

2022 Annual Report



COMMUNITY OF CARING: Improving Lives Together



COMMUNITY HEALTH PLAN
of Washington™
The power of community

Table of Contents

- 2 Executive Leadership
- 3 Letter from the Chief Executive Officer
- 4 Year in Review
- 6 Improving Member Experience & Access to Care
- 10 Local Staff, Local Connections
- 14 Taking Meaningful Steps Toward Health Equity
- 18 Bridging the Digital Divide
- 22 Financial Strength
- 23 Board Members

Executive Leadership

Leanne Berge, Esq.
Chief Executive Officer

Alan Lederman
Chief Operating Officer

Stacy Kessel
Chief Finance and Strategy Officer

Paul Sherman, MD
Chief Medical Officer

Kelli Houston, MBA
Chief Equity Officer

Ma'ata Hardman, BSN, MBA, CCM
Vice President, Health Services

Barbara Westlake
*Senior Executive Assistant &
Board Administrator*

"Alone, we can do so little; together, we can do so much."

Dear friends,

Those inspirational words from the late author and disability rights advocate Helen Keller ring as true today as when they were first spoken a century ago. It's a reminder that in a world full of challenges both simple and complex, we can make a meaningful difference when we work toward common goals together.

I believe we collectively made a difference in 2022. In an oftentimes turbulent year that featured an ongoing global pandemic, war in Ukraine, soaring inflation, and the U.S. Supreme Court's overturning of the constitutional right to an abortion, CHPW redoubled its efforts toward advancing whole-person care and health equity in Washington State.

Our progress and accomplishments — some of which are detailed in this Annual Report — are real and measurable. They would not have been possible without the enduring collaboration and support of our partners in health — Community Health Centers, affiliate providers, state agencies and officials, legislators, policymakers, community-based organizations, care advocates, care providers, and so many other stakeholders — and most importantly, our members.

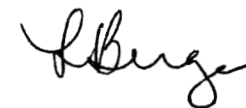
Together, we engaged in and advanced significant strategic initiatives to improve the health and well-being of our communities, based on shared values of equal access to care and social justice. We moved forward, one step at a time, and that is how progress is measured.

We can be proud of the work we did in 2022, but let's not lose sight that there is so much more to be done in the years ahead to make health care — and this world — more inclusive, just, and kind for our members, our communities, and for one another.

No one can predict the future, but all of us have a vital say in defining it. This much, I am certain: We stand a much better chance of achieving greater things ahead when we work together.

I hope you will continue to join me and CHPW/CHNW on this remarkable journey forward.

In health and kindness,



Leanne Berge, Esq.
Chief Executive Officer

2022 YEAR in REVIEW

March

CHNW launches the Link to Care WA program (linktocarewa.org) and onboards Yakima Neighborhood Health Services (YNHS) as the first CHC pilot site to provide in-person digital navigation support and distribute free smartphones to patients.

May 2

CHPW's Pharmacy Department launches first in series of virtual lunch-and-learn events with clinical pharmacists from member CHCs, offering a platform to share best practices and insight on how to improve care for patients.

JAN

APR

JUN

SEP

NOV

MAR

MAY

JUL

OCT

DEC

January 1

North Olympic Healthcare Network (NOHN), the first and only Federally Qualified Health Center in Clallam County, becomes 21st Community Health Center (CHC) to join Community Health Network of Washington (CHNW), CHPW's parent organization.

April

HealthPoint becomes the second Link to Care WA CHC program site to support patients.

April 13

Gerardo "Jerry" Perez-Guerrero is named CHPW Regional Manager, Regional Systems Integration, for the state's north-central counties to serve as a local liaison between the communities and health plan.

June 1

Debra Duplessis is named CHPW Regional Manager, Regional Systems Integration, for the Great Rivers area and Thurston-Mason counties to serve as a local liaison between communities and the health plan.

July 12

CHPW/CHNW issues letter supporting Washington State's Section 1332 waiver application, which would allow undocumented immigrants to enroll in health and dental coverage through the state marketplace, Washington Healthplanfinder.

Oct 12

CHPW announces innovative new benefits for its Medicare members, including a robust Alternative Treatments package, a grocery benefit, and in-home companionship services.

September 7

CHPW is named as one of three organizations in the state to offer Individual and Family Cascade Select plans in 2023. Our "public option" plans were previously offered through our parent, CHNW.

September

Digital Navigation Learning Collaborative convenes with 5 CHCs (YNHS, HealthPoint, Columbia Valley Community Health, Family Health Centers, and NEW Health) discussing how digital navigation programs and services can benefit patients.

Nov 1

CHPW donates \$250,000 to 25 community-based organizations (CBOs) across Washington State to support their work in furthering equal access to health care. It's the third year for the Advancing Equity Fund grants.

December

CHPW invests an additional \$4 million in its 21 partner CHCs to support 2023 efforts to improve member experience and access to care.

December 12

CHPW/CHNW CEO Leanne Berge elected vice chair of the Association for Community Affiliated Plans' board of directors.

