

