

## A message from Kerry

This month marks a milestone for Family HealthCare Network and also the State of California as it ends the first full cycle of outreach and enrollment of patients and consumers into the State's Health Care Marketplace, Covered CA on March 31, 2014. Our entire FHCN team has played a major role in this historic effort to educate and enroll our patients and consumers. Last May, you all took part in our annual staff meeting where we discussed our strategic goal to develop a public education campaign to educate consumers and staff. You not only provided feedback, thoughtful ideas and strategies to reach our communities but you have also supported these efforts inside our health centers and in our local communities through our "Enroll Now/Inscribe" campaign. It is because of your feedback and daily efforts that we have been successful in achieving our objective to educate our communities about their new options. You helped connect our patients to our certified enrollment counselors in our health centers and local communities, you have supported our patients in the Healthy Families to Medi-Cal transition and the TulareCare program, and you continue to advocate for the services and coverage that our patients and community members deserve. As we move beyond this historic end to the first cycle of enrollment, the work is not over, and we will continue to educate our communities and patients about their options. It is our TEAM 1 philosophy and our mission that will continue to drive our success now and in the future.



Sincerely,

Kerry Hydash  
President & CEO

## COVERED CA

Enrollment News

### First Enrollment Cycle Coming To A Successful Close

Family HealthCare Network expects to work up to the last day of the enrollment deadline of March 31, 2014 for the State's Health Care Marketplace. From October 1, 2013 to March 7, 2014, FHCN has completed 3,511 single applications. Most families have multiple members included on each application. The team has been completing over 700 single applications a month since December 2013. The organization's goal for the year was 4,000 over a 12-month period and this will likely be reached in 5 months! Congratulations to our Community Health Representatives who have helped so many consumers and patients apply for health care coverage!



## BENEFITS UPDATE

### FHCN Will Add A 457(b) Plan To Benefits Lineup

FHCN will be adding a 457(b) plan to its benefits lineup effective May 2014. What is a 457(b) plan? It is a deferred compensation plan (similar to our 403(b) plan), but it is only available to a select group of individuals per IRS guidelines. FHCN's plan will be available to Medi-Cal Billable Providers and the Leadership Team. The intent of adding the plan to our benefits is to be able to provide another means of helping staff save for their retirement, over and above the 403(b) plan. A representative from HR will be sending communication to the eligible employees in the near future regarding next steps.

## ON THE MOVE

Capital Update News

### Porterville Renovation Well Into Phase 1

The Porterville Renovation project is moving into its 4th week of renovation. Areas impacted in Phase I were walled off, gutted and demolished. In these next three weeks, floors will be reinforced and framing will be completed.



### Visalia School Avenue Closer To Completion

Visalia School Avenue project continues to develop with the interior area being completed. A Visalia School Avenue move in team will begin meeting to discuss and plan for the enormous move in effort to prepare for its opening in June 2014.

[Click here for more photos!](#)

## EMPLOYEE OF THE MONTH

March 2014

Martha De La Torre

Join us in Congratulating

Martha De La Torre  
Dental Patient Representative II-Visalia Bridge

"Martha De La Torre is an invaluable asset to our Visalia Dental Team and the entire Dental Department. Martha is committed to FHCN and contributes daily to our organization's goals of being the Provider and Employer of Choice. She provides exemplary service to her providers, co-workers and patients by going the extra mile to assist everyone's needs. She can always be relied on to get all her tasks completed with accuracy and excellence. She is very thorough and detail oriented.



Martha's outstanding work ethic is one of her most notable contributions to our department. She actively collaborates during meetings/huddles by identifying problems/bottlenecks and provides possible solutions. She shows great initiative in anticipating possible problems with scheduling and patient issues throughout the day. She is often the Dental Patient Representative (DPR) most consulted by all dental providers and our Chief Clinical Officer regarding: committee work, scheduling, customer service, patient referrals, payment issues, and account clean up with duplicates/mud list/copay codes. She exudes a professional attitude about completing all her tasks effectively, efficiently, and accurately. She is always on top of patient flow and scheduling by anticipating where she could place more patients that need to be seen. For example, as soon as a patient no shows or calls to re-schedule, she already has a list of patients in mind to call and place on the schedule. She does her best to ensure that all providers meet their expected daily productivity. Martha shows her commitment towards excellence by exceeding the requirements of her job on a daily basis. She greets everyone with a smile, always friendly and courteous to all staff and patients. She has developed great rapport with our patients by chatting/joking with kids and often babysitting kids and babies of patients being treated. Martha actively listens to our patients, understands their circumstances, and tries her best to accommodate their needs within the network policies. Her leadership skills have shown to contribute to our staff morale and excellent team performance. I consider Martha to be our lead DPR for Visalia Dental. Other DPR's usually go to Martha for certain questions before going to providers or their direct supervisor. She does an excellent job of training new DPR's. Her committee work is excellent. She has participated with planning, implementing, training, and ramp up of both ICC and e-CW. She is always jovial and keeps a positive attitude, even when bombarded with phone calls, patients, and staff/dentists questions. She is seen by her co-workers and providers as a team player who shows initiative with high quality and quantity of tasks accomplished. Martha's co-workers have mentioned that she is an employee who should be nominated for the prestigious FHCN Employee of the Month. She is self-motivated, focused, and shows outstanding work on a daily basis. Her pleasant, easy going, and caring disposition with everyone, including co-workers and patients, have helped with the overall positive attitude of our Visalia Dental Team. Martha has yet to receive any tangible award or recognition beyond the, "Thank You" and "Great Job!", that she receives daily from patients, co-workers, providers, supervisor, and Chief Clinical Officer. She is definitely one of the Dental Department's most valuable assets and deserves to be an Employee of the Month."