Nov 7

Kelli Houston joins CHPW as its first Chief Equity Officer, playing a critical executive leadership role on the organization's equity journey.



Improving Member Experience & Access to Care

Putting patients at the center

It's been proven time and again that putting patients at the center of their care can lead to better health outcomes. As a managed-care organization that promotes whole-person care, Community Health Plan of Washington (CHPW) continuously looks for ways to improve access to care and empower our members to take charge of their health, while respecting their values, needs, and cultural preferences.

From coordination of care in the community to the introduction of leading-edge plan benefits and expansion of telehealth access, in 2022 we strove to reach members where they are. In some cases, we helped to bring care right to their doorstep.

Coordinating care in the community

Community Health Workers (CHWs) are an integral part of our Community Support Services team. With strong ties to the communities they serve and in which they often live, CHWs provide nonclinical services that address the health and social needs of our members.

Our staff of eight regional CHWs connected more than 1,300 members to community services and resources in 2022. They also returned to helping members in person, meeting them at the members' homes or in the community.

The team assisted with everything from filling out housing paperwork, to attending Department of Motor Vehicle appointments for discounted State IDs, to assisting with hospital and nursing facility discharges.



Our team of eight regional CHWs connected more than 1,300 members to services and resources in 2022.

Meeting members where they are

Alternative treatments: We expanded care options for our Apple Health (Medicaid) members with the launch of a comprehensive alternative treatments benefit, consisting of free coverage for a combined 20 visits a year for acupuncture, chiropractic, and massage therapy. This new benefit gave members a less-invasive treatment option for chronic pain and other ailments.

We also expanded our coverage of alternative treatments for most of our Medicare Advantage enrollees, as well as enhanced an over-the-counter allowance benefit for buying nonprescription health items, added a monthly grocery allowance, and introduced an in-home companionship service — all at no additional cost to the member.

Telehealth: The stressors of the COVID pandemic sent behavioral health needs soaring. In 2022, nearly half of all provider telehealth visits by CHPW members were for behavioral health concerns. CHPW expanded access to virtual care by contracting

with Boulder Care, a provider of comprehensive substance-use disorder treatment services. The pilot telehealth program served 182 members in 2022, with 9 of every 10 patients reporting feeling positive about their recovery progress. We also entered into a partnership with Charlie Health to provide virtual behavioral health care to youth. These partnerships are continuing to serve members in 2023.

Listening to the member

Our "Member Listening Post" pilot program sought to provide real-time resolution to member issues and improve their experience of care. Medicare members who called our Pharmacy and Customer Service departments and needed follow-up with their issues were transferred to a dedicated "Medicare concierge" team for further assistance. One satisfied caller said she was pleased with the dedicated help she received. "Some people don't have patience, but Customer Service helped me with all my questions," she said. CHPW is exploring implementing a "Listening Post" with other key member-facing teams.

Expanding our reach, aligning our coverage

CHPW's total member enrollment grew by nearly 13 percent as we exceeded projections across all three lines of our business: Apple Health, Medicare Advantage, and Individual & Family (Cascade Select) plans. We ended the year with total membership exceeding 310,000.

Additionally, we seamlessly transitioned administration of our Cascade Select coverage to CHPW from CHNW, aligning all our health plans under the CHPW umbrella, and added two more counties to our Cascade Select service area.

And in coordination with CHCs, affiliate providers, community organizations, health navigators, and state agencies, we began preparing our Apple Health members for the restart of the annual recertification requirement for Medicaid. (The state had suspended Apple Health eligibility renewal requirements during the COVID public health emergency.)



2022 enrollment

314,321

↑ 13%

total membership growth



2021



2022

Improving Member Experience & Access to Care

Providing alternative treatment options

In July, CHPW became the first — and only — managed-care organization in Washington State to offer a comprehensive Alternative Treatments benefit package for Apple Health (Medicaid) members.

The free value-added benefit covers a combined 20 visits a year

“We’ve worked hard to empower people from all communities and backgrounds to have more options so they can meet their own health needs and those of their families,” said Dr. Paul Sherman, CHPW’s Chief Medical Officer. “While CHPW is a leader in offering this Alternative Treatments benefit for Washington Medicaid members, it is another step in our journey to break down barriers to care.”

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— Paul Sherman, Chief Medical Officer, CHPW

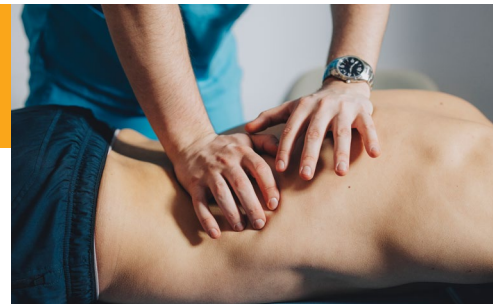
for acupuncture, chiropractic and massage therapy, and aligns with our approach of supporting all aspects of our members’ health and well-being. Importantly, it recognizes that some communities may consider these treatment options for pain and other ailments as more culturally appropriate than conventional Western medical approaches.

