

News & Updates from the

US Cooperative for International Patient Programs (USCIPP)



A Premier Program of the
National Center for Healthcare Leadership

March 15, 2023

Dear USCIPP Members,

After receiving a number of questions from members on how to navigate acceptance policies for patients from sanctioned countries (which include Belarus, Iran, Russia, Syria, North Korea, Venezuela and more), we asked Flywire to host a webinar on this topic since patient acceptance policies often involve a requirement for deposits prior to scheduling an appointment.

Flywire arranged for their compliance experts to lead a discussion for us that will include an overview of financial sanctions and best practices for mitigating sanction risks when working with international patients and families. This webinar is great for members who work on international patient intake/acceptance policies, in addition to members who are engaged in the international finance space.

We are excited to be hosting this webinar and encourage you to also share with your treasury/finance teams who may not receive our emails. You may register for the webinar by [clicking here](#). If you have any issues with registration, please let me know.

Please be sure to check out the rest of our announcements this month. Feel free to reach out if you have any questions or feedback.

Sincerely,

Alia Ibrahim

Senior Manager, USCIPP

National Center for Healthcare Leadership

uscipp@nchl.org

Answer this
month's
listserv
questions

PREMIUM MEMBER
RESOURCES



DATA DASHBOARD



LISTSERV REPORTS
& ARCHIVE



CALENDAR OF
EVENTS



Previous
Editions

- February 3, 2023
- February 23, 2023

New Announcements

▲ [USCIPP Webinar with Flywire on March 23: Navigating Global Payments Sanctions Compliance and Regulations in an Ever-Changing World](#)

NAVIGATING GLOBAL PAYMENTS SANCTIONS COMPLIANCE AND REGULATIONS IN AN EVER-CHANGING WORLD

FEATURED PANELISTS:

MODERATED BY:

Eric Dieffenbach, CAMS
Head of Compliance
Flywire

Adrian Muller
Director, Compliance
Operations
Flywire

Victoria Napoli
Cross Border Growth &
Strategy Lead, Healthcare
Flywire

NCHL
National Center for Healthcare Leadership

USCIPP
United States Center for International Patient Payments

Brought to you by:
flywire

Date: Thursday, March 23, 2023

Time: 11:00 AM – 12:00 PM CT

Registration link: <http://bit.ly/405iphs>

You're invited to join USCIPP for a webinar with Flywire on Navigating Global Payments Sanctions Compliance and Regulations in an Ever-Changing World. Ensuring the movement of money across borders is compliant with sanctions regulations is imperative for any organization in today's evolving economy. A robust risk and compliance program for incoming and outgoing payments is particularly important for hospitals and other healthcare institutions where larger transaction sizes for international patient procedures are often the norm.

Join us for a discussion with global payments compliance experts where we will cover:

- An overview of financial sanctions, including the Office of Foreign Assets Control (OFAC)
- Best practices to mitigate sanctions risks when working with international patients and families
- Case studies highlighting specific scenarios related to this topic

Panelists:

- Eric Dieffenbach, CAMS – Head of Compliance, Flywire
- Adrian Muller – Director, Compliance Operations, Flywire

Moderated by: Victoria Napoli, Cross Border Growth and Strategy Lead, Healthcare, Flywire

This webinar is made possible by Flywire, a 2023 Corporate Member of NCHL.

For more information about this session or for assistance with registration please contact: USCIPP@nchl.org.

[Click here](#) to register for the webinar.

▲ [USCIPP *New* February Listserv Questions Due April 10 + Report from Previous Set of Questions](#)

All USCIPP members are welcome to participate in the monthly USCIPP listserv questions activity. This activity allows members to anonymously ask questions to peers and receive blinded responses. The USCIPP team puts together a report based on the submissions to the questions and releases it to members in our Listserv Archive.

Thank you to members who provided responses to the previous set of questions. The report may be viewed by [clicking here](#).

***NEW* February Listserv Questions – Responses Due Monday, April 10**

As a follow up to the monthly international operations discussion call, a couple of USCIPP members have CRM related questions:

1. Do you use a CRM to track international patient inquiries and activity?
2. What do you track and which CRM do you use?
3. Are you specifically using Salesforce as a CRM to track international patient inquiries?
4. Have you integrated Salesforce with EPIC?
5. Please provide additional details on Salesforce/EPIC integration, if necessary.

Submit answers to this month's new set of questions by April 10 by [clicking here](#).