## NEWS WORTHY

### ORGANIZATIONAL RECOGNITION

### Dr. Sabogal Named Distinguished Physician

Congratulations to Juan C. Sabogal, MD who was named the Distinguished Physician of the Quarter for Kaweah Delta Maternal Child Health Department. This award is voted by the department staff & given to the most deserving physician. Juan C. Sabogal, MD is an OB-Gyn for our Cutler-Orosi Health Center and has served this community for 6 years. We are very fortunate to have him on the FHCN Team and serving our patients and communities. Thank you for your dedication. This recognition is well deserved!



### FHCN Team Members Complete L.A. Marathon

Congratulations to Dr. Henry Cisneros, Chief Clinical Officer, Rafael Rivas, Provider Staff Recruiter and Ed Sonier, Human Resources Specialist for completing the L.A. Marathon on Sunday, March 9. The 26.2 mile event started at Dodger Stadium and finished in Santa Monica. Medals were awarded to our team members for completing the race.



## WELCOME NEW EMPLOYEES

New Hires at FHCN

NAME	POSITION TITLE	LOCATION	DATE OF HIRE
Angelica Pimentel	Medical Assistant	Woodlake	2/3/2014
Jesus Martinez	Pharmacy Clerk	Porterville	2/5/2014



Stephanie Bustamante	Medical Assistant	Visalia Oak	2/7/2014
Marisela Cervantes	Certified Coder	Corporate	2/7/2014
Alexandra Julia Villalpando	Medical Assistant	Woodlake	2/11/2014
Elizabeth Lopez Hernandez	Dental Assistant II	Goshen	2/14/2013
Victor Espinoza Saavedra	Medical Assistant	Goshen	2/14/2014
Carla Murillo	Patient Navigator	Visalia Oak	3/5/2014
Kasara Arispe	Medical Assistant	Springville	3/5/2014
Karina Cerros-Romo	Dispensary Clerk	Goshen	3/7/2014

## COMMUNITY HEALTH SPOTLIGHT

HEALTH FAIR SEASON BEGINS

### Cutler Orosi Health Fair March 16th

Family HealthCare Network will be hosting the 13th Annual Health and Safety Fair on Sunday, March 16, 2014

from 1:00 p.m. to 4:00 p.m. at Ledbetter Park located at 45779 Road 128 in Cutler. Everyone is invited and welcome to attend this event.



The health fair will include free health screenings, vouchers for digital retinal screenings and informational booths. Information on dental assessments for children 0-5 and pregnant women, senior citizen programs, health education and nutrition resources will be available at these booths.

Family HealthCare Network and invited local agencies will be providing information to the community about various services and programs, including energy assistance and health plan options.

Family HealthCare Network will also have its team of Certified Enrollment Counselors who will be available to answer questions about Covered CA and will assist with enrollment.

The Thirteenth Annual Health Fair in Cutler-Orosi is sponsored by Family HealthCare Network and co-sponsored by Health Net and Anthem Blue Cross.

## **Ivanhoe Health Fair April 4th**

Ivanhoe School will partner up with STEP UP for this year's Ivanhoe Health Fair that will be held Friday, April 4, 2013 at Ivanhoe School located at 16030 Ave. 332 in Ivanhoe. The health fair will include health screenings and special guest speakers. All are welcome to attend this event.

*Congratulations!*

## **2014 Volleyball**



**CHAMPIONS**

Temo Estrada (Navigation Center) Patty Garay (Cutler/Orosi),  
Tim Sarver (Corporate), Meredith Casares (Oak), Pedro Herrera  
(Cutler/ Orosi) Daryl Sanchez (Corporate)

**Special thanks to Ed Sonier and Angie Pena for their help!**

# Network Fun Committee Events

*"Enhancing Creativity & Promoting Fun"*

## March



**Saint Patrick's Day Trivia &**

**"All things green on Saint Patrick's Day"**

Test your Irish knowledge in  
our St. Patrick's Day Trivia!  
First two weeks of March.



March 17, 2014 - Wear Green!

**For April, the NFC will be planning some activities at the company picnic.  
Be sure to check your email for more details to come!**

# FHCN PICNIC

## Sunday, April 13th

**Mooney Grove Park**

27000 S. Mooney Blvd, Visalia

Open to FHCN Staff, their immediate families and FHCN Board of Directors

Food and drinks will be provided  
Activities and games for all ages





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