding from HRSA; costs that are reimbursed or compensated by other federal or state programs; equipment purchases, including electronic health record (EHR) systems, vehicles, and mobile units; construction and alteration/renovation projects; and facility or land purchases.

Award funds may not be used to pay the salary of an individual at a rate in excess of [Executive Level II](#), which is currently \$212,100. This amount reflects an individual's base salary including bonuses and overtime, but not including fringe and any income that an individual may be

permitted to earn outside of the duties to your organization. For more information about allowable expenses, see [45 CFR part 75](#) and the [HHS Grants Policy Statement](#) (HHS GPS). The requirements of [45 CFR part 75](#) apply to this award.

You are required to have the necessary policies, procedures, and financial controls in place to ensure that your organization complies with all legal requirements and restrictions applicable to the receipt of federal funding, including, but not limited to, restrictions on use of funds for lobbying, executive salaries, gun control, and abortion. Like those for all other applicable grants requirements, the effectiveness of these policies, procedures, and controls is subject to audit.

9. You do not need prior approval to rebudget these funds, except as noted below, if the proposed use of funding aligns with the allowable uses of funds and your Health Center Program scope of project, avoids ineligible uses of funding as outlined in this notice of award, and complies with [45 CFR part 75](#) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards. If the amount of the costs to be rebudgeted exceeds 25% of the total federal award or shifts funds to a line item in your approved budget that previously had no federal funds, you must submit a prior approval rebudgeting request for review and approval by HRSA.
10. You must respond to the HRSA [Health Center COVID-19 survey](#), until HRSA ends the survey. You must submit periodic progress reports into the HRSA Electronic Handbooks (EHBs) to document the use of Bridge funding. HRSA will monitor implementation of Bridge funding in part by comparing your progress with your approved post-award submission. HRSA will post details to the [Bridge technical assistance webpage](#) when available.
11. If you cannot use all or part the Bridge funding in accordance with the terms of this award for the allowable uses of funds, you must relinquish all or part of the award back to HRSA. If you choose to relinquish all or part of your award, contact the grants management specialist noted on page 1 of this notice of award to discuss the relinquishment process.
12. Bridge funding may be used to purchase supplies necessary for use by health center patients to access in-scope COVID-19-related services via telehealth or virtual care or to support such services via remote monitoring technology. Items may include health and wellness-related technology hardware and software, computer and mobile phone applications, and devices that support patient participation in virtual appointments, remote home monitoring, and engagement in care through telemedicine. If you choose to use HRSA funds to purchase supplies for these purposes, be aware that funds may not be used to provide these items as incentives to individuals to induce them to select the health center as their provider. Additionally, you must ensure such purchases align with your organization's policies and procedures, and maintain appropriate records and cost documentation as required by [45 CFR §75.302](#). HRSA encourages you to review the following guidance on the federal anti-kickback and physician self-referral law. In particular, you cannot provide incentives conditioned on an individual's past or anticipated future use of services that are reimbursable in whole or in part by federal health care programs. For specific inquiries, please contact OIGComplianceSuggestions@oig.hhs.gov.
 - [Office of Inspector General Safe Harbor Regulations](#)
 - [Final Rule: Safe Harbor for Federally Qualified Health Centers Arrangements Under the Anti-Kickback Statute](#)
 - [Office of Inspector General Fraud and Abuse Laws](#)
13. You are expected to monitor and use available COVID-19 guidance and resources, such as those available at the Centers for Disease Control and Prevention [COVID-19 webpage](#) and [CDC COVID-19 Vaccination Program](#). For health center-specific information, see [COVID-19 Information for Health Centers and Partners](#) and the [Health Center Resource Clearinghouse](#).
14. You may use Bridge funding for allowable activities from September 1, 2023 through December 31, 2024. Pre-award costs dating back to June 1, 2023 are allowable with approval of your post-award submission. Such costs must align with the allowable uses of funds and be necessary for efficient and timely performance of your Bridge funding activities. If you draw down funds before your Bridge funding post-award submission is approved, the costs are incurred at your own risk.

Standard Term(s)

1. Your organization is required to have the necessary policies, procedures, and financial controls in place to ensure that your organization complies with all legal requirements and restrictions applicable to the receipt of federal funding, per HRSA [Standard Terms](#) (unless otherwise specified on your Notice of Award), and [Legislative Mandates](#). The effectiveness of these policies, procedures, and controls is subject to audit.

Reporting Requirement(s)

1. **Due Date: Annually (Budget Period) Beginning: Budget Start Date Ending: Budget End Date, due 90 days after end of reporting period.**

The recipient must submit, within 90 days after budget period end date, an annual Federal Financial Report (FFR). The report should reflect cumulative reporting within the project period of the document number. **All FFRs must be submitted through the Payment Management System (PMS).** Technical questions regarding the FFR, including system access should be directed to the PMS Help Desk by submitting a ticket through the self-service web portal ([PMS Self-Service Web Portal](#)), or calling 877-614-5533.

2. Due Date: 10/02/2023

Within 30 days of award release date (i.e., the date HRSA emailed you this notice of award), you must submit the following in EHBs: (1) SF-424A Budget Form and (2) Budget Narrative, indicating the activities that Bridge funding will support. Include a statement that no staff member will be budgeted at more than 1 FTE across all Federal awards. If you include pre-award costs in your budget, clearly indicate the date incurred. See the [Bridge technical assistance webpage](#) for instructions to support your submission, a Budget Narrative sample, and information for joining a Q&A webinar to address your submission questions.

Failure to comply with these reporting requirements will result in deferral or additional restrictions of future funding decisions.

Contacts**NoA Email Address(es):**

Name	Role	Email
Doreen Rue	Authorizing Official, Point of Contact, Program Director	drue@healthntx.org
Jamie Taylor	Business Official	jtaylor2@healthntx.org

Note: NoA emailed to these address(es)

All submissions in response to conditions and reporting requirements (with the exception of the FFR) must be submitted via EHBs. Submissions for Federal Financial Reports (FFR) must be completed in the Payment Management System (<https://pms.psc.gov/>).

2023 HRSA Virtual Site Visit – CRO Period Responses (due 9/13/23)

1. Sliding fee discount program: b. Sliding fee discount program policies

Nominal from the perspective of patients with incomes at or below 100 percent of the FPG? For example, based on input from patient board members, patient surveys, advisory committees, or a review of Medicare and Medicaid co-pay amounts for patients with comparable incomes.

Health Services of North Texas (HSNT) conducted a patient survey that included a general question regarding affordability. However, HSNT has not obtained information based on input from patient board members, patient surveys, advisory committees, or a review of Medicare and Medicaid co-pay amounts for patients with comparable incomes to determine whether the nominal charge is nominal from the perspective of patients with incomes at or below 100 percent of the FPG.

Program Requirement: Their board approved policy(ies) for its sliding fee discount program apply uniformly to all patients and address the following areas: The setting of a flat nominal charge(s) at a level that would be nominal from the perspective of the patient (for example, based on input from patient board members, patient surveys, advisory committees, or a review of copay amount(s) associated with Medicare and Medicaid for patients with comparable incomes) and would not reflect the actual cost of the service being provided.

Narrative response (5000 characters)

Health Services of North Texas (HSNT) has obtained additional information to confirm that our nominal fees are nominal from the perspective of patients with incomes at or below 100% of FPG. We solicited input from a patient Board member who qualifies for and utilizes the nominal fee, and she signed the attached attestation verifying that HSNT's nominal fees are nominal from her perspective.

Additionally, HSNT analyzed the results of the question on our patient satisfaction survey that asks patients who use the sliding-fee scale if our services are affordable. We identified survey respondents who are at or below 100% FPG and use the nominal fee, and over 95% of them responded that their fees for services are affordable. The full analysis of responses to this question from patients who use the nominal fee is attached.

Further, HSNT audited 61 charts of patients who are at or below 100% FPG and use the nominal fee. Through this analysis, we found that the collection rate is 100% for nominal fees across all service categories (i.e. medical, behavioral health, x-ray, ultrasound, simple procedure, complex procedure, labor and delivery). These results confirm that HSNT's nominal fees are nominal from the perspective of the patient.

Attachments

- Board member signature document
- Spreadsheet with survey results from patients paying the nominal fee
- Collection rate analysis

2. Sliding fee discount program: j. Sliding fee for column III services

For patients receiving services through these referral arrangements, does the health center ensure sliding fee discounts are provided in a manner such that:

- Individuals and families with incomes above 100 percent of the current FPG and at or below 200 percent of the current FPG receive an equal or greater discount (“good deal”) for these services than if the health center’s SFDS were applied to the referral provider’s fee schedule (for example, health center has a referral arrangement with organizations that charge no fee at all for patients with incomes at or below 200 percent of the FPG); and
- Individuals and families with incomes at or below 100 percent of the current FPG receive a full discount or a nominal charge for these services?

The referral arrangements with Texas Health Physicians and First Refuge do not include a provision to indicate that sliding fee discounts are provided in a manner such that: Individuals and families with incomes above 100 percent of the current FPG and at or below 200 percent of the current FPG receive an equal or greater discount (“good deal”) for these services than if the health center’s SFDS were applied to the referral provider’s fee schedule, and individuals and families with incomes at or below 100 percent of the current FPG receive a full discount or a nominal charge for these services.

Narrative response (5000 characters)

HSNT updated our referral agreement with First Refuge to note that, while First Refuge appreciates an optional donation for services, services are provided at no charge and patients are never refused services due to inability to pay.

We are working with Texas Health Presbyterian Hospital Denton to execute a referral agreement that ensures that patients do not pay more than they would through HSNT’s sliding fee discount schedule when they receive intrapartum care (labor and delivery) services at the hospital.

Attachments

- First Refuge updated MOU
- [Texas Health Presbyterian Hospital Denton MOU](#)

3. Board Composition: c. Current Board composition

Are patient board members as a group representative of the health center's patient population in terms of race, ethnicity, and gender consistent with the demographics reported in the health center's UDS report?

The health center has 14 board members, eight are consumers (patients) and six are non-patient board members. According to the 2022 UDS Report, 16,795 patients accessed the health center's services. 8,302, 49.43 percent of the patients are of Hispanic ethnicity. Per Form 6A, Board Member Characteristics, there is only one board member representing the health center's Hispanic population.

Program Requirement: Patient board members, as a group, represent the individuals who are served by the health center in terms of demographic factors, such as race, ethnicity, and gender, consistent with the demographics reported in the health center's Uniform Data Systems report.

Narrative response (5,000 characters)

HSNT recruited 2 additional Hispanic Board members, who were approved by the Board on 9/11/2023. One is an HSNT patient and the other is the mother of an HSNT pediatric patient. Our Board of Directors now has 16 total members: 9 are patient Board members, and of those, 3 are Hispanic members who are patients/parents of patients. The demographics of our patient Board members now more proportionately represent the demographics of our overall patient population.

Additionally, HSNT updated our bylaws to require that our Board size is at least 9 members and no more than 25 members. This was a change from the previous requirement in our bylaws that our Board size was at least 9 members and no more than 17 members.

