ResidentFIRST

Monthly Newsletter for Trilogy Employees

November 2018



LETTER FROM THE PRESIDENT

Happy Holidays! Thanksgiving came early this year and blessed us with a holiday season that's a little longer than most. I hope that each of you have the very merriest of holidays, and that you cherish the moments of joy, large and small, that you find among your loved ones.

Traditionally, each year's end is a time for reflection and recommitment. People everywhere reevaluate what's most important in their life, and commit to continuing their good habits while ditching their bad ones. At Trilogy, we're no different.

Over the past year, we have seen tremendous changes in our industry – workforce shortages, new competition and regulatory/payments pressures have wilted many lessor organizations. Trilogy, on the other hand, has risen to every challenge. I am extremely proud of the way we have responded to each hurdle that's been placed in our path. Our sound strategies, purposeful investments in our "careforce" and ongoing dedication to our Trilogy Culture (what I like to call our "Secret Sauce") have ensured us success while others have struggled, and even failed. Check out some of our results below.

- Employee Satisfaction scores at a record **4.31!**
- Glass Door Rating of **4.3 – The Best in the Midwest!**
- Record-setting 2018 Customer Service score of **9.36**!
- Named one of the Healthiest 100 Workplaces in America
- Ranked in the top 75 nationally for Healthiest Places to Work!
- 2018-2019 Great Places to Work Certified!
- 18th consecutive year of **zero agency usage!**
- Census increased by **500+** clients, at a time when many peers are seeing declines!

As members of our Trilogy family, each of you should feel proud of these accolades – these are all indicators of your commitment to our culture! Companywide success is never due to one person – it takes a TAWB approach. We have 15,000 employees across 4 states, all working harmoniously to the tune of our values of service, compassionate commitment to excellence and fastidious attention to detail. The end result is a symphony of success – one that I hear at every campus I visit. It's only right that Trilogy, in turn, steps up our commitment to you. I'm pleased to share that **we will be doubling our QWI increase for January 1! As you may have heard, we are also adding spousal coverage back to our already awesome benefits package!** Simply put, we're taking care of you, so that you can take care of our customers and each other, too!

Having said that, we cannot rest on our laurels and expect better things to "just happen" for our employees and customers. We got to where we are through hard work and dedication, and we need to stay committed to continuous improvement if we want to succeed in 2019 and beyond. For most of you, this does not require much, if any extra effort – it's just who you are. Keep doing the great things you're doing! For us as an organization, we'll be making more investments in our programming, "careforce" development, and the resident experience. Stay tuned for more on these items in our 2019 preview message next month!

In closing, I would like to encourage each of us to contribute, as we are able, to our **Hope for the Holidays** fundraising efforts. As you can see above, we are very blessed here at Trilogy, and giving back to those in need is one of our core values. Look for details on how to give at your campus or via Red e App. Thanks in advance, and of course, **thank you for all you do!**

Holiday blessings,

Randy

Follow me on @rbufford!

TRILOGY
HEALTH SERVICES, LLC

Hope for the Holidays

Donate to your campus charitable partner today at:

give.thetrilogyfoundation.org
(Select the 'Hope for the Holidays' box)

Make your donation by Thursday, Dec. 13
to be registered to win one of 5 'Dream' Grand Prizes!!

Holiday Recipe:

Bobby's Whole Grain Apple Cranberry Stuffing



Ingredients:

- Nonstick cooking spray, for greasing
- 2 cups low-sodium chicken broth, hot
- 1 cup dried cranberries
- 1 cup chopped celery (about 7 ribs)
- 1 onion, chopped
- 2 tablespoons unsalted butter
- 2 Granny Smith apples, cored and finely chopped
- 6 cups day-old whole grain baguette, cut into 1/2-inch cubes
- 3 large eggs, scrambled
- 1 teaspoon salt
- 1/2 teaspoon poultry seasoning
- 1/4 teaspoon ground black pepper
- 1/8 teaspoon ground cinnamon
- 1 dried sage leaf, chopped

Directions:

1. Preheat the oven to 350 degrees F. Spray an 11-inch oval baking dish with nonstick cooking spray.
2. Combine the broth and cranberries in a small bowl and let soak for 30 minutes.
3. Sauté the celery and onions in the butter in a large skillet until tender, 5 minutes. Add the apples and cook for 5 minutes, stirring frequently. Remove from the heat and transfer to a large bowl.
4. Place the baguette cubes into a large bowl. Pour the broth and cranberries over. Pour in the eggs, and then add the salt, poultry seasoning, pepper, cinnamon and sage and mix together.
5. Mix in the onion and celery mixture. Spoon the stuffing into the prepared dish and bake until the center is set, 35 to 40 minutes.

Virtual Visits:

Virtual Visits are a quick and easy way to visit a healthcare professional during a busy schedule - no appointments needed!

How Virtual Visits Work:

1. Register any time, then request a visit when you are sick.
2. Get a diagnosis and prescription (if needed) in 20 minutes or less.
3. Pay $50 or less with your UnitedHealthcare plan.

Virtual Visits Are Good For:

- Allergies
- Bladder/Urinary Tract Infection
- Bronchitis
- Cough/Cold
- Diarrhea
- Fever
- Migraine/Headaches
- Pinkeye
- Rash
- Seasonal flu
- Sinus problems
- Sore throat
- Stomachache
- Quick assessment of severity



Pass the Word. Not the Bug.

UnitedHealthCare Offers free flu shots. Visit your healthcare provider or your local pharmacy to receive yours today.

Access Virtual Visits by registering on **Amwell.com** or **Doctorondemand.com** and enter your insurance information. Or download the apps to conduct virtual visits right from your smart phone!

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Caring for you as you care for others

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TRILOGFIT@TRILOGYHS.COM



5 Ways to Prevent the Flu!

1. **Get the flu vaccine**
2. **Wash your hands often with soap and water.**
3. **Avoid close contact with sick people.**
4. **Avoid touching your eyes, nose and mouth.**
5. **Clean and disinfect surfaces and objects that may be contaminated with germs like flu.**

Access Virtual Visits by registering on Amwell.com or Doctorondemand.com and enter your insurance information. Or download the apps to conduct virtual visits right from your smart phone!

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Benefits Corner:

Annual Open Enrollment

Our annual Benefits Open Enrollment will be February 11, 2019 to February 22, 2019.

What can you expect?

- Spousal medical coverage!
- Minimal increases in rates and deductibles.
- Enrollment in the ADP Vantage mobile app.
- HSA conversion from Optum to Fidelity.
- Stay tuned as more details are to come!

Earn the Wellness Rate!

Employees who wish to earn or maintain the Wellness Rate starting April 1, 2019, must complete the three annual Wellness Rate requirements between January 1, 2019 and February 28, 2019.

1. Complete all six modules of the Go365 Health Assessment.
2. Complete a biometric screening.
3. Complete cotinine test or Tobacco Cessation Program to be 100% nicotine free.

Contact your ADHS or Wellness Ambassador for onsite health screenings as they are scheduled to begin in January 2019!

Purchasing Power

The secret's out! Purchasing Power is the better way to buy this holiday. Purchasing Power is a purchase program offered by Trilogy Health Services that lets you buy top gifts now and pay for them over time, directly from your paycheck. Stock up on toys, fashion, tech and more for everyone on your list—all with zero interest, no credit check and no hidden fees.



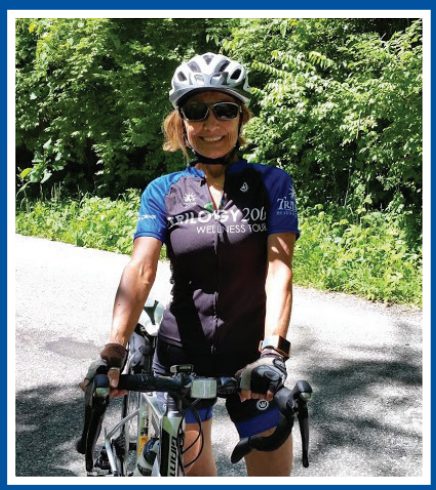
Open Enrollment Begins

FEBRUARY 11, 2019



PURCHASING POWER
a better way to buy.

