Third Quarter Nominees Announced

The third quarter nominees for the 2020 Joseph A. Lindenmayer Employee of the Year Award were announced at the ICARE breakfast in Chauncey on January 8. The nominees honored were: Jordan Davis, Information Technology, Sue Goldstein, Outpatient Therapy, June Napolitano, Nursing Services, and Brenda Paluszewski, Food & Nutrition.

Jordan Davis is a PC/Lan Technician in our Information Technology Department. Jordan joined Gaylord in December 2016 and was nominated by a co-worker.

The co-worker states, "Jordan truly represents all the characteristics for this nomination. He is the first one in the IT Department when you have an IT question to respond. He will even follow up to make sure your problem is solved at that time. He always does it with a smile and greeting even if your problem is a user error.

Recently the Development department converted to a new Program that I am sure Jordan never heard of let alone trained on before working at Gaylord but that didn't stop him from helping with the implementation on our desktops and answering any questions we had regarding the new program. When he comes to the office to help a colleague he never leaves without asking if anyone else needs anything.

Two department staff received new computers. Jordan worked with both of them to ensure that all the files they needed moved to the new computer were up and running. He also came to their office and personally made sure they had everything they needed.

Recently during the Employee Giving Campaign we were moving chairs and tables to the Milne Lobby after several employees passed while carrying chairs, Jordan with a computer in his arms asked if we needed any help moving anything. Small actions like that represent the respect for employees Jordan exhibits daily. I am sure there are many more instances that we don't even see or know about.

I know the Development and PR offices have never heard the words – “I don’t know” from Jordan or “I can't help with that”. He is always ready and willing to help with any problem you may be having even if those issues are the simplest to solve they are always handled in a timely and kind manner.

I am sure every person on this committee has a story of Jordan helping them out, so our departments are not alone in wanting to have him recognized. I hope you consider him for Employee of the Year.”

Jordan's Supervisor, Andy Huang states, "I thoroughly support the ICARE nomination for Jordan Davis. He doesn't shy away from hard work, long hours, coming in on holidays or working through complex issues. Instead he approaches every task and problem that is presented to him with a sense of ownership and a smile. Jordan never takes the easy way out and is a reliable and trusted member of the IT team.

As a PC/LAN Technician, Jordan is a part of the frontline defense for issues that are reported into IT. He maintains a patient and helpful demeanor and the technical skills in order to get the issues resolved. Jordan has a positive attitude, a great work ethic, and respect for management, fellow staff, and patients. Jordan takes the time to not only resolve issues but also explains to staff what caused the issue and suggests steps to prevent from reoccurring.

Over a fourth of July weekend, we had a faxing issue come up at the hospital and Jordan was on-call. Jordan took on the challenge and came in promptly and stayed on for eight hours. We worked together to resolve the problem, and it is comforting knowing you have someone so reliable on your team. This year we implemented a new laptop encryption software for enhanced security and Jordan took the lead on the support and rollout of that technology making the transition over to this new technology very smooth.

Continued on page 3

Employee Meetings

- **Tuesday, January 21**: Brooker Lecture Hall
  - 7:30 am, 12:10 pm & 3:15 pm
- **Thursday, January 23**: North Haven
  - 12:05 pm

Our mission is to enhance health, maximize function, and transform lives.
Mike's Story: After A Spinal Stroke

Mike Shadday's spinal stroke is rare and it's even rarer in someone in their 20s. With only a little movement in the toes and ankle of one foot, Mike didn't know if he would ever walk again. He has made tremendous progress through his rehab as an inpatient at Gaylord. Mike attributes much of his recovery to a lot of hard work infused with the support of his girlfriend, Haley, his family, and his team of nurses and therapy staff at Gaylord. Mike, and Haley, who is an occupational therapist, carefully researched where he should go for his rehab. As a result of extensive physical, occupational and aquatic therapy, Mike was able to walk out of Gaylord with a walker. Click here to watch Mike's video.

Way to Go Respiratory!

A message from Pete Grevelding, Vice President, Clinical Operations:
I would like to congratulate Lorraine Cullen, Laurie Jano and the respiratory department in their success on January 7 in the DPH CLIA unannounced inspection of the blood gas lab. Once again, they came through with flying colors and NO findings! Year in and year out, they have maintained this high level of excellence. The surveyor actually complimented them on their preparation and thoroughness! Please join me in congratulating the Respiratory team on their exemplary survey!