Attachments

- Updated Form 6A (Board demographics)
- **Recruitment plan (Kelsey is sending)**
- Updated bylaws

Health Services of North Texas
Nominal Fee - Survey Results

95% of patients that completed the patient satisfaction survey and fall in the nominal fee category answered, "yes," that they agree that HSNT's discounted rates are affordable.

Sliding Scale Question:

If you use HSNT's sliding fee scale, are the highly discounted rates affordable compared to other options available?

En caso afirmativo, ¿las tarifas altamente con descuento de HSNT son asequible en comparación con otras opciones disponibles?

Data pull time frame: January 2023 through August 2023

Row Labels	Percent of Patients Using Nominal Fee	Count of Patients Using Nominal Fee
No	4.78%	11
Yes	95.22%	219
Grand Total	100.00%	230

Fee Schedule	Pt Acct #	Appt Date	Provider	Location	Survey Date	Recommend	Fee Affordable?	Share with team	Get an Appt	Get Appt Time?
NOMINAL	91976	6/27/2022	Beverly Johnson, PA-C	Health Services of North Texas	3/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	Thanks for your support	Yes	Yes
NOMINAL	92706	10/6/2022	Achala Ellepola, MD	Health Services of North Texas Plano	5/28/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The best	Yes	Yes
NOMINAL	20668	10/26/2022	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	3/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	93337	12/27/2022	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	1/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	11329	1/3/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	1/4/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Mrs Brittany is the BEST	Yes	Yes
NOMINAL	74116	1/5/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	1/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Great job	Yes	Yes
NOMINAL	28155	1/10/2023	Kerry Gamble, NP	Health Services of North Texas	1/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	34432	1/10/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	1/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	X ahora no	Yes	Yes
NOMINAL	96319	1/12/2023	Diana Sebastian, FNP	Health Services of North Texas	4/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	60007	1/12/2023	Kerry Gamble, NP	Health Services of North Texas	1/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	57402	1/13/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	1/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Ni	Yes	Yes
NOMINAL	95472	1/13/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	1/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	77106	1/13/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	1/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	He has been a great Dr. As well as his team . Always going above and beyond. For me.	Yes	Yes
NOMINAL	56603	1/16/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	1/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	Raised \$35 to pay at the front. Before I was paying \$15. It is hard to take out double every time.	Yes	Yes

NOMINAL	11068	1/16/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	1/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	95687	1/18/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	1/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	35591	1/18/2023	Diana Sebastian, FNP	Health Services of North Texas	1/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	93325	1/18/2023	Diana Sebastian, FNP	Health Services of North Texas	1/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	95234	1/18/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	1/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Doctor very thorough.	Yes	Yes
NOMINAL	16902	1/19/2023	Nicole Sherman, WHNP	Health Services of North Texas	1/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	N/A	Yes	Yes
NOMINAL	62734	1/20/2023	Diana Sebastian, FNP	Health Services of North Texas	1/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	44470	1/20/2023	Kerry Gamble, NP	Health Services of North Texas	1/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	ESTOY MUY AGRADECIDA POR ESTE GRAN PROGRAMA DE AYUDA CON UNOS COSTOS SUOER ACCESIBLES PARA CUALQUIER TEJANO OH INMIGRANTE siempre apoyando sin distinguir RAZA estoy MUY PERO MUY AGRADECIDA CON TODO EL PERSONAL pero en especial a MI DRA. y su ASISTENTE se los recomiendo	Yes	Yes
NOMINAL	55434	1/20/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	1/27/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	95923	1/24/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	1/25/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Ninguno	Yes	Yes

NOMINAL	95604	1/24/2023	Mary Loya, WHNP	Health Services of North Texas	1/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Todo muy bien solo que ahí un problema en el sistema al llenar papeleo en online lo llene 2 beses y aun así tube que llenarlo en persona llegue 20 minutos temprano porq ya avía llenado todo y me dijeron que no avían recibido nada so tube que reschedule y vivo a 1 hora deje de trabajar por 2 días para poder completar mi chequeo pero pues gracias a Dios lo ise	Yes	Yes
NOMINAL	96790	2/3/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The service is great.	Yes	Yes
NOMINAL	96159	2/6/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	2/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	68244	2/8/2023	Jyotsna Kuppannagari, MD	Wylie Children's Medical Clinic	2/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	55466	2/10/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	An very satisfied with the everyone there because they help you with smiling faces and they are polite. They pay attention to every patient who need help. The place is neat and clean.	Yes	Yes
NOMINAL	93794	2/14/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	2/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	53327	2/15/2023	Diana Sebastian, FNP	Health Services of North Texas	2/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I'm happy with all	Yes	Yes
NOMINAL	11225	2/15/2023	Nicole Sherman, WHNP	Health Services of North Texas	2/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Muy buena atencion, gracias a todos!!	Yes	Yes
NOMINAL	97087	2/16/2023	Nicole Sherman, WHNP	Health Services of North Texas	2/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	This was a super personable experience! Everyone in the staff was nice and helpful.	Yes	Yes

NOMINAL	93533	2/16/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Nisha Abraham is wonderful, a fantastic physician.	Yes	Yes
NOMINAL	72184	2/17/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	2/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	No
NOMINAL	78636	2/21/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	2/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	58930	2/21/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	2/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Thank you for your services	Yes	Yes
NOMINAL	15029	2/22/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Me encantan los cuidados de salud que recibo siempre de parte de todo el personal son muy amables siempre	Yes	Yes
NOMINAL	71050	2/22/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Quisiera q hubiera apoyo de descuento en estudios como radiografías o cultivos	No	No
NOMINAL	97247	2/22/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	2/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	It was a Great experience Dr. Abraham, N Starr, S is an excellent Doctor. Told her of my Health issue and she took very care of me. I appreciate her.	Yes	Yes
NOMINAL	50075	2/27/2023	Ana Archila, PA-C	Health Services of North Texas Plano	3/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Gracias por la atención es un excelente equipo desde la persona que te atiende al llegar hasta el enfermero y no se diga la doctora me sentí muy a gusto por que me hablaba en mi idioma y me explico muy bien Gracias	Yes	Yes
NOMINAL	20670	2/28/2023	Diana Sebastian, FNP	Health Services of North Texas	3/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	91474	2/28/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	3/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I would like to say I appreciate HSNT service, the doctor are good,hsnt have been taken real good care of my medical problems, this service is the best. LBFranklin	Yes	Yes

NOMINAL	96404	2/28/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	3/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Dr. Nicole Sherman was excellent! She was very professional, compassionate, pleasant and took the time to explain everything. I appreciate that. Highly recommend!	Yes	No
NOMINAL	96470	3/1/2023	Maureen Edwards, PNP	Health Services of North Texas	3/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	No
NOMINAL	96820	3/1/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	3/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Appreciate u all	Yes	Yes
NOMINAL	29129	3/1/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	3/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	77710	3/3/2023	Ana Archila, PA-C	Health Services of North Texas Plano	3/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Gracias	Yes	Yes
NOMINAL	36082	3/3/2023	Diana Sebastian, FNP	Health Services of North Texas	3/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	96926	3/6/2023	Susan Carrington, PNP	Wylie Children's Medical Clinic	3/7/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	70382	3/8/2023	Nicole Sherman, WHNP	Health Services of North Texas	3/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	21616	3/10/2023	Achala Ellepola, MD	Health Services of North Texas Plano	3/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Muy amable personal d la clínica.	Yes	Yes
NOMINAL	92840	3/10/2023	Ana Archila, PA-C	Health Services of North Texas Plano	3/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	70998	3/13/2023	Janice Hill, FNP	Health Services of North Texas	3/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	92523	3/13/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	3/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Dr Shannon Starr was upbeat and helpful 10/10 would recommend	Yes	Yes

NOMINAL	92181	3/14/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas	3/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I love everyone that works there everybody's really nice and I like everyone that I've seen so far	Yes	Yes
NOMINAL	97028	3/14/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	3/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Great experience	Yes	Yes
NOMINAL	97619	3/15/2023	Achala Ellepola, MD	Health Services of North Texas Plano	3/21/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Gracias a todos los que nos atendieron son muy amables les agradezco nos ayudaro mucho gracias	Yes	Yes
NOMINAL	97722	3/16/2023	Diana Sebastian, FNP	Health Services of North Texas	3/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	97100	3/17/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas	3/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	85762	3/17/2023	Diana Sebastian, FNP	Health Services of North Texas	3/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	This is my second time with meeting with Dr.Diana she is very nice and understandable. Staff like always there are very friendly.	Yes	Yes
NOMINAL	34607	3/17/2023	Sonja Estep, PNP	Health Services of North Texas	3/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I love y'all team very nice girls	Yes	Yes
NOMINAL	67750	3/20/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	3/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	My daughter loves her dr	Yes	Yes
NOMINAL	92895	3/20/2023	Diana Sebastian, FNP	Health Services of North Texas	3/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Excelent professionals, efficient, nice.	Yes	Yes

NOMINAL	97848	3/21/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	3/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	80813	3/23/2023	Diana Sebastian, FNP	Health Services of North Texas	3/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Son muy amables y me atendieron muy bien	Yes	Yes
NOMINAL	84329	3/24/2023	Ana Archila, PA-C	Health Services of North Texas Plano	3/27/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	97267	3/27/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	3/29/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	24164	3/27/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	3/29/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Everyone is wonderful, respectful. Vary helpful, they know what to do.	Yes	Yes
NOMINAL	89220	3/29/2023	Nicole Sherman, WHNP	Health Services of North Texas	4/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	74261	3/29/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	4/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	I was very happy to find your referral division already knew about a doctor I was trying to get a referral to had moved and your office already new about the new doctor who all his patients were to go to.	Yes	Yes
NOMINAL	97647	3/30/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I would like to get the best care possible. Don't want to be hospitalized any more	Yes	Yes
NOMINAL	96957	4/3/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Everyone was soo friendly!!	Yes	Yes
NOMINAL	95903	4/4/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	98230	4/4/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/7/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	71021	4/5/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The experience provided by Dr. Anna was very professional ,she came across caring,thorough, and listened to my health issues.I look forward to our patient doctor relationship going forward.	Yes	Yes
NOMINAL	97601	4/10/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	Yes
NOMINAL	14670	4/11/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Good service	Yes	No
NOMINAL	29951	4/11/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The team is always so pleasant and helpful. Nisha Abraham is a great NP. She actually LISTENS and her bedside manner is impeccable. A service like this is a great asset to the community. Keep up the great work!	Yes	Yes
NOMINAL	98003	4/12/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Ana Arisha doctors muy am able y diligente.	Yes	Yes
NOMINAL	97955	4/13/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	28980	4/13/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	4/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	Yes
NOMINAL	32319	4/13/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/18/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The only GRAN GRAN UGLY PROBLEM ITS THE WASTE TIME WE HAVE TO WAIT TO SPEACK WITH SONE ONE BECAUSE SINCE THE BEGINNING SLL INFORMATION ITS TO SO WASTE TIME, I know more other clinjcs with NIT WASTE time in phone call system. It's completely night mare.	Yes	Yes
NOMINAL	74823	4/14/2023	Diana Sebastian, FNP	Health Services of North Texas	4/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	No