Shop Now >



TrilogyFIT Spotlight - Sally Beck!

Sally Beck has been inspiring others to stay healthy for a long time and continues to do so today! Sally is described as an inspiration to all as she has been an advocate for fitness her entire adult life. She commits her free time to teaching at the YMCA every week and rides in the Trilogy 200 every year. Sally appreciates that she can participate and be a part of the T200 and always looks forward to that opportunity. She also participates in every challenge at PCA, making it fun by trying to be better than she was in the last challenge. She is a true example of how a dedication to wellness can positively impact your daily life!

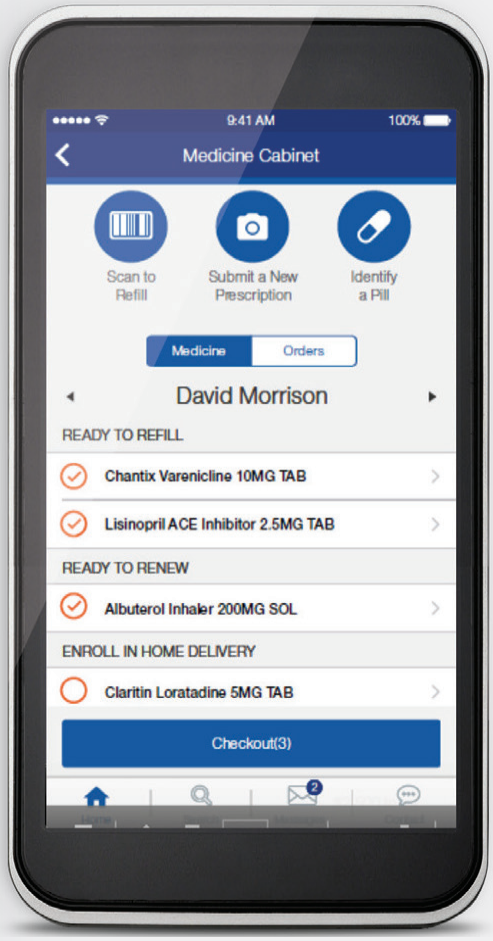
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Register for the Health4Me App!

Do you want a quick and easy way to access your healthcare claims? My UHC and Health4Me do just that!
Get connected through myuhc.com or Health4Me app:
You can sign in and get a personalized website assigned to you designed to help you manage your plan and your health information.

Follow these easy steps!

1. Have your health plan ID card handy and go to myuhc.com.
2. Go to Register Now and follow the step-by-step instructions.
3. Once you're signed in, you're all set! You'll have 24/7 access to easy-to-use tools and resources that help you do so many things — find network doctors, see claims, manage pharmacy benefits, get wellness support and more. It's all there to make it simpler to get more out of your benefits.



Download the UnitedHealthcare Health4me mobile app on the Google Play or Apple App Store.

Health4Me:

Whether you're traveling or just away from home, the Health4Me app keeps your health information within reach, wherever you go. It's the myuhc.com mobile app – and it's one more way it's easier to manage your UnitedHealthcare health plan.

Instant Access:

Download Health4Me to your smartphone and you'll get instant access to view your health plan details, generate a health plan ID card, check claims or find a doctor. It's all right at your fingertips.

In the App or on the Website:

Find network doctors and compare costs by…

- Locating a network doctor, dentist, vision provider, hospital, Virtual Visit provider or mental health resources
- View providers and see reviews
- Get estimates for treatments and procedures

See What's Covered:

- Find what services are covered, including preventive care.
- View a list of covered prescription drugs, if OptumRx is your pharmacy care provider.
- Check for lower cost options.
- Print a temporary ID card to show your coverage to providers.

View Claims and Account Balances:

- Review claims, costs and charges.
- View your Explanation of Benefits (EOBs).
- Watch a personalized claim video to make it easier to understand your costs.
- Track account balances for a health reimbursement account (HRA), health savings account (HSA) or flexible spending account (FSA).

