



# FROM SELF-AUDIT TO STRATEGIC PARTNER

A 340B Compliance Journey at  
Hope Family Health





## Building a Sustainable 340B Program

Hope Family Health, a Federally Qualified Health Center (FQHC) in rural Tennessee, is dedicated to delivering compassionate and accessible healthcare to an underserved population facing limited medical resources. Their core mission is to serve the holistic needs of individuals and the wider community, necessitating innovative and strategic utilization of available resources and programs.

The 340B Program is critical for Hope Family Health's model, driving financial sustainability through reinvestment of optimized savings and improved referral capture. The partnership with FQHC 340B Compliance ensures regulatory compliance and confidence in program management, improves referral qualification, and supports overall program growth and efficiency. Ultimately, 340B is essential for Hope Family Health to deliver comprehensive, cost-effective care and expand services within their community.

# The Challenge

## Navigating a Complex Compliance Landscape

Before partnering with **FQHC 340B Compliance**, Hope Family Health faced the prevalent [challenges](#) of internally managing a complex and evolving 340B Program. The health center depended on self-auditing to meet compliance standards, but the growing complexity of 340B requirements—and the significant risks associated with potential noncompliance—rendered this approach unsustainable.

**“We self-audited ourselves and were trying to navigate the ever-changing compliance changes and gray areas of 340B. It was like trying to hit moving targets,” Richard Cox, PharmD, Director of Pharmacy Services, recalled.**

Internal resources were stretched thin, and the responsibility of staying alongside of guidance, maintaining audit readiness, and managing referral documentation was becoming increasingly burdensome.





# The Turning Point

## Partnering with FQHC

### 340B Compliance



Hope Family Health's partnership with FQHC 340B Compliance commenced in 2019, rooted in a pre-existing foundation of trust. Michael Gonzalez, the Founder and CFO of FQHC 340B Compliance, had collaborated with Terry Horne on accounting matters previously and maintained contact with Hope as their organization expanded. Looking ahead, Hope knew they wanted a pharmacist-led partner to help guide their 340B Program. When Felicity Homsted, PharmD, joined the FQHC 340B Compliance team, her clinical expertise helped solidify a partnership. Hope Family Health recognized Felicity and her team as a genuine partner

characterized by [pharmacist leadership](#), FQHC specialization, and a commitment to sustained collaboration.

The collaboration started with monthly consulting and audit services and progressively broadened to encompass referral program support, contract pharmacy coordination, and 340B ESP submission management. Notably, the FQHC 340B Compliance team played a crucial role in preparing Hope Family Health for a HRSA audit in January 2025, representing a significant achievement in their partnership.

# **Solutions Delivered**

## Tailored Support from a 340B Expert Team

FQHC 340B Compliance delivers a comprehensive suite of solutions customized to Hope Family Health's changing needs:

### **Monthly Compliance Audits**

Ongoing reviews are conducted to guarantee program integrity and promptly detect potential risks or areas needing improvement.

### **Contract Pharmacy Coordination**

Assistance is provided in evaluating and managing Hope Family Health's referral partners, ensuring they align with 340B regulations and strategic objectives.

### **ESP Submission and Designation**

Managing data uploads and compliance designations for the 340B ESP significantly eases the administrative workload for Hope Family Health's team.

### **HRSA Audit Preparation**

In early 2025, FQHC 340B assisted Hope Family Health in preparing for a thorough HRSA audit, offering structure, support, and instilling confidence in their preparedness.

# Results That Matter

## Growth, Optimization, and Confidence

Since partnering with FQHC 340B Compliance, Hope Family Health has experienced significant improvements across several key areas. Prescription capture and clinical services have expanded, evidenced by a rise in prescription counts from 35,447 in 2021 to 54,784 in 2024. This increase is largely attributable to more consistent referral documentation and enhanced contract pharmacy processes.

Furthermore, the team now demonstrates confidence in capturing and qualifying referral prescriptions, with enhanced consistency and clarity brought to the process through their partnership. With a trusted 340B expert readily available, Hope Family Health has also gained valuable time and clarity, allowing them to concentrate on program growth and sustainability rather than solely on maintenance.



**“It has allowed us the extra time to focus more on the growth and sustainability of our program. Their services have been a component of our growth.”**

**RICHARD COX,**  
**PharmD, Director of**  
**Pharmacy Services**

# Reinvesting in Care

## Realizing the Intent of the 340B Program

With FQHC 340B Compliance's assistance, Hope Family Health has been able to **fully embrace the purpose** of the 340B Program. By increasing savings and improving referral capture, the clinic has reinvested funds to:

- **Expanded services** through its clinical pharmacist offerings
- **Sustainable program growth**, focused on long-term health center impact
- **Improved access** to medications and patient outcomes in rural Tennessee





# **A Trusted Partnership**

## Inside the Hope-FQHC 340B Compliance Relationship

Hope Family Health highly values the FQHC 340B Compliance team. Kaitlyn Maynard, FQHC 340B Compliance's dedicated monthly auditor, is consistently responsive and a pleasure to collaborate with. Chris and Felicity offered invaluable hands-on assistance during the January 2025 HRSA audit.

FQHC 340B Compliance has played a vital role in interpreting critical industry shifts, ensuring Hope Family Health comprehends the implications of policy changes and proactively manages compliance risks.

**"Everyone has been amazing. They are very knowledgeable and very responsive."**

**RICHARD COX,**  
**PharmD, Director of Pharmacy Services**





# Looking Ahead

## Continuing to Scale with Compliance at the Core

Looking ahead, Hope Family Health will continue to rely on FQHC 340B Compliance as a crucial partner in their strategy. Hope plans to enhance its pharmacy services by improving referral prescription capture, adapting to changing regulations, ensuring audit preparedness and managing designation changes. Their strategy also involves scaling operations confidently, supported by continuous compliance and expert guidance. This ongoing collaboration goes beyond basic compliance, ensuring Hope Family Health can consistently serve its community effectively, efficiently, and without unnecessary risks.

## Words of Advice

### A Message to Other FQHCs

Seeking expert assistance proactively is crucial for FQHCs navigating the complexities of the 340B program. FQHC 340B Compliance offers a partnership that extends beyond a typical vendor relationship, demonstrating a commitment to your health center's growth, compliance, and mission achievement.

# Compliance, Confidence, and Community Impact

Through its partnership with FQHC 340B Compliance, Hope Family Health has transformed how it manages and grows its 340B Program. What began with an audit evolved into a **strategic, scalable model** for sustainable pharmacy operations and improved patient care.

## In the words of Hope Family Health's leadership:

"We couldn't be happier with the partnership.  
We're so thankful to have them in our corner."

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

(760) 780-7469  
[info@fqhc340b.com](mailto:info@fqhc340b.com)  
[www.fqhc340b.com](http://www.fqhc340b.com)