Under the benefit, CHPW members can see any Washington-licensed provider without the need for prior authorization from either their primary care provider or CHPW. Additionally, members can decide how they want to use their visits across the three treatment areas.

Collaborating with CHCs and providers

In designing the benefit, CHPW received feedback from members and sought insights from the medical directors and providers from International Community Health Services (ICHS) and HealthPoint, two CHCs that already offer some alternative treatments. We also consulted with chiropractors, acupuncturists, and massage therapists to better understand the needs of their patients.

“Partnering with HealthPoint and ICHS was critical to the overall success in designing our new Alternative Treatment value-added benefit,”



said Jan Goetz, CHPW Director of Marketplace Intelligence and Product Strategy. “They know what patients need for their pain management journey. We encourage our members to think of their own care as a partnership between them and their physician.”

The new benefit uses the Medicare fee schedule, which is higher than Medicaid’s, to pay providers, thereby encouraging more of them to offer these services to our members as part of their overall pain management treatment program.

Ahead of the curve

The Health Care Authority (HCA), which administers Apple Health in Washington State, has for years recognized the importance of providing more non-drug alternatives to treat chronic pain, particularly as the rate of opioid addiction has spiked.

House Calls Are Back for Members in Need

Through our partnership with mobile care provider Landmark Health, we worked to make care more accessible to those who often need it most.

Take the case of Marty (not his real name), a 61-year-old CHPW Apple Health (Medicaid) member in Spokane. He had a history of diabetes, chronic obstructive pulmonary disease (COPD), peripheral vascular disease, ulcerative colitis, and schizophrenia. He also had a traumatic brain injury and a knee amputation as a result of a motorcycle accident.

Despite his many health issues, Marty insisted his goal was to “live by myself until I’m 80 years old.”

Marty was among the hundreds of CHPW members who were helped in 2022 through CHPW’s partnership with Landmark Health, which provides in-home medical services and care coordination for patients with complex chronic conditions.

The care our members receive from Landmark Health providers is in addition to, and in coordination with, the care they get from their regular doctors and specialists. Landmark Health updates the member’s primary care doctor after each in-home visit.

Care at the doorstep

Marty was first connected with the Landmark Health care team in March of 2021. Since then, he has had 20 Landmark Health provider “house calls” at his home, 13 of which were urgent visits for wound care. He has not had to go to the emergency room for care since engaging with Landmark Health.

In addition, to ensure continuity of care, Landmark Health providers reconnected Marty to his primary care provider at CHAS Health, one of CHPW’s partner Community Health Centers, who worked with him on medication adjustments as well as COVID vaccinations.

“You guys have done such a good job to help me,” Marty said.

In a 2020 report to the State Legislature, HCA recommended that acupuncture and chiropractic be added as a covered Apple Health benefit for adults.

“By adding acupuncture and chiropractic benefits to Apple Health, and by equipping HCA with the necessary resources to implement the benefits, the Legislature will make

progress toward providing more non-pharmacologic treatments to manage pain as additional options to opioids and other pain medications,” the agency said.

The supplemental budget passed by the State Legislature in Spring 2022 gave the HCA the go-ahead to lay the groundwork for eventual adoption of adult acupuncture

Landmark partnership

5

counties served
(King, Snohomish, Pierce, Clark, Spokane)

481

members engaged

3,699

services provided (calls + home visits)



and chiropractic benefits for Medicaid enrollees, with funding to be negotiated in future budget proposals.

CHPW is providing these benefits in market much sooner than would be covered by HCA.



Local Staff, Local Connections

A challenge becomes an opportunity

BonMarie Pereira had been an account manager at CHPW for a year when it happened. An unhoused neighbor approached her out in the field and asked what she was doing. “I work for Community Health Plan of Washington,” she answered.

“You’re not for the community,” he told her bluntly. “I never see you out here.”

In that moment, BonMarie says, she was “dumbfounded.” She could have replied with a list of community events she’d attended recently. She could have tried to argue. But instead, she listened.

“I couldn’t muster up the words fast enough to try to dispute what he was saying. And within myself, I knew that was an issue. If it’s taking me this long, then it is a problem and he has a point.”

CHPW did a lot of work out in the community, she knew. But this man wasn’t seeing that work. BonMarie couldn’t blame him for that, especially since outreach events

focused on unhoused community members weren’t that frequent.

“So how do we get to this population?” she asked herself.

Then she remembered that her team had large vans they’d used for Medicare enrollment events. The answer to her question seemed clear: “Jump in our big old van and go. Why not?”

That’s just what she did.

CHPW on the road

BonMarie pitched her idea at a CHPW Sales & Marketing meeting, and the group loved it. It wasn’t long until she and her teammate, Prossy Balome, were loading up a van and heading out into the community.

