

PHP—Your Trusted Business Partner

PHP VALUES: INNOVATION | COLLABORATION | INTEGRITY | DEVELOPMENT | SOCIAL PURPOSE

PHP recognizes that the competitiveness and productivity of a workforce are impacted by the health and wellness of its people; that good health is critical to good business. As a northern Indiana insurance carrier, community business partner, and trusted, local resource, PHP takes pride in strong relationships with healthcare providers and networks in Northern Indiana. In unison, we can work together to keep our local workforce healthy and productive.

WE ARE THE ONLY PHYSICIAN-DIRECTED, NOT-FOR-PROFIT HEALTH INSURANCE AND ADMINISTRATIVE SERVICE COMPANY IN NORTHERN INDIANA



Our board of directors is comprised of regional physicians and community leaders. Together, this team helps guide our products and the delivery and direction of healthcare practices needed most by Hoosiers. Board members generously contribute their time to assist in our goal of developing long, meaningful relationships, and providing resources to improve the quality of life in Indiana communities.

WE GIVE BACK TO THE COMMUNITIES WE SERVE



PHP offers grants to tax-exempt, private agencies and/or public charities in **46 northern Indiana counties**. These grants, **totaling more than \$10 million dollars** in the past 15 years, have helped fill voids in community needs and have offered broad social benefits to organizations with very limited resources, including Matthew 25 (Fort Wayne), Super Shot (Fort Wayne), LOGAN Center (South Bend), Maple City Health Center (Goshen), and St. Martin's Healthcare (Garrett). More than a million lives have been improved through access to medical and dental education, treatment, and medications through PHP's charitable giving.

Additionally, PHP awards **academic scholarships** to Indiana high school seniors pursuing careers in a health-related field. To date, nearly 100 students have received **more than \$150,000 to pursue post-secondary education** at a college, university, or technical school.

PHP HAS EXCEPTIONALLY HIGH CUSTOMER SATISFACTION SCORES



- PHP continues to receive exceptionally high CAHPS (Consumer Assessment of Healthcare Providers and Systems) rating scores for members experiences and expectations for: Claims Processing-96%, Customer Service-91%, Ease of Obtaining Care-88%.
- PHP customer service department answers more than 100,000 insurance-related questions per year with an average wait time of only 18 seconds. This efficient service saves office staff time, as well.
- PHP has a reputation for delivering our services and addressing member needs with a personal touch-we CARE about our providers and members.

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