



TEJAS TALK

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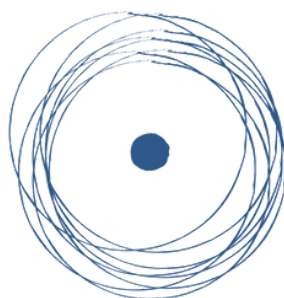
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TEJAS Health
Management

We are excited to announce the addition of another Tejas team member, Billy McClish.

He came on board as our Director of Information Security in January and has been working steadily to reinforce our cybersecurity infrastructure and develop a cybersecurity services program. We provide a preview of these services in this addition of our newsletter.

We will be reaching out to see if these are services that could benefit your organization soon. Our IT Department has also been focusing their efforts on retooling some of our widely used applications to increase their ease of use and expanded utility.

We are always looking for ways we can better support the community centers and would love to hear from you.

Thank you for your continued support and we look forward to seeing everyone at the Annual Texas Council Conference in June.

**Empowering Care,
Elevating Impact, Focusing on
What Matters**

Sincerely,

Hollie Chenault
CEO

Tejas Employee Spotlight

Billy McClish

Director of Information Security



"Hello, my name is Billy McClish,

I've worked in the network and data center architecture field with a focus on information security for 30 years and have been exclusively in healthcare IT (HIT) in the private sector for the last 15 years. I've worked with hundreds of different healthcare organizations helping them to harden their security posture and improve the management and governance of their security programs. I'm well versed in HIPAA / HITECH compliance requirements as well as tailoring a cyber program to manage to the NIST CSF.

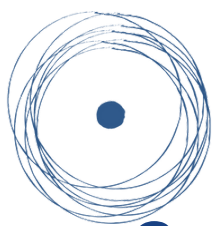
I look forward to working with the Tejas Health Mgmt. team towards creating a safer and sustainable Cybersecurity service.

On a personal note, I'm a lifelong guitarist from classical and flamenco to bluegrass and blues, an avid sailor and a sporting clays shooter and fisherman. Any chance to bundle all four of those into a single adventure is about the most fun you can have, if you ask me. My wife and I love to travel, particularly outside of tourist season. Try the Athens Acropolis, the Coliseum or Vatican Museum in early January, for example. There are no crowds to fight!

Thank you,

Submitted by: Billy McClish- Director of Information Security





TEJAS Health Management

Cybersecurity



As organizations face increasingly sophisticated cyber threats, it's essential to have a robust security framework to protect sensitive data and ensure operational continuity. Our tailored services aim to help customers enhance their Cybersecurity initiatives by addressing vulnerabilities, strengthening defenses, and fostering a culture of security awareness.

Potential Services:

1. Cybersecurity program alignment with the HIPAA security rule and the NIST CSFv2:

We'll help you build a manageable and measurable cyber program targeting both compliance with HIPAA regulations and best practice with common security controls. We'll teach you how to manage to your cyber plan throughout the year just like you do your budget, and how to incorporate executive leadership into the cyber program and let the executive team decide the extent to which they want to mitigate risk vs accept it to create the organization's Risk Appetite. It is to that risk appetite you'll manage and against it you'll measure your progress throughout the year.



2. HIPAA Policies and Procedures:

We can help you update your P&P workbook to include updates in technology as well as reflect changes in the HIPAA standards that are going into effect in April 2025.

3. Posture Hardening:

Too often, we grow so consumed with other tasks that we forget the importance of constantly hardening our cyber posture against what's happening in the industry at any given time. We'll help you adapt your security program to what threat actors are doing to target you today so you can focus on that risk and get past the old model of maintaining legacy cyber controls that don't address the modern threat landscape.



4. Baseline Security Configuration:

Baseline configuration of your operating systems, applications and network nodes is a hugely important, and often overlooked part of cybersecurity. This leads to a sea of common vulnerabilities that threat actors exploit every day. We'll help you engineer a proper baseline security configuration of your entire enterprise to inoculate yourself against much of the threat landscape before you ever even apply any tools.

5. Addressing Out-Of-Date Regulations:

Particularly in the healthcare sector, we can be burdened with federal or state regulations dictating that we must implement legacy security controls that are many years past the point where they do us any good. In fact, they can do much more harm than good, and yet we're still required to comply. We can help you address this risk and maintain compliance with these legacy regulations while still aligning with modern cybersecurity best practice.

6. Custom Security Engineering:

No cyber program fits all organizations like a glove. We can help you engineer customized solutions to fill virtually any need you have. Maybe you don't yet have a documented vulnerability management plan and need help building one out tailored to your specific needs. Maybe you want to deploy a tool such as multi-factor authentication (MFA) or customize identity protection. Maybe you want to harden your on-prem active directory but aren't sure how. Maybe you want to explore a 24x7x365 SOC but aren't sure how to go about evaluating the many vendors out there. We have decades of experience in HIT and cybersecurity specific to health care and can help engineer whatever solutions you need all while keeping HIPAA compliance and modern cyber security best practices in mind.



Tejas HMA Value Proposition:

Our Cybersecurity services are designed to help organizations stay ahead of evolving threats while maintaining operational efficiency. By partnering with us, customers gain access to:

Expertise: Experienced professionals specializing in Cybersecurity.

Customization: Solutions tailored to fit unique organizational needs.

Proactive Measures: Strategies to prevent incidents and minimize downtime.