▲ International Patient Intake Processes will be discussed on our next International Patient Operations Discussion Call on March 28

USCIPP's next international patient operations discussion call is scheduled for **March 28 at 1:00 PM CT**. Our next discussion topic will be international patient intake processes.

Thank you Lindsey Kreutzer, Director of International Health Services at Northwestern Medicine, for volunteering to lead our discussion this month. Our second discussion lead will be announced soon, along with the discussion questions.

All members are welcome to join this call and participate in the discussion with their peers on international patient intake processes. USCIPP will share a summary of the discussion, along with a recording of the call. Please check out our USCIPP Pulse section for a summary of our previous call.

You may register for the monthly international patient operations call series [by clicking here](#).

▲ International Trade Administration led Trade Mission to Saudi Arabia in September



U.S. COMMERCIAL SERVICE
United States of America
Department of Commerce

Healthcare Trade Mission Saudi Arabia

Riyadh | Dhahran Jeddah
September 9-14, 2023

<https://www.trade.gov/saudi-arabia-healthcare-trade-mission-2023>

About
The United States Department of Commerce, International Trade Administration (ITA), is excited to announce a Healthcare Trade Mission to Saudi Arabia. Participating U.S. firms will gain market insights, make industry and government contacts, solidify business strategies and advance specific projects with the goal of increasing U.S. healthcare product and service exports to this rapidly expanding market.

Why Participate?
Saudi Arabia accounts for sixty percent of the Gulf Cooperation Council (GCC) countries' healthcare expenditure, and the sector remains a top priority for the Saudi Arabian Government. In 2023, it will spend \$36.8 billion on Healthcare and Social Development – 14.4 percent of its budget. Under Vision 2030 plans to:

- Invest over \$65 billion to develop the country's healthcare infrastructure.
- Increase private sector contribution from 45% to 65%, targeting 290 hospitals and 2,300 health centers.
- Launch "health clusters" and expand the usage of digital health.

Who Should attend?

- Hospital Operators and Managers
- Digital Health Companies
- Medical Devices Manufacturers
- Other firms in the healthcare space will also be considered and should apply.

[Click Here to Express Interest in Attending](#)

Trade Mission Details

Date
September 9-14, 2023

Location
Riyadh, Dhahran, Jeddah

Cost
Large Company - \$4,100
SME - \$3,100

More Information
Learn more and express interest in participating by [clicking here](#) or scanning the QR code.



Questions?

Bailey Rowell
Senior Trade Specialist – Minneapolis, MN
Bailey.Rowell@trade.gov
+1.312.505.2785

Lisa Huot
Industry & Analysis – Washington, DC
Lisa.Huot@trade.gov
+1.202.839.2342

INTERNATIONAL TRADE ADMINISTRATION
U.S. Department of Commerce | International Trade Administration
trade.gov

[KSA Healthcare Trade Mission 2023 Flyer](#)

The International Trade Administration is excited to announce a Healthcare Trade Mission to Saudi Arabia on September 9-14, 2023. Take advantage of major opportunities in the Saudi Arabia Healthcare sector!

Saudi Arabia currently accounts for 60% of the Gulf Cooperation Council (GCC) countries' total healthcare expenditure. Under Vision 2030 plans to:

- Invest over **\$65 billion** to develop the country's healthcare infrastructure.
- Increase private sector contribution from **45% to 65%**, targeting 290 hospitals and 2,300 health centers.
- Launch "health clusters" and expand the usage of digital health.

The trade mission will include one-on-one business appointments with potential buyers, distributors, and joint venture partners. In addition, delegates will participate in meetings with relevant government authorities such as the Ministry of Health as well as with business groups like the Chamber of Commerce, who will address several topics like procurement, tenders, policies, and regulations.

Target sectors for U.S. companies include:

- Digital Health
- Medical Devices
- Hospital Operation and Management.
- Other firms in the healthcare space will also be considered and should apply.

The participation fee for this trade mission will be \$3,100 for small or medium-sized enterprises (SME); and \$4,100 for large firms or trade associations. The fee for each additional firm representative (large firm or SME/trade organization) is \$1,000 for all three stops. Expenses for travel, lodging, meals, and incidentals will be the responsibility of each mission participant. Interpreter and driver services can be arranged for additional cost.

Interested in learning more? Please visit <https://www.trade.gov/saudi-arabia-healthcare-trade-mission-2023>.