NOMINAL	97374	4/14/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	98556	4/17/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	4/18/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	79381	4/18/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	11760	4/19/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	4/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	K son muy increíbles y muy pasientes	Yes	Yes
NOMINAL	97679	4/19/2023	Parul Kaushik, MD	Health Services of North Texas Plano	4/21/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	93300	4/20/2023	Achala Ellepola, MD	Health Services of North Texas Plano	4/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	67596	4/21/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	89856	4/25/2023	Ana Archila, PA-C	Health Services of North Texas Plano	4/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Solo agradecer por su tiempo y amabilidad. Muy buena experiencia en mi primer cita con la Doctora Ana. Es muy amable y profesional, contesta todas las dudas de salud y dedica el tiempo suficiente.	Yes	Yes
NOMINAL	98748	4/25/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	4/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	No
NOMINAL	96095	4/27/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	4/29/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	82176	4/27/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	4/28/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	No	Yes	Yes
NOMINAL	21926	4/28/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Nice service,good people's and they explain everything what we need,I totally recommend my friends	Yes	Yes
NOMINAL	36021	4/28/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	5/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	98660	4/28/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	5/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Son muy amables y atentos con sus pacientes muchas gracias	Yes	Yes
NOMINAL	98889	5/1/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Im very appreciative for all the help and support received. Especially my doctor!	Yes	Yes
NOMINAL	90949	5/1/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	5/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	70220	5/1/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	5/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	69082	5/1/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	5/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Absolutely, best practice from Denton to Dallas. Great receptionist and Dr. Starr is an amazing, kind and understanding doctor. He really care about his patients. I'm grateful to be bless with such a great doctor	Yes	Yes
NOMINAL	98943	5/2/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	65842	5/2/2023	Susan Carrington, PNP	Wylie Children's Medical Clinic	5/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	87285	5/3/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	74726	5/3/2023	Diana Sebastian, FNP	Health Services of North Texas	5/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	77281	5/3/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I'm very happy with my Doctor on 5/3/23 she save my life from a hearth atac (un ataque al corazon) I been telling the story to my family about. What happening	Yes	Yes
NOMINAL	36006	5/4/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	5/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Me encata como me tratan todos no tengo ninguna queja hace un buen equipo, quiero darle las gracias a la doctora Jenice Hell.es muy linda y atenta.	Yes	Yes

NOMINAL	99056	5/5/2023	Tami Barton, FNP	Health Services of North Texas	5/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	84371	5/8/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	77169	5/8/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	5/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I've always had great experience here. Staff are friendly and Ms. Janice Hill is great. Thank you!	Yes	Yes
NOMINAL	74116	5/8/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	5/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Great job thank you	Yes	Yes
NOMINAL	71905	5/9/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Todo el equipo super profesional y amable especialmente la doctora Ana A.very professional	Yes	Yes
NOMINAL	98900	5/9/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99147	5/9/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99037	5/10/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	5/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	35627	5/12/2023	Diana Sebastian, FNP	Health Services of North Texas	5/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	96113	5/15/2023	Ana Archila, PA-C	Health Services of North Texas Plano	5/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	83959	5/15/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	5/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	N/A	Yes	Yes
NOMINAL	27388	5/16/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/18/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	90194	5/17/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	5/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	64063	5/17/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	N/A	Yes	Yes

NOMINAL	80001	5/17/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Thank you for the excellent care you provided to me.	Yes	Yes
NOMINAL	84085	5/17/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	5/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	75078	5/17/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	11726	5/18/2023	Laurie Mottl, PA-C	Health Services of North Texas - Denton Medical Center 4304	5/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Laurie is the best	Yes	Yes
NOMINAL	99397	5/19/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	5/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	92560	5/19/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	98542	5/19/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	5/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Dr Nisha is awesome	No	No
NOMINAL	44006	5/19/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	5/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Wonderful people	Yes	Yes
NOMINAL	99060	5/23/2023	Achala Ellepola, MD	Health Services of North Texas Plano	5/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99462	5/23/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	5/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The best team the best children care never seen before. Great advice good nurses, good doctors great I recommend anyone had the children. With regards	No	No
NOMINAL	20613	5/25/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Me siento muy bendecida de poder acudir a solicitar ayuda referente a mi salud a un costo inigualable Lla que mis recursos son escasos	Yes	Yes

NOMINAL	89937	5/26/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	6/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The Dr was excellent. Somehow they did not have my name for labs so I had to wait almost an hour. Then they were not informed that the X-ray lab does not take appts they are all walk in.	Yes	Yes
NOMINAL	99084	5/30/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	35219	5/30/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Almost every time I call , They help me. The Doctors I been seen ,they answered my question,very helpful staff.	Yes	Yes
NOMINAL	68472	5/30/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	El trabajo de la doctora o Futura doctora muy professional	Yes	Yes
NOMINAL	98577	5/31/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	11277	5/31/2023	Dr. Crystal McLeod	Health Services of North Texas	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	HSNT is fine, but our experiences with Dr. McCleod have not been the best. She has good bed side manner but seems judgemental and an unopen to other perspectives or options for addressing concerns for care. We feel slightly uncomfortable during the visits and can tell that she's annoyed with us.	Yes	No
NOMINAL	62354	5/31/2023	James Pinkston, DSW, LCSW	Health Services of North Texas - Denton Medical Center 4308	6/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	97895	5/31/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Excellence	Yes	Yes
NOMINAL	11068	5/31/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	6/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Dr Start is the best.	Yes	Yes

NOMINAL	93042	6/1/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/6/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	33287	6/1/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	6/2/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Everyone is always friendly.	No	No
NOMINAL	85592	6/2/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99674	6/2/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	6/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	96740	6/2/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/5/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Muy excelente trato a las personas muy atento la atención que brindan las personas q trabajan ahi	No	Yes
NOMINAL	99720	6/6/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	6/7/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	12733	6/6/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/8/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Mesha is an amazing person,she helped me tremendously,thanks so much	Yes	Yes
NOMINAL	33901	6/7/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	6/8/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	My first experience was great	Yes	Yes
NOMINAL	77122	6/8/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/9/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99266	6/9/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	La señora Ana Arcilla es muy profesional, me atendió de lo mejor se interesó por mi necesidad médica, simplemente fue excelente!!!	Yes	Yes
NOMINAL	63589	6/9/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	6/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99848	6/9/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Exelente servicio todos son muy amables, compasivos siempre me hicieron sentir que me escucharon. Muchas muchas gracias	Yes	Yes
NOMINAL	99008	6/12/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	Yes

NOMINAL	95600	6/12/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I had a wonderful service with Dr. Lijo Abraham and her team, great customer service and care. Keep up the good work guys.	Yes	Yes
NOMINAL	27968	6/12/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	6/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I just want to say that my providers Shannon Starr and Laurie Mottl are excellent medical providers. They are always very professional and always listen and answer any medical question that I might have!	Yes	Yes
NOMINAL	25005	6/13/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/14/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Nisha Abraham is one of The Best, she is always so concerned, professional and compassionate. The front desk clerks, nurses, lab techs are also awesome!	Yes	Yes
NOMINAL	77710	6/16/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Gracias excelente servicio muy amables y humanos al tratar al prójimo	Yes	Yes
NOMINAL	94834	6/16/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/19/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	They are always very helpful and understanding explaining questions that I have in the way I can understand it. Especially my doctor I really like her a lot	Yes	Yes
NOMINAL	90574	6/16/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	6/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Absolutely enjoyed my first visit here! The front office and back office ladies are all very nice, helpful and made my visit enjoyable.	Yes	Yes
NOMINAL	99697	6/16/2023	Susan Carrington, PNP	Wylie Children's Medical Clinic	6/21/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	No

NOMINAL	99506	6/20/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/21/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	The doctor treated me immediately and I'm so grateful she helped me. I didn't think I could get quality healthcare. She was very kind and personable and addressed my concerns directly	Yes	Yes
NOMINAL	100033	6/20/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/21/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99750	6/21/2023	Ana Archila, PA-C	Health Services of North Texas Plano	6/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I was very happy with everyone I spoke with at my appointment. Everyone was friendly and helpful.	Yes	Yes
NOMINAL	20670	6/21/2023	Tami Barton, FNP	Health Services of North Texas	6/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	Todo su personal es mi eficiente y amable y brindar un excelente servicio	Yes	No
NOMINAL	60055	6/22/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/28/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	26534	6/29/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/1/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Good Job	Yes	Yes
NOMINAL	96925	6/29/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	6/30/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Doctor Nisha is great! She take time to listen your conserns.	Yes	Yes

NOMINAL	100344	6/30/2023	Ana Archila, PA-C	Health Services of North Texas	7/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	There was a young man that was rather confused that worked in the Plano location. He was cleaning the room that I was in when I only went to leave a urine specimen, he also didn't knock on the a few times upon entry. He's not totally trained properly, had l'd been undressed and he walked in on me that would've been a privacy violation. I know the world is going younger and inexperienced but being ethical and professional in a medical profession is mandatory.	Yes	Yes
NOMINAL	57208	6/30/2023	Ana Archila, PA-C	Health Services of North Texas	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	82917	7/3/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	74261	7/3/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	7/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	10947	7/6/2023	Achala Ellepola, MD	Health Services of North Texas Plano	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Muy amable ,desde que uno llega los d la oficina son un equipo amable, la doctora todo muy bien explicado,con mucha confianza para hablar con los niños.	Yes	Yes
NOMINAL	99853	7/7/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	77075	7/7/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Ana is very thoughtful and knowledgeable provider, made my Dad very comfortable and di excellent care to help with pain.	Yes	Yes
NOMINAL	39106	7/7/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	Yes

