



# BeneFacts

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## EMI Health, in the business of caring

*The following is a summary of a speech given by the chair of EMI Health's board of directors, W. Gary Harmer, at the annual membership meeting held November 12, 2011.*

My background and strength are in auditing and financials, and I usually address those topics in my annual meeting remarks. However, EMI Health is doing well financially, and today I want to focus on a different area: EMI Health cares. Can an insurance company care? The answer is a loud and resounding "yes." A corporation is made up of people, and people can care. In order for a corporation to be caring, every single person in the corporation must show that they care in every transaction with our members.

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Our association was founded in 1935 for the express purpose of taking care of our members. We never forget that. Seventy-six years later, members are still the focus of everything we do. That strong emphasis on caring has resulted in high marks from our members. Each year we conduct a satisfaction survey of our members, and in the most recent survey, over 94 percent of our members reported overall satisfaction with EMI Health.

Of course, we are always looking for ways to better care for our members, and as many of you know, we recently introduced a Wellness Program for our medical groups. The program is designed to engage members in taking simple, but meaningful steps toward healthier lifestyles - and so far, it seems to be working. We currently have 26 employer groups participating, with more signing on all the time. More than 3,000 individuals have participated in the biometric health screening, more than 1,500 have taken the health risk assessment, more than 2,000 have participated in at least one wellness challenge, and 300 people are working with the health coach. We have been astounded and gratified by the number of success stories we've heard - everything from weight loss to stress reduction to discovering and addressing a serious health risk. A few of these stories are re-printed in the annual report. You can also visit the Wellness webpage to see what remarkable things our members are accomplishing with the help of EMI Health's Wellness Program.

I am proud to be associated with a company that takes such good care of its membership, but it doesn't stop there. EMI Health's caring reaches beyond its own membership to the larger community. We have recently joined forces with the Assistance League of Salt Lake City in two great programs serving the Salt Lake Valley's school children: Operation Healthy Teeth and Operation School Bell.

The Operation Healthy Teeth program provides urgent dental treatment to children with no access to private healthcare, but who do not qualify for government care. Tooth decay is the most common disease affecting Utah's children, often resulting in missed school and poor nutritional habits. Children suffering from untreated tooth decay face lifelong, permanent challenges. EMI Health has made a financial contribution to Operation Healthy Teeth, and we are also working with our dental providers to encourage them to participate in the program. Participating dentists donate their time, and Assistance League and EMI Health help cover expenses, such as x-rays, fillings, and chair-side assistance. As a result, children receive critical care, saving them from years of discomfort, infection, and falling behind in school.

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Another concern for many children in today's economy is inadequate school clothing. Research has shown that appropriate school clothing improves school attendance, classroom performance, conduct, self-esteem, and health. The Operation School Bell program provides clothing and winter coats to more than 5,000 children a year in the Salt Lake Valley. Schools identify and refer children in need of clothes, and Assistance League provides jeans, shirts, coats, socks, underwear, toothbrushes, and toothpaste. This year, EMI Health adopted Lincoln Elementary in the Granite School District. Employees donated their own time to bag the clothing and then helped deliver and fit the items for the children in that school. As a company founded specifically to serve educators, it is our privilege to support them in their service of Utah's children.

In addition to these two major programs, EMI Health's employees have initiated a number of service projects or fundraising events to support worthy health or education related causes - always with outstanding results. Our employees are exceedingly generous with their time and resources.

EMI Health's board of directors and employees are committed to continue caring for our members, first and foremost, and the community. We thank you for your support and look forward to many more years working together.