For information, please contact Bailey.Rowell@trade.gov and Lisa.Huot@trade.gov

▲ **US-Saudi Business Council Invitation to Business Development Mission to Saudi Arabia**

Business Development Mission to Saudi Arabia: One of the World's Largest Construction Markets

May 21-23, 2023

Riyadh, Saudi Arabia

APPLY HERE

Saudi Arabia, the fastest growing G20 economy in 2022 and the world's 6th most competitive nation, has project opportunities estimated at over \$1 trillion in sectors such as infrastructure, real estate, tourism, leisure, transportation, healthcare, energy, and utilities. Saudi Arabia's newly launched Circular Carbon Economy National Program and the Saudi Green Initiative to achieve net zero emissions by 2060 will provide opportunities for renewable technologies and products to improve energy efficiency. The U.S.-Saudi Business Council invites contractors/subcontractors and suppliers of construction materials, solutions, and services to join the U.S. business development mission to the 5th Future Projects Forum (FPF). Organized by the Saudi Contractors Authority, the FPF gathers contractors, public and private sector owners to learn about future projects presented in detail by over 35 Saudi government and private entities. Previous FPFs showcased 9,450 projects valued at \$704 billion. Who Should Join the Mission? Contractors/subcontractors with project management, engineering, quality, safety expertise: The contracting sector is a key pillar in the development of construction projects across industries to fulfill the country's diversification strategy. Saudi Arabia is seeking expertise and experience in development of projects in sectors including:

- Architecture, Engineering & Construction
- Oil & Gas: processing, refining, distribution, facilities, infrastructure development, carbon capture
- Energy: wind, solar, clean green hydrogen, retrofitting existing buildings

- Transportation/ logistics: airport infrastructure, terminals, cargo area, facilities and infrastructure development at ports/ construction and expansion of berths; construction/ improvement of general port sites, train and road network; building and operation of public bus transport networks
- Sports: sports facilities, clubs, sports cities, renovation of existing sports facilities
- Cultural, tourism/ecotourism, hospitality, multi-purpose entertainment/sports, stadiums, clubs
- Residential districts/downtowns, rural development, rehabilitation of national parks
- Healthcare: hospitals, primary care, medical cities; rehabilitation, long term care facilities
- Education: development of education facilities and sports centers

Suppliers of construction materials, solutions, and services: The increasing demand for fast delivery, cost-effective and environmentally friendly infrastructure is driving the need for new building solutions, materials, technologies, and services. These include: Modern building methods and materials: insulated precast concrete systems, insulated concrete forms, advanced methods of construction (such as 3D printing, robotics, modular), non-metallic materials, architecture, as well as third-party tests and inspection services. Transport infrastructure: traffic, road, and rail safety solutions; road black spot prevention; performance-based road maintenance; rail signaling systems; traffic and transportation engineering; urban sustainability/environmental preservation. Energy: emerging technologies related to battery energy storage systems, automation of distribution networks; localization of technology manufacturing, R&D. Technology: Digital infrastructure, solutions to manage facilities, increase productivity and site safety, training, process automation; smart warehousing, health technologies, constructech, facilities digitalization systems. Off-site construction: prefabricated buildings.

Mission Fee Includes:

- FPF23 registration fee
- Promotion of your product/service to targeted audiences in Saudi Arabia prior to the FPF23
- Private briefing in Riyadh on doing business in the construction sector (legal aspects, perspectives from U.S. construction companies doing business in the Kingdom)
- 1-on-1 meetings with potential Saudi business partners, end users, and government officials
- Group ground transportation to and from the FPF23 venue.
- Onsite support during the FPF23.
- Business visa facilitation service.
- Assistance with follow-ups for 3 months post-mission without charge.

Mission Fees:

- \$2,500 per company representative (Council members)
- \$3,500 per company representative (Council non-members)
- Expenses for air travel, lodging, incidentals, and meals are the responsibility of each participant.

For questions and to register, please contact Ana Carmen Neboisa at anacarmen@ussaudi.org To learn more about the 5th FPF, please visit <https://fpf.sa/en>.

[APPLY HERE](#)

▲ [Donate to Earthquake Relief Efforts in Syria & Turkey](#)

The USCIPP team at NCHL has been in contact with our colleagues at the US Embassy in Ankara, the Turkish Embassy in DC, and the Syrian American Medical Society to understand how US hospitals can donate urgently needed medical supplies to support the humanitarian relief efforts underway following the catastrophic series of recent earthquakes in Syria and Türkiye. As of today, the official death toll is approaching 50,000, hundreds of thousands of people have been injured, and an estimated 1.5 million people across both countries have been left without homes.