NOMINAL	21656	7/7/2023	Tami Barton, FNP	Health Services of North Texas	7/10/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99516	7/10/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	El mejor servicio de mi vida lo recomiendo a mi familia y amigos Dios los bendiga a todos	Yes	Yes
NOMINAL	57291	7/10/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	7/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	82317	7/10/2023	Brittany Powell-Savoy, MSN Women's Health	Health Services of North Texas at Denton South Center	7/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	7/10/2023	Diana Sebastian, FNP	Health Services of North Texas	7/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	91474	7/10/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/11/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I'm grateful for my visit,good service, staff and doctors are helpful, kind,make me fell important with my issues, Thank you	Yes	Yes
NOMINAL	100535	7/11/2023	Achala Ellepola, MD	Health Services of North Texas Plano	7/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Thank you so much for helping me so quickly . I just relocated 11 days ago and need my son seen for an allergic reaction . The team got me in for a same day appointment and the staff was amazing. I truly love and appreciate a doctor who tells me what I need to know, not what I want to hear.	Yes	Yes
NOMINAL	56409	7/11/2023	Diana Sebastian, FNP	Health Services of North Texas	7/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	No	Yes	No
NOMINAL	94295	7/11/2023	Diana Sebastian, FNP	Health Services of North Texas	7/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	7/11/2023	Jyotsna Kuppannagari, MD	Wylie Children's Medical Clinic	7/12/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	60576	7/11/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	7/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	7/11/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	7/13/2023	No, I would not recommend people to HSNT. No, no recomendaría a otras personas a HSNT.	No	N/A	Yes	Yes
NOMINAL	87674	7/11/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	99365	7/11/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Nothing	Yes	Yes
NOMINAL	100370	7/12/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	7/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	36329	7/12/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/13/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	98123	7/13/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	100601	7/13/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	100607	7/13/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Without question one of the most efficient medical offices I've ever been to. I filled out a request for an appointment, they called early the following morning and I was in the office that day before noon. They were ready to see me even before I finished filling out the paperwork. Administration was thorough, medical support was thorough, and my provider was skilled and attentive. Absolutely the best medical experience I've had.	Yes	Yes
NOMINAL	90380	7/14/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	7/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Excelente atención de la doctora Mary Loya	No	No
NOMINAL	15029	7/14/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	am very happy to be a patient in HSNT	Yes	Yes
NOMINAL	91919	7/17/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/18/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Super helpful staff and great doctor!	Yes	Yes
NOMINAL	#N/A	7/17/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	79943	7/25/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/26/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	I appreciate every single persons in Plano clinic for excellent job going beyond their jobs every one of them is a star and top of those stars is Doctor Anna Archilaa amazing person , helpful, respectful,treats patients like her family I feel blessed to have her my Doctor and head of the team thanks for you all Jessica Fuller	Yes	Yes
NOMINAL	32975	7/26/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	7/27/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Very helpful and kind staff.	Yes	Yes
NOMINAL	93300	7/27/2023	Achala Ellepola, MD	Health Services of North Texas Plano	7/30/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	No	The rate I pay is a Little Too high fort actual situation.	Yes	Yes
NOMINAL	87932	7/28/2023	Ana Archila, PA-C	Health Services of North Texas Plano	7/31/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	98660	8/1/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	8/8/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	No	No
NOMINAL	#N/A	8/2/2023	Jean A Gray, LCSW	Health Services of North Texas	8/3/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Dr Jean gray is a god send, so is the whole team at HSNT. I couldn't get through the hardships I'm facing without Dr Grays guidance and support.	Yes	Yes
NOMINAL	#N/A	8/9/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	89091	8/9/2023	Diana Sebastian, FNP	Health Services of North Texas	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Excelente servicio de enfermeras y asistentes enfrente Excelente Dra Amable y entiende mi idioma español	No	Yes
NOMINAL	96319	8/9/2023	Diana Sebastian, FNP	Health Services of North Texas	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	8/9/2023	Jyotsna Kuppannagari, MD	Wylie Children's Medical Clinic	8/16/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes

NOMINAL	#N/A	8/9/2023	Lijo Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	8/15/2023	No, I would not recommend people to HSNT. No, no recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	8/9/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Other than seeing my a diff Dr. I'm happy with services just would like to see same	Yes	Yes
NOMINAL	59023	8/10/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Estoy contenta con la atención médica de la Dra Ana por su paciencia y profesionalismo, me gusta porque me ayuda mucho y habla español	Yes	Yes
NOMINAL	#N/A	8/10/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	8/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	They are great.they are definitely here for my needs,very professional.and my dr.shannon starr is the best dr.i have had in years.five thumbs up team,you guys are great.	Yes	Yes
NOMINAL	#N/A	8/14/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	DR. Ana Archilla is dedicated to help her patients she cares alot, she is very knowledgeable, patient and understanding...Front desk crew is amazing they always do their best to help....The culture is very kind at this plano clinic...	Yes	Yes
NOMINAL	#N/A	8/14/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	8/15/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	100660	8/15/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	8/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	70464	8/16/2023	Diana Sebastian, FNP	Health Services of North Texas	8/17/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Very professional staff	Yes	Yes
NOMINAL	90267	8/17/2023	Diana Sebastian, FNP	Health Services of North Texas	8/20/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	90194	8/17/2023	Nicole Sherman, WHNP	Health Services of North Texas at Denton South Center	8/18/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Q la doctora nicole es exelente atendiendo y de mui buen corazon	Yes	Yes

NOMINAL	84066	8/18/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Ana is really nice and I love her there.	Yes	Yes
NOMINAL	101539	8/18/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Nice kind and understanding	Yes	Yes
NOMINAL	24856	8/18/2023	Shannon Paul Starr, MD	Health Services of North Texas - Denton Medical Center 4304	8/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	All staff is very cooperative	Yes	Yes
NOMINAL	#N/A	8/21/2023	Ana Archila, PA-C	Health Services of North Texas Plano	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	8/21/2023	Janice Hill, FNP	Health Services of North Texas at Denton South Center	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	8/21/2023	Nisha Abraham, FNP	Health Services of North Texas - Denton Medical Center 4304	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Buenas tardes estoy muy agradecida con sus servicios y la atención que me han dado y esta doctora que me ha atendido últimamente es la la mejor dr que me ha atendido, solo me gustaría los exámenes de la sangre los hicieran más amplios como saber como ando de mi cándida ya que es mi clínica de confianza y de cabecera, por favor ojalá escuchen mi necesidad, muchisimas gracias t Dios bendiga todos ustedes.	Yes	Yes
NOMINAL	100689	8/21/2023	Tami Barton, FNP	Health Services of North Texas	8/22/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Really good and helping team.	Yes	Yes
NOMINAL	83162	8/22/2023	Mary Loya, WHNP	Health Services of North Texas at Denton South Center	8/23/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
NOMINAL	#N/A	8/23/2023	Bethany Ishmael, NP	Wylie Children's Medical Clinic	8/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	Thank you for answering all my questions and being so understanding.	Yes	Yes

NOMINAL	24488	8/23/2023	Laurie Mottl, PA-C	Health Services of North Texas - Denton Medical Center 4304	8/24/2023	Yes, I had a good experience and would recommend people to HSNT. Sí, tuve una buena experiencia y recomendaría a otras personas a HSNT.	Yes	N/A	Yes	Yes
---------	-------	-----------	--------------------	--	-----------	---	-----	-----	-----	-----

**Health Services of North Texas
Collection Rate Audited by Service - 2023**

2023	Nominal Fee	Collection Rate
Medical	\$ 35.00	100%
Behavioral Health	\$ 15.00	100%
X-ray	\$ 45.00	100%
Ultrasound	\$ 175.00	100%
Simple Procedure	\$ 15.00	100%
Complex Procedure	\$ 140.00	100%
Labor and Delivery	\$ 800.00	100%

HSNT audited 10 charts per sliding fee service category* of patients who use our nominal fee. Of these 61 charts audited, 100% of patients paid the nominal fee they were charged for services.

*To-date, only 1 labor and delivery patient was charged HSNT's nominal fee in 2023.

Health Services of North Texas
Collection Rate Audited by Service - 2023

Medical	BH	XR	US	Simple	Complex	L&D
59023	87263	46318	70998	76067	66988	94771
56409	92764	45957	78658	61023	80107	
28155	14746	93307	91542	96357	96411	
36329	33785	99502	95853	86159	88782	
24856	57799	46318	22152	72671	43046	
77075	73541	97486	33534	80707	16273	
99056	80712	16366	98577	83192	98251	
15029	83776	24558	99656	97518	55372	
96925	91072	14089	73163	97941	16665	
85592	93533	74849	92153	88991	13624	

All of the above patients use HSNT's nominal fee. Of these 61 charts audited, 100% of patients paid the nominal fee they were charged for services.

To-date, only 1 labor and delivery patient was charged HSNT's nominal fee in 2023.

From: [Kelsey Moore](#)
To: [Belinda Hernandez](#); "daletampke@gmail.com"; [Eric Schwarz](#); "jhenderson@datcu.org"; [Kimberly Middleton](#); [Lee Brown](#); [M. Hamed Husain](#); [Magdaline E](#); makinzie.heard@gmail.com; "[Michael Foster](#)"; [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#)
Cc: [Doreen Rue](#)
Subject: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 11:05:00 AM
Attachments: [Board Member Application - Koren Redacted.pdf](#)
[Governing Board Application Form Maria Najera - Redacted.pdf](#)
Importance: High

Hello All!

Attached are application for two new HSNT consumer board members. Due to the timeline for reporting to HRSA, we will need to conduct the approval vote via email.

Please review the attached applications and respond with your vote before the end of day tomorrow (Tuesday 9/12).

Thank you and please reach out with any questions.

Kelsey Moore

Executive Assistant

kmoore@healthntx.org



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Denton, TX 76207

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delete this email and any attachments.

From: [Winans, Melissa](#)
To: [Kelsey Moore](#)
Subject: RE: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 11:24:53 AM
Attachments: [image009.png](#)

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Kelsey,

I support/approve both of these candidates. I did not see voting buttons so please let me know if you need something more.

Melissa

Melissa A. Winans DNP, MBA-HCM, RN, NEA-BC, FACHE | Chief Nursing Officer

Pronouns: she/her/hers

T 940.898.7019 | **F** 940.898.7071

meilssawinans@Texashealth.org



“My working day/hours may not be your working day/hours. Please don't feel obliged to reply to this e-mail outside of your normal working hours.”

From: Kelsey Moore <kmoore@healthntx.org>

Sent: Monday, September 11, 2023 11:06 AM

To: Belinda Hernandez <mkbelindah@gmail.com>; 'daletampke@gmail.com' <daletampke@gmail.com>; Eric Schwarz <schwarzwest@gmail.com>; 'jhenderson@datcu.org' <jhenderson@datcu.org>; Kimberly Middleton <dr.middleton@metroveincenters.com>; Lee Brown <lbrown@imssolutionists.com>; M. Hamed Husain <mhhusain@yahoo.com>; Magdaline E <magdaline.ewoko53@gmail.com>; makinzie.heard@gmail.com; 'Michael Foster' <michael@merkicpa.com>; PSO Baseball <psobaseball@gmail.com>; Sadaf Haq <sadaf.haq@gmail.com>; Sara Schroeder <sarajilliancoaching@gmail.com>; Winans, Melissa <MelissaWinans@texashealth.org>

Cc: Doreen Rue <drue@healthntx.org>

Subject: Board Member Applications - Response Needed

Importance: High

Sent Externally From: kmoore@healthntx.org

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Kelsey Moore

Executive Assistant

kmoore@healthntx.org



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[\[healthservicesntx.org\]](http://healthservicesntx.org)

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message from your system.

From: [Michael Foster](#)
To: [Kelsey Moore](#)
Cc: [Doreen Rue](#)
Subject: RE: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 11:59:09 AM

<!--[if !supportAnnotations]--> <!--[endif]-->

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Approve both

Michael D Foster CPA



1300 Fulton St. Ste 301
Denton, TX 76201-2604
940.387.8930
940.565.0968 (fax)

Getting this email out of normal working hours? We work at a digitally-enabled relentless pace, which can disrupt our ability to sleep enough, eat right, exercise, and spend time with the people that matter most. I am sending you this email at a time that works for me. I only expect you to respond to it when convenient to you.

Pursuant to requirements related to practice before the Internal Revenue Service, any tax advice contained in this communication (including any attachments) is not intended to be used, and cannot be used, for purposes of (i) avoiding penalties imposed under the United States Internal Revenue Code or (ii) promoting, marketing or recommending to another person any tax-related matter.

