



A LETTER FROM THE CEO

Cheers to 40 Years

This year, The Health Plan is celebrating 40 years of commitment and service to our community. This is a significant accomplishment for us at THP. We are a valued asset of the Ohio Valley, the City of Wheeling, and throughout West Virginia and Ohio. We are proud of the accomplishments the company has made and the positive impact we have had on so many lives over the past 40 years.

I hope you enjoy reading through what we've been up to in 2018. We strive to create an environment that promotes inclusion, transparency, and well-being for all, which is reinforced through our employee benefits and programming.

It is our responsibility to make certain we continue to achieve our mission for the next 40 years. The key to a bright future is our talented employees, and we're proud to provide them with the tools they need to succeed and feel fulfilled in their careers.

Sincerely,
Jim Pennington



Vision & Values

Established as a community health organization, The Health Plan delivers a clinically-driven, technology-enhanced, customer-focused platform by developing and implementing products and services that manage and improve the health and well-being of our members. We achieve these results through a team of health care professionals and partners across our community.

We are committed to:

- Advancing the quality of care delivered by our providers and received by our members using the best available practices
- Providing superior service using the highest set of standards for personal respect, courtesy and compassion for our members, providers and other health care systems
- Growing through innovation, creativity and hard work
- Offering the highest level of integrity and respect for our employees, members, providers and partners through a positive attitude of honesty, sincerity and determination
- Each of our communities that our products and services support
- Supplying a positive atmosphere for our employees, allowing them the opportunity for personal growth that meets the needs of our company, our clients and our members

Hiring and Orientating Employees

The Health Plan

has structured a culture of health that includes members, their families and our own employees. Our benefits programs encourage routine preventive care and provide a broad spectrum of wellness services that promote healthy lifestyles, enhance quality of life, and support a healthy and productive work environment. Our mission and values communicate The Health Plan's friendly, welcoming environment and dedication to employee health and well-being. It is important to us that our employees are happy and contributing directly to The Health Plan's growth and success.

We pride ourselves on member satisfaction and group relationships.



When I started at The Health Plan in 1996, I was just looking for a job but I ended up getting a career! It's amazing to see where we are as a company today thanks to great management and our smart, talented employees.

– Bob Tschappat, Account Executive –

As a result of our commitment to employee wellness and supportive corporate culture, The Health Plan attracts great candidates, and drives engagement and retention. With over 525 employees, 15 of them have been with the company for over 25 years and 37 employees have been with us for over 20 years.



When I began my career at The Health Plan 28 years ago in St. Clairsville, Ohio we had members limited to just a few counties in the Upper Ohio Valley. Now, we have hundreds of thousands of members throughout West Virginia, Ohio and whole the country! It's been great to have the opportunity to work at our beautiful new corporate headquarters in downtown Wheeling, which has been a wonderful addition to our city.

– Lois Harrold, Nurse Navigator –

We also recruit both internally and externally throughout the state and beyond. Our open job positions are posted on our corporate website, Workforce WV, social media and other external websites.

Once a candidate is selected, he or she is contacted by phone. An email confirmation is again sent to the candidate confirming hire date, time, address, department, title and salary.

When employees begin their careers with us, they are introduced to key areas of the company through an all-day orientation with our human resources team, including a video covering our history.



During the on-boarding process with The Health Plan, the staff was very helpful and welcoming. A new job transition can be challenging, but I have felt comfortable and part of the team since day one. I caught on to the hard-working culture at The Health Plan very early and am proud to be part of such a respected organization.

– Patrick Sengewalt, Manager of Financial Reporting –

We also explain benefits, policies and procedures in detail. Other members of staff conduct presentations on our wellness program, marketing and social media, compliance and computer security. They also receive a fun welcome packet with their orientation information.

Training is provided for new employees with our training coordinator. It includes system, business rules, and common terminology. We also provide existing staff training, upon request, for systems, software or programs.

New employees are assigned a mentor or "buddy" to train in their position and to help them with additional questions about the company.



The Health Plan corporate headquarters located in Wheeling WV

Benefits, Development, and Recognition

Benefits

The Health Plan provides a positive work/home balance for our employees. Flexible scheduling is available to some, where feasible. We also have a successful work-from-home program, which is available to eligible registered nurses and claims analysts. Managers review productivity reports once a month for employees who participate. We currently have over 60 employees enrolled.