We now have updated lists of the specific medical supplies that are needed in Syria and Türkiye as well as information about how US hospitals can donate.

SYRIA

Our team connected with the Syrian American Medical Society (SAMS)—a US 501(c)(3) nonprofit organization headquartered in Washington, DC—to learn how American hospitals can donate supplies to support the relief efforts in Northwest Syria.

SAMS is a nonprofit, nonpartisan, global medical relief organization that is working on the front lines of crisis relief in Syria and beyond to save lives and alleviate suffering. Its mission is dedicated to delivering life-saving services, revitalizing health systems during crises, and promoting medical education via a network of humanitarians in Syria; the US; and beyond. SAMS has a four-star rating, the highest possible score, from Charity Navigator.

SAMS has shared a list of supplies that are urgently needed in Northwest Syria. You may access the list by clicking [here](#). If your hospital is able to donate any of the supplies on the list, you may contact SAMS by sending an email to:

- The SAMS operations and logistics general inbox: gik@sams-usa.net
- Bassam Shabab, Senior Operation & Technology Manager, SAMS: bshabab@sams-usa.net
- Maysa Nabulsi, Logistic Coordinator, SAMS: maysa.nabulsi@sams-usa.net
- Semawit Hagos, Operations Coordinator, SAMS: shagos@sams-usa.net

Please note:

- Due to customs regulations, SAMS can only accept supplies with an expiration date that is nine months or more in the future.
- SAMS' operations and logistics team can help coordinate to receive and transport the donations to Syria. Bassam Shabab, whose email is listed above, is the primary point of contact and can also be reached by phone at +1 571 378 9164.
- For large pallets and/or container medical supplies, SAMS can ocean ship from the donor location. For small and valuable donations and/or medicine, SAMS also has a warehouse in the Chicago area that can accept boxes shipped/dropped at the location after coordinating by phone at +1 708 971 9817. It is located at 16308 107th Ave. Unit 10, Orland Park, IL 60467.

TÜRKIYE

We understand from the US Embassy in Ankara that Turkish diplomatic missions in the US are accepting donations and logistically coordinating the transport of supplies back to Türkiye. The Turkish Embassy in DC has shared a list of supplies that are urgently needed in Southern and Central Türkiye. You may access the list [by clicking here](#).

If your hospital is able to donate any of the supplies on the list:

- Please reach out to the Turkish Consulate General/Embassy closest to you. All emails are available by clicking [here](#).
- In this email, please note the item and the amount you would like to donate.

- When sending this email, please keep the following two emails in the CC:
office.ankara@trade.gov (this address belongs to the US Embassy in Ankara)
disabgm@saglik.gov.tr (this address belongs to Turkish Ministry of Health)
 - Turkish diplomatic missions will provide guidance regarding the mechanics of donating.
-

| Ongoing Announcements

▲ United Kingdom Market Report now available to USCIPP Premium Members

The UK Market Report is now available to all USCIPP Premium Members. This report contains all new information and was prepared specifically for USCIPP Premium Members. The UK tab on the international insurance database has also been updated and is also accessible on the Premium Member workspace.

Premium members may access the report by [clicking here](#).

You will need your Member Portal credentials to access the Premium Member workspace on the portal. Once you are in the workspace, please scroll down and click on “UK market report (includes market overview/executive summary) | February 2023” in order to open the report on your web browser.

▲ USCIPP June 2020-July 2021 Annual Market Update

This month USCIPP released the June 2020-July 2021 Annual Market Update. This is a public release of limited high-level data from the USCIPP 2020-2021 Annual Benchmarking Survey. This is a great resource to share with external non-member stakeholders to give them an overview of the medical travel industry in the US.

The annual market update can be downloaded by [clicking here](#). This report is free to download and is open to the public to download as well.

▲ USCIPP Benchmarking Survey Due ASAP (Final Reminder)

The 2021-2022 USCIPP Annual Benchmarking Survey has been released to the USCIPP Benchmarking Survey contact. If you have not received the benchmarking survey link, have any questions or technical difficulties, feel free to contact the USCIPP team. Responses to the survey were due in **February**. If you did not submit the benchmarking survey yet, please submit the survey as soon as possible or contact the USCIPP team to provide a status update.