From: Kelsey Moore <kmoore@healthntx.org>
Sent: Monday, September 11, 2023 11:06 AM
To: Belinda Hernandez <mkbelindah@gmail.com>; 'daletampke@gmail.com' <daletampke@gmail.com>; Eric Schwarz <schwarzwest@gmail.com>; 'jhenderson@datcu.org' <jhenderson@datcu.org>; Kimberly Middleton <dr.middleton@metroveincenters.com>; Lee Brown <lbrown@imssolutionists.com>; M. Hamed Husain <mhhusain@yahoo.com>; Magdaline E <magdaline.ewoko53@gmail.com>; makinzie.heard@gmail.com; Michael Foster <Michael@merkicpa.com>; PSO Baseball <psobaseball@gmail.com>; Sadaf Haq <sadaf.haq@gmail.com>; Sara Schroeder <sarajilliancoaching@gmail.com>; Winans, Melissa <MelissaWinans@texashealth.org>
Cc: Doreen Rue <drue@healthntx.org>
Subject: Board Member Applications - Response Needed
Importance: High

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Thank you and please reach out with any questions.

Kelsey Moore

Executive Assistant

kmoore@healthntx.org



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From: [Eric Schwarz](#)
To: [Kelsey Moore](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 11:59:22 AM

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Approved...thanks!

On Mon, Sep 11, 2023 at 11:06 AM Kelsey Moore <kmoore@healthntx.org> wrote:

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Kelsey Moore

Executive Assistant

kmoore@healthntx.org



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--

Eric Schwarz, CFP®
440-752-0495

From: [Makinzie Heard](#)
To: [Kelsey Moore](#)
Cc: [Belinda Hernandez](#); daletampke@gmail.com; [Eric Schwarz](#); jhenderson@datcu.org; [Kimberly Middleton](#); [Lee Brown](#); [M. Hamed Husain](#); [Magdaline E](#); [Michael Foster](#); [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#); [Doreen Rue](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 12:19:35 PM

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I approve both applications.

Makinzie Heard

On Sep 11, 2023, at 11:06, Kelsey Moore <kmoore@healthntx.org> wrote:

Hello All!

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Thank you and please reach out with any questions.

Kelsey Moore

Executive Assistant

kmoore@healthntx.org

<image001.jpg>

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<Board Member Application - Koren Redacted.pdf>

<Governing Board Application Form Maria Najera - Redacted.pdf>

From: [dale tampke](#)
To: [Kelsey Moore](#)
Cc: [Belinda Hernandez](#); [Eric Schwarz](#); [jhenderson@datcu.org](#); [Kimberly Middleton](#); [Lee Brown](#); [M. Hamed Husain](#); [Magdaline E](#); [makinzie.heard@gmail.com](#); [Michael Foster](#); [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#); [Doreen Rue](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 12:22:26 PM

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Approve both applications.

Thanks,

Dale

Sent from my iPhone

On Sep 11, 2023, at 11:06 AM, Kelsey Moore <kmoore@healthntx.org> wrote:

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Kelsey Moore

Executive Assistant

kmoore@healthntx.org

<image001.jpg>

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<Board Member Application - Koren Redacted.pdf>

<Governing Board Application Form Maria Najera - Redacted.pdf>

From: [James Henderson](#)
To: [Kelsey Moore](#); [Belinda Hernandez](#); "daletampke@gmail.com"; [Eric Schwarz](#); [Kimberly Middleton](#); [Lee Brown](#); [M. Hamed Husain](#); [Magdaline E](#); makinzie.heard@gmail.com; [Michael Foster](#); [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#)
Cc: [Doreen Rue](#)
Subject: RE: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 12:28:50 PM


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I vote approval for both applications.

JAMES A. HENDERSON
EVP Chief Information Officer
Office: [940.442.5451](tel:940.442.5451)
Mobile: [940.395.2780](tel:940.395.2780)

From: Kelsey Moore <kmoore@healthntx.org>
Sent: Monday, September 11, 2023 11:06 AM
To: Belinda Hernandez <mkbelindah@gmail.com>; 'daletampke@gmail.com' <daletampke@gmail.com>; Eric Schwarz <schwarzwest@gmail.com>; James Henderson <JHenderson@datcu.org>; Kimberly Middleton <dr.middleton@metroveincenters.com>; Lee Brown <lbrown@imssolutionists.com>; M. Hamed Husain <mhhusain@yahoo.com>; Magdaline E <magdaline.ewoko53@gmail.com>; makinzie.heard@gmail.com; Michael Foster <michael@merkicpa.com>; PSO Baseball <psobaseball@gmail.com>; Sadaf Haq <sadaf.haq@gmail.com>; Sara Schroeder <sarajilliancoaching@gmail.com>; Winans, Melissa <MelissaWinans@texashealth.org>
Cc: Doreen Rue <drue@healthntx.org>
Subject: Board Member Applications - Response Needed
Importance: High

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Hello All!

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Kelsey Moore
Executive Assistant

kmoore@healthntx.org



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From: [Belinda Hernandez](#)
To: [Kelsey Moore](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 12:53:47 PM

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I vote approval both applications

May God bless you on this day,

Belinda Hernandez
214-662-0362
mkbelindah@gmail.com
<https://www.marykay.com/belindah>

On Sep 11, 2023, at 11:06 AM, Kelsey Moore <kmoore@healthntx.org> wrote:

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Kelsey Moore
Executive Assistant
kmoore@healthntx.org

<image001.jpg>

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<Board Member Application - Koren Redacted.pdf>

<Governing Board Application Form Maria Najera - Redacted.pdf>

From: [Lee Brown](#)
To: [Kelsey Moore](#); [Belinda Hernandez](#); "[daletampke@gmail.com](#)"; [Eric Schwarz](#); "[jhenderson@datcu.org](#)"; [Kimberly Middleton](#); [M. Hamed Husain](#); [Magdaline E](#); [makinzie.heard@gmail.com](#); "[Michael Foster](#)"; [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#)
Cc: [Doreen Rue](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 1:00:21 PM

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Approve both applicates

From: Kelsey Moore <kmoore@healthntx.org>
Date: Monday, September 11, 2023 at 11:07 AM
To: Belinda Hernandez <mkbelindah@gmail.com>, 'daletampke@gmail.com' <daletampke@gmail.com>, Eric Schwarz <schwarzwest@gmail.com>, 'jhenderson@datcu.org' <jhenderson@datcu.org>, Kimberly Middleton <dr.middleton@metroveincenters.com>, Lee Brown <lbrown@imssolutionists.com>, M. Hamed Husain <mhhusain@yahoo.com>, Magdaline E <magdaline.ewoko53@gmail.com>, makinzie.heard@gmail.com <makinzie.heard@gmail.com>, 'Michael Foster' <michael@merkickpa.com>, PSO Baseball <psobaseball@gmail.com>, Sadaf Haq <sadaf.haq@gmail.com>, Sara Schroeder <sarajilliancoaching@gmail.com>, Winans, Melissa <MelissaWinans@texashealth.org>
Cc: Doreen Rue <dru@healthntx.org>
Subject: Board Member Applications - Response Needed

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From: [Sara Schroeder](#)
To: [Kelsey Moore](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 2:19:14 PM

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I approve both applications!

On Mon, Sep 11, 2023 at 11:06 AM Kelsey Moore <kmoore@healthntx.org> wrote:

Hello All!

Attached are application for two new HSNT consumer board members. Due to the timeline for reporting to HRSA, we will need to conduct the approval vote via email.

Please review the attached applications and respond with your vote before the end of day tomorrow (Tuesday 9/12).

Thank you and please reach out with any questions.

Kelsey Moore

Executive Assistant

kmoore@healthntx.org



Health Services of North Texas, Inc.

4401 N. I-35, Suite 312

Denton, TX 76207

P: (940) 381-1501 x912 | F: (940) 566-8059

www.healthservicesntx.org | [Facebook](#) | [Twitter](#) | [Instagram](#)

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From: [Dr. Kimberly Middleton](#)
To: [Kelsey Moore](#)
Subject: Re: Board Member Applications - Response Needed
Date: Monday, September 11, 2023 8:27:19 PM

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YES

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This message is not meant to constitute an electronic signature or evidence intent to contract electronically.

From: [Kelsey Moore](#)
To: [Belinda Hernandez](#); "daletampke@gmail.com"; [Eric Schwarz](#); "jhenderson@datcu.org"; [Kimberly Middleton](#); [Lee Brown](#); [M. Hamed Husain](#); [Magdaline E](#); makinzie.heard@gmail.com; "[Michael Foster](#)"; [PSO Baseball](#); [Sadaf Haq](#); [Sara Schroeder](#); [Winans, Melissa](#)
Cc: [Doreen Rue](#)
Subject: RE: Board Member Applications - Response Needed
Date: Tuesday, September 12, 2023 4:31:00 PM

Hello All,

Good News: Both member applications were approved!

Final Vote Tally:

- Yes – 10
- No – 0
- Did Not Vote - 4

Thank you all for your quick responses!

Kelsey Moore

Executive Assistant

kmoore@healthntx.org



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From: Kelsey Moore

Sent: Monday, September 11, 2023 11:06 AM

To: Belinda Hernandez <mkbelindah@gmail.com>; 'daletampke@gmail.com' <daletampke@gmail.com>; Eric Schwarz <schwarzwest@gmail.com>; 'jhenderson@datcu.org' <jhenderson@datcu.org>; Kimberly Middleton <dr.middleton@metroveincenters.com>; Lee Brown <lbrown@imssolutionists.com>; M. Hamed Husain <mhhusain@yahoo.com>; Magdaline E <magdaline.ewoko53@gmail.com>; makinzie.heard@gmail.com; 'Michael Foster' <michael@merkickpa.com>; PSO Baseball <psobaseball@gmail.com>; Sadaf Haq <sadaf.haq@gmail.com>; Sara Schroeder <sarajilliancoaching@gmail.com>; Winans, Melissa <MelissaWinans@texashealth.org>

Cc: Doreen Rue <drue@healthntx.org>

Subject: Board Member Applications - Response Needed

Importance: High

Hello All!

Attached are application for two new HSNT consumer board members. Due to the timeline for reporting to HRSA, we will need to conduct the approval vote via email.

Please review the attached applications and respond with your vote before the end of day tomorrow (Tuesday 9/12).

Thank you and please reach out with any questions.

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Board Member Approvals

Summary:

Via email, the governing board voted to approve the applications of two consumer board members:

- Maria Najera
- Janylle Koren


Vote Results:

- Yes: 10
- No: 0
- Did Not Vote: 4

ACTION:

Reviewed by:

- Doreen Rue, CEO


DocuSigned by:

 Date: 9/13/2023
A1CFFE4BDC434BC...

Governing Board Personnel Committee Approval:

DocuSigned by:

 Date: 9/12/2023
B90BF22282D94D2...

Governing Board Approval:

DocuSigned by:

 Date: 9/13/2023
060CB1ACB3084F6...