Next Casual for Causes: Friday, January 17

For a small donation, staff can dress casually for the day and help a local charity on Friday, January 17. Employees need a button or a Casual for Causes sticker to indicate their participation. Stickers can be purchased in the Cafeteria, Human Resources, Jackson 2 Outpatient, North Haven, Cheshire and the Servery. The cost of the sticker is $2. All proceeds benefit the Brain Injury Association.

Walter Camp Football Players to Visit Gaylord

Keep your eye out for professional and college football players from the Walter Camp Football Foundation on Friday, January 17 at 1 p.m. The players will be walking through the hospital visiting patients and signing autographs.

Attention FYI Readers

Moving forward, if you would like to submit an article, promote an event, etc., in FYI, please email publicrelations@gaylord.org with your details until further notice. Thank you.

<table>
<thead>
<tr>
<th>January 2020</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tbody>
<tr>
<td>January 17, Casual for Causes</td>
<td>National Heart Month</td>
<td>National Nutrition Month</td>
<td>National Occupational Therapy Month</td>
<td>Better Hearing and Speech Month</td>
</tr>
<tr>
<td>January 17, Employee Meetings</td>
<td>National Psychology Month</td>
<td>National Professional Social Work Month</td>
<td>Casual for Causes April 3</td>
<td>Casual for Causes May 1</td>
</tr>
<tr>
<td>January 21 &amp; 23, Casual for Causes</td>
<td>Casual for Causes February 7</td>
<td>Casual for Causes March 6</td>
<td>Scholarship Applications Due April 15</td>
<td>Roadside Clean-Up May 6</td>
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<td></td>
<td>Casual for Causes February 21</td>
<td>Casual for Causes March 20</td>
<td>Casual for Causes April 17</td>
<td>National Nurses Week May 6 - 12</td>
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<td></td>
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<td>Medical Staff Appreciation Day March 27</td>
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<td>Wine, Beer &amp; Cordial Tasting May 8</td>
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ICARE Article Continued from Page 1

Jordan’s shift ends later than anyone else’s, which means he is often the last one left on-site to handle any issues that surface at the end of the day. He never thinks twice about staying after his shift ends in order to help with these often-critical situations. And he does this without looking for anything back in return. He does it because it is the job and he honestly wants to help in whatever way he can.

His job requires lots of multi-tasking and interruptions, and he simply handles each problem as it comes. I am consistently receiving verbal recognition as well as notes of appreciation from staff about Jordan and how he has helped out in positive ways.

Thank you for considering Jordan Davis for the ICARE nomination. He is truly deserving of such an honor, and it would be great to see his contributions and work ethic celebrated.

Sue Goldstein is a Physical Therapist in our Wallingford Outpatient Therapy Department. She has been an employee since August 1985 and was nominated by a patient.

The patient states, “The Aquatics Program at Gaylord has changed my life for the better. I had equilibrium and walking difficulties. Since taking the class I am much stronger in motion.

Susan is like a cheerleader. She keeps you motivated and moving forward. She takes her job very seriously giving you constant attention and always teaching you new workouts. She is kind, compassionate and so caring to your needs. She is always enthusiastic and positive. I see her take care of the disability patients with genuine concern and their well-being also she makes aquatics fun.”

Susan’s supervisor, Anne Pacileo states, “I am writing in support of Susan Goldstein’s nomination for the ICARE Program. I am once again thrilled that Susan has been nominated for this program. Susan is a member of our Legacy Club, having delivered consistently high quality of service to Gaylord and care for her patients for over 30 years. As such she is a shining example of what Gaylord is all about.

Susan is detail oriented and considers every aspect of a patient’s needs before she determines a plan of care. Susan devotes herself to staying “on top” of every project she is part of. She seeks out any resource she believes will help her patients achieve their optimal level of function during their time with us at Gaylord. She holds a certification in LSVT BIG and is considered one of our longtime experts in aquatic therapy. She is a mentor for our less experienced staff: sharing her vast knowledge with collaboration and respect. She is consistently accountable for herself and often helps to hold her colleagues accountable as well! Done in a real team spirit it elevates the care we all deliver to the highest quality possible. Susan has volunteered to take part in several committees including employee engagement, Stroke committee and the aquatics committee.

