

CEO Message

Achievements in Care, Accreditation



Thomas Duncan
Chief Executive Officer

This October, as our nation highlights the awareness of breast cancer, we know that breast cancer is the most commonly diagnosed cancer among African American women. THP staff and providers work diligently with our members to manage their care if diagnosed and offer in-depth knowledge on methods of early detection if they seek information. We must get preventative care information into our members' hands as early as possible.

For our members, the THP Health and Wellness Outreach Center is one of our strongest assets. Our staff provides up-to-date service information as well as healthy eating and exercise options. When talking about breast cancer or any other health issues, the Center offers an important combination of a personalized approach to healthcare in a community setting.

Another achievement worth highlighting is that fact that THP received a Medicaid-HMO accreditation from the National Committee for Quality Assurance. THP staff and providers take great pride in this accreditation, as it demonstrates our commitment to providing outstanding healthcare and making a difference in our members' lives. Please read more about it on page 2.

Outreach Center Classes Demo Healthy Cooking

THP's Health and Wellness Outreach Center offers cooking demos that help members learn new ways to address their health issues. Some demos focus on cooking without salt to reduce hypertension while others help expectant mothers learn to cook healthy meals on a budget.



Richard Gillette

COO Leads Innovative Programs To Improve Members' Care

Chief Operating Officer Richard Gillette has helped THP reach members in new ways

and improved the health plan's payment system for providers. These changes, along with new programs on the horizon, help members improve their health and their lives.

One of the first challenges Gillette tackled was an ineffective claims payment system. Working with both the claims processing vendor and THP staff, claims are now paid on time and electronically with Explanation of Payment (EOP) documentation, an industry standard.

While getting the claims payment challenges resolved, THP also opened the Health and Wellness Outreach Center on Minnesota Avenue. Despite naysayers who didn't believe members would use the Center's services, the Center has seen unprecedented volumes. Each month since its April opening, the Center provides health and wellness services for up to 600 members.

One key initiative launched through the Center focuses on assisting members who frequent the ER. "Working with our ER high utilizers in a one-on-one environment has been extremely effective for our members," says Gillette. "They are better served by their personal care manager who coordinates care with a primary care physician, hospital and health organization."

Gillette is now focused on a new and innovative program for diabetics. This fall, THP will pilot a program for members to electronically track and monitor blood sugar levels and diabetes information. "The THP care manager will be able to access the member's data online, allowing better visibility and care for our members."

Caregiver Spotlight

Case Manager's Experience, Compassion Serve Members Well

Every day, THP Nurse Case Manager Gregory Wilson, RN, shows his passion for THP members and his community. Born and raised in Ward 8,



Gregory Wilson

he draws on his 25 years' experience as a nurse in DC to help THP members access healthcare providers, health information, and community services.

"I help members learn to navigate the medical system and become self-

sufficient in managing their care," Mr. Wilson explains. His caseload of more than 240 members includes mostly HIV and cancer patients.

Recently, while visiting THP members in the hospital, Mr. Wilson met a member just diagnosed with HIV. "When I learned he was unemployed and needed more than medical care, I helped him out," said Mr. Wilson, who referred the patient for food, housing and transportation assistance with community organizations. Then, as promised to the anxious member, Mr. Wilson accompanied him on a doctor's appointment even though it was his day off. "I want to give my patients the message that HIV is not a death sentence. It's more like having a chronic condition. If we treat the condition, we can live a healthy life."

The member, says Mr. Wilson, greatly appreciated the help. "Our members come first. They touch us, and we touch back," he says.



Trusted Health Plan is a DC-based health insurance company serving DC's Medicaid and Alliance members.

1100 New Jersey Avenue SE | Suite 840
Washington, DC 20003
www.trustedhp.com
(202) 821-1100

THP Health and Wellness Outreach Center
3732 Minnesota Avenue NE
Washington, DC 20019
(202) 821-1090

Thomas Duncan, Chief Executive Officer
Richard Gillette, Chief Operating Officer
Dr. Margaretia Jackson, Chief Medical Officer
Cleveland Slade, Chief Financial Officer
Ted Clark, Chief Information Officer
Chika Duru, General Counsel
Kenny Greene, VP of Provider Services

Quality Corner

THP Gains NCQA Accreditation



In September, the National Committee for Quality Assurance (NCQA) Review Oversight Committee awarded Trusted Health Plan the Medicaid-HMO accreditation for a term of 18 months. The Committee noted that THP's quality improvement efforts were evident throughout its survey process. To qualify for accreditation, THP voluntarily underwent a rigorous, comprehensive review of its care model against 60 standards. Also, THP must report annually on its performance in more than 40 areas to maintain its accreditation.

"The NCQA accreditation is a clear testament to THP's dedication to quality healthcare for DC residents and our constant effort to help our members improve their lives," says THP CEO Thomas Duncan. "I am proud that THP has earned the right to bear the NCQA seal."

NCQA is dedicated to improving healthcare quality. Since its founding in 1990, NCQA has been a central figure in driving improvement across the healthcare system, helping to elevate the issue of healthcare quality to the top of the national agenda. Its standards promote the adoption of strategies that will improve care, enhance service, and reduce costs. NCQA-accredited plans cover more than 70% of insured Americans.

The NCQA seal is a widely recognized symbol of quality. For consumers and employers, the seal is a reliable indicator that an organization is well-managed and delivers high quality care and service.

THP Joins Medicaid Trade Association

In June, the Medicaid Health Plans of America (MHPA) welcomed THP as its newest member.

This leading trade group represents the Medicaid managed care industry, representing nearly 120 member health plans that serve more than 18 million members. MHPA supports policy solutions that will enhance the delivery of quality healthcare services to Americans in need.



Helping Members Find Resources

In October, many healthcare providers focus on Mental Illness Awareness Week that runs October 6 to 10 and National Depression Screening Day on October 9. The week raises awareness of mental illness and helps reduce the stigma of seeking treatment. It's important for THP members to understand available screenings and receive information on how to access help, counseling and treatment when needed.