



**COMMUNITY HEALTH PLAN**  
of Washington™

The power of community

2019 ANNUAL REPORT

# The power of partnership





**DEAR PARTNERS, FRIENDS AND COLLEAGUES:**

Welcome to an abridged version of our 2019 Annual Report. Although 2019 may seem like a blur to many of us given the unprecedented whirlwind of world-changing events that have since ensued, it was nevertheless a noteworthy, productive and memorable year for Community Health Plan of Washington and our partners.

In collaboration with our Community Health Network of Washington Community Health Centers, local community organizations and provider partners, our members and policy advocates, as well as Washington State policymakers at all levels of government, we continued to forge enduring relationships that strengthened the overall health of our communities. Because of our work in 2019, we have been well-positioned to support each other during the challenging times we are facing together in 2020.

We did not produce a customary full-length annual report for 2019 due to constraints brought on by the COVID-19 pandemic and the changing priorities that resulted. We hope you enjoy this abridged digital version and we look forward to better days ahead.

Wishing you the best in health,  
Community Health Plan of Washington







# Year in Review

## JAN

Five more regions transition to Integrated Managed Care in 2019 as Washington continues to integrate physical and behavioral health statewide for Apple Health members.

CHPW launches brand refresh campaign embracing “the power of community” as the foundational representation of the organization.

CEO Leanne Berge is featured in Seattle Business Magazine’s “Daring Women” series.

**January 30** – CEO Leanne Berge testifies before the Washington House Health Care & Wellness Committee in support of a bill to create a “public option” insurance plan in the state.

## MAR

**March 20** – CHPW opens a regional office in Spokane.

**March 28** – CHPW is a Champion Sponsor of the 2019 Boys & Girls Clubs Washington State Youth of the Year Gala.

## APR

**April 12** – Dr. Paul Sherman is appointed new Chief Medical Officer.

## MAY

**May 9** – Journal of Rural Health recognizes an article co-authored by two CHPW employees as the 2018 Article of Year. The article outlines how Telemental Health services can offer practical solutions for reducing common health care barriers in rural communities.

**May 31** – CHPW opens the Greater Columbia Regional Office in Pasco.

## AUG

CHPW opens North Sound Regional Office in Mount Vernon.

**August 1** – Continuing its innovation in care delivery, CHPW announces it will cover acupuncture treatment for Medicaid members.

**August 4** – CHPW recognizes our partner CHCs and the important work they do during National Health Center Week.

**August 29** – CEO Leanne Berge files declaration in support of lawsuit challenging federal government’s new “public charge” rule. CHPW also joins other health-care advocacy groups in an amicus brief in support of the plaintiffs.

## SEP

**September 24** – CHPW, along with its parent organization CHNW and the Washington State Health Care Authority (HCA), is among seven teams nationwide selected to develop next-generation Medicaid models that reduce health disparities, as part of a program funded by Robert Wood Johnson Foundation.

## OCT

CHPW introduces innovative new Medicare Advantage plan benefits for 2020, including expanded alternative medicine coverage and reduced cost share for doctor visits to treat certain chronic conditions. CHPW also expands its plan offerings in several counties.

## DEC

**December 6** – Puget Sound Business Journal honors CEO Leanne Berge with Public Health Leadership Award, a celebration of outstanding leaders in health care around the region.

**December 23** – CHPW finalizes the “data collection” portion of an NCQA pilot project to use Patient-Reported Outcome Measures (PROMs) to measure quality of care. CHPW was the only health plan in Washington and one of four in the country to be chosen in 2018 for the demonstration.