As a full-time working mom, the work-from-home program is a perfect fit for me. Working from home has improved my quality of life by eliminating the hassle of a daily commute and giving me more time with my one-year-old son and family. I appreciate The Health Plan for giving employees this option.

– Amanda Bigler, Nurse Navigator –

Employee Benefits Snapshot:

- Rich 401K pension plan
- Annual Safe Harbor Non-Elective Contributions (SHNEC)
- 50 percent company match contribution up to six percent of pay
- Paid Vacation
- Paid Holidays
- Paid Sick Leave
- Paid Wellness Day
- Quarterly Perfect Attendance Awards
- Annual Perfect Attendance Award
- In 2018, 69 employees earned an extra paid day off!

Development

We supply a positive atmosphere for over 500 employees allowing them the opportunity for personal growth that meets the needs of our company, our clients and our members.

The Health Plan offers an educational assistance program to encourage employees to maintain and improve their job-related skills through formal education. If the employee successfully completes the course with an A or B grade, reimbursement is made at 100 percent. If the employee completes the course with a C grade, reimbursement is made at 50 percent. With any position that The Health Plan requires a license or certification, we reimburse the employee for each license renewal. We also reimburse for required continuing education for the license certification.

Throughout the year, employees are encouraged to attend numerous developmental, educational and clinical seminars, workshops and conferences all over the nation.

LEAD Program

The LEAD program was started in January 2018 at The Health Plan. It is an internal leadership education for advancement and development program for directors and upper-level management. The program encourages leaders to grow personally and professionally and gain understanding about The Health Plan's operations company-wide. It also prepares directors and senior managers for ongoing growth within the company.



Following on the heels of the LEAD program, The Health Plan recently created a new "shadowing" program in which a handful of individuals who have been with The Health Plan for a year are able to follow various managers and directors around their respective departments to learn about other aspects of the business in hopes of learning where they would like to follow a career path within The Health Plan.



Recognition

The Health Plan recognizes years of service worked with "apple" awards. Stem colors represent years of service for 10, 20, 25, and 30 years.

Employees may also nominate or recognize co-workers who have gone above and beyond their normal job descriptions through the Employee Appreciation Award. Employees present the certificate to the nominee and provide a copy to the nominee's manager.



MarketC

MarketC, in our corporate headquarters, is a self-service convenience store with payment kiosk for employees to purchase their lunch, drinks and snacks. Throughout the year, The Health Plan holds friendly contests and rewards employees with additional money loaded onto their MarketC card.



Communication

In-Person

Employee meetings are held on a semi-annual basis. The president/CEO gives an overall update on the health of the company and listens to concerns or answers questions from employees with executive management.

The Health Plan Human Resources Department conducts a climate study throughout the year with random employees within departments. This study discovers issues or concerns that may be overlooked and can be easily rectified.

Every year, human resources collaborates with each department to discuss succession planning and review new policies and benefits with managers. All employee policies and procedures are reviewed on a yearly basis and updated as needed. Employees are notified of any changes. These policies and procedures are located on our internal employee intranet site.

Throughout the company, individual departments hold sales meetings, implementation meetings, and director meetings to update certain staff on new policies or procedures, upcoming events, sales strategies and more.



Around the Office

The Health Plan has comfort stations on every floor of its corporate headquarters in Wheeling where information such as wellness challenges, dress down days, compliance news and more are shared. Comfort stations house our printers/copiers, coffee machines and water. It is a central location that all employees visit at least once a day. We also have collaboration areas set up on each floor of the Wheeling office to give employees an opportunity to meet with other co-workers to discuss projects or programs or to just relax for a few minutes or handle any personal calls.



Online

Our Human Resources Department developed our "Apples to Apples" newsletter that showcases employees, news and department updates that are beneficial to the entire company.

When we have new hires or promotions within the company, we send out email blasts to all employees at all office locations. Employees can receive numerous emails throughout the week about everything ranging from new clients, new hires, promotions, dress down days, special events happening at The Health Plan or outside events around the area.

We continue to make employees feel at home in the "friendly city" of Wheeling with the "What's Up in Wheeling" email blasts that are sent to Wheeling employees once a week showcasing various events, concerts, games and restaurant specials.



On a weekly basis, What's Up in Wheeling, proves that our small town has something for everyone. Great art, great restaurants, great music, great sports... are all available right here in our neighborhood. I'm guilty of not always keeping up with current events, but I know if I check out What's Up In Wheeling I can always find something to do!

