

## CEO Message

### THP Goals for 2015



**Thomas Duncan**  
 Chief Executive Officer

At the end of last year, the THP executive team and I developed ambitious yet attainable goals for 2015. Our strategy focused on maximizing the number of THP members engaged in active case management. This means getting members to both use their primary care physician and seek the care of an appropriate specialist when needed.

We want to ensure our members are taking their best advantage of the Health and Wellness Outreach Center on Minnesota Avenue NE. The more members we get engaged in setting and meeting their health care goals, the further THP goes in improving the overall health of our city. We offer health education with one-on-one coaching and group classes in managing diabetes and other chronic illnesses as well as exercise and cooking classes that will help members achieve their goals.

Our Diabetes Pilot Program to electronically track and monitor our members' diabetes information starts this month. This year, we aim to enroll 300 members; over the next two years, we want to see that roster to expand to 1,000 members. Another pilot program we will launch this year centers on pediatric asthma. We have partnered with Breathe DC and a citywide coalition to improve the outcomes for DC children.

Another 2015 goal is to establish an effective reward program for our high-quality providers. We want to identify and incentivize those THP primary care physicians who see our members twice a year and visit them in the hospital when needed. Data shows that these high achieving providers improve the quality of care and create cost savings. This approach also helps reduce low-acuity non-emergent admissions to the hospital.

In 2015, THP will integrate medical nurse case management with our behavioral health nurse case management. This coordination of mental and physical health case management will improve our members' quality of life.

THP will seek increased engagement with our members with frequent and innovative outreach approaches. We at THP will strive to provide the best managed care services to our members.



Kenny Greene

## Building a Strong Provider Network

Through his work as THP's Vice President for Provider Services, Kenny Greene and his team have ensured that THP members have access to a robust, diverse and

geographically appropriate provider network. They developed a network that meets the quality standards and criteria of THP's contract with the District of Columbia as well as those set by the National Committee for Quality Assurance for certified health plans.

"All of us at THP strive to have a provider network that is diverse in locations as well as in the breadth of specialty providers available to meet our members' healthcare needs," says Greene. "The Provider Services team also works diligently to ensure members can find primary care physicians whose offices are accessible via public transportation." Greene notes that there was a special effort to ensure that THP providers were located east of the Anacostia River to best serve THP members. They have also developed a hospital network that exceeds the minimum criteria set by the DC contract.

Greene's success at THP is built on more than 20 years of experience in provider relations in DC. His strong relationships and reputation with providers led to contracts with historical Medicaid providers as well as primary care and specialty physicians who had relationships with other managed care organizations. "We supported the network with specialists and ancillary providers as well as mandated early intervention providers, federally qualified health centers, and large clinic groups such as Unity Health," he says.

Now that the provider network has been established, Greene and his team are working to strengthen it and identify high-achieving providers that optimally work to improve members' health. "We want high achievers to help our members avoid the emergency room and minimize their hospital admissions."

## Caregiver Spotlight

### Utilization Team Helps Members Manage Their Health

THP takes seriously its role to ensure effective, efficient use of resources in managing its members' health. For Ernestine Johnson, THP's Director of Utilization Management, that's her focus every day. Overseeing a team of 18 staff,



Ernestine Johnson

Johnson ensures that members are getting the appropriate medical care in the right setting, whether that is a hospital, doctor's office, or outpatient clinic.

"Our team reviews the resources being used by members and helps

direct the care to meet their needs and maintain quality of care," explains Johnson.

And that means reviewing more than just medical records. Her staff looks at a member's transportation, housing, language, and other issues to help manage any barriers the member faces. The nurse case managers and care coordinators identify resources, collaborate with community organizations, and facilitate appointments with providers and pharmacists...all in the effort to help the members improve their health.

Her team works with more than 1,000 THP members each year, and is looking to significantly expand those outreach efforts this year. "We will achieve our goals," says Johnson, who has more than 20 years' experience in hospital and senior care facilities in the DC area.



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## Quality Corner

# THP Supports This "Wellness Warrior" In Her Battle with Diabetes



THP Member Avizz Wright

THP staff works diligently to help members manage conditions such as diabetes, heart disease, and hypertension so they can live a healthy lifestyle and avoid serious complications. THP provides health

education classes and one-on-one and group coaching sessions as well as healthy cooking and exercise classes at its Health and Wellness Outreach Center, located in Anacostia.

Each month, up to 500 members attend events and classes at the Center. That THP has seen a steady increase in the Center's use is a testament to its value for our members. One THP member, Avizz Wright, recently shared in a video how important the Center and THP's programs have been to her as she works to manage her diabetes.

A native Washingtonian, Wright has been with THP for 18 months. In the video, Wright declares herself to be a "warrior" in the battle against diabetes. She takes yoga and Zumba classes three times a week and attends healthy cooking classes. The results are dramatic: her A1C levels are lower and she's lost 12 pounds.



Avizz Wright celebrates her success with her husband.

"I'm grateful for the Wellness Center in my neighborhood. I can walk down there and get the support I need from THP," she says. "Being a wellness warrior means taking care of my health, and THP helps me do that."

## Glaucoma Awareness Month

This month, the nonprofit organization, Prevent Blindness America, focuses on Glaucoma Awareness Month. More than 2.2 million Americans age 40 and older suffer from glaucoma. Nearly half do not know they have the disease—it causes no early symptoms and yet is a major cause of blindness and vision loss in America. Older Americans and African-Americans are at the greatest risk. When scheduling eye exams, members are strongly encouraged ask their doctor to include a glaucoma screening.