

TOP STORIES

Moving Forward: A Commitment to Communication ... 1

New and Improved Work & Life Services: The Right Solutions ... 1

MHN Associates Show Their Value Promise Spirit ... 2

MHN Teams on Target for MFLC Transition ... 2

They've Got Heart and Soul! ... 3

Did You Know ... 3

and more

MONTHLY
recap

Archive

MOVING FORWARD: A COMMITMENT TO COMMUNICATION

Published April 12, 2007



I was really pleased to see and meet so many of you during last week's Town Hall meetings. And I was impressed by the sense of dedication, positive interest and

candor that was displayed at each session across the country. Ian Shaffer, who led the Town Hall meetings at some of our sites, shares this impression.

For as long as I've been in business, I've viewed open, honest communication as a key ingredient in achieving our company's goals -- both internally and externally. I'm committed to keeping you as informed as

possible of the exciting changes that face MHN and the ways we're addressing them. That commitment guided me at last week's Town Hall meetings, and it continues to guide me in writing this column.

TAKING ROOT IN A CHANGING LANDSCAPE

As I've mentioned, our customers are our lifelines, so as our customer base evolves and new markets are presented, we will adapt -- and win -- many new business opportunities.

Maintaining our leadership position means continuing to build. But how do we build on a landscape that is constantly changing? We can do so by being poised for change in: our business processes, organizational structure, work culture -- even our physical premises.

We will structure differently to allow more MHN associates to work on new and emerg-

Continued on p. 3

NEW AND IMPROVED WORK & LIFE SERVICES: THE RIGHT SOLUTIONS

Published April 17, 2007

April 1 marked the launch of MHN's new and improved Work & Life Services. Our basic Work & Life Services (included with almost all of our EAPs) now include consultations in six subject areas: childcare, eldercare, financial, legal, identity theft recovery and daily living. In addition, we've just introduced nine exciting new Work & Life upgrades:

Enhanced Work & Life Services and Enhanced Work & Life Services with Baby Kits - In addition to the basic Work & Life Services included with most of our EAPs, Enhanced Work & Life Services includes up to five confirmed provider openings for childcare and eldercare and, optionally, Baby Kits for members who are expecting a baby.

Caregiver Assistance - A four-hour as-

essment of an elder's living arrangement, plus a care plan that provides referrals to a variety of services tailored to creating a safe, healthy and enriching lifestyle for the elder.

Premium Legal Services - Includes 60 minutes of free telephonic or face-to-face consultation per separate legal matter, with a network attorney or mediator, for legal needs including family law, real estate law, landlord tenant law, and more.

Premium Financial Services - Includes 60 minutes of telephonic consultation per separate financial issue. Plus, employers can opt for group financial classes for employees at no additional charge.

Premium Identity Theft Recovery Services - Includes unlimited consultations with a fraud resolution specialist who can deal directly with lenders, collection agencies, government entities and credit bureaus to

resolve fraud on behalf of the member.

Family Check-in Services - A program of regularly scheduled calls to school-age children and older adults to help ensure their safety.

Nurseline - Available 24 hours a day, seven days a week to provide health advice and information to members.

Compliance Program - A program that includes employer services that foster compliance company-wide, as well as an Ethics Hotline for employees.

Stay tuned for more information on these new products, including reaction from the marketplace. Meanwhile, you can learn more by visiting the MarCom database and checking out the product sell sheets.

MHN ASSOCIATES SHOW THEIR VALUE PROMISE SPIRIT

Published April 24, 2007

From tattoos peeking out under ripped sleeves to a "Captain Value Promise" sporting a t-shirt "cape," MHN associates showed their spirit in droves on Value Promise Day – April 20.

At offices nationwide, the excitement culminated in a Value Promise Day raffle with over 100 prizes from roadside safety kits to clocks. Amidst a sea of gray shirts and tattoos in Point Richmond, MHN President and CEO

Steve Sell thanked associates for effectively assessing customers' needs, developing the right solutions and delivering real results. "This event made me feel appreciated and that it's about us, too," says **Arvin Rustia**, senior programmer analyst.

Check out some of the pictures below from Value Promise Day at offices around the country and check out HN Connect for more!



MHN TEAMS ON TARGET FOR MFLC TRANSITION

Published April 10, 2007

MHN today announced that it has successfully completed the first major implementation milestone for the government's Military and Family Life Counseling (MFLC) program, meeting or exceeding the relevant requirements defined by the program contract.