I especially enjoy the community resources section where I can learn about free trainings and programs offered by local social services organizations. What's Up in Wheeling helps me feel even more connected to our community.

– Amy Bott, Behavioral Health Manager –



EMPLOYEE WELLNESS

The Health Plan is a smoke-free environment in commitment to our culture of wellness and disease prevention. Employees who use tobacco products and are enrolled in our health coverage will pay a monthly surcharge in addition to the premium normally charged for our insurance coverage. Those extra dollars from the smoking premium directly fund our wellness program. We are very proud of the success of our wellness program.

Since 2014, The Health Plan has offered comprehensive wellness programming to help support its employees in maintaining a healthy lifestyle. This commitment was backed by the understanding that investing in employees' health would benefit both the organization and employees. One of the program's strengths is recognizing that wellness is not a "one size fits all" approach, as a broad range of employees continue to be engaged with our diverse programs.



Online Challenges

The key to lifelong health is by making small changes consistently over time. Simply committing to moving, sleeping, hydrating and eating well builds the foundation to a lifetime of health. To encourage these healthy habits, The Health Plan periodically hosts challenges to inspire change and spark healthy competition among co-workers. By focusing on habits that anyone can accomplish and making it easy to participate, we typically see high participation rates for our company-wide wellness challenges.

Employees recently completed their first challenge, "Step It Up," where all the departments of The Health Plan competed against one another in how many steps they could accumulate over a four-week period. Our employees love a challenge and this one was no different. We noticed more people taking the stairs, walking outside or around the building. Many times, you heard in the stairwells, "Gotta get my steps in!" This type of engagement is what helps to make our wellness program successful. At the end of the challenge, the top team was awarded a new pair of walking/running shoes and a pullover. The top 50 participants in the challenge were awarded with walking/running shoes from Zappos.com. We also keep engagement strong with signage in our stairwells promoting different ways to exercise, how to eat healthier, ways to lower stress and sleep better.

Studio Fitness Classes

Committing to a gym membership can be a huge, expensive leap for the average person to take. In an effort to make fitness more accessible and promote increased activity, The Health Plan offers select studio fitness classes at all four of our office locations. Employees can choose from classes including yoga, cycling water aerobics and more! This option is great for employees who want to try something new, without committing to an expensive gym membership. Many employees enjoy the classes so much that they end up signing up for a membership on their own so they can take advantage of all of the regular gym amenities.



STEP it UP
CHALLENGE



CoreFit90

For employees looking to take their health to the next level, CoreFit90 offers a 90-day fitness class that focuses on functional fitness and sound nutrition practices. Classes are held three days a week and are led by certified coaches at The Ryan Ferns Healthplex. Employees build camaraderie during the program as they push and encourage one another to do their best.

Graduates of the CoreFit90 program experience benefits including weight loss, increased energy and better control over chronic health conditions. To date over 270 employees have participated in this program. For those wishing to continue into the more advanced CrossFit program, The Health Plan offers to pay 50 percent of their gym package at the Ryan Ferns Healthplex. Employees must have completed the CoreFit90 program and maintain an acceptable level of participation to utilize this offering.

The first 20 participants through the program lost a total of 276 lbs., improved their health numbers and 75 percent of them continued their gym workouts at least three times a week after the program.



Employee Bike Share

In an effort to encourage a healthier workplace and continue our mission to be environmentally conscious, The Health Plan is a bike-friendly workplace. Company-sponsored bikes equipped with bike helmets are available for employees to use before, during lunch or after work and on weekends. The corporate offices in Wheeling also have bike racks available for employees wanting to bring their bike to work.

The Health Plan took its commitment a step further in 2019 by announcing the launch of a community bike share in a partnership with the City of Wheeling. The program will start with 10 bike stations located near Wheeling Heritage Port in downtown Wheeling, and is designed to later expand to other neighborhoods. This community bike share is the first of its kind in West Virginia, but hopefully not the last. The Health Plan is proud to help set a good example for how communities across the state and encourage healthier living and outdoor recreation.



