

Let's Walk Together

Fall is here and with it back-to-school season and all of our favorite fall sports. If you are anything like Karen and me, it also marks the beginning of a new year, of sorts. Life falls back into its usual cadence of school, sports and music practices, homework and all of those kinds of things.

This weekend I was out chasing around six future soccer stars in my role as "Coach Bill." It's a bunch of work but great fun all the same. I also had the chance to get back into martial arts after a 20 year hiatus by joining a class with Cooper (nine) and Abby (six). For some odd reason, my brain remembers all that stuff I used to be able to do, but my legs and back just don't bend that way any longer.

Why bring all this stuff up? Because it stands in stark contrast to the harsh reality that last month we also happened to lose one of our HealthSmart family members. Sandy was the manager of our technical services team in Charleston, WV and was a part of HealthSmart for over 25 years. When I learned of Sandy's sudden passing it really drove home to me how fortunate we are and how much we sometimes take our health and our very lives for granted. Being able to get out on a weekend and chase a bunch of kids around on a soccer field is truly a blessing. I don't want to lose sight of that.

It also drives home the importance of the second half of our mission—to improve the health of our members. We tend to focus on how much healthcare costs and how to find ways to drive those costs down. One proven method is to not have those costs in the first place by living healthier lives. So, if we can find a way to maximize our health, we can also find a way to minimize our costs. Pretty cool! The bummer is that pursuing wellness and a healthy lifestyle is difficult for some folks.

HealthSmart can play a major role for good in the lives of our clients and our members. Starting this fall, we will be launching an entirely new set of health and wellness services. Pam Coffey and our care management team have built a world class service that will place HealthSmart at the forefront of this market. The HealthSmart wellness team now consists of three full-time fitness coaches, two of whom are also dietitians and six nurse educators. This is just the beginning. A whole new website and mobile App will bring this team the tools to engage our members in innovative ways and help them on their journey to a healthier life. Exercise tracking, meal plans, contests, incentives, team competitions... it's all in there.

As with most of what we do here at HealthSmart, we will be rolling this out to you, our team members first. If you will let them, the wellness team can work with you to set up a personal wellness plan that can meet you wherever you are from a health perspective. Couch potato

looking to take those first steps to a better life? They have you covered. Weekend warrior looking to get your blood pressure under control? Check. Maybe the last few visits to the doctor have you worried about an onset of diabetes. Once again, the team can help you and your family get moving in the right direction. All of this is available to you free of charge and we are happy to provide the services—but they cannot do it for you. You have to make the choice.

Be on the lookout for more information over the next few weeks on how you can get involved. I know I will be taking advantage of the new services and new tools and hope you will, too.



Bill Demberecky
COO & CFO

Acquisition Update

It has been two months since we closed on the Commerce Benefits Group acquisition and the natives are getting restless. Seems like it is time to get another few of these deals done. Rest assured we are working hard behind the scenes to continue our growth. I've mentioned in the past that we have several transactions in the works and expect them to actually close this week. One is a group health TPA, another is a workers' compensation TPA and the third is a PPO network. All are great opportunities and we will get memos out to you with further details once they are officially announced.

We have a letter of intent out on another workers' compensation TPA and are in discussions with a third workers' compensation TPA, a workers' compensation managed care organization and one mid-sized and one large group health TPA. If we are successful in getting these deals done, it would mean another 50% growth for our firm next year. There are some great opportunities ahead of us. Thanks for all you do every day to make it all possible.

August & September **MAJOR** Milestones!

Name/Title	Location	Years of Service
Angela Hicks, Claims Examiner	San Antonio, TX	20
April Thompson, Customer Service Representative	Charleston, WV	20
Cheryl Godwin, Apps Systems Engineer 4	Charleston, WV	30
Crystal Griffin, Customer Service Representative	Oklahoma City, OK	15
Dana Lynch, Team Leader Claims	Charleston, WV	20
Deborah Walker, Referral Coordinator	Charleston, WV	25
Debra Duespohl, Senior Account Executive	Charleston, WV	25
Debra Vespoint, Account Executive	Fairlawn, OH	20
Diamond Vasquez, Client Service Specialist	Lubbock, TX	5
Diane Vasquez, Workers' Comp Claims Adjuster	Lubbock, TX	10
Donna Ivey, Employer Service Rep	Fayetteville, NC	10
Faith Reed, Claims Examiner 3	Charleston, WV	20
James Spardaro, Apps Programmer/Analyst 3	Charleston, WV	5
Jamie Triplett, Claims Examiner 2	Charleston, WV	5
Jennifer Hagan, Claims Examiner	Fairlawn, OH	15
Jennifer Koskiewica, Sr. Vendor Coordinator	Lisle, IL	20
Jennifer Weitzel, Team Leader Ancillary Finance	Englewood, CO	5
Jodie Sizemore, Claims Repricer	Charleston, WV	15
Joshua Thaxton, Account Coordinator	Charleston WV	5
Judy Stepp, Claims Consultant 3	Washington, PA	20
Karen Anne Elmore, Customer Service Rep	Charleston, WV	10
Kimberly Brennan, Claims Examiner 3	Charleston, WV	15
Kristen Holmes, Bookkeeper	Charleston, WV	5
Latoya Sallis, Report Coordinator	Irving, TX	5
Leslie Lynch, Claim Review Coordinator	Charleston, WV	5
Mardina Klemp, Office Coordinator	Englewood, CO	35

August & September **MAJOR** Milestones!

