ALWAYS CLOSE TO HOME

Our partners and caregivers live and work in the neighborhoods we serve, allowing us to appreciate and care for our neighbors on a more personal level. Our members rely on us for compassionate care expressed through deep-seated values—values we live daily.

We rely on the strength of our organization and our collaboration with Providence St. Joseph Health (PSJH) to enhance the experience for those we serve. Together we look beyond traditional care delivery to establish unique service models that deepen our commitment to population health.

Providence Health Plan (PHP) provides or administers health coverage services to more than 1.4M members nationwide. We respond to the needs of the community by offering insurance for commercial groups, Medicare, Medicaid, individuals and families. We work with your physicians, hospitals and pharmacies to keep you healthy, and we strive to make your health care affordable.

On a national scope, our health plan has been recognized for providing exceptional health care to members. And many of our services, such as environmental stewardship and disease management, have been honored with numerous awards.
A FEW WORDS FROM OUR CEO

Last year the health plan achieved unprecedented growth in all of our businesses. Not only were we the only statewide health care provider in the ACA markets—with the largest in market share in Oregon—but also, we increased the number of people served through our acquisition of a community-based government programs administrator, Performance Health Technology. This acquisition establishes the foundation for our Medicaid and Medicare Centers of Excellence, providing support to the provider organizations that are committed to serving this vulnerable group of individuals with very diverse needs.

Additionally, we launched a new population health services management company—Ayn-Health Solutions. Ayn allows us to diversify our revenue sources and serve all of our Providence St. Joseph Health regions through expansion of our core insurance business, and by providing strategic population health services. Ayn positions us to exponentially grow and better serve our communities.

As costs continue to rise, the aging population grows, and our younger populations expect more from their health care providers, Providence Health Plan will continue to be guided by our heritage. Innovations in genomics, digital technology and care delivery will remain at the forefront of all we do. These innovations lay the foundation for us to continue providing compassionate care to the communities we serve.

MICHAEL COTTON
CHAIRMAN
PROVIDENCE HEALTH PLAN

OUR LEADERS ARE HONORED FOR THE OPPORTUNITY TO HELP EVERYONE ACHIEVE TRUE HEALTH

AARON BALS
Senior Director, Regulatory Affairs

FATHER TIM BUSHY
Director, Mission Integration and Spiritual Formation

GREG DIETZMAN
Associate Vice President, Health Care Services

STEPHANIE DREYFUSS
Vice President, Network Development

BRAD GARRIGUES
Chief Sales and Marketing Officer

BOB GLUCKMAN, MD
Chief Medical Officer

DANA HOGAN
Associate Vice President, Business Integration

MARK JENSEN
Chief Service Operations Officer

SIV LARSEN
Associate Vice President, Program Integration

JON MCANNIS
Chair Information Officer

HELEN NOONAN-HARNSBERGER
Associate Vice President, Pharmacy

DIANIA OTRUBA
Director, Human Resources

TORY PESCOSOLIDO
Associate Vice President, Sales and Account Services

CARESSA SAKAGAWA
Associate Vice President, Product and Marketing

ANDREW TARAB
Vice President, Informatics

MICHAEL WHITE
Chief Financial Officer

DUSTIN YAZELL
Director, Strategic Planning

GREG ZAMUDIO
Senior Corporate Counsel
As a provider-sponsored health plan and a component of Providence St. Joseph Health, we are always committed to embracing and celebrating our roots. We are part of a rich history that spans more than 160 years, with the founding of the Sisters of Providence and the Sisters of St. Joseph of Orange. They were devoted to working with the poor and vulnerable, and we have stayed true to that Mission.

Setting out to accomplish our goals, we seek to remain guided by what matters most—you—our members, providers and caregivers.

OUR MISSION
As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

OUR VALUES
Compassion
Dignity
Justice
Excellence
Integrity

OUR VISION
Health for a Better World

OUR PROMISE
“Know me, care for me, ease my way.”

Meeting the needs of our customers where we operate remains at the heart of our Mission. We set high standards every year, and 2018 was no exception. Our goals for the year included these critical areas:

STRENGTHEN THE CORE
With a focus on our caregivers, we sought to reduce first-year turnover and improve sustainable engagement. We also focused on implementing three new high volume, high-impact, value-based care and alternative payment model provider contracts in an effort to advance quality and cost improvements. Additionally, we aimed to achieve or exceed a 4.5-star rating on our Providence Medicare Advantage Plans program from the Centers for Medicare and Medicaid Services (CMS).

CREATE HEALTHIER COMMUNITIES
An excellent health partner is one that helps ease the way for others in the community on their journey to true health. Quality metrics help tell our story, and we seek to continually improve our HEDIS, Medicare Star, and NQFQA ratings. Operationally, we prioritized business optimization to achieve cost savings and revenue improvement. Additionally, we focused on expanding, growing and integrating new Oregon Medicaid program capabilities.