Perhaps more to the point, Susan is warm and compassionate to all her patients. She is genuinely interested in their goals and what they need to bring them back to the life they want to live.

Continued on page 4

<table>
<thead>
<tr>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
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<tr>
<td>Gaylord Golf Classic June 1</td>
<td>Casual for Causes July 10</td>
<td>Casual for Causes August 7</td>
<td>Casual for Causes September 4</td>
<td>Casual for Causes October 2</td>
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<tr>
<td>Casual for Causes June 5</td>
<td>Casual for Causes July 24</td>
<td>Casual for Causes August 21</td>
<td>Casual for Causes September 18</td>
<td>Casual for Causes October 16</td>
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<td>Casual for Causes June 19</td>
<td>National Rehabilitation Awareness Week September 21: 27</td>
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<td>7th Annual Gaylord Gauntlet 5k June 27</td>
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Overall Assessment

“Wonderful nurses.”

Therapy Services

“You have fabulous therapists, especially Kim and Marci, who were my main ones. I couldn’t have done as well as I did without them.”

“The help was very friendly and helpful.”

“PT, OT and speech asked about my goals and we did exercises towards the. These areas were all great.”

Discharge

“The nurse was great.”

Overall Assessment OUTPATIENT

“I was fortunate to get excellent therapists Tim and Meghan at Gaylord Hospital in February 2019. My husband got the same quality therapist, Ashley at the outpatient facility. We feel fortunate to get there.”

“Wonderful and most helpful experience.”

“Absolutely a wonderful place for rehabilitation with a wonderful caring staff.”

Comments OUTPATIENT

“All the staff at the registration are very helpful and professional. They always greet everyone with a smile and are friendly. Makes you feel comfortable.”

“Incredible help was given throughout the process.”
She demonstrates a level of empathy that drives her desire to treat each patient the way she would want her family to be treated. She meets each day with a “can do” attitude and a commitment to do the best she can. By her very nature, Susan builds the team.

Susan is a pleasure to have on the wonderful outpatient team. Her longevity of service, her accountability, her integrity, her compassion as well as her commitment to excellence makes her the ideal example of what the ICARE recipient should be.

**June Napolitano** is a Nursing Supervisor and has been with Gaylord since October 1998. June was nominated by a co-worker. The co-worker stated, “June embodies the ICARE values. She is one of the most effective shift supervisors, often dealing with crises quietly and with excellence. She understands the needs of the hospital and is able to communicate with multiple stakeholders to find the best solution for our needs on any one day. She has literally come up through the ranks of the hospital. Her experience in multiple departments and at multiple levels helps her understand each peer and lends detail to her long view of the hospital and the consequences of each decision. June is respected by many people throughout the organization, and she deserves it. She is a great choice for representing the ICARE values.”

June’s Supervisor, Lisa Kalafus states; “I fully support June Napolitano’s ICARE nomination! June has been an employee of Gaylord for over 21 years. Starting as a nurse’s aide June continued to grow in the healthcare field in many aspects. June became a registered nurse and worked on Milne 2 before becoming a night nursing supervisor. As a night supervisor June quickly became one of the most resourceful employees at Gaylord.

Our frontline staff felt safe and supported with June at the helm and our AOC team slept soundly knowing the hospital was under June’s watchful eye. About one year ago June transitioned to the day nursing supervisor role. This was a brand new role and was completely different than the off shift supervisor responsibilities. The day supervisor responsibilities focused on the triaging of patients to allow for patient admissions in addition to flexing staffing for the census. June has literally knocked this role out of the park! While we were all extremely sad to have her off of night shift, June has helped promote patient flow within our house (something that is extremely challenging for all of us). She does this all with a positive can-do attitude. June exemplifies what teamwork and collaboration are all about. There is nothing June-Bug can’t do and we are lucky to have her on our leadership team.”

