



Announcing the Retirement of Martha Swasey,

HealthTrust Member and Enrollee Services Manager

Dear Members,



Martha Swasey, Member and Enrollee Services Manager, will retire on January 4 after 14 years of providing inspirational management to her staff and contributing to the exceptional service for which HealthTrust is known.

Martha started her career at Blue Cross Blue Shield of New Hampshire, where she was hired to answer phones in the call center, was promoted to a trainer of the call center staff, and eventually to Call Center Manager. Ultimately, Martha worked in Anthem's Provider Relations Department where she served as both a manager and communications coordinator.

In 2004, Martha began working at HealthTrust as Manager of Enrollee Services. Under her management, the Enrollee Services department grew from having staff who worked only in the call center or enrollment to later include vendor relations specialists, ancillary services (disability and flexible spending accounts), reception, and eventually HealthTrust Benefits Advisors as well. "From the beginning it was clear that a 'service mentality' prevailed here," says Martha. "Everyone in our department truly enjoys helping our Members and Enrollees, and they take great joy in helping each other as co-workers, too."

Martha built upon that dedication to service by establishing a system of cross-training her staff in multiple jobs to ensure there is always someone who can step in if an employee is out or workload increases. "Cross-training ensures consistency of service to our Members and Enrollees, and it creates a culture in which everyone helps each other, and no one is too big for any job," says Martha. "That's how close working relationships form, when everyone works together to accomplish what needs to be done. It is also a work ethic that starts right at the top with the HealthTrust leadership team and extends throughout the staff; if volunteers are needed to set up chairs for a meeting, for example, you will often see the Executive Director pitching in to help."

When appropriate, Martha also encourages her staff to have fun. They love to decorate each other's workspace for birthdays or work anniversaries, and each year they choose a theme for dressing up on Halloween. "Nobody does a potluck lunch better than our team," adds Martha with a laugh.

In 2016, when the HealthTrust Benefits team and Enrollee Services team merged, Martha took on her current position as Member and Enrollee Services Manager, now overseeing a staff of 25. "Right from the start, I was impressed by the relationships our Benefits Advisors have with our Members," said Martha. "Some of our Advisors have been serving the same Groups for many years and their relationships go beyond just working together; they genuinely care about each other."

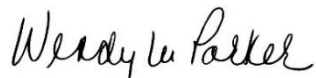
Martha says she will miss seeing her co-workers every day when she retires, but she knows they will stay in touch. "I will also miss consulting with staff to resolve problems," says Martha. "My management style is not to tell someone what to do, but to ask what ideas they have, and help them arrive at a

solution. Nine times out of 10, they are on the right track. These are people I really care about and I want them to succeed and feel fulfilled in their work.”

In retirement, Martha hopes to continue working part-time, as well as to travel and catch up on her reading. “I feel confident that the culture of service that prevails at HealthTrust will continue and even get better after I leave,” says Martha. “Everyone on my staff has a strong desire to help others, and my advice to Members is not to be shy about calling us and asking for help; it’s our goal to make sure you and your employees understand everything available through your employee benefits.”

All of us at HealthTrust want to thank Martha for the many ways she has helped make HealthTrust a great place to work, and an organization that provides exceptional service to our Members and Enrollees. We will miss her and wish her a long, happy retirement.

Sincerely,

A handwritten signature in cursive script that reads "Wendy Lee Parker".

Wendy Lee Parker
Executive Director