(President)

Board Recruitment Plan

- Utilize Staff/Provider Recommendations for Patient Members – **current and ongoing**
- Follow Up on reviews, patient stories, etc. for potential patient members – **current and ongoing**
- Update Board Recruitment Materials Including: - **Target Completion Q42023**
 - Board Application
 - Fliers
 - Pamphlets
 - Info Sheets, etc.
 - Ensure Spanish Language options are available
- Patient Participation Education Opportunities– **Target Q12024**
 - Bi-Annual Patient Virtual Q&A's
 - Invitations via stakeholder email, social media, printed invites at patient checkout and website
 - Explore Implementation of Patient Info Days (Name Pending)
 - Set up info tables in waiting rooms periodically
 - Provide information on HSNT
 - Help answer patient questions/connections
 - Educate on patient board members and what that means for HSNT
 - Ask for feedback (survey, questionnaires, etc.)
- Utilize social media (Particularly in Spanish) to publicize patient participation and investment in HSNT – **Target Q42023**
 - Determine best messaging opportunities
 - Content on HSNT - How can patients engage with their healthcare?
 - Board membership, public reviews, word of mouth, opportunities for in-depth patient feedback, focus groups, etc.



Not Just a Healthcare Provider

Jessica Fuller's Story

It's not uncommon in healthcare for patients to face barriers to access, especially when it comes to quality care. In Jessica Fuller's case, she found her lifeline at Health Services of North Texas (HSNT). Her experience as a patient at HSNT has not only transformed her health but also impacted her life in meaningful ways.

Before her journey with HSNT began, Jessica dedicated 15 years of her life to teaching at a private school. Her passion for her students and her commitment to making a positive impact in their lives shone through in her work. She became more than just a teacher; she became a second mother to many, providing the love and care these children needed when they were away from home. Jessica's dedication and success as an educator earned her heartfelt letters of appreciation from parents who witnessed the positive changes in their children's lives.

“I encourage everybody to come here. The treatment is not only treatment; it's like a family taking care of another family member.”

Despite her success as a teacher and holding two college degrees, Jessica faced financial challenges that prevented her from completing her education further. As a single mother, her life revolved around providing for her four children, and she took pride in maintaining a simple and self-sufficient life.

When diagnosed with diabetes, she quickly learned the importance of staying in control and on top of her health. Managing diabetes involves careful attention to high blood pressure, cholesterol levels, and overall health maintenance. This is where HSNT came into her life.

Jessica found her way to HSNT after being without a primary provider for years. Her primary health concerns revolve around diabetes, and HSNT has been instrumental in providing her with the necessary medications and supplements to manage her condition effectively.

What sets HSNT apart, according to Jessica, is the sense of family she feels when she walks through its doors. From the receptionists who greet her with warmth to the providers who treat her with respect and care, HSNT is more than just a healthcare provider. It is a support system.

Since becoming an HSNT patient, Jessica has seen significant improvements in her diabetes management. Her HgbA1c has been consistently maintained under 7 and her overall kidney function has greatly improved. Her journey towards better health also includes exercise, and HSNT's guidance on simple yet effective at-home exercises has made a noticeable difference. Prescriptions are just a small piece of the holistic treatment for HSNT patients as our providers take into consideration the entire person.

“I appreciate you guys, and I want to thank you. Even if I thank you 100 times, I can’t give you what you deserve. Every single person here is a star and a hero, and they deserve recognition for their amazing service.”

Her message to others is clear: “I encourage everybody to come here. The treatment is not only treatment; it’s like a family taking care of another family member. I tell a lot of people about HSNT because I know they need this kind of service. It’s amazing. You have everything at your fingertips for a small cost, and the people working here are like superstars and heroes.”

Jessica's story is a testament to the impact that healthcare providers like HSNT can have on individuals and their communities. It's a reminder that quality care goes beyond medications and treatments. It's about creating a supportive and compassionate environment where patients can thrive. Her story is an important reminder of the positive changes that can occur when healthcare providers prioritize patient-centered care and foster a sense of community.

Jessica's gratitude for HSNT is boundless. “I appreciate you guys, and I want to thank you. Even if I thank you 100 times, I can’t give you what you deserve. Every single person here is a star and a hero, and they deserve recognition for their amazing service.”



CORPORATE RESOLUTION

I HEREBY CERTIFY that a meeting, duly called, of the Board of Directors the “Board” of Health Services of North Texas, Inc. (the “Corporation”), held 20th day of September, 2023 at which said meeting a quorum was present and acting throughout, the following preamble and resolution was adopted:

WHEREAS, the Corporation owns approximately 0.0689 acres of land in the Francis Batson Survey Abstract No. 43 Denton County, Texas (the “Land”), as described in exhibit “A” and depicted in exhibit “B”, that is subject to threat or imminence of condemnation by the State of Texas.

WHEREAS, the Board has determined that it is advisable and in the best interests of the Corporation to consent to the sale of the Land to the State of Texas in lieu of condemnation pursuant to the terms approved by Dale Tampke, as President of the Corporation.

NOW, THEREFORE, BE IT RESOLVED, that the execution and delivery by Dale Tampke, in his capacity as President of the Corporation, of a deed (the “Deed”) conveying the Land to the State of Texas, and any other related documents required to be executed or delivered by the Corporation in connection therewith be, and the same are hereby approved, which shall be in such form as Dale Tampke, as President of the Corporation, executing same may in his sole discretion shall advise (which such form is hereby approved in all respects).

IN WITNESS WHEREOF, I have hereunto set my hand this 20th day of September, 2023.

Secretary



USES AND DISCLOSURES GENERAL RULES POLICY

HIP016

POLICY:

The HIPAA Privacy Rule and Texas Health and Safety Code permits the use and disclosure of PHI. Health Services of North Texas exercises the general rules for the use and disclosure to ensure that PHI is safeguarded and used appropriately. The objective of this policy is to provide the user with the general rules for using and disclosing PHI. The policy applies to all workforce members, including medical staff, management, and others who have direct or indirect access to patient protected health information created, held, or maintained by Health Services of North Texas, and its subsidiaries.

Chief Executive Officer

Date

Board of Directors Representative

Date

Revision to Policy:

Board approved revision:

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PROCEDURE:

Covered Entities

Health Services of North Texas is permitted to use and disclose PHI for specific purposes. Prior to the use and disclosure, some instances require that verifications are made. Additionally, depending on how the information will be used and/or disclosed, authorization may be required before the release of information to the requestor. In any case of use and disclosure, only the information that is necessary for the purpose of the uses or disclosure is provided.

Procedure

Disclose PHI when the following apply:

1. Requested by the individual.
2. For treatment, payment, or health care operations.
3. Incident to use or disclosure otherwise permitted, provided that safeguards have been applied and the minimum necessary information is provided.
4. Pursuant to an agreement permitted that requires the individual to agree or object.
5. As permitted by and in compliance with Uses and Disclosures for which the opportunity to agree or object, a limited data set, fundraising communications, or underwriting and related purposes.
6. When an individual requests an electronic copy or PHI and Accounting of Disclosures.
When required by the Secretary or Texas Attorney General to investigate or determine the covered entity's compliance with this policy.

Business Associate

A business associate may use or disclose PHI only as permitted by the business associate agreement. Additionally, the agreement permits the disclosure of PHI to a business associate that is a subcontractor to create, receive, maintain, or transmit PHI on the business associate's behalf. PHI is not permitted for use in a manner that would violate the requirements of the general rules of use and disclosure. The business associate is permitted use and disclosure of PHI specifically in the following instances:

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- When required by the Secretary or Texas Attorney General to investigate or determine the business associate's compliance.
- To the covered entity, individual, or individual's designee, as necessary to satisfy a covered entity's obligations to provide access of electronic PHI to individuals.

Prohibited Uses and Disclosures

A health plan is prohibited from using and disclosing PHI, which contains genetic information, for underwriting purposes. This includes using such information to determine eligibility (including enrollment), and benefits under the plan, coverage, or policy. The following uses and disclosures are prohibited as well:

- The computation of premium or contribution amounts under the plan, coverage, or policy (including discounts, rebates, and payments in kind, or other premium differential mechanisms in return for activities such as completing a health risk assessment or participating in a wellness program).
- The application of any pre-existing condition exclusion under the plan, coverage, or policy. Other activities related to the creation, renewal, or replacement of a contract of health insurance or health benefits.
- Underwriting purposes do not include determinations of medical appropriateness where an individual seeks benefit under the plan, coverage, or policy.

Sale of PHI

Health Services of North Texas does not sell PHI unless authorized by the individual. Although PHI is not sold without authorization, there are instances where PHI may be disclosed without prior authorization. Taking this into consideration, PHI may be disclosed for public health purposes, and research purposes, where the only funds exchanged is the cost based fee charged to cover preparation and transmittal. In some cases, the organization will also provide funds to the business associate, or the business associate will provide funds to the subcontractor.

Staff Responsibilities

All Staff members are responsible for safeguarding the privacy of PHI. Specific Staff responsibilities under Health Services of North Texas HIPAA and Texas State Policies will be listed in the Staff member's job description.

Procedure:

All Staff members must:

1. Reasonably safeguard PHI from any intentional or unintentional unauthorized use or disclosure.
 - Limit incidental uses or disclosures made pursuant to an otherwise permitted or required use or disclosure.
 - Use and disclose PHI only as authorized in their job description or as authorized by a supervisor.
 - Conduct oral discussions of PHI with other Staff or with individuals and family members in a manner that limits the possibility of inadvertent disclosures.
 - Complete privacy and security training.
 - Report suspected violations of a Business Associate's obligations to safeguard PHI. Report suspected violations of the Privacy or Security Policies by Staff members.
2. The job descriptions of all Staff members who require routine access to PHI to perform their job-related duties shall identify:
 - The job functions that require the use or disclosure of PHI. The PHI the position will use or disclose; and
 - Any restrictions on the PHI the Staff member can use or disclose.
3. These requirements may be satisfied by referring to job classifications. The Privacy and Security Officer may establish or define the positions authorized to routinely use or disclose categories of PHI.

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References:

164.502(b) Uses and Disclosures General Rules (Minimum Necessary)
164.514(d) Other Requirements Relating to Uses and Disclosures of PHI (Minimum Necessary)
164.530(c) Administration (Safeguards)
164.502(a)(5)(i) Uses and Disclosures General Rules (Genetic Underwriting Purposes)
164.510 Uses and Disclosure for Which the Opportunity to Agree or Object is Not Required
164.514(e)(f)(g) Other Requirements Related to Uses and Disclosures of PHI (Limited Data Set, Fundraising Communication, Underwriting and Related Purposes)
164.524 Access of Individuals to PHI
164.528 Accounting of Disclosures
164.504(e) Uses and Disclosures Organization Requirements (Business Associate Contracts)
164.504(e)(2)(A)(B) Uses and Disclosures Organizational Requirements (Business Associate Contracts)
164.524(c)(a)(ii) Access of Individuals to PHI (Provide electronic copy of PHI)
164.530 Administrative Requirements
164.514(d)(2) Minimum Necessary
164.530(c) Safeguards
Texas Health and Safety Code
Chapter 181.