**Brenda Paluszewski** is one of our Food Services Assistants and has been with Gaylord since November 2008 and was nominated by a patient. The patient states, “Brenda is always pleasant and smiling. Brenda is one of the kindest employees I’ve had in the 3 months I have been hospitalized (Yale) and in Rehab here at Gaylord. She treats me and my family with respect and dignity. You can tell she enjoys what she does. Brenda puts us all at ease. You can’t help but smile when you see her coming. One instance of going above and beyond what must be expected of her was one day, I was scheduled to go to PT and Brenda realized I didn’t get my bagel. When I returned to room, Brenda was there with a warm bagel. A little thing but much appreciated.”

Brenda’s Supervisor, Frankie Maderia states, “It is my utmost pleasure to support the nomination for the ICARE award to Brenda Paluszewski in the Food and Nutrition Department. Brenda has been an employee of Gaylord since Nov 3, 2008. She is a breath of fresh air in the department, always arriving to work as scheduled with a smile on her face. She demonstrates a true passion in her work ethic and in her relationships with both her co-workers and her patients. She takes pride in the provision of excellent service, compassion and accountability.

In her daily role as a hostess on Milne 1 and Milne 2, she demonstrates patient service standards every day. She knocks on the door, introduces herself, and waits for permission prior to entering in support of the patient’s right to privacy. She gets to know her patients and their family members, assists them with menu selection, takes the time to write down preferences so she can readily offer them the next day, and will leave a list for a co-worker if she is off for the day so that the service is seamless. She has taken time to learn all menu items so she can describe the meal to her patients and also be aware of allergens. This commitment to excellence has been evident in the Food and Nutrition Department as the raw score on the Press Ganey Survey has gone from an average of 73.6 in 2014 (Milne 1 and Milne for the meal questions) to 83.4 in 2019. This is an increase in the raw score for Food and Nutrition by 13.3% for Milne 1 and Milne 2. Brenda has greatly supported taking the Food and Nutrition Department to the next level on Milne 1 and Milne 2 as demonstrated on the Press Ganey Survey.

Nursing staff on Milne 2 report that Brenda is the best hostess they’ve ever had, very accommodating to not only patients but with staff in terms of follow-through on requests and has outstanding communication. She has a great sense of urgency in meeting the needs and requests of her customers. She provides service with a smile, even when the demands are high. The patients will often times request Brenda by name when they have additional food related needs or services.

In training new staff, she takes time to go over all aspects of the position and has developed “menu correction tips” for them in terms of menu heading and therapeutic diet provisions. She takes ownership for making sure that new employees succeed, which they often do when trained efficiently. Brenda also steps up to the plate when asked to fill in for other positions. She is flexible and consistently able to get the job done, no matter what position she is covering.

Brenda is well liked by her peers in the Food and Nutrition Department. Staff describes her as “a team player, hardworking, dedicated, and very positive.” Brenda is an active, engaged participant, in all department meetings and in-services. She is a true pleasure to work with and there is tremendous support in this nomination, not only from her co-workers, but management, nursing staff and patients that have the opportunity to work with her on a daily basis.

Employees, patients and patients’ family members are encouraged to complete the nomination forms which are available in the Human Resources Department as well as on the nursing units. If you know of a Gaylord employee who lives the Gaylord values, nominate him or her today. Completed forms can be sent to Human Resources.
Gaylord Offering Referral Bonus for Full-Time Care Manager Position

Do you know any Care Managers? If so, refer them to Gaylord and you could receive a $2,500 net referral bonus!

Job Summary: The Care Manager coordinates all health care services required for an organized, multi-disciplinary team approach to management of designated patient populations; initiates discharge planning in a timely fashion; develops and revises individualized discharge plans as indicated by assessment and patient response to treatment; assesses quality, cost-efficient care to ensure patient’s plan of care promotes a safe and timely discharge; evaluates overall plan for effectiveness; involves the patient and family in the formulation of goals; monitors appropriateness of admissions and continued stay and provides the link between provider and payer organizations, physicians and the community in the transition of patient care through the health care system.