They had an ally right away in the St. Leo Food Bank of Tacoma. “They were the first ones to just jump on board,” BonMarie says. “And they have been our strongest partnership yet.” St. Leo was accommodating of the CHPW team’s schedule, and gave them whole pallets of food to hand out—a backbreaking prospect for Prossy and BonMarie, but a welcome one.



BonMarie Pereira, Account Manager, CHPW

“I’d love to really lock in those partnerships. I want to grow it more, even if it’s just a little bit of growth at a time.”

— BonMarie Pereira, Account Manager, CHPW

BonMarie thought they’d hand out food and that would be that. But the reality out in the community wasn’t so simple.

“Our first couple times out with just the food,” BonMarie recalls, “they asked us, ‘Do you have pads? Do you have tampons? Do you have emergency blankets?’ And it was so hard saying no.”

BonMarie’s supervisor was sympathetic and supportive. The donated food pallets from St. Leo evolved into a CHPW contribution for desperately needed supplies.

BonMarie and Prossy made time for one or two events each month. Soon, they’d driven the CHPW van to assist unhoused community members in six Washington counties: Clallam, Kitsap, Pierce, Thurston, Mason, and King.

Community connections

As BonMarie continued her efforts, she found more community-based organizations willing to partner with her. She learned that for a mobile operation serving a population that is themselves often on the move, partnerships can look like a lot of things:

Peninsula Community Health Services & Community Health Care

Community Health Centers form a crucial part of America’s public health safety net—and a crucial part of CHPW’s network. These clinics do not turn anyone away based on their ability to pay for care, and offer care regardless of immigration status.

Peninsula Community Health Services was founded in 1987 as a community clinic in downtown Bremerton. They are dedicated to promoting healthy communities in the Kitsap, Mason, and Olympic Peninsula areas.

Community Health Care serves more than 45,000 patients each year through clinics across Pierce County. Originally an all-volunteer clinic, today they operate 16 fully staffed clinics and pharmacies.



- A spare parking lot offered by Peninsula Community Health Services during construction of a medical respite center
- Ad hoc collaboration with Community Health Care Tacoma to serve a large encampment downtown in Tacoma
- A chance encounter with a mystery group of medics—BonMarie still doesn’t know who the group is, but they teamed up to assist community members on multiple occasions

And of course, BonMarie formed important partnerships with the community members she and Prossy were there to assist.

“I feel like there’s always one person who’s really resistant, but once we get that one person, they go back to all the tents and spread the word. ‘Okay, you guys can trust them.’ And all of a sudden, we’ll have a huge group of people.” (continued)

Local Staff, Local Connections

One such protective community member sticks out in BonMarie's mind.

"He was my son's age, 17 years old, and he was a runaway, a foster kid. Getting his trust was everything. Literally, he led the pack," she recalled. "Now whenever I see him in Kitsap, he always comes up to say 'hi.' I try to have something special for him. It's really touching for me... it definitely inspired me to want to make this program bigger."

The path forward

BonMarie has big hopes for her program. She wants to work with others on CHPW's outreach team to hold mobile events in more counties. She wants to build more and deeper relationships in the community.

"I'd love to really lock in those partnerships," she enthuses. "I want to grow it more, even if it's just a little bit of growth at a time."

If BonMarie's successes in 2022 are anything to go by, you may want to mark your calendars.



St. Leo Food Connection

The **St. Leo Food Connection** is a ministry of St. Leo Catholic Church, and has been serving Pierce County since 1982. It started as a small, neighborhood food pantry, but today is one of the largest emergency food assistance programs in the area.



Showing Up in Washington's Communities

These events and partnerships create unique opportunities to meet, mingle, collaborate, and grow—ones you can only find when you truly immerse yourself in the community.

We don't have the space to share every amazing story from our field team. But we've detailed a few highlights.

What is an Outreach Specialist?

Outreach Specialists are a key part of CHPW's community presence. They engage with our members, Community Health Center partners, community-based organizations, and the larger public.

A typical week for CHPW's Outreach Specialists could include enrolling

new members, assisting partner organizations with a wide range of projects and initiatives such as food distribution or health fairs, tabling at community events, meeting face-to-face with members at Community Health Centers, and more. They're out in the field six days a week, showing up for CHPW and for the communities we serve.



Mayra Casique

Unidos Nueva Alianza

Based in Ephrata, WA, Unidos Nueva Alianza provides support to farmworker communities. Mayra Casique has a great rapport with the organizer, Zoila, and thanks to this relationship, CHPW gets invited to every event.

The team describes Unidos Nueva Alianza events as "very fun," with giveaways and raffles that provide much-needed resources to the community. At one memorable event, Unidos Nueva Alianza raffled off a TV and gave laptops to community members working to complete their education.



Backpacks & Barbers Resource Fair

The Backpacks & Barbers Resource Fair provides haircuts for kids, hands out 2,500+ backpacks full of school supplies, and connects Yakima families to crucial resources. Alma Castillo and Rocio Ramos partnered with the people behind the resource fair, Latino Community Fund of Washington and local barber Sean Gann, for a tremendously successful 2022 event. It was full of family fun and sharp 'dos! Alma and Rocio look forward to partnering with Latino Community Fund of Washington and Sean again.