**PARTNERING WITH COMMUNITY-BASED ORGANIZATIONS (CBOs)**

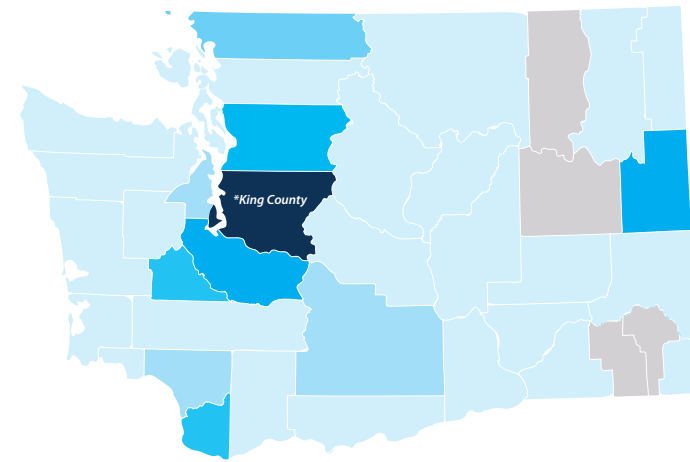
# A Place to Call Home

*Access to safe and affordable housing is among the key social determinants that affect health outcomes. Aiming to build healthier communities, CHPW partnered with Unity Care NW and the Opportunity Council of Bellingham to boost housing assistance for vulnerable populations in Whatcom County.*

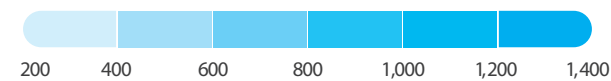
A \$12,000 grant from CHPW and Unity Care helped provide rent assistance to CHPW members living in supportive housing run by the Council. The organizations also agreed to exchange data and information on shared patients and engaged primary care and behavioral health providers to coordinate services.

In 2019, more than 21,000 people in Washington experienced homelessness on any given day, according to federal statistics. CHPW and its partners hope that providing access to safe, stable, affordable housing will ultimately improve the overall health of people experiencing homelessness in the area and decrease health care costs.

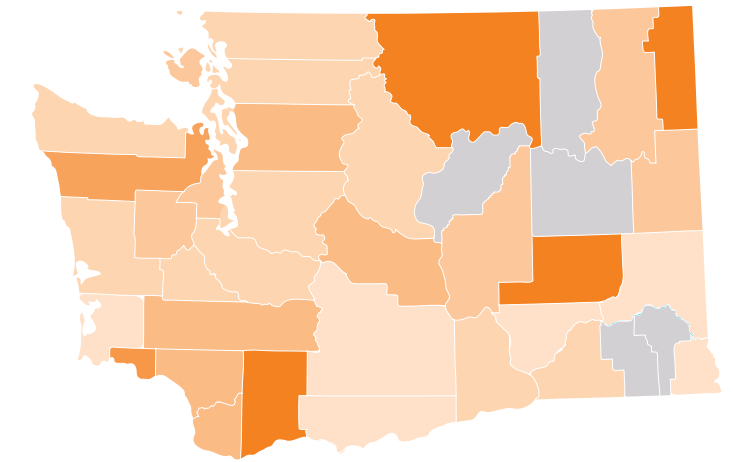
The CHPW and Unity Care NW grant will be coupled with other rental assistance funds to support CHPW members enrolled in Foundational Community Supports, a state program that helps Medicaid beneficiaries with complex needs get and keep stable housing.



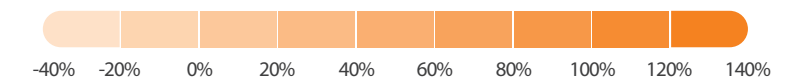
NUMBER OF HOMELESS BY COUNTY IN 2019



\*King County: 11,199



PERCENT CHANGE IN HOMELESSNESS SINCE 2018



Source: Washington State Department of Commerce



*“Health should be a community endeavor, and we strive to make sure that all people have access to the services they need to be healthy.”*

Leanne Berge, CEO of CHPW



# United We Stand Against 'Public Charge' Rule

*Part of CHPW's core mission is to help improve the health outcomes of underserved populations. That means taking a public stand when access to quality health care comes under threat, as it did in 2019 when the federal government introduced a new "public charge" rule.*

The rule expands the federal government's ability to deny green cards to legal immigrants who are deemed likely to use public benefits like Medicaid, food stamps, and public housing.

In the months leading up to the new rule, CHPW worked closely with the Washington Association for Community Health, our partner Community Health Centers, and other organizations to encourage submission of public comments in opposition to it.

