



July 23, 2020

Brian Bopp
New York State Department of Civil Service
Attn: Office of Financial Administration, Floor 17
Agency Building 1, Empire State Plaza
Albany, New York 12239

Dear Mr. Bopp,

On behalf of Independent Health, I am pleased to submit the enclosed proposal for continued inclusion in the New York State Health Insurance Program (“NYSHIP”) for 2021.

As you know, Independent Health has a proven track record of successfully serving NYSHIP since 1981. During that time, we have met the evolving needs of NYSHIP and its members with our suite of products, services and expertise in all facets of health benefits management.

As a **physician-led and regional health plan**, Independent Health maintains strategic partnerships with physicians and other health care providers. The trust that we’ve developed with local physicians is a critical factor because it means our providers are more engaged with us – and as a result, more likely to work with us in transforming health care in our community, including the shift to value-based care.

In 1997, Independent Health was the first local plan to compensate physicians based on quality and we have continued to implement programs that reward physicians. This idea of investing in physicians to redesign care to help make it more accessible, patient-centered, effective and efficient has now become broadly recognized on a national level. This trend has the potential to significantly improve patient outcomes and overall access to care by altering the standards used to reimburse physicians and providers.

When it comes to service, Independent Health’s excellence in member service and satisfaction makes a difference that is nationally acknowledged and recognized. The RedShirt® Treatment is not just a slogan – it is our unwavering promise of **exceptional customer service**, which stems from a culture of proactive, innovative thinking that you’ll find at every level of Independent Health. This means that only Independent Health can continue to offer NYSHIP and its members the kind of commitment to personal attention, service, and satisfaction they rely on and have come to count on.

This document contains **confidential** information.

Independent Health’s Affiliated Companies: Independent Health Association, Inc.; Independent Health Corporation; Independent Health Benefits Corporation; Independent Health Foundation; Individual Practice Association of Western New York; Nova Healthcare Administrators, Inc.; Independent Health’s Pharmacy Benefit Dimensions, LLC; Specialty Pharmacy Management, LLC

Independent Health does not accept service of papers electronically under CPLR 2103

We greatly value our partnership with NYSHIP and we look forward to providing our nationally recognized RedShirt® service today, tomorrow and in the future. If you have any questions regarding the information submitted, please do not hesitate to contact me.

Sincerely,



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**“Independent Health was recognized by J.D. Power for being
#1 in Member Satisfaction Among Commercial Health Plans in New York.”**



J.D. Power's 2020 U.S. Commercial Member Health Plan Study. For J.D. Power 2020 award information, visit jdpower.com/awards.