Tatiana Rebellon

Medical Teams International

Medical Teams International provides free dental services to individuals experiencing barriers to care. Tatiana Rebellon has worked to build a relationship with Medical Teams International, and recently accompanied their team to help uninsured patients connect to a Qualified Health Plan.

"Medical Teams International is wonderful," Tatiana reports. "They have multiple pop-up events every week. They reached out to Neighborcare last year to see if we could help patients enroll into Medicaid (if they qualify) or a Qualified Health Plan. A lot of the folks I've talked to there are undocumented immigrants, so I'm looking forward to helping them in the future!"

2022 CHPW Outreach Teams



2,502
total events attended



1,539
hours spent at Community Health Center events



509
events conducted with community-based organizations



145
new community partner organizations



Taking Meaningful Steps Toward Health Equity

Helping to reduce health disparities in our communities

The path toward our goal of being a leader in the pursuit of health equity and whole-person care is long, and success isn't realized overnight. In 2022, we took steps forward—internally and externally—toward addressing the protracted history of inequitable care and services in the communities we serve.

Transforming care

Among our notable efforts was our ongoing collaboration with Community Health Centers (CHCs) and the state's Health Care Authority (HCA), which oversees Apple Health (Medicaid), to identify and pilot approaches to patient care that reduce health disparities.

CHPW and its parent organization, Community Health Network of Washington (CHNW), a network of 21 CHCs across Washington, are

teaming up with the HCA to explore innovations in care delivery as part of the Advancing Health Equity Learning Collaborative, funded by the Robert Wood Johnson Foundation. CHPW's Equity Learning Collaborative Grant Program for CHCs was born out of this broader partnership.

In the second year of the grant program, CHPW invested \$800,000 in 16 CHCs to support equity work. The CHCs completed projects to transform patient care and reduce inequities related to member experience, social drivers of health, clinical care, and organizational equity.

No one left behind

One CHC grantee, Unity Care NW in Whatcom County, is working to address the issues facing unhoused community members with a project called The Way Station, a new facility expected to open by 2024. Services will include access to health care, hygiene, recuperative



Ma'ata Hardman, Kim Smith, Kayla Salazar, and Ugbad Hassan

“Our role at CHPW/CHNW is to champion and support whole-person care with our members, providers, and community partners.”

— Leanne Berge,
Chief Executive Officer,
CHPW/CHNW

respite care, case management, and housing services.

CHPW grant funds are supporting the project's planning and implementation, and the first year of a project manager to help coordinate opening activities. Unity Care NW has been gathering information and tools for a social determinants of health (SDOH) pilot screening model that will be implemented once the facility is open. Additionally, the CHC has been partnering with community members and individuals with lived experience in the development of the program.

“Being a part of the Equity Learning Collaborative, connecting and learning from other CHC staff, and partnering with CHPW to support this important innovative project has been truly rewarding,” said Nicole Fields, Population Health Manager at

“Being a part of the Equity Learning Collaborative, connecting and learning from other CHC staff, and partnering with CHPW to support this important innovative project has been truly rewarding.”

— Nicole Fields, Population Health Manager, Unity Care NW

Unity Care NW. “We look forward to utilizing the tools and resources we have learned from the Collaborative to ensure care inside and outside the exam room for our patients who will be utilizing services at The Way Station.”

The grant money helped several CHCs to hold diversity, equity, and inclusion trainings for staff. Many CHCs also engaged with patients and their communities to understand how to provide better, more culturally specific care.

“Our role at CHPW/CHNW is to champion and support whole-person care with our members, providers, and community partners,” said Chief Executive Officer Leanne Berge. “We seek to advance the best possible health outcomes for all our members and leave no one behind.”

Health care for immigrants

CHNW/CHPW also worked with advocates, stakeholders, and state agencies to develop options and lay the groundwork for expanded health care coverage for undocumented immigrants.

Starting in 2024, all state residents — regardless of immigration status— will be allowed to purchase medical (continued)

CHPW invested in 16 CHCs to support equity work



\$800,000



Taking Meaningful Steps Toward Health Equity

insurance through Washington Healthplanfinder, the state's health insurance marketplace. The state has also been exploring a Medicaid-like program for undocumented immigrants with low incomes, or those who make under 138% of the federal poverty level.

'Public charge'

On behalf of the Immigrant and Refugee Health Alliance (IRHA), Marisa Guevara, CHNW/CHPW Senior Counsel, presented a webinar on the Biden Administration's final rule on "public charge" and its impact on CHCs and their immigrant patients. Attendees included representatives from 10 CHCs and several community organizations.

A "public charge" is someone who is primarily dependent on the government as their main source of support. Immigrants to the United States who are classified as likely to become a public charge may be denied permanent residency ("green cards"), visas, or permission to enter.