Legal challenges were quickly organized across the country. Washington Attorney General Bob Ferguson led a coalition of 14 states filing a lawsuit seeking to stop implementation of the new policy, which he called "un-American" and "anti-immigrant."

CHPW CEO Leanne Berge filed a declaration in support of the AG's efforts to block the new rule. She stated that the new rule would have a chilling effect on vulnerable members served by CHPW and its parent organization, Community Health Network of Washington (CHNW).

## Putting health at risk

Berge said some patients of CHCs who are legal immigrants were so afraid of losing or being denied citizenship or green cards that they were dropping their health coverage and canceling doctor visits. That puts their health and their families at risk, regardless of whether keeping their health benefits would affect their status.

"The Public Charge Rule threatens the ability of both CHNW and CHPW to carry out their missions to provide access to quality health care services and improve the health of Washington's communities," Berge said in her declaration filed with U.S. District Court.

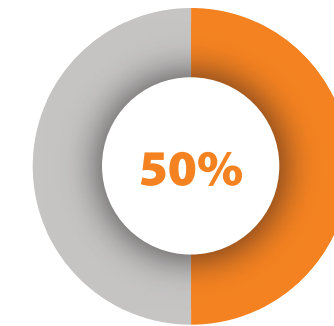
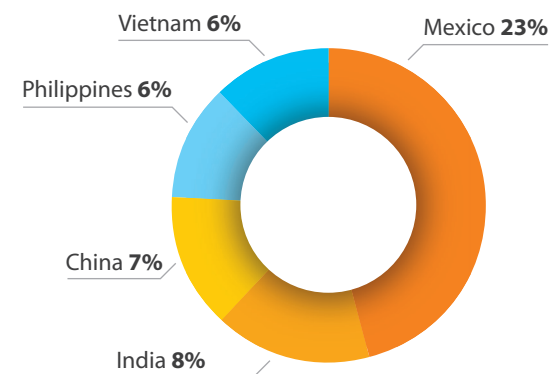
According to the State Attorney General's Office, an estimated 140,000-plus lawfully present Washingtonians, including many children who are U.S. citizens and have at least one immigrant parent, will lose health insurance due to the rule.

CHNW also joined several other health-care organizations from across the country in an amicus curiae, or "friend of the court," brief supporting the plaintiffs' motion to stop the rule from taking effect.

The actions demonstrated CHPW's unwavering commitment to advocate – in the community as well as in the legal and legislative arenas – for equitable health care for all people.

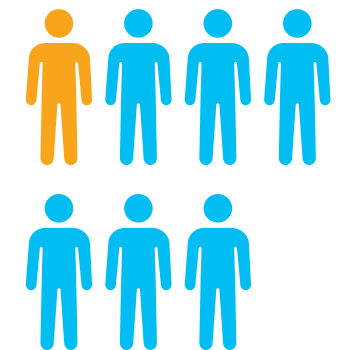


## In 2018, the top countries of origin for immigrants in Washington were:

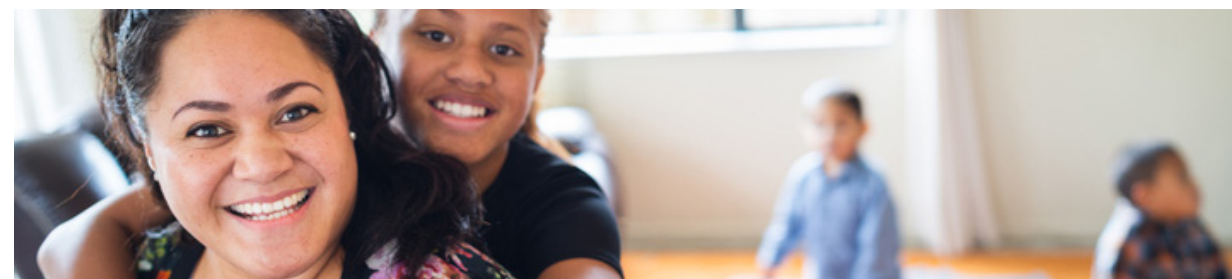


Nearly half of all immigrants in Washington are naturalized U.S. citizens.