Special Events

The Health Plan is invested in the communities we serve, that's why we support events that seek to improve the health and well-being of our community. One way this is achieved is through paying registration fees to participate in select events that align with our company's vision. These events include:

- Ogden Newspapers 5k and half-marathon races
 - Winner of the 2018 corporate challenge!
- American Heart Association Heart Walk
- King's Daughters Dragon Boat Race
- Challenge Wheeling Scavenger Race
- Coming in 2019! — Tough As Nails Urban Challenge



"During the CoreFit90 program, no matter how tired or unmotivated I would feel when the alarm rang, I ALWAYS felt better after the workout. It also improved my mood and

motivation throughout the day. Another great perk was getting to know people outside of my department. I made several friends outside of my department that I otherwise wouldn't have known. CoreFit90 was a great program to meet new people and make positive changes."

– Neal Ford, Clinical Pharmacist –



"CoreFit90 came at the perfect time for me because I had just returned from maternity leave and was ready to make a change. I was no stranger to exercise, but having

a baby at home made it easy to use the excuse that I was just 'too busy' to commit to working out. I took advantage of the morning CoreFit90 classes, as that worked best for my schedule. Now that I have TWO little ones at home, being healthy is even more important. CoreFit90 was instrumental in getting me back into the workout groove again!"

– Jessica Naegele, Claims Analyst –



EMPLOYEE ENGAGEMENT

In addition to our robust wellness programming, The Health Plan also likes to celebrate with a few good treats and activities to boost morale throughout the year.

Family Fun

As part of our sponsorship with the Wheeling Nailers Hockey Club, we invite employees to skate with the hockey team towards the end of the season for a few hours. Children and adults love this special time on the ice with their favorite hockey player and it is a nice way to relax and unwind after a long day of work. This year, we are catering to our employees' competitive side with a new team challenge! Employees are encouraged to form teams with their co-workers and family members and compete in some on-ice games such as a shootout and tricycle race. Top teams will be recognized the following weekend at the Wheeling Nailers fan appreciation night.



Summer Celebrations

Once the weather heats up, employees of The Health Plan enjoy a yearly summer picnic at all locations for all of their hard work done in the first half of the year. For some extra summer fun at the corporate headquarters, The Health Plan launched a summer food truck series in 2018 to offer employees some unique on-site lunch options. From May through August, food trucks are arranged on one day each month for a relaxing afternoon of food and activities. In addition to the food trucks, The Health Plan also arranges games, raffles, and music to create a festival-typed atmosphere.





Halloween Social

Every year, employees look forward to our Halloween Social. Employees are encouraged to dress up and decorate their departments/areas. Prizes are awarded for best costume and best decorated department. This is a fun event for employees and departments try to outdo each other every year.

In 2018, we challenged each floor of our corporate headquarters to work together across departments to coordinate fun Halloween themed decorations and costumes for the entire floor. Our fourth floor took home the top prize with their elaborate Wizard of Oz theme.



Spreading Christmas Cheer

This year, we had a special holiday event for employees and their families. Santa Claus visited the offices to hand out special Christmas ornaments, designed by a West Virginia artist, to all employees and later in the evening, families were invited to a tree lighting ceremony for The Health Plan's first ever tree decorating contest. Each department teamed up to decorate a tree to compete for a good cause — a \$3,000, \$2,000 or \$1,000 donation to a local charity of their choice! All of the teams truly got into the season of giving through this contest. In fact, many teams decorated their trees with toys and other items that were later donated to local organizations.

The top prize was earned by THP's ASO Team, who designed a Polar Express-themed tree. Their \$3,000 prize was donated to the Shriner's Hospital. Other top teams included the IT-Facilities Management Team who competed on behalf of A Special Wish Foundation and the Behavioral Health-Pharmacy Team who competed on behalf of WV CASA Association. Jim Pennington, President and CEO of THP, surprised everyone at the event by announcing that all other teams would receive a \$500 donation in their name to the charities they chose. In total, \$9,000 was donated to seven local charities.

The Health Plan celebrates employees' birthdays with a monthly birthday cake at all locations.



EMPLOYEE ENGAGEMENT





We don't just provide health care for our members, we build relationships throughout our members' communities, because they are our communities too. The Health Plan's core giving areas focus on health and wellness initiatives, as well as education to students in the community. As an active community partner supporting the health and well-being of all West Virginians, we are committed to each of the communities that our products and services support.

Summer Camps

We know it's important to help children establish healthy habits at a young age. Children with asthma and diabetes already face challenges. By taking part in summer camps that help with disease management, we hope to improve self-esteem while encouraging healthy behaviors for a lifetime. We support children with diabetes (Camp Kno Koma) and asthma (Camp Catch Your Breath) by partnering with specialized summer camps.