Qualifications:

- Current CT RN license required
- A minimum of 2 years of acute care clinical experience needed
- Bachelor’s degree strongly preferred; in lieu of a Bachelor’s degree, 4 – 6 years of hospital experience preferred
- Acute care case management, home care and/or long term care experience desired
- Professional certification in Case Management or eligibility a plus

Click here for the online application website and to learn more about the position. Please note that the employee’s name must be listed at the time the application is submitted. Please contact Human Resources with any questions. *$2,500 net; ½ payable upon hire; ½ payable after 6 months of service

Follow Gaylord Specialty Healthcare on Facebook!
www.facebook.com/gaylordspecialtyhealthcare

Gaylord is also on YouTube.
www.youtube.com/user/GaylordHealthcare

Check out Gaylord’s boards on Pinterest.
pinterest.com/gaylordhealth

Follow Gaylord on Twitter.
twitter.com/GaylordHealth

2020 Casual for Causes: Purchase Your Annual Donor Button in January

January 2020 is here and it is time to purchase your 2020 Casual for Causes Button. Your 2019 button is good for the January 17 casual day. The cost of the button is $50; the cost is tax deductible and covers the cost of 28 casual days, beginning February 7, 2020 running through January 2021. In 2020-21, there will be three $5 Casual Days for Go Red for Women-American Heart Association, Penny Dunker Scholarship and To Be Determined. There will be 25 Casual Days for charitable organizations such as Love Your Brain and Master’s Manna.

Your purchase of the button entitles you to all Casual for Causes days. The button can be purchased by cash, check or credit card. Please make checks payable to Gaylord Hospital. Forms are located on the intranet homepage.

Celebrate NEAR MISSES

Makayla Hugo, Nursing Assistant, Lyman 1, (pictured third from left) caught a dietary error. She noticed that a patient was ordered NDD3 with nectar thick liquid but the patient received thin liquids. She had a questioning attitude and brought the concern to Director and Manager of Food and Nutrition.

We had 8 near misses reported in November 2019 by following people. Our goal for FY20 is to have >100 near misses submitted in RL Solutions.

Bradley Fletcher
Brittnay Velez
Catherine Sabith
Janine Clarkson
Jenna Boughton
Kaitlyn Rudolf
Nicole Morrill (2)
Frustrated with your monthly student loan payment? Figuring out how to better manage your student loans is not easy. That’s why we are pleased to continue offering the Loan Relief benefit from Fiducius. The expert Advisors at Fiducius help you navigate and determine your best option, including forgiveness and refinancing, based on your specific situation. As a Gaylord Specialty Healthcare colleague, you are eligible for this benefit if you have loans for yourself or loans you’ve taken out for children or even grandchildren. Your spouse and other family members are also eligible to take advantage of this money-saving benefit for their own student loans.

Others are already working with Fiducius. Those using forgiveness have reduced their monthly payments by an average of $585 and are projected to receive an average of $58,000 in tax-free loan forgiveness.

It’s easy to get started. In just a few minutes, you can determine your eligibility, learn your potential savings and schedule time to talk with an Advisor about your next steps.

Visit Gaylord Specialty Healthcare + Fiducius to register

Fiducius will fully educate you about all available options and provide a personalized Student Loan Financial Wellness Plan at no cost before you decide whether or not to use their services. As with other voluntary benefits, like life insurance, you only pay Fiducius when you choose to use their services.

Take that first step to learn if Fiducius can help you take control of your student loans and improve your financial well-being.

Questions or trouble logging in? Call 1.513.645.5400 the team at Fiducius.

Welcome the Latest Group of New Employees

Mirka Hernandez, SNT, H1
Emmanuel Keys, EVS Aide
Marcelline Kossou, RN, L1
Paige Pirruccio, Agiliti/Vendor
James Portee, EVS Aide
Patrina Riley, PCT, H1
Jose Salgado, EVS Aide

Mileage Rate for 2020 Updated

The IRS has issued their annual update of mileage rates for business travel in 2020. The new rate effective January 1st is 57.5 cents per mile. As in the past Gaylord will adjust its mileage reimbursement rate to reflect the new IRS rate. Effective January 1, 2020 through December 31, 2020 all miles traveled for business purposes will be reimbursed at 57.5 cents per mile. If you have any questions please feel free to contact Scott Jungeblut at extension 2753 or Jon Mace at extension 3324.
Gaylord Specialty Healthcare has partnered with Masonicare and Wallingford Adult Education to bring to you a Certified Nursing Assistant training program.