The final rule, which unwinds a Trump-era policy, plainly states that non-cash benefits — such as Medicaid benefits — are not considered in a public charge determination and clarifies who may be subject to a such a determination. It went into effect on December 23, 2022.



Other steps we took toward advancing health equity:

- Released our first Health Disparities Report, a snapshot of member data collected across eight key health measures. The data will help inform how we can improve health outcomes for specific populations.
- Launched our first DEI workplan, a multiyear framework for prioritizing actions we can take to foster a culture of equity in our organization and communities.
- Hired Kelli Houston as CHPW's first Chief Equity Officer and part of the Executive Leadership Team.
- Donated \$250,000 to community organizations across the state to support equitable access to care. It's the third straight year CHPW has provided such grants through our Advancing Equity Fund.



Why Equity Matters

CHPW welcomed Kelli Houston in November as its first Chief Equity Officer.

In her role, Kelli provides oversight and accountability for improving members' care and health outcomes by advancing health equity initiatives, addressing health disparities, and improving access to quality health care for the broader communities CHPW serves.

Kelli previously was Chief Equity, Diversity and Inclusion officer with Comprehensive Life Resources, a certified Community Behavioral Health Clinic in Tacoma, which also serves many of CHPW's members. She also has led and contributed to Diversity, Equity, and Inclusion (DEI) efforts with Health Share of Oregon, Seattle Children's Hospital, Kaiser Permanente, and PeaceHealth.

Here's what she has to say about the importance of equity in health care:

"Health equity is fair treatment and opportunity for every individual to live their best and healthiest life. Offering equitable health care leads to more efficient health care systems overall, as a healthier population requires less medical care.

At CHPW, we advance health equity by working to remove obstacles to health such as poverty and discrimination and their consequences, including powerlessness and lack of access to quality education, housing, safe environments, and physical and behavioral health care. We look at all aspects of a person's environment that contribute to their whole health.

At CHPW, equity is woven in all areas of our work as we as we embrace the uniqueness of our members, staff, and partners and offer a space for all to feel heard, respected, and engaged."

"At CHPW, we advance health equity by working to remove obstacles to health such as poverty and discrimination and their consequences, including powerlessness and lack of access to quality education, housing, safe environments, and physical and behavioral health care. We look at all aspects of a person's environment that contribute to their whole health."



Kelli Houston,
Chief Equity Officer, CHPW



Bridging the Digital Divide

The adoption of telehealth as a platform to deliver care accelerated rapidly during the COVID pandemic, driven by a need to keep patients and health care workers safe from the virus. In 2022, we partnered with Community Health Centers (CHCs) to make access to telehealth, as well as to devices, affordable internet, and digital literacy skill training, more widely available to patients in historically underserved communities.

Telehealth, also known as telemedicine, allows a doctor or provider to care for and communicate with a patient without an in-person office visit. Telehealth visits are done primarily via phone or video.

But not everyone has access to, or understands how to use, the technology that makes telehealth and online communication possible. That includes a computer or smartphone and/or a reliable high-speed internet connection.

Community Health Network of Washington (CHNW), the parent organization to CHPW, partnered with CHCs to address this health equity gap head on.

Closing the care gap

In early 2022, CHNW/CHPW launched a “digital navigation” program, called Link to Care WA, that seeks to narrow that digital divide in health care delivery between those with sufficient knowledge of and access to modern communications technology and those without.

Link to Care WA was created courtesy of a \$1.3 million grant from the Washington State Department of Commerce to CHNW, to help all CHC patients — regardless of their health plan — get better “connected” to their health via technology. The partnership between CHNW and the CHCs was critical to reaching their patients, many of whom are low income, live in rural areas, and are falling into that digital divide.



“Helping the people we serve access quality health care is core to our founding mission by CHNW’s Community Health Centers 30 years ago.”

— Leanne Berge,
Chief Executive Officer,
CHPW/CHNW

Communicating with the doctor

CHNW worked initially with Yakima Neighborhood Health Services (YNHS) in Yakima County and HealthPoint in King County as pilots for the program. In December, Family Health Centers, a CHC based in Okanogan County, agreed to become the third CHC program site, starting in 2023.

Together, CHNW and the CHCs implemented the components of the program to help patients access and use technology to better manage their health and communicate with their care providers: free smartphones or assistance applying for federal programs to acquire them; one-on-one support by telephone through a hotline staffed by CHPW; and a patient-facing website with step-by-step, illustrated explanations of technology.

The pilot CHCs also offered in-person support, with staff showing patients how to set up and use their smartphone or computer. Importantly, many Link to Care WA participants were taught how to download and use CHC patient portals, schedule appointments online, get reminder calls and texts, and book virtual doctor visits.

Staying in touch

At YNHS, patients using the new, free digital navigation services included migrant farm workers, recently arrived refugees, single-parent families, and people with complex medical and social needs.

“We’ve seen our patients use the Link to Care WA services not only to maintain communication with their doctor but to stay in touch with loved ones from afar and stay plugged in at school remotely,” said Rhonda Hauff, CEO of YNHS. “We know digital equity is about whole-person health care and have seen how Link to Care WA moves Washington closer to that robust health care vision we all share.” (continued)

The Digital Divide

The gulf between those who have ready access to computers and the Internet, and those who do not

12%

Washington State¹ households who do not have a smartphone

6%

households without an Internet subscription

3%

households without a computer

¹U.S. Census 2020 <https://www.census.gov/data.html>
Total WA state households in 2020: 2,905,822



Bridging the Digital Divide

The power of collaboration

Buoyed by the success of Link to Care's initial phase, CHNW was awarded an additional \$2.7 million from the state Department of Commerce to expand the digital navigation program through June 2023.

Toward the end of 2022, CHNW was also awarded a \$1 million grant by the state's Commerce Department to establish the North Central Washington Digital Equity Initiative, a project to help residents in Grant, Douglas, Chelan, and Okanogan counties access digital resources and support.

CHNW/CHPW is partnering with the North Central Accountable Community of Health, a group of community leaders working to advance whole-person health and health equity in the region, and NCW Tech Alliance, a Wenatchee-

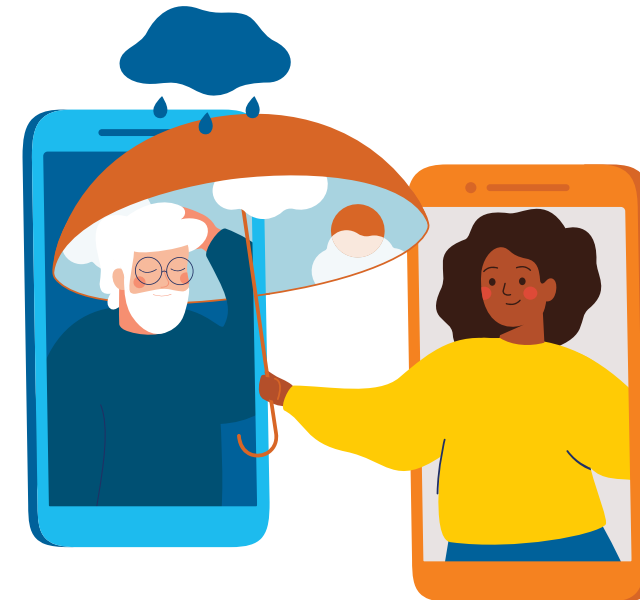
based nonprofit that champions technology, entrepreneurship, and STEM education, on the initiative.

"Helping the people we serve access quality health care is core to our founding mission by CHNW's Community Health Centers 30 years ago," said Leanne Berge, CEO of CHPW and CHNW. "Today, that access includes bridging the digital divide so people and their care providers can stay in communication about their health needs."



"We've seen our patients use the Link to Care WA services not only to maintain communication with their doctor but to stay in touch with loved ones from afar and stay plugged in at school remotely. We know digital equity is about whole-person health care and have seen how Link to Care WA moves Washington closer to that robust health care vision we all share."

— Rhonda Hauff, Chief Executive Officer of YNHS



Link to Care WA



8,309

total CHC patients served



1,283

smartphones distributed



589

calls to hotline



385

subscription assistance provided*



4,000

visitors to linktocarewa.org website

* "Subscription assistance" includes receiving help applying for the federal Affordable Connectivity Program for free/low-cost Internet and the Lifeline program for discounted cell service plans.

Financial Strength

As of December 31, 2022

Assets

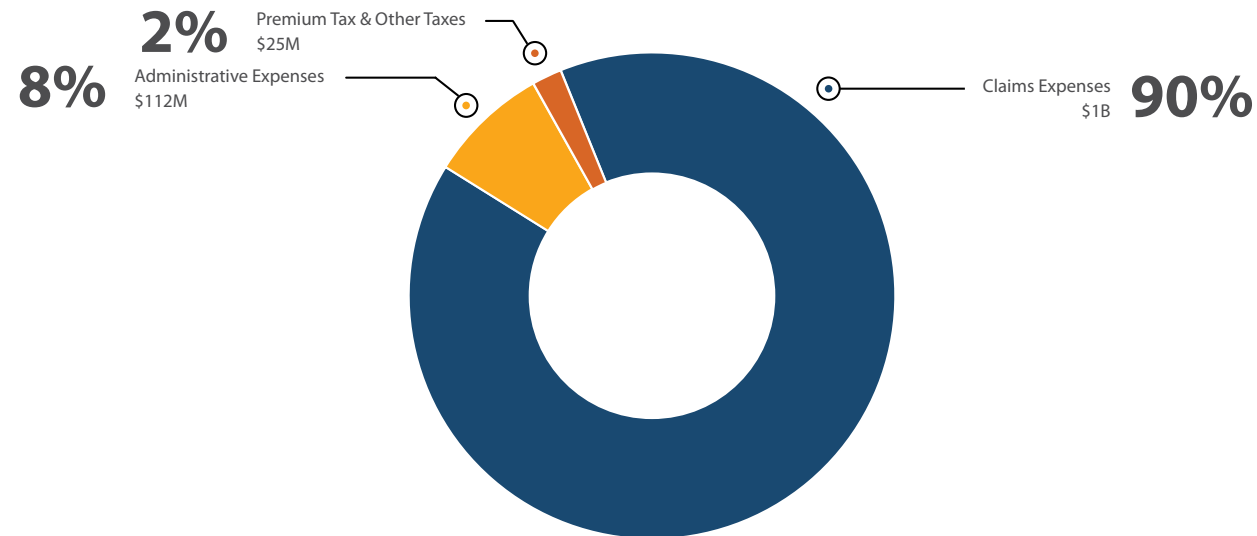
Cash & Investments	\$571.4M
Other Assets	\$84.8M
Total Assets	\$656.2M

Liabilities/Surplus

Operating Liabilities	\$412.9M
Debt	\$0.0
Surplus	\$243.3M
Total Liabilities/Surplus	\$656.2M

Composition of Expenses

As of December 31, 2022



2022 Board Members

Joe Vessey
Board Chair

Chief Executive Officer
Community Health Center of
Snohomish County

Carla M. DewBerry
Board Vice Chair
Independent Director

Aaron Wilson
Board Treasurer
Chief Executive Officer
CHAS Health

Rhonda Hauff
Board Secretary
President/Chief Executive Officer
Yakima Neighborhood Health Services

William Dowling
Independent Director

Stephen Tarnoff, MD
Independent Director

Manuel Navarro
Chief Executive Officer
Columbia Valley Community Health

David Flentge
President/Chief Executive Officer
Community Health Care

Angela Gonzalez
Chief Executive Officer
Community Health of
Central Washington

Brandy Taylor
Executive Director (Interim)
Country Doctor Community
Health Centers

Jim Coffee
Chief Executive Officer
Cowlitz Family Health Center

Jesús Hernández
Chief Executive Officer
Family Health Centers

Lisa Yohalem
Chief Executive Officer
HealthPoint

Kelli Nomura
President/Chief Executive Officer
(Appointed December 2022)
International Community
Health Services

Teresita Batayola
President/Chief Executive Officer
(Retired December 2022)
International Community
Health Services

Sheila Berschauer
Chief Executive Officer
Moses Lake Community Health Center

Rashad Collins
Chief Executive Officer
(Appointed July 2022)
Neighborcare Health

Meredith Vaughan
Chief Executive Officer (Interim)
(Former; to July 2022)
Neighborcare Health

Desiree Sweeney
Chief Executive Officer
NEW Health

Regina Bonnevie Rogers, MD
Medical Director
Peninsula Community Health Services

Jennifer Kreidler-Moss, PharmD
Chief Executive Officer
Peninsula Community Health Services

Jeffrey Gibbs, MD
QI Medical Director
Sea Mar Community Health Centers

Kristy Needham
Chief Executive Officer (Acting)
(Appointed November 2022)
Tri-Cities Community Health

Jim Davis
Chief Executive Officer
(Former; to October 2022)
Tri-Cities Community Health

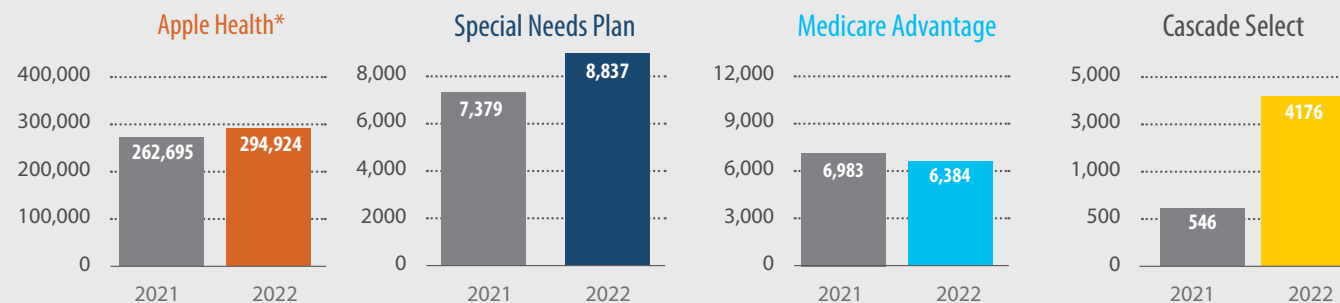
Jodi Joyce
Chief Executive Officer
Unity Care NW

Gaelon Spradley
Chief Executive Officer
Valley View Health Center

Christy Trotter
Chief Executive Officer
Yakima Valley Farm Workers Clinic

Member Enrollment

As of December 31, 2022



* Includes Behavioral Health Services Only (BHSO)



**COMMUNITY
HEALTH PLAN**
of Washington™

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chpw.org