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AppointmentWave Application

As of November of 2024, Tejas Health Mgmt. Assoc. decided to embark on an expansion journey for the AppointmentWave Application. This application platform, created in 2017 by Scott Trapp- IT Director for Tejas Health Management Assoc., is currently being used by 12 Certified Community Behavioral Health Centers (CCBHC's) in Texas.

This request from the centers came at a time of urgency to assist their centers with a convenient reminder system to make their patients appointment responsibilities easier and more accessible. The success of this application has been tremendous with an 82 % completion rate across all centers.

Introducing the Enhanced Appointment Wave

At Tejas, we understand the critical role that timely appointment reminders play in maintaining smooth operations and customer satisfaction. Our innovative product, AppointmentWave, has been a game-changer for centers, ensuring that clients never miss an appointment. Now, we're excited to announce a significant upgrade that will take our service to the next level.

What's New?

The latest version of AppointmentWave introduces a comprehensive customer portal designed to empower your staff with greater control and visibility. Here are the key features of this upgrade:

1. **Message Status Tracking:** Staff can now easily check the status of appointment reminders, ensuring that every message is sent and received as intended. This feature provides real-time updates, reducing the chances of missed appointments and enhancing overall efficiency.
2. **Blocked-Number Management:** Managing blocked numbers has never been easier. The new portal allows staff to view and manage blocked numbers, ensuring that your communication channels remain open and effective.
3. **Broadcast Messaging:** Need to send a message to multiple clients at once? The broadcast messaging feature enables staff to send important updates or reminders to a large group of recipients quickly and efficiently. This is perfect for last-minute changes or important announcements.

Why Choose AppointmentWave?

With these new features, AppointmentWave continues to lead the way in appointment reminder solutions. Our commitment to innovation and customer satisfaction ensures that your business can operate smoothly and efficiently.

The enhanced customer portal is designed with user-friendliness in mind, making it easy for your staff to navigate and utilize all the new functionalities.

With AppointmentWave, keep your clients informed, reduce no-shows, and streamline your operations with our cutting-edge solution.






Tejas HMA

Round-up News

“Working Together”



The current landscape for the medical health community has become more unpredictable and uncertain than it has ever been. Medical healthcare entities across the board have voiced the same 2 questions, how will the funding look and how will we be able to keep the services flowing?

All levels of management staff are tackling these questions and the resounding answer is, “we must work together”. The symbiotic relationships amongst the healthcare provider systems is not a new one. Decisions made at the federal and state level have often created a “ripple effect” in both positive and negative ways. CMS, Centers for Medicare and Medicaid, a driving force within the healthcare world, is well known for laying the pathways and creating innovative ways for healthcare entities to secure partnerships within the community.

Buzz words like “value-based funding” and “whole-person care” give healthcare entities a glimpse into the possible future and direction of healthcare. CCBHC’s (Certified Community Behavioral Health Centers) in the state have performed at the highest levels in order to secure the funding and performance metrics they need. Tejas Health Mgmt. Assoc. is a non-profit support service organization created to assist those CCBHC’s throughout the state. A major strategic plan objective for Tejas has been to help CCBHC’s secure funding opportunities and seek out Alternative Payment Models (APM’s) as a way for centers to address budgetary concerns.

This is why Tejas created the Business Consulting and Market Research division to house the Insurance Consulting service. Currently, 8 CCBHC’s are receiving this service and are securing the opportunities to apply for new funding streams from all levels; federal, state, private, non-profit, corporate and foundations. Also included is up to date information on any new CMS Innovative models or APM’s available to them.

Tejas Health Management Association has embarked on a new journey to play a bigger role in healthcare and the impact it is has on our fellow Texans. We are always looking for new partners within the CCBHC world and outside. Our quest to connect with other entities that share our same Mission and Vision drives us towards new uncharted waters.

If your company or healthcare facility shares our views below, we want to partner with you!

*Tejas Mission: To provide innovative products and services that enable systems of care to extend their impact to support those who need it most.

* Tejas Vision: To forge and sustain life-long partnerships that allow our customers to focus on THEIR missions.



Tejas HMA

Executive Team



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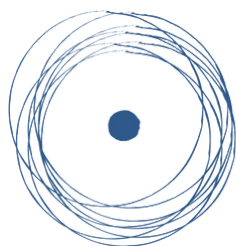
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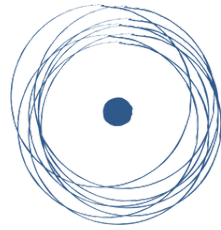
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TEJAS Health
Management



TEJAS Health
Management

CALENDAR OF EVENTS 2025

- **April 2nd-World Autism Awareness Day**
- **April: National Minority Health Month**
- **April 18th-Good Friday-Office closed**
- **Tejas Board of Dir. meeting: April 23rd**
- **May: Mental Health Awareness Month**
- **May: National Women's Health Month**
- **May 26th: Memorial Day: Office closed**
- **June: Tx. Council Conference- 25th-27th -Dallas, Texas.**

[Past Newsletters:](#) (right click to link)



TEJAS MEMBER CENTERS

We would also like to thank our member centers who have been a vital part of our success. We are grateful and thankful for everyone's partnership and confidence in us to provide quality services.



THE CENTER
FOR HEALTH CARE SERVICES
Mental Health & Substance Use Solutions

Where hope and healing begin.



**Caring People Dedicated to
Quality Service**



TROPICAL
TEXAS BEHAVIORAL HEALTH

Bluebonnet  Trails
Community Services