USES AND DISCLOSURES FOR TREATMENT, PAYMENT, AND HEALTH CARE OPERATIONS POLICY

HIP017

POLICY:

The HIPAA Privacy Rule and Texas Health and Safety Code allows Health Services of North Texas to disclose PHI in certain situations where the patient’s authorization is not required. These instances include but are not limited to treatment, payment, and healthcare operations. Although disclosure is permitted, the patient maintains the right of restriction at all times. The objective of this policy is to provide workforce members with information that pertains to when it is necessary and permissible to disclose protected health information. Any use or disclosure for treatment must also be consistent with the Notice of Privacy Practices. The policy applies to all workforce members, including medical staff, management, and others who have direct or indirect access to patient protected health information created, held, or maintained by Health Services of North Texas, and its subsidiaries.

Chief Executive Officer

Date

Board of Directors Representative

Date

Revision to Policy:
Board approved revision:

PROCEDURE:

Disclosure for Treatment, Payment, and Operations Not Requiring Authorization

Health Services of North Texas may disclose patient PHI in specific instances to the appropriate parties without authorization for the purpose of treatment, payment, and operations. When disclosing information, workforce members must limit their access, and the use and disclosure of PHI to the minimum necessary to perform their job functions, as well as to satisfy the use and disclosure request.

Procedure:

The following steps detail instances where the Health Services of North Texas is permitted to disclose PHI without authorization for treatment, payment, and healthcare operations.

1. Use or disclose PHI for facility treatment, payment, and health care operation activities.

Examples:

- Payments submitted to a health plan
- Using PHI about an individual and consulting with other healthcare providers about the individual's treatment
- Using PHI to create a de-identified dataset

2. Provide information to other covered entities or health care providers who are requesting payment.

Examples:

- A physician may send information to a medical lab who is requesting patient information to obtain a payment for bloodwork that was completed.
- An Emergency Department may provide patient information to an ambulance service that transported the patient to the facility, in order for the patient to be billed for service.

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3. Disclose healthcare information for treatment to any healthcare provider. Example: The primary care physician sends the patient's medical records to a specialist who requires the information to provide treatment.
4. Provide PHI to another covered entity for certain health care operation activities, when the following requirements are satisfied:
 - Each entity has (or had) a relationship with the individual who is the subject of the information, and the PHI pertains to the relationship; and
 - The disclosure is for a quality health care operations activity or for the purpose of health care fraud and abuse detection or compliance.
5. When a facility participates in an Organized Health Care Arrangement (OHCA), it may disclose PHI about an individual to other participants for any joint care operation of the (OHCA).

Right to Request a Restriction on Use and Disclosure

All patients reserve the right to request restriction of the use and disclosure of PHI to carry out treatment. Health Services of North Texas accepts patient requests for restriction and complies with those that meet the necessary requirements under the Privacy Rule and Texas Health and Safety Code.

Procedure:

The following steps are taken upon the receipt of a patient request for restriction of the use and disclosure of PHI to carry out treatment, payment, or healthcare operations.

1. Health Services of North Texas agrees to restriction requests in the following cases:
 - a. If the restriction is for the purpose of carrying out payment or health care operations and is not otherwise required by law; and
 - b. The item or service has been paid in full by the patient or an individual on the patient's behalf.

Note: If item or service has not been paid in full by the patient or an individual on the patient's behalf, then Health Services of North Texas is not required to agree to a

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requested restriction but is bound by the terms of any restriction agreed to, unless Health Services of North Texas withdraws from such agreement.

2. Health Services of North Texas may terminate the restriction if
 - a. The individual agrees to or requests the termination in writing
 - b. The individual orally agrees to the termination and the oral agreement is documented; or
 - c. Health Services of North Texas informs the individual that it is terminating its agreement to a restriction.

Note: Not effective for protected health information referenced in 1a) and 1b). In addition to protected health information created or received after Health Services of North Texas has informed the individual of the termination.

3. Document the restriction/termination of the restriction.

Uses and Disclosures of Psychotherapy Notes, Mental Health, and Alcohol or Substance/Drug Abuse Records Not Requiring Authorization

Health Services of North Texas prohibits the disclosure of psychotherapy notes without the individual's written authorization, unless they are being used by the originator to carry out treatment, or by the facility for certain other limited health care operations. The following specify other instances where psychotherapy notes, mental health, alcohol, or substance/drug abuse records may be disclosed without authorization.

- Use by Health Services of North Texas for training, trainees, or practitioners in mental health learn under supervision to practice or improve their skills in group, joint, family, or individual counseling; or
- Use or disclosure by the Health Services of North Texas to defend itself in a legal action or other proceeding brought by the patient.

Procedure: Request that the individual complete an Authorization to Disclose Psychotherapy Notes prior to the use and disclosure of psychotherapy notes.

References:

164.506 Uses and Disclosures to Carry Out Treatment, Payment, or Health Care Operations
Texas Health and Safety Code Chapter

181

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USES AND DISCLOSURES FOR PHI THAT REQUIRE AUTHORIZATION

POLICY

HIP019

POLICY:

In accordance with the HIPAA Privacy Policy and Texas Health and Safety Code, Health Services of North Texas withholds PHI unless the disclosure is related to treatment, our payment, health care operations, required by law. Some instances require special consideration under this rule and will be reviewed on a case to case basis. The objective of this policy is to provide workforce members with details of when the uses and disclosure of PHI require an authorization from the owner of the information. The policy applies to all workforce members, including medical staff, management, and others who have direct or indirect access to patient protected health information created, held, or maintained by Health Services of North Texas, and its subsidiaries.

Chief Executive Officer

Date

Board of Directors Representative

Date

Revision to Policy:

Board approved revision:

Medical Care for You

PROCEDURE:

Authorization for Marketing

Authorization is required when PHI is to be disclosed by Health Services of North Texas for sale or marketing purposes, unless the marketing takes place face-to-face, or a promotional gift is being provided. Marketing is considered to be any communication not related to treatment, regarding a product or service that encourages the individual to use or purchase such product or service. In any case that Health Services of North Texas will gain financially by disclosing PHI, authorization indicating compensation is required.

Procedure: Request that the individual complete the Use and Disclosure Authorization Form to provide or deny approval for PHI to be disclosed for the purpose of marketing. Ensure that the authorization includes any financial gain that will be made by the covered entity.

Validating the Authorization

Health Services of North Texas requires that an authorization meet organizational needs, as well as those that are required by the HIPAA Privacy Rule and Texas Health and Safety Code to be considered valid. Additional state laws must also be considered when authenticating the authorization.

Procedure:

Health Services of North Texas takes the following steps when validating an authorization request.

1. Review the authorization to ensure that it is not defective and meets the necessary requirements. The following are elements that make an authorization defective.
 - The expiration date has passed, or the expiration event is known by the covered entity to have occurred
 - The authorization has not been filled out completely, with respect to the required Privacy Rule core element and Texas Health and Safety Code. Core elements include the following:
 - Description of the information to be disclosed

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- The name of the person(s) authorized to disclose
 - The name or the specific identification of the person to whom Health Services of North Texas may make the requested use or disclosure
 - A description of each purpose of the use and disclosure
 - Example: “At the request of [the individual]”
 - An expiration date or an expiration event that related to the individual or the purpose of the disclosure
 - Example: “end of the research study” “none”
 - Signature of the individual and date
- The authorization is known by the organization to be revoked
 - Any information is known by the organization to be false

2. Ensure that the authorization is used for the purpose for which it was provided.

Compound Authorizations

Health Services of North Texas uses Compound Authorizations in order to combine authorizations for different use and disclosure types. Although compound authorizations are permitted, authorizations for the use of psychotherapy notes and those that are for research may only be combined with like authorizations.

The organization does not place conditions on a patient’s treatment based on whether the authorization for the requested use or disclosure has been provided unless a reason exists under state or federal law that requires the condition of treatment. In those instances, the patient will be made aware of the condition and provided with the option to complete the authorization or refuse care.

Procedure:

The provisions below must be followed when considering a compound authorization.

1. Review the authorization and take the appropriate action when applicable.
 - a. Authorizations for psychotherapy notes may only be combined with another authorization to release psychotherapy notes.

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- b. Research authorizations may be combined only with other authorizations or written permission for the same research study.
- c. An authorization may not be combined when treatment, payment, enrollment in a health plan or eligibility of benefits is conditioned upon the authorization.

Revoking Authorizations

The patient may revoke authorization at any time in writing by mailing it to the attention of Health Services of North Texas Privacy Officer. However, the revocation is not implemented to the extent that the health care component has taken action in reliance on the authorization. Additionally, the authorization is not revoked if the authorization was obtained as a certain condition of insurance coverage and other law provides the insurer with the right to contest a claim under the policy.

Procedure: Review all revokes of authorization and determine if the organization will comply with the individual's request.

Conditions

The organization does not place conditions on a patient's treatment based on whether the patient has provided authorization for the requested use or disclosure, unless a reason exists under state or federal law for conditioning the patient's treatment based on obtaining an authorization. In those instances, the patient will be advised and made aware of the consequences for refusing to sign. The Privacy Officer makes the determination if any reason exists to apply conditions.

Procedure: Determine if state or federal laws are applicable for conditioning the patient's treatment based on obtaining authorization (when necessary).

References:

[164.508 Uses and Disclosures for Which an Authorization Is Required](#)
[Texas Health and Safety Code](#)
[Chapter 181.](#)

Forms:

[Use and Disclosure Authorization Form](#)
[Compound Authorization Form](#)

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OTHER REQUIREMENTS FOR USE & DISCLOSURE OF PHI POLICY HIP022

POLICY:

The HIPAA Privacy Policy and Texas Health and Safety Code includes additional provisions relating to the use and disclosure of PHI. Health Services of North Texas takes the necessary actions to classify PHI that requires de-identification. This action aids the organization in effectively executing the “minimum necessary” method for the use and disclosure of PHI. The objective of this policy is to provide workforce members with a process of detecting, de-identifying, and limiting PHI to the minimum necessary. Additionally, the user is made aware of the minimum PHI that is necessary for specific requestors. The policy applies to all workforce members, including medical staff, management, and others who have direct or indirect access to patient protected health information created, held, or maintained by Health Services of North Texas, and its subsidiaries.

Chief Executive Officer

Date

Board of Directors Representative

Date

Revision to Policy:

Board approved revision:

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PROCEDURE:

De-Identifying PHI

Health Services of North Texas detects PHI that is individually identifiable, prior to its use or disclosure. The de-identification of this PHI aids the organization in safeguarding information that may cause a risk when it is used alone or combined with other reasonably valuable information.