COURAGEOUSLY GROW OUR FUTURE
Expanding and sustaining our Mission involved growing our Medicare Advantage program; reaching efficiencies with our claims auto-adjudication rate; maintaining claims throughput; and successful execution of our digital roadmap.
Providence Health Plan has grown steadily while remaining focused on our Mission through the advancement of clinical quality improvement. 2018 clinical highlights include:

**HIGHEST RATED**
commercial PPO plan in the state of Oregon by NCQA

**ACHIEVED 100 PERCENT**
of Medicaid quality incentives

**HIGHEST PERFORMING**
risk-accepting entity within Health Share of Oregon CCO

**ATTAINED**
5-star performance on 25 clinical quality measures for Medicare

**36 PERCENT**
reduction in opiate medication use over five years

**INCREASED**
Medicaid adolescent well care visits by three points

**INSTITUTED**
gap alerts that integrate with Care Management workflows
A LEADER IN IMPROVING PATIENT OUTCOMES

As a regional organization, we understand the unique needs of each of our communities. In 2018, we reached another milestone that highlights our ongoing dedication to our local markets: the creation of Ayin Health Solutions, a new population health management services company. Ayin Health Solutions’ vision for the future of health care includes compassionate care for all.

CARE MANAGEMENT / UTILIZATION MANAGEMENT
Elevate performance of clinical programs by integrating payer and physician data points, and implement effective personal touches to drive relevant behavior change.

QUALITY MANAGEMENT
Achieve best-in-class performance, close care gaps and ensure consistent provider quality by harnessing data, insights and reporting strategies.

HEALTH CARE INTELLIGENCE
Combine multiple, rich data sources and visualize the data in an easy-to-use dashboard to identify the best opportunities to improve outcomes.

PHARMACY BENEFITS MANAGEMENT
Partner with pharmacists and physicians to manage pharmaceutical costs while keeping care the top priority.

RECOGNIZED FOR EXCELLENCE

Ongoing change and uncertainty have led us to find ways to deliver the highest quality care and support for more than 1.4M lives served. This includes serving even more Medicaid and Medicare members—some of the most vulnerable among us.

In 2018-2019, Providence Health Plan's commercial plan was recognized by the National Committee for Quality Assurance (NCQA) as the highest rated PPO health plan in Oregon (out of nine PPO plans).

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CAREGIVERS ARE THE DIFFERENCE

We serve a diverse population. Our customers have come to expect and rely on our steadfast dedication to compassionate care, always. Caregivers are at the heart of what we do, ensuring we live up to our Mission for decades to come.

ENRICHING OUR COMMUNITIES

Providence Health Plan has awarded more than $15M in grants and donations over the past 30 years. We are committed to local causes, to innovations in technology, and to advancing care delivery. Our passion in supporting local organizations will continue to grow.

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Ayin provides expertise and services to organizations transitioning from costly in-patient care to cost-efficient, ambulatory care and digital engagement. Ayin will equip payers, providers, employers and government entities with the expertise and services they need to reduce costs, improve care and keep pace with the health care industry’s transition to population health. With Ayin, we have a tremendous opportunity to take our knowledge and value-based care proficiencies and extend that expertise to payers and organizations outside of our Providence St. Joseph Health ministries to positively impact even more communities. Ayin’s comprehensive approach to improving patient outcomes includes:

We earned a 5-star rating for our 2018 Medicare Advantage Plans from the Centers for Medicare & Medicaid Services (CMS). We have earned a 5-star or 4.5-star rating for six years in a row.

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Everyone can benefit from health care that is accessible, affordable and centered on their total well-being. That’s why we launched a pilot program in Western Washington supporting Medicaid which helped to further reduce avoidable emergency department (AED) visits.

Non-emergency visits and those treatable by primary care providers make up a significant portion of AED volumes. Our population health managers use a range of methods aimed at increasing patient access to care, educating patients about appropriate use of health services, and developing targeted programs for frequent users.

We support Medicaid in other ways that have a positive impact on outcomes. For example, we are assisting the Yamhill Community Care Organization (YCCO) with administrative services so that they can better serve vulnerable populations in this rural Oregon community.

INTEGRATED CARE MODEL
Our model and vision of an integrated delivery system provides a distinct advantage in the markets where we operate. Integrated services support entire communities, allowing us to be more effective and more efficient while yielding greater satisfaction and outcomes for patients, customers and providers.

PILLARS OF SUPPORT
Five key pillars support PSJH Population Health. Each one represents a meaningful step in improving healthy populations throughout every community we serve.

OUTCOMES FOCUSED VALUE-BASED CARE ADVANCED CLINICAL ANALYTICS CONTINUITY OF CARE CARE MANAGEMENT

POPULATION HEALTH IMPROVES EVERYONE’S HEALTH

2018 PCP PROFILE TOOL ENHANCEMENTS
Data is the engine of population health and PHP has a long history of sharing data with our provider partners. The following are highlights of enhancements to our PCP Profile tool which makes effective use of the data to drive shared success and better outcomes for the patients we serve.