As a reminder, the benchmarking survey is a requirement for ALL USCIPP members to complete. Members must submit AT LEAST one data point. To have access to patient-related volume information, members will need to report two of the following three volume data points: total unique patients, patient volume by country, patient volume by service line. To have access to revenue-

related information, members will need to report their total gross revenue (based on inpatient and/or outpatient charges). Please email uscipp@nchl.org if you have any questions.

▲ **USCIPP Business Development Leads: US Commercial Service Trade Mission to Kenya March 27–30 & Access Africa Now Webinar Series (Final Reminder)**

Executive-led US Business Development Trade Mission to Kenya (with optional stop in Tanzania) hosted March 27–30

The United States Department of Commerce, International Trade Administration (ITA), is excited to announce an executive-led Trade Mission that will coincide with the American Chamber of Commerce (AmCham) Kenya's Regional Business Summit that brings together key government and business leaders from East Africa – Kenya, Ethiopia, Rwanda, Tanzania, Uganda, and the DRC.

[Learn More and Apply to Join the Trade Mission](#)

-
Access Africa Now! – 8 Part Webinar Series

Companies that successfully export to Africa always “know before they go” by gathering market intelligence and talking to others who have been there. This series of webinars will share business opportunities in Kenya, South Africa, Ghana, Nigeria, Tanzania, Mozambique, Angola and Ethiopia. The presentations will include market information, as well as opportunities and challenges.

Date: February 8, 2023 – Kenya | March 8, 2023 – South Africa | April 12, 2023 – Ghana | May 10, 2023 – Nigeria | June 14, 2023 – Mozambique | July 12, 2023 – Tanzania | August 9, 2023 – Angola | September 13, 2023 – Ethiopia

Fee: \$200.00 for all eight sessions

[Register for the Webinar Series](#)

For more information, please contact:

Larry Tabash

Global Team Lead, Middle East & Africa

US Commercial Service – Austin, TX

US Department of Commerce

Larry.Tabash@trade.gov

512-936-0039

www.trade.gov

I Upcoming Events

▲ **Flywire Webinar on Global Payments & Sanctions on March 23**

Join us for a discussion with global payments compliance experts where we will cover:

- An overview of financial sanctions, including the Office of Foreign Assets Control (OFAC)
- Best practices to mitigate sanctions risks when working with international patients and families
- Case studies highlighting specific scenarios related to this topic

For more information about this session or for assistance with registration please contact: USCIPP@nchl.org.

-
[Click here](#) to register for the webinar.

▲ USCIPP Monthly International Patient Operations Discussion Call on March 28

USCIPP launched a new monthly discussion call series dedicated to international patient operations. This call series was launched at the request of the USCIPP Advisory Council. Each month, we will focus on a topic related to international patient operations and have members lead the discussion by sharing their approach to the topic of the month.

These calls are open to all members and all are welcome to join the discussion. USCIPP will share a summary highlighting the discussion points among members, along with the recording and resources relevant to the monthly discussion topic.

Topics for future calls may be suggested by filling out [this form](#).

To register for the monthly international patient operations call series [by clicking here](#).

▲ Embassy Relations Call on April 5

Monthly meeting open to all USCIPP members to discuss embassy-related issues. Members will be able to have open group discussions on topics related to embassy payor relations. Meetings will take place on the first Wednesday of each month through the end of 2023.

Meetings occur every month on the first Wednesday until Dec 6, 2023, from 12:30–1:30 PM CT. Please register to receive a confirmation email with a link to download the monthly call series to your local calendar.

To register for the USCIPP Embassy Relations monthly call series, please [click here](#).

| USCIPP Pulse

The USCIPP Pulse is a new section members can go to for updates from the USCIPP Advisory Council and Subcommittees in addition to other ad-hoc, member-wide initiatives and calls. The USCIPP team will share highlights from recent meetings so members can have more knowledge about the work that these groups are doing.

Please [click here](#) to read the latest USCIPP Pulse. Due to length, this has been provided in a PDF that will open in a new tab.

U★S★C★I★P★P

US COOPERATIVE FOR INTERNATIONAL PATIENT PROGRAMS

USCIPP operates on a member-driven agenda of peer benchmarking and international market research, member-to-member education and collaboration, the creation of international business development opportunities for members, the development of industry standards, and more.