About 1 in 7 Washington residents is an immigrant

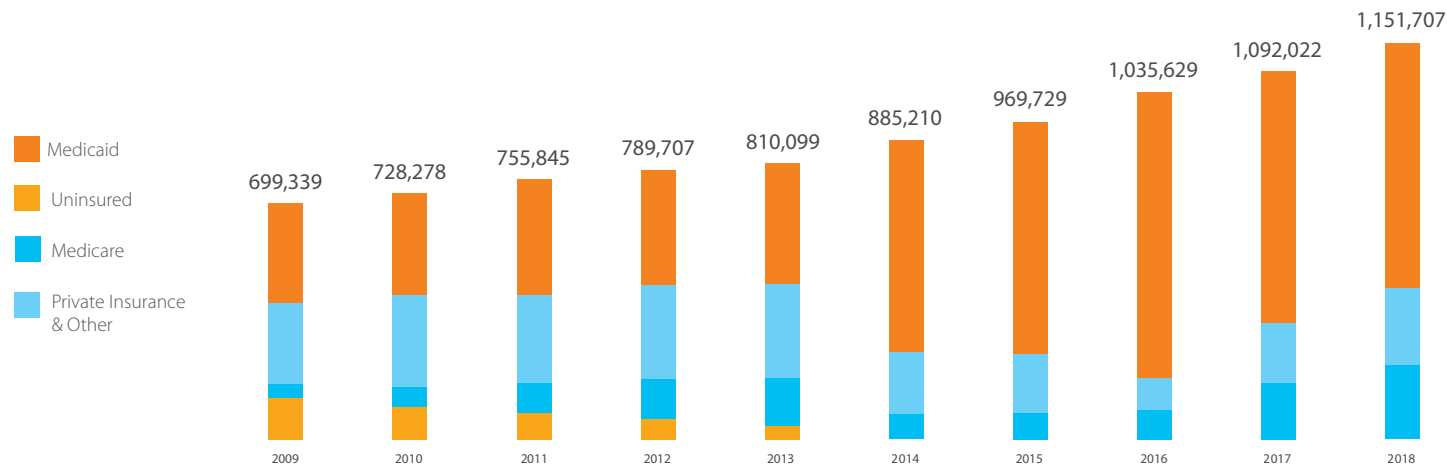


Source: American Immigration Council





# In Our Communities, Better Health Is Our Bottom Line



Washington State patients served by CHCs over the last 10 years

Source: 2018 Uniform Data System



*The most powerful advocate for the health of our members is themselves. We support and encourage our members to take charge of their well-being – and when they do, the results can be profound and heartwarming.*

Such was the case with Debra, a 63-year-old former beautician who had fallen on hard times. Debra lives with her dogs in a rented basement room in Spokane. She has struggled with mental health issues.

Debra joined CHPW’s Medicare Advantage Special Needs Plan (SNP) in February. A few months later, in a harried phone call with a CHPW Health Services case manager, Debra made suicidal comments and said she couldn’t fill her anti-depressant medication prescription because she could not afford the \$3.40 copay.

The case manager, Brittany Silver, looped in our Pharmacy department, which was able to get Debra credit at the local pharmacy for her medicine. Debra managed to come up with the \$3.40 on her own, so the credit was not necessary.

But Debra couldn’t pick up her medicine because she had no money for gas or bus fare. The case manager resolved that issue by arranging for an Uber. That trip was covered under the member’s SNP plan transportation benefit, which provides no-charge rides (24 one-way trips in 2019) to and from approved health-care locations.

The case manager then worked with Debra to see a mental health provider. A Community Health Worker from CHPW’s Community Linkages team also connected her to local resources such as Meals on Wheels and legal assistance.

Debra started seeing a counselor regularly and began to apply for jobs. Her primary care physician noted gradual, significant improvements in her mental health.

**‘She created a new life for herself’**

The CHPW Community Health Worker, Alli Lance, met with Debra a few months later. Debra reported that her life had turned around with the support of CHPW’s Case Management and Community Linkages programs. She was attending her medical appointments, had landed a job at a paid-parking lot, and bought a car.