Try Wellness Tools:

- Earn rewards for taking a health survey.
- Talk with an Online Coach.
- Learn about health programs and discounts

To learn more please visit myuhc.com or visit this link for a helpful infographic.

Customer Service Moments

The Spirit To Serve

Please take a moment to read the following testimonials featuring employees who have gone above and beyond in service. Provide **Customer Service Excellence**, and you could be the next person to receive **$100.00** for your **Customer Service Moment!**



Part of our mission here at Trilogy is to commit to exceeding the expectations of our customers. **Terrie Pine** is a perfect example of how we strive to achieve this goal. As Director of Food Services at **Cobblestone Crossings Health Campus**, Terrie's job primarily involves overseeing dining preparations at her campus. However, she chooses to go above and beyond her job description. When a resident passes away, Terrie will sort through their belongings and have a personalized "memory bear" made; a teddy bear made out of the resident's clothes. When family members are presented with a memory bear, there isn't a dry eye in the room. They are always touched by Terrie's heartfelt gesture to give them even the smallest amount of comfort in an otherwise painful time. Thank you to Nikki Ellingsworth, Therapy Program Director at Cobblestone Crossings Health Campus in Terre Haute, IN for this Customer Service Moment!

When your pork chops are as delicious as the ones at **Briar Hill Health Campus**, it's no surprise when the residents start craving them. **Jen Contreras**, a RCA who formerly worked in Dining Services, heard about this and got cooking. Despite it being her day off, Jen went to the store and bought everything she would need to prepare the meal. Later that day, residents were treated to pork chops, squash, fried potatoes, and banana vanilla-wafer dessert – all courtesy of Jen. We're lucky to have such a heartfelt and giving member of our community! Thank you to Alicia Wolf, Executive Director at Briar Hill Health Campus in North Baltimore, OH for this Customer Service Moment!

Chastity Donaldson from **The Villages at Historic Silvercrest** is as good of a nurse as she is a person. When a resident named Marie was nearing the end of her battle with brain cancer, Chastity was there to make her feel safe. The night before Marie was to return home to be with her family, she was suffering from terminal agitation and was going through a horrible amount of pain. Having witnessed her own mother battle cancer, it's no surprise that Chastity's ability to empathize with her patients is so strong. As Marie struggled with the discomfort, Chastity laid down beside her and calmed her in the only way she could – by wrapping her arms around her; assuring her that she was loved and that everything was alright. Chastity's simple act of compassion is what makes us believe in our mission – that the right employees do make the difference. Thank you to Donna M. Poole, Life Enrichment Director at The Villages at Historic Silvercrest in New Albany, IN for this Customer Service Moment!

Do you have a Customer Service Moment to share?

Someone you know could be featured in the next newsletter and **receive $100.00 at an upcoming ER3 Celebration!** Send your nominations to Communications@Trilogyhs.com!

EMPLOYEE ID BONUS! Remember YOU could win $25! Just see if the last four digits of your SS# are listed here!

7014	0991	5256	4156	5558	8051	1784	0232	1547	4605	1525	4480	6040	5476	7129	8092
7156	0288	9367	8628	5699	0555	5043	4696	2289	2092	7130	5535	0028	5531	1248	3307
0256	9384	9383	5407	8552	0297	0280	4262	1787	9687	1633	2511	3390	3335	3814	8145
5299	7573	3575	9429	0059	0209	9407	2848	7829	7300	0063	8995	5874	1499	9233	3929
5442	7975	6154	1808	3567	9815	1571	4448	6683	5010	9192	4622	7848	2977	1181	1500
7489	0592	7155	0782	1714	0443	6676	6216	1259	1935	0342	6631	5514	1894	9080	
3741	4871	2001	1984	1081	3343	9680	1372	6673	4180	6426	8329	7038	1957	1433	

If you find your number above, please contact Beverly Hultz at the Home Office at (502) 213-7588 or Beverly.Hultz@trilogyhs.com with your name, campus and last four digits of your social security number. You must claim your prize before the next newsletter is released. Once claimed, the $25 bonus is included in a future paycheck.