The Department of Defense (DoD) awarded the five-year MFLC contract to MHN on February 12, 2007. The award assigns MHN responsibility for developing, administering and monitoring a broad and comprehensive non-medical counseling program for Service members and their families.

This program is a natural outgrowth of the government's MFLC pilot program, which MHN has successfully managed since its inception in 2004.

According to **Gerry Long**, vice president of operations for MHN Government Services (MHNGS), transition teams at MHN worked hard for the past two months to meet the initial MFLC deadlines. "Our first major go-live date was April 1, when our consultants were transitioned to the terms and rates set by the new contract," Gerry notes.

"In just 45 days the entire team completed all of the major program changes that were needed to make that switch. All contracted consultants received a new and improved training program and were deployed to new assignments or new rotations at existing locations.

MHN's Provider Relations, Contracts and Invoicing teams worked many long days, as well as nights and weekends, to accomplish this milestone, and our heartfelt thanks go out to them for their professionalism and dedication."

WHAT'S THE NEXT MILESTONE FOR THE MFLC TRANSITION? READ ABOUT IT ON HN CONNECT!



THEY'VE GOT HEART AND SOUL!

Congratulations to MHN's own Heart & Soul Honorees – **Karen Chen Thompson** and **Karen Norkowski**!

They were selected through Health Net's long standing Heart & Soul peer-to-peer award program for giving their all to the customers and communities we serve. As such, both will receive three days and two nights for two in San Diego, including roundtrip airfare, lodging, a stipend for meals and a cash award.

During their getaway, they and their guests will be honored at the Heart & Soul Recognition Awards banquet hosted by Roger

F. Greaves, chairman of Health Net's board of directors and his wife, Erika, along with Jay Gellert, Health Net's president and CEO.



Read more about [Karen Chen Thompson](#) and [Karen Norkowski](#), or click the button below to read about all Heart and Soul honorees.



DON'T FORGET TO CHECK OUT THESE AND OTHER ARTICLES, ONLY ON HEALTH NET CONNECT:

- [MHN Unveils Member Matters Website for HNAZ Medicare Enrollees](#)
- [MHN to Present at EASNA's 19th Annual Institute](#)
- [Which MHN Associate Has Gone Green?](#)

Moving Forward, continued from p. 1

ing government business – the Military and Family Life Counseling (MFLC) program for example. We will adjust our structure to expand our strong partnership with other parts of Health Net – most specifically Health Net Federal Services, ITG, and the regional health plans as we work to be better prepared to stand-up new capabilities, like enhanced client reporting and strengthened transaction processing.

Changes will go beyond how we structure. Many elements in the style and culture of our work will be modified to meet the regulatory demands of federal government business. Workspaces will need to be adjusted – sometimes moved – to help us achieve the most cost-effective operating infrastructure. Processes and forums will have to be streamlined to allow us to make faster, more creative decisions. I welcome the fast-approaching day when meetings of 20 or more associates are the exception, not the rule. Reporting chains will evolve to ensure the best use and organization of our associates' skills.

DID YOU KNOW...

Susan Kalapura, MHN Account Services representative, finished her teacher training in New York in 2005 and trained yoga teachers for a year at ashrams in the Himalayas and South India.

And yes, she can even do a headstand. "I find them quite relaxing, actually," Susan laughs.



Having said all this, please know that I'm keenly aware that facing change can be uncomfortable. As I visited different offices last week, I was asked a variety of questions for which all of us would naturally seek answers: Will my supervisor change? Will my office be configured differently or even move to a different location? Will I have to learn new skills and technologies? Those and other questions will be answered soon, but in the meantime, **I want to challenge you to get comfortable with discomfort. It's essential that we are thoughtful in our approach and get the plan done correctly rather than quickly.**

In a perfect world, I would be able to answer every question today, immediately – and I wish I could. But as a company, there are other, more important, fundamental questions we need to ask and answer first. I presented some of these at the Town Hall. Others were presented as part of our Value Promise: What are our customers' needs and how do we exceed them? What is MHN best at? Where are the gaps in our ability to

deliver, and how do we fill or bridge them?

As MHN's leadership examines and begins to answer those questions, each of us will need to rise to the challenge of getting comfortable with discomfort. We need to recognize and accept that uncertainty is a natural consequence of building a strong enterprise on a shifting landscape. The better we can accommodate this discomfort, the more effectively we can focus on our fundamental questions and the sooner we'll be able to resolve the temporary uncertainties of the day.

WHAT ARE THE NEXT STEPS FOR MHN? CHECK IT OUT ON HN CONNECT...