“The member thanked me several times for walking alongside her as she created a new life for herself,” Lance said.

“We discussed how, though I was with her, all she has done has been HER fighting for HER. She sweetly received that compliment. I shared with her that my job is not to change anyone’s life, it is simply to offer opportunities for members to change their lives themselves.”

Fast-forward to 2020. Though the COVID-19 pandemic disrupted Debra’s parking-lot job, she was earning money caring for an elderly couple. She also received a Section 8 low-income housing voucher via her behavioral health provider, allowing her to start the process of looking for an apartment to share with her sister (also a CHPW member).

Debra’s case illustrates the power of collaboration in improving health.

Different teams within our organization worked alongside the member to reduce barriers to care and services. By strengthening our members as partners in their care, we help improve their health, and the health of our communities.



# Financial Snapshot

## Financial Strength

As of December 31, 2019

### Assets

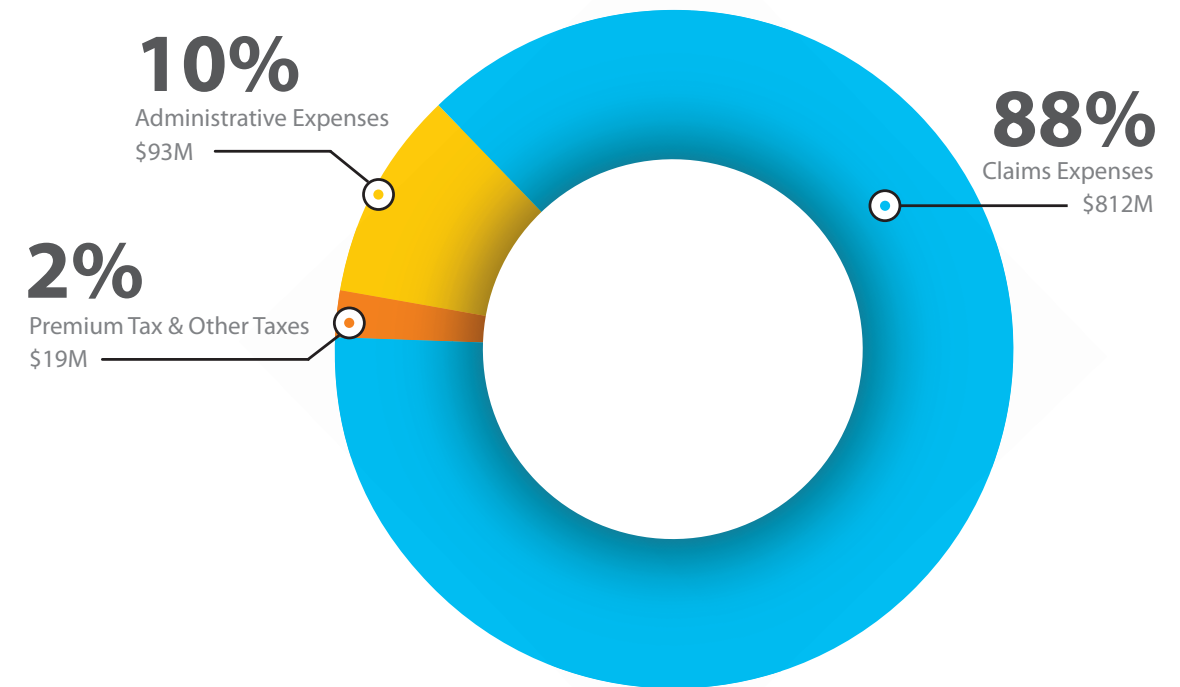
Cash & Investments	\$444.5M
Other Assets	\$86.5M
<b>Total Assets</b>	<b>\$531.0M</b>

### Liabilities/Surplus

Operating Liabilities	\$295.3M
Debt	\$0.0
Surplus	\$235.7M
<b>Total Liabilities/Surplus</b>	<b>\$531.0M</b>

## Composition of Expenses

As of December 31, 2019



## Member Enrollment | As of December 31, 2019

