



HEALTH NAVIGATION: CHARTING THE COURSE... ENHANCING ACCESS

NAVIGATE PBC 1ST REGIONAL SYMPOSIUM

A FULL-DAY OF CONTENT-RICH, RELEVANT AND TIMELY INFORMATION GEARED TOWARD INDIVIDUALS WORKING TO SUPPORT THE HEALTH AND HUMAN SERVICES IN THE COMMUNITY THROUGH NAVIGATION AND LINKAGE TO SERVICES AND RESOURCES.

PLENARY SPEAKERS

ELAINE SALY, HEALTH
POLICY ANALYST,
FAMILIES USA

MARTINE APODACA,
PUBLIC EDUCATION
CAMPAIGN DIRECTOR,
ENROLL AMERICA

JODI RAY, PROGRAM
DIRECTOR, FLORIDA
COVERING KIDS AND
FAMILIES

SHELIA MCCANN, GRANT &
PROGRAM MANAGER,
HEALTH CHOICE NETWORK
OF FLORIDA

MICHAEL GERVASI, DO,
CEO, FLORIDA COMMUNITY
HEALTH CENTERS, INC.

FRIDAY
APRIL
12

8:30AM - 4:00PM (BREAKFAST AND REGISTRATION BEGIN AT 7:30AM)

DOUBLETREE BY HILTON, EXECUTIVE MEETING CENTER
PGA BLVD., PALM BEACH GARDENS, FL

REGISTRATION

\$25, SCHOLARSHIP OPPORTUNITIES AVAILABLE

REGISTER ONLINE

WWW.NAVIGATE-PBC.ORG

FOR INFORMATION CONTACT:

JULIE GRAHAM 561-844-4220 x15 OR JGRAHAM@HCSEF.ORG

7:30 - 8:30AM REGISTRATION AND BREAKFAST

8:30AM WELCOME

MARNIE R. PONCY, RN, ESQUIRE, HCSEF BOARD MEMBER

KERRY JAMIESON, DIRECTOR OF COMMUNICATIONS, QUANTUM FOUNDATION

8:45AM PLENARY SESSION

HELPING FLORIDA CONSUMERS ENROLL IN COVERAGE UNDER ACA

ELAINE SALY, BA, HEALTH POLICY ANALYST, FAMILIES USA

CONNECTING MILLIONS OF AMERICANS WITH HEALTH COVERAGE: ENROLLMENT & MESSAGING WORK

MARTINE APODACA, PUBLIC EDUCATION CAMPAIGN DIRECTOR, ENROLL AMERICA

Q&A

10:00AM MORNING BREAK

10:15AM PLENARY SESSION

BEST PRACTICES IN OUTREACH AND ENROLLMENT

JODI RAY, BA, MA, PROGRAM DIRECTOR, FLORIDA COVERING KIDS AND FAMILIES

COMMUNITY HEALTH WORKERS: CONNECTING, ENGAGING, LINKING PEOPLE TO CARE

SHELIA MCCANN, MED, SM, GPC, GRANT & PROGRAM MANAGER, HEALTH CHOICE NETWORK OF FLORIDA

Q&A

11:30AM LIGHTHOUSE AWARD PRESENTATION

11:45AM LUNCH

12:45PM PLENARY SESSION

CUSTOMER SERVICE IN HEALTH CARE: WHY IS IT SO HARD?

MICHAEL GERVASI, DO, CEO, FLORIDA COMMUNITY HEALTH CENTERS, INC.

2:00PM CONCURRENT BREAKOUT SESSIONS

- A. **MOTIVATIONAL INTERVIEWING: A DIFFERENT WAY OF TALKING WITH PATIENTS ABOUT QUITTING SMOKING AND CHANGING OTHER RISKY PROBLEM BEHAVIORS**
GIOVANNA RIVANO GOMEZ, MS, TOBACCO CESSATION FACILITATOR/CLINIC COORDINATOR, NOVA SOUTHEASTERN UNIVERSITY
- B. **MEDICAID 101: APPLICATION AND ELIGIBILITY PROCESS**
MARY LINTS, SR. PROGRAM POLICY SPECIALIST, DCF, ACCESS FL
ANDREA FERGUSON, PROGRAM ADMINISTRATOR, AHCA
CINDY BARNES, MEDICAL/HEALTH CARE PROGRAM ANALYST, AHCA
- C. **LANGUAGE ACCESS**
JULIO MARIACA, LANGUAGE ACCESS CONSULTANT, GLADES INITIATIVE, INC.
- D. **SENIOR SENSITIVITY TRAINING**
JOAN DEVAUGHN, MA, SUBJECT MATTER EXPERT—SENIOR/ELDER AFFAIRS, AREA AGENCY ON AGING
- E. **OUTREACH TO SPECIAL POPULATIONS: REACHING VETERAN AND MILITARY FAMILIES**
JODI RAY, MA, FLORIDA COVERING KIDS AND FAMILIES
CITIZENSHIP AND IMMIGRATION
JOEL VELASCO, BA, MS, ELL OUTREACH COORDINATOR, FLORIDA COVERING KIDS AND FAMILIES

3:00PM CONCURRENT BREAKOUT SESSIONS

- A. **COMMUNITY HEALTH WORKERS/PROMOTORES DE SALUD AND HEALTH NAVIGATION: STATE & NATIONAL EFFORTS**
BRENDA LY RODRÍGUEZ, MA, MANAGER, COMMUNITY ENGAGEMENT AND CULTURAL DIVERSITY CORE, CLINICAL AND TRANSLATIONAL SCIENCE INSTITUTE (CTSI) AT THE UNIVERSITY OF MIAMI
- B. **MEDICAID 201: WHAT HAPPENS AFTER I BECOME ELIGIBLE FOR MEDICAID?**
ANDREA FERGUSON, PROGRAM ADMINISTRATOR, AHCA
CINDY BARNES, MEDICAL/HEALTH CARE PROGRAM ANALYST, AHCA
MARY LINTS, SR. PROGRAM POLICY SPECIALIST, DCF, ACCESS FL
- C. **THE DYNAMICS OF DIFFERENCE: A PROACTIVE APPROACH TO SUCCESS IN A MULTI-CULTURAL COMMUNITY**
BARBARA CHEIVES, PRESIDENT/CEO, CONVERGE & ASSOCIATES CONSULTING, INC.
- D. **SOCIAL SECURITY, MEDICARE, AND THE AFFORDABLE CARE ACT: WHAT YOU NEED TO KNOW TO HELP SENIORS**
TERRY ELDER, MA, FIELD COORDINATOR, AARP
KEN REINHARDT, MBA, EXECUTIVE COUNCIL, AARP
GLORIA REINHARDT, MBA, BGS, CMA, ADVOCATE LEADER, AARP
- E. **PEER STORIES AND VOICES**
SHELLEY ROBERTSON, BA, MA, EDD, PRESIDENT, ROBERTSON CONSULTING GROUP, INC.

3:50PM CLOSING REMARKS

DOOR PRIZES INCLUDING 2 IPAD MINIS, GIFT CARDS AND MORE!