Camp Catch Your Breath is a summer camp for children ages 8-13 with asthma. The weeklong camp at Jackson's Mill State 4-H Camp provides a fun and educational experience for children with asthma. The Health Plan provides scholarships to any members who would like to attend the camp, and employees of The Health Plan donate their time to serve as counselors and teach asthma management skills to campers.



Camp Kno Koma is a summer camp for children ages 7-15 with diabetes. The camp is held at the Greenbrier Youth Camp in Monongahela National Forest and allows campers to experience adventure, education, and friendship. Campers are introduced to new diabetes management skills during a week of canoeing, swimming, biking and more.

Giving Back



PROJECT HOPE for Women & Children

Project Hope for Women and Children

The opioid epidemic has created unprecedented challenges for our community, particularly mothers and their young families. Knowing the challenges these families face, The Health Plan joined forces with Marshall University School of Medicine and Marshall Health to sponsor two apartments for Project Hope for Women and Children. Project Hope for Women and Children is a facility dedicated to helping recovering mothers and their children develop lifelong skills needed for healthy, meaningful, happy lives free of substance abuse. Each apartment is equipped with two or three bedrooms, one bathroom, a living room and kitchen. The Health Plan's sponsorship provided furniture, appliances and other essential items to make these families feel at home. In addition to sponsoring two apartments, The Health Plan also funded a project to build a playground, basketball court and picnic area for the children living in these facilities. The Health Plan is committed to being a part of the solution in West Virginia's opioid epidemic and is proud of its partnership with Marshall University and Marshall Health.



Medical Scholarships

About seven years ago, in concert with West Virginia University and Marshall University, The Health Plan established a scholarship program to promote and sponsor medical students who have intentions to stay in West Virginia. With these scholarships, The Health Plan is committed to investing in our shared community. Over \$2 million has been awarded to over 37 medical students.



"One of the best tools we have to recruit competitive West Virginia students is the support we can offer them with The Health Plan scholarships. The generous support of The Health Plan allows us to reduce their cost of attendance significantly and chip away at their debt."

Dr. Marsh, VP & Executive Dean of Health Sciences, WVU

The Health Plan as a corporation is also a partner or sponsor to the following:

- Regional Economic Development Partner
- WVU Mountaineer Athletic Club
- Wheeling Nailers Hockey Club
- Mountain East Conference Basketball Championship Presenting Sponsor
- Cancer Research Classic
- West Liberty University Foundation
- Ohio Valley Athletic Conference and Vision Board Sponsor
- WV Chamber of Commerce
- WVU Childrens
- Wheeling Chamber of Commerce
- Charleston Chamber of Commerce
- Ohio County Schools
- Oglebay Institute
- Clay Center for the Arts
- Charleston Taste-of-All Festival
- CAMC Foundation
- Marshall Health Project Hope for Women and Children
- SMART 5.29K Run/Walk
- Ogden Classic & Tough As Nails Challenge
- Easter Seals Rehabilitation Center
- Augusta Levy Center
- Kings Daughters
- Youth Services System
- Wheeling Soup Kitchen
- American Heart Association

A small sampling of what employees dedicate their time and devotion includes:

- Seeing Hand Association
- Wheeling Heritage
- Wheeling 250
- Tri-County Women's Center
- Belmont County Staying Clean Organization
- WV Ohio Valley Project Management Institute Chapter
- Jackson County 4-H
- Wheeling Health Right
- United Way of the Upper Ohio Valley
- Wheeling Post #1 American Legion Athletic Club
- Oglebay Towngate Theater
- Co. Starters Facilitator
- Ohio County Relay for Life
- South Charleston Little League
- Thomas Hospital Physician Partners
- OV Connect

What's Next



The Health Plan

continues to impact Wheeling by bringing the community together through sporting and wellness events like the Mountain East Conference Basketball Tournament, Cancer Research Classic, Ogden Classic Half-Marathon and 5K and the Tough As Nails Urban Challenge. Our core values remain steadfast as they guide our direction, our decisions and the way we go about running our business. With the addition of our community bike share program, which is the first of its kind in West Virginia, we remain focused on improving the health and wellness of our employees, our clients and our community where we live and work every day. We continue to engage our large healthcare facilities and providers to help create positive member experiences and improve health outcomes into 2020 and beyond. As the insurance industry changes, our opportunities for growth present itself in ways which require us to creatively evolve to meet demand. Luckily, we've always been up for the challenge and are excited to see what the future holds for us as an organization.





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