Procedure:

1. Remove the name for the individual, relatives, employers, or household members of the individual
2. Remove the street address, city, county, precinct, zip code and their equivalent geocode
3. Remove all but the initial three digits of the zip codes if the following apply:
 - The geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and
 - The initial three digits of a zip code for all such geographic units containing 20,000 fewer people are changed to 000
4. Remove all elements of the date (except year) that directly relate to an individual
 - Examples:
 - Birth date
 - Admission date
 - Discharge date
 - Date of death
 - *All ages over 89 and all elements of dates (including year) indicative of age (Unless the age is combined into a single category of 90 or older)*
5. Remove the following, when applicable. Telephone numbers
 - Fax numbers
 - Email addresses

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- Social security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Device identifiers and serial numbers
- URLs
- IP address numbers
- Biometric identifiers, including finger and voice prints
- Full face photographic images and any comparable images and
- Any other unique identifying number, characteristic, or code

Re-Identifying PHI

Health Services of North Texas executes a method of re-identifying PHI that has been previously de-identified. The re-identification code has no relation to the individual's actual PHI and is intended for office purposes only. Taking this into consideration, this patient number/code and the mechanism for re-identification is not disclosed for any reason.

Minimum Necessary

Health Services of North Texas enlists the knowledge of the Privacy Officer to determine the level of access that is needed for each workforce member to complete their assigned job function. In doing this, each workforce member is provided with only the necessary level of access to PHI. A standard method of disclosure has been established for providing PHI in routine scenarios. The minimum necessary standard does not apply to disclosures that are required by state or other laws made pursuant to the individual's authorization.

The organization also utilizes a standard that places limits on our requests for the disclosure of PHI. All workforce members are required to use the Protected Health Information Request/Disclosure Form to effectively protect sensitive information.

Health Services of North Texas will only disclose or request an entire medical record in cases where the entire medical record is justified as reasonably necessary to accomplish the purpose of the use, disclosure, or request.

Procedure:

1. Determine the appropriate level of access that needs to be provided for each workforce member to complete their assigned job function.
2. When using or disclosing PHI, limit the information provided only to what is needed to carry out the request.
3. Adhere to organizational protocol when making routine and reoccurring disclosures.

Limited Data Set

A limited data set allows Health Services of North Texas to use or disclose only a limited amount of PHI by excluding certain direct identifiers. The organization must enter into a Data Use Agreement with the recipient of the information prior to using this method of use and disclosure. The limited data set is used or disclosed for the purpose of research, public health, or health care operations only.

Health Services of North Texas takes reasonable steps to cure any breach or violation of data that may result from the disclosure of PHI in the limited data set.

Note: A covered entity that is a limited data recipient and violates a data use agreement will be noncompliant with HIPAA and Texas Health and Safety Code standards, implementation specifications and requirements of the standards set for the limited data set under HIPAA and Texas Code.

Procedure:

1. Request and receive approval from the appropriate level of management to use the limited data set.

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2. Ensure that the requestor of PHI has received and completed a Data Use Agreement that allows for the limited data set.
3. Ensure that the limited data set follows the minimum necessary requirement.
4. Ensure that reasonable steps are taken to cure any breach that results from the use of the limited data set.
 - a. If the steps taken do not remedy the violation or breach, then discontinue disclosure of PHI to the recipient and report the issue to the Secretary and Texas Attorney General.
5. Ensure that Data Use Agreements are uploaded into the Compliance Management Platform.
6. Disclose PHI to the business associate, when applicable, for the purpose of creating a limited data set.

Fundraising Communications

Health Services of North Texas may disclose certain PHI to the business associate or an affiliated foundation in order to raise funds for organizational benefit. Although PHI may be used in efforts to raise funds, the individual has the right to request not to be contacted for this purpose. In these instances, the organization will honor the individuals request to not be contacted for fundraising. Details surrounding the fundraising communications and the rights of the individual are noted in the Notice of Privacy Practice form.

Procedure:

1. Use or Disclose following PHI for Fundraising Communications only:
 - Dates of health care provided to an individual
 - Department of service information
 - Treating physician
 - Outcome information Health insurance status
2. Honor any patient requests to cease contact for fundraising purposes

Uses and Disclosures for Underwriting Purposes

In cases where the health plan receives PHI for the purpose of health care operations (and the health insurance or benefits are not placed with the health plan), the health plan may use and disclose PHI required by law, as it relates to genetic information included in the PHI. Although the use and disclosure is permitted, the organization must verify the identity of the requestor. In some cases, professional judgment is exercised on a good faith belief that the use or disclosure is being made in accordance with the standard to avert a serious threat or injury.

Procedure:

1. Obtain documentation, statements, or representations from persons requesting PHI. Health Services of North Texas may rely on the following when the disclosure of PHI is being made to a public official or person acting on behalf of the public official:
 - If the request is made in person, presentation of an agency identification badge, other official credentials, or other proof of government status
 - If the request is in writing and is on the appropriate government letterhead
 - If the disclosure is to a person acting on behalf of a public official, a written statement on appropriate government letterhead that the person is acting under government authority, other evidence, or documentation of agency, such as contract for services, memorandum of understanding, or purchase order, that establishes that the person is acting on behalf of the public official
 - If such reliance is reasonable under the circumstances
2. Ensure receipt of the applicable item below to verify the authority of public officials:
 - A written statement of the legal authority under which the information is requested, or, if written statement would be impractical, an oral statement of such legal authority
 - If a request is made pursuant to the legal process, warrant, subpoena, order, or other legal process issues by a grand jury or a judicial or administrative tribunal is presumed to constitute legal authority

References:

164.512 Uses and Disclosures for Which an Opportunity to Agree or Object is Not Required

164.508 Uses and Disclosures for Which an Authorization is Required

164.520 Notice of Privacy Practices for PHI

164.502 Uses and Disclosures Of PHI: General Rules

164.514(D) Minimum Necessary Rules

Texas Health and Safety Code

Chapter 181.

Forms:

Data Use Agreement

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ACCESS OF INDIVIDUALS TO PHI POLICY

HIP023

POLICY:

Patients maintain the right to access, inspect, and obtain a copy of PHI that is maintained in a designated record set. Because some circumstances do not permit access to be provided, Health Services of North Texas reviews patient requests to determine if access to PHI is reasonable. The objective of this policy is to provide workforce members with information of when it is permissible to provide the individual with access to PHI, in addition to the method in which access to PHI may be provided. The policy applies to all workforce members, including medical staff, management, and others who have direct or indirect access to patient protected health information created, held, or maintained by Health Services of North Texas, and its subsidiaries.

Chief Executive Officer

Date

Board of Directors Representative

Date

Revision to Policy:

Board approved revision:

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PROCEDURE:

Granting Access to PHI

When granting an individual access to inspect or obtain a copy of the PHI that is maintained in a designated record set, Health Services of North Texas implements certain provisions. Upon receipt of the request for access, inspection, or copy of PHI, the organization acts on the request no later than 15 days after the request is received. In cases where the request cannot be met within the 15 day period, the individual must be notified of the delay.

When providing a copy of PHI in a designated data set, Health Services of North Texas may impose a reasonable, cost based fee for the following:

- Copying
- Supplies and creating the paper copy or electronic media
- Postage
- Preparing an explanation or summary

Procedure:

1. Consult with the individual to agree upon a suitable method of providing the PHI, if the format differs from what was requested.
 - a. PHI may be provided in the format that is readily available; or
 - b. A summary of the PHI may be provided in lieu of providing access to the PHI; if
 - i. The individual agrees in advance to the summary or explanation; and
 - ii. Agrees in advance to the fees imposed, if any, for the summary or explanation.
 - c. A reasonable time and place may be arranged to meet with the individual to inspect or obtain a copy of the PHI.
2. Provide the access requested by the individual as requested or agreed upon.

Note: PHI that is maintained in more than one record set or at more than one location is only produced once.

- a. If action cannot be taken within the 15 days required, provide the individual with a letter extending the time no more than 15 days.

Note: Health Services of North Texas may only extend time once for action on a request for access.

3. Comply with an individual's request in writing (only) for the access of PHI to be directed to another individual.
4. Document the compliance with the request.

Unreviewable Grounds for Denial

Health Services of North Texas has the right to deny an individual's access to PHI without providing an opportunity for review. These instances are referred to as unreviewable grounds for denial. In cases where the right to access is denied, the organization must provide the individual with a timely denial and document accordingly.

Procedure:

1. Deny an individual's request for access when the following grounds are applicable: Pin designated record set pertains to psychotherapy notes
2. Information compiled is in reasonable anticipation of, or for use in, a civil, criminal, or administrative action/proceeding
3. Covered entity is a correctional institution, or acting on behalf of a correctional institution, and the inmate has requested PHI that would jeopardize the health and safety, security, custody, or rehabilitation of the individual, or other inmates, the safety officer, employee, or other person responsible for transporting the inmate.
4. An individual's access to PHI created or obtained by a covered health care provider is suspended for research, provided that the individual has consented to participate in the research and is aware that the right of access will be reinstated upon the completion of the research.
5. An individual's right to PHI is that contained in records that are subject to the Privacy Act, 5

6. U.S.C. 552a, or Texas Health and Safety Code chp 181 when the denial of access under the Privacy Act meets the requirements of the law.
7. If the PHI was obtained from someone other than the health care provider under a promise of confidentiality and the access requested would reveal the source's identity.
8. Provide the individual with written letter of denial no later than 15 days after the date that the request was made that includes the following details:
 - The basis for the denial
 - A description of how the individual may complain to Health Services of North Texas or the Secretary or Texas Attorney General, regarding the organization's policies and procedures.
 - a) If action cannot be taken within the 15 days required, provide the individual with a letter extending the time no more than 15 days.

Note: Health Services of North Texas may only extend time once for action on a request for access.

9. Document the denial for access.

Reviewable Grounds for Denial

Health Services of North Texas may deny an individual's access based on certain circumstances, provided that the individual is given a right to have the denial reviewed. In these cases, the organization designates a licensed health care professional who did not participate in the original denial decision, to act as the reviewing official. The reviewing official must make a determination within a reasonable amount of time whether the access should remain denied.

Procedure:

1. Provide a denial of access to the individual when the following grounds apply:
 - A licensed health care professional has determined, in the exercise of professional judgments, that the access requested is reasonably likely to endanger the life or physical safety of the individual or another person.
 - The PHI makes reference to another person (unless such other person is a health care provider) and a licensed health care professional has determined, in the

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exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to such other person; or

- The request for access is made by the individual's personal representative and a licensed health care professional has determined, in the exercise of professional judgment, that the provision of access to such personal representative is reasonably likely to cause substantial harm to the individual or another person.

2. Provide the individual with written letter of denial no later than 15 days after the date that the request was made that includes the following details:

The basis for the denial

A statement of the individual's review rights, including a description of how the individual may exercise such review rights; and

A description of how the individual may complain to Health Services of North Texas or the Secretary, Texas Attorney General regarding the organization's policies and procedures.

- a) If action cannot be taken within the 15 days required, provide the individual with a letter extending the time no more than 15 days.

Note: Health Services of North Texas may only extend time once for action on a request for access.

3. If the individual exercises the right to have the access denial reviewed, then promptly refer the request to the designated reviewing official for determination.
4. Provide the individual with the response based on the reviewing official's findings.
5. Document the denial/findings.
 - If it is the findings of the reviewing official that is being documented, then include the following:
 - The designated record sets that are subject to access by individuals; and
 - The titles of the person or offices responsible for receiving and processing requests for access by individuals.

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References:

164.530 Administration

164.306 Security Standards: General Rules

Texas Health and Safety Code
Chapter 181.