ADVANCED CLINICAL ANALYTICS

PATIENT PANEL PROFILE
We deployed an enhancement to highlight ED utilization, focusing on instances of potential avoidable utilization. The Panel profile displays overall ED utilization, and details the date of service, diagnosis and facility of potentially avoidable visits.

RISK PROFILE
We developed an exportable patient coding opportunities report that gives clinics a comprehensive panel roster of their suspected missing HCC codes. We added flags for high-risk members and members with highly weighted suspected missing HCC codes who have not had an annual wellness visit in the calendar year.

EFFICIENCY PROFILE
We enhanced drug utilization reporting by displaying top medications based on both prescribing patterns and overall cost.

QUALITY PROFILE
We added four new clinical quality metrics related to reducing opioid utilization. Measures include patients on high dose opiates, patients receiving medications from multiple prescribers, patients receiving medications from multiple pharmacies, and patients receiving medications from both multiple prescribers and pharmacies.
Our passion to help others is an integral part of our responsibility to serve the common good. Every year we contribute financially to local organizations. We support a broad range of community-based initiatives in our service area, with special concern for the poor and vulnerable.

Our caregiver-driven charity auction raised more than $24,000 which was split and donated to two local organizations: HomePlate Youth Service and Saving Grace—Imagine Life Without Violence. In addition, our caregivers also contribute thousands of volunteer hours each year. They are dedicated to service and making a difference.

In 2018, Providence Health Plan donated and committed approximately $2M to community organizations, such as these local and statewide Oregon-based groups:

- **PH&S PATIENT ASSISTANCE FUND**
  Providing services such as prescriptions, transportation, housing and food for individuals discharged from a hospital.

- **CATHOLIC CHARITIES**
  Addressing behavioral health and housing for men and women of Multnomah County.

- **NEIGHBORHOOD HEALTH CENTER**
  Providing access to dentures and oral health care for individuals with chronic diseases in Washington County.

- **NORTHWEST CHILDREN’S OUTREACH**
  Providing infant care and hygiene products for poor and vulnerable families in the Portland-metro area.

- **BOYS AND GIRLS CLUB OF PORTLAND**
  Supporting youth, family and trauma services, and healthy lifestyle programs in the Portland-metro area.

- **LUNG CANCER RESEARCH FOUNDATION**
  Providing services to those suffering from lung cancer.

- **CENTRAL CITY CONCERN**
  Supporting transitional housing and behavioral health needs for individuals and families in Portland-metro area.

- **NORTH BY NORTHEAST COMMUNITY HEALTH CENTER**
  Providing primary care services focused on chronic health conditions to the Medicaid/Oregon Health Plan population.

- **PROJECT ACCESS NOW**
  Providing access to care and promoting population health to poor and vulnerable families in the Portland-metro area.

- **ST. VINCENT DEPAUL SOCIETY PORTLAND COUNCIL**
  Helping the homeless population with rent and utility relief.

- **STAND FOR CHILDREN**
  Serving the underserved youth population throughout Oregon.

- **WORLD VISION, INC.**
  Serving those in need from disaster recovery following Hurricane Maria.
Whether engaged in medical management services, claims support, or customer service, each caregiver utilizes the vast resources under their command to help ease the way for every member they encounter. With an average tenure of over seven years, caregivers demonstrate their devotion to service. As we strive for continuous improvement in all areas of our organization—from operational process optimization to enhancing member benefits and services—our tireless dedication to quality has no limits.

Central to our mission is looking after the needs of our neighbors, our community, and each other. Providence caregivers actively serve those within our organization as well as in the extended community.

**EMILIE’S PANTRY**
Emilie’s Pantry, a caregiver-led volunteer collaboration, assists Providence caregivers with redistribution of resources to provide basic household items and food for those in need.

**ST. FRANCIS DINING HALL**
Our caregivers also volunteer at the St. Francis Dining Hall, preparing and serving meals to some of the most vulnerable within the city.
Looking forward means looking beyond current accomplishments with a vision toward achieving new milestones. We utilize our expertise and engagement to take a forward-thinking approach to health care.

For 2019, this means:

- Scaling infrastructure to meet the needs of the community.
- Serving our communities compassionately and remaining committed to investing in our caregivers. We seek to create a place where caregivers are fulfilled and inspired; one way we can do this is by continually expanding our Ministry Formation program which provides a unique opportunity for all health plan caregivers to engage.
- Supporting Providence St. Joseph Health performance through Ayn Health Solutions’ population health management services.
- Enhancing provider partnerships by aligning in specific geographic areas and providing proprietary tools to enable effective population health at scale.
- Executing digital self-service tools that will provide additional services to external and internal stakeholders.

PROPELLED BY OUR COMMITMENT TO THE COMMUNITY, WE CONTINUE TO DELIVER THE HIGHEST QUALITY CARE, PROVIDE INCREASED COMMUNITY BENEFITS, AND OFFER CHARITY AND DISCOUNTED CARE TO THOSE WHO CANNOT AFFORD ACCESS TO HEALTH CARE.
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