**OVERVIEW**

- **16 Week Course**
  - *(must pass Pre-Entrance Exam)*
  - **Class Begins**
    Thursday, February 20, 2020
  - **Tuition**
    $900 (Wallingford resident)
    $925 (non-resident)
    Payment plans available
    Certificate included
  - **Classroom Schedule**
    Tuesday and Thursday
    5 pm - 9 pm

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**Interested?**

Register ASAP by emailing your name, address and cell # to Carol Berube at cberube@wallingfordschools.org

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**Healthcare Partners:**

- **Gaylord Specialty Healthcare**
  - An Ageless Commitment to Caring
- **Masonicare**
  - An Ageless Commitment to Caring

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**Pre-Entrance Exam**

*(8-9th grade everyday testing)*

- **Cost**
  - $35
  - Friday, January 24
    5:30 pm
    RR Station Learning Center
    37 Hall Ave
    Wallingford

- **Friday, February 7**
  5:30 pm
  RR Station Learning Center
  37 Hall Ave
  Wallingford

Please contact Lisa Kalafus at lkalafus@gaylord.org or call extension 2101 for details and reimbursement opportunities.
It’s your health, right?
So you need a health plan that works for you.

Health benefits should do what they’re meant to do: help you and your family be at your healthiest. And with today’s rising health care costs, you need benefits that keep you in control of how your money is spent. That’s why we’re offering you the Anthem health savings account (HSA).

Our HSA can help you manage your health care costs

Your health plan with an HSA gives you access to a large network of doctors and hospitals, and helps pay for your costs when you need care. It’s designed to give you health care options and help you stretch your hard-earned dollars. Here’s how:

- With an HSA, you can set aside pretax dollars to pay for qualified medical expenses.
- Because the funds you put into your HSA and use to pay for qualified expenses are tax free, you save money.
- You and/or your employer can contribute to your HSA.
- You can add funds to your HSA at any time or through automatic deductions each paycheck.
- For 2019, you can add up to $3,500 for yourself or $7,000 for your family each year.
- The money in the HSA is yours, and any funds left over at the end of the year can be rolled over to the next plan year.
- You’ll get an HSA debit card you can use to pay for qualified medical expenses like:
  - Costs that count toward your deductible
  - Coinsurance
  - Copays
  - Emergency room or urgent care visits
  - Hospital stays
  - Prescription drugs

Anthem.
You can manage your HSA online and on the go

Once you’re an Anthem member, you can register at anthem.com and track your health plan deductible and HSA balance. There are lots of other great online tools for you to use, like:

- Cost Estimator
- Find a Doctor
- LiveHealth Online
- Health and wellness programs

And with the Anthem mobile app, you can keep track of your health plan and your HSA anytime, anywhere.

Want to know more about our HSA and how it can help you manage your health care spending?

Contact your Human Resources representative today!
Say hi to Sydney

Anthem’s new app is simple, smart — and all about you

With Sydney, you can find everything you need to know about your Anthem benefits — personalized and all in one place. Sydney makes it easier to get things done, so you can spend more time focused on your health.

Get started with Sydney
Download the app today!

Simple

Ready for you to use quickly, easily, seamlesly — with one-click access to benefits info, Member Services, wellness resources and more.

With just one click, you can:

- Find care and check costs
- Check all benefits
- See claims

Smart

Sydney acts like a personal health guide, answering your questions and connecting you to the right resources at the right time. And you can use the chatbot to get answers quickly.

- Get answers even faster with our chatbot
- View and use digital ID cards

Personal

Get alerts, reminders and tips directly from Sydney. Get doctor suggestions based on your needs. The more you use it, the more Sydney can help you stay healthy and save money.

Already using one of our apps?
It’s easy to make the switch. Simply download the Sydney app and log in with your Anthem username and password.

Access your insurance and HSA information on the Sydney app. Simply register at anthem.com then download and login to your Sydney app.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield-Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 3 counties in the Kansas City area): Priority Health® Managed Care, Inc. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administrated by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administrated by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits of PPO policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WICIC). Compcare underwrites or administers HMO or POS policies; WICIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.
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Purchasing Power is our exclusive benefit that gives you the flexibility to shop for thousands of products that you want and need, when you need them, and pay for them over time directly from your paycheck.

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Purchasing Power can save you money and stress compared to high-interest credit cards or rent-to-own stores. While it’s not a discount program, you get the convenience of paying over time through automated payments.

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