

End-of-year message from Teresa Hursey

Thank you for your service to our members. I know this has been a difficult year for all of us. This public health emergency has tested us and we have responded in ways far too numerous to list. New Jersey has been one of the most heavily impacted states in terms of the spread of COVID-19. In response to this crisis, our partners at the Department of Human Services have demonstrated real leadership in marshalling the Medicaid program's resources. Working together, we have devoted our efforts to ensure care for our members continues uninterrupted. Now more than ever, our members rely on our ability to respond when the normal public health infrastructure has been disrupted. Your close partnership in these efforts has been invaluable.

This emergency has endured far longer than anyone would have liked and has forced us to consider new approaches and technologies to deliver care. While originally these adaptations were necessary to stabilize the healthcare system, they will ultimately transform it. This moment in time represents an opportunity for innovation in care delivery. Our north star in these discussions is to always consider how these new approaches may impact the quality of care. Using evidence-based medicine to drive the right care, at the right time and in the most proper setting should be foundational to everything we do.

The holiday season is a time to reflect and remember those we may have lost to this dreadful virus. It is also a time to be with family and friends, however we must remain ever vigilant to guard against any future spread of infection. Our ability to gather in groups will be limited for some time, but we must still try to combat social isolation where we can with a simple phone call or personal note in lieu of an in-person visit. Social isolation can negatively impact a person's health and is particularly common among seniors. One of my *to-dos* during this holiday season is to catch up with friends and extended family as well as my fellow Amerigroup Community Care associates in this fashion. I hope that you can also find time to strengthen the bonds of our personal connections during this holiday season.

In closing, we greatly value your partnership and all the work you do. On behalf of Amerigroup, we wish you, your staff and your families happy holidays and the very best for the coming year!

Warm regards,

Teresa Hursey, President
Amerigroup Community Care