Name/Title	Location	Years of Service
Mark Larson, Customer Service Rep	Charleston, WV	5
Marrecco Burnett, Ancillary Finance Admin	Memphis, TN	15
Mary Tucker, Clerk	Charleston, WV	15
Melissa Bess, Senior Claims Examiner	Charleston, WV	20
Melissa Centers, Claims Examiner 3	Charleston, WV	20
Michael Payne, Bookkeeper	Charleston, WV	5
Penny Hanna, Claims Examiner 3	Charleston, WV	20
Regan Isaacs, Manager, Human Resources	Oklahoma City, OK	5
Robin Barnett, Claims Examiner 3	Charleston, WV	25
Sally Perez, Customer Service Rep	Irving, TX	15
Sandra Low, Senior Claims Examiner	Memphis, TN	15
Sharon Earnest, Claims Examiner	Memphis, TN	15
Susan Wilkinson, Claims Examiner 3	Charleston, WV	20
Tammy Dingess, Claims Consultant	Charleston, WV	20
Teresa Angel, Claims Examiner	Charleston, WV	15
Theresa Johnson, Claims Examiner 3	Charleston, WV	20
Tika Webb, Customer Service Rep	Charleston, WV	5
Trissa Rigot, Customer Service Rep	Fairlawn, OH	5
Wanda Perryman, Team Manager Customer Service	San Antonio, TX	15
William Sayre, Customer Service Rep	Charleston, WV	5
Woody Fuller, Team Leader Claims	Charleston, WV	20

Name	Title	Location
Andrea Fernandez	Claims Examiner	Irving, TX
Angel Matthews	Claims Examiner	Irving, TX
Angela Hicks	Claims Examiner	San Antonio, TX
Bridgett Gainus	Claims Examiner	Irving, TX
Brittney Peters	Customer Experience Advocate	Irving, TX
Carmen O'Donoghue	Claims Examiner	San Antonio, TX
Carolyn Lively	Claims Examiner	Oklahoma City, OK
Chavona Lee	Claims Examiner	Irving, TX
Christine Reynolds	Claims Examiner	Fairlawn, OH
Chyrl Carolina	Claims Examiner	Oklahoma City, OK
Danial Gum	Customer Experience Advocate	Charleston, WV
Daniel Garton	Claims Examiner	San Antonio, TX
Danielle Ussery	Claims Examiner	Charleston, WV
Dawn Edens	Claims Examiner	Oklahoma City, OK
Deb Richardson	Provider Specialist	Tucson, AZ
Debbie Humphreys	Claims Examiner	Fayetteville, NC
Debbie McIntyre	Claims Examiner	Charleston, WV
Donna Armstrong	Claims Examiner	Irving, TX
Donna Pauley	Flex Administrator	Charleston, WV
Ida Bustamante	Sr. Customer Service Representative	San Antonio, TX
Janaine Cordell	Customer Experience Advocate	Charleston, WV
Janet Coons	Claims Examiner	Irving, TX

Name	Title	Location
Jules Poitras	Claims Examiner	Tucson, AZ
Karen Dotson	Claims Examiner	Charleston, WV
Kathy McAmis	Customer Service Representative	Oklahoma City, OK
Kathy McDougal	Customer Experience Advocate	Charleston, WV
Linda Mitchell	Claims Examiner	Tucson, AZ
Loleta Jeffcoat	Claims Examiner	San Antonio, TX
Lori Weeks	Claims Repricer	Irving, TX
Madison Mitchell	Claims Examiner	Bartlesville, OK
Penny Hanna	Claims Examiner	Charleston, WV
Rebecca Lester	Provider Specialist	Tucson, AZ
Reva Potts	Claims Examiner	Irving, TX
Rosemary Shrader	Customer Experience Advocate	Charleston, WV
Sally Morales	Sr. Customer Service Representative	San Antonio, TX
Serenity Smith	Customer Experience Advocate	Irving, TX
SheRri Nero	Customer Service Representative	Oklahoma City, OK
Sherrie Stewart	Claims Examiner	Oklahoma City, OK
Shirley Corrales	Sr. Claims Examiner	San Antonio, TX
Shirley Patterson	Customer Experience Advocate	Charleston, WV
Tammie Barker	Claims Examiner	Charleston, WV
Teresa Richmond	Claims Examiner	Charleston, WV
Tori Katzin-Polzer	Customer Service Representative	Oklahoma City, OK
William Miller	Customer Service Representative	San Antonio, TX

Name	Title	Location
Andrea McMillan	Internal Auditor	Irving, TX
Angela Hicks	Claims Examiner	San Antonio, TX
Angela Horton	Claims Examiner	Charleston, WV
Brittney Peters	Customer Experience Advocate	Irving, TX
Carmen O'Donoghue	Claims Examiner	San Antonio, TX
Carolyn Lively	Claims Examiner	Oklahoma City, OK
Cathy York	Internal Auditor	Irving, TX
Chris Watkins	Claims Examiner	Tucson, AZ
Chyrrl Carolina	Claims Examiner	Oklahoma City, OK
Danial Gum	Customer Experience Advocate	Charleston, WV
Daniel Garton	Claims Examiner	San Antonio, TX
Danielle Ussery	Claims Examiner	Charleston, WV
Dawn Edens	Claims Examiner	Oklahoma City, OK
Deb Richardson	Provider Specialist	Tucson, AZ
Debbie Humphreys	Claims Examiner	Fayetteville, NC
Deborah McGrath	Claims Repricer	Irving, TX
Donna Pauley	Flex Administrator	Charleston, WV
Ida Bustamante	Sr. Customer Service Representative	San Antonio, TX
Jeremy Jett	Customer Experience Advocate	Charleston, WV
Juliet Poitras	Claims Examiner	Tucson, AZ
Karen Dotson	Claims Examiner	Charleston, WV
Kathy McAmis	Internal Auditor	Irving, TX

Name	Title	Location
Kim Kutin	Internal Auditor	Irving, TX
Laura Casto	COBRA Specialist	Charleston, WV
Linda Mitchell	Claims Examiner	Tucson, AZ
Lisa Davis	Claims Examiner	Charleston, WV
Marcella Maier	Claims Repricer	Charleston, WV
Nora Wagner	Team Lead-Auditor	Irving, TX
Rita Martin	Team Lead-Auditor	Charleston, WV
Sally Morales	Sr. Customer Service Representative	San Antonio, TX
Scott Yarnes	Claims Repricer	Tucson, AZ
Shannon Bumpus	COBRA Specialist	Charleston, WV
Shante Clark	Claims Examiner	Irving, TX
Sharde Taylor	Customer Service Representative	Irving, TX
Sharion Bowman	Claims Examiner	Irving, TX
Shelly Stout	Customer Service Representative	Oklahoma City, OK
Sherrie Stewart	Claims Examiner	Oklahoma City, OK
Shirley Corrales	Sr. Claims Examiner	San Antonio, TX
Tara Willis	COBRA Specialist	Charleston, WV
Teresa Kenny	Team Lead-Auditor	Irving, TX
Than Khin	Claims Repricer	Irving, TX
Tiffany Brown-Dotson	Claims Repricer	Irving, TX
Tiffany Shaffer	Customer Experience Advocate	Charleston, WV

HealthSmart Heroes

HealthSmart Heroes are team members who go the extra mile to make a difference in the life of a member or client or who have contributed in an exceptional way to the benefit of the team. [Click here to nominate a HealthSmart Hero!](#)

Beth Cooper, Customer Service Representative | Charleston, WV

Although Beth Cooper is caring and empathetic on a daily basis, she was nominated by Justin Ashworth after her outstanding service to a very ill member. Her son called to express his gratitude for her exemplary handling of his mother's case, saying it had a true impact on his life. Beth is what HealthSmart is all about.

Dana Drew, Director, Network Development | California (work at home)

Dana was nominated by Helen Roberts-Niemi who said there was no one event that makes her a HealthSmart Hero. Her consistency in going over and above for our clients is what sets Dana apart. In her work for the World Trade Center, Dana tirelessly researches and adds providers, secures Single Case Agreements and much more, all at lightning speed, without losing her sense of humor.

Kimberly Colucci, Claims Examiner | Fayetteville, NC

Christine at Village Family Dental called to express her gratitude for Kim's outstanding customer service. Kim expedited a request and took the time out from her busy schedule to check back and make sure that our client had the information she needed.

Kristin Vess, Claims Examiner, Credentialing Compliance Specialist | Irving, TX

Nominated by Nadine Donaldson, Kristin Vess is a true team player! Whenever extra help is needed to finish a task or a coworker requests help in learning something new, Kristin jumps right in. She is a dedicated worker and dedicated to the HealthSmart team.

Smart Ideas

From April Thompson:

In the July news I was reading about the importance of email signatures and then the next section was for anniversaries. I thought it would be nice to be able to include how many years of service in your email signature.

Feedback From Bill:

What a great idea! Team members will not be required to add this to the signature line but if you choose, feel free to add it. Below is an example, along with some alternate font choices. If you want to use a color, please use the HealthSmart Dark Blue (R:0, G:85, B:150) Please continue using the Calibri font for the rest of your email signature.

Name

Title

Mailing Address Line 1

Mailing Address Line 2

xxx.xxx.xxxx (v) | xxx.xxx.xxxx (f)

Email Address

Valued Team Member Since 2006

(Font: Calibri)

Alternate Fonts

Valued Team Member Since 2006

(Font: *MS Script*)

Valued Team Member Since 2006

(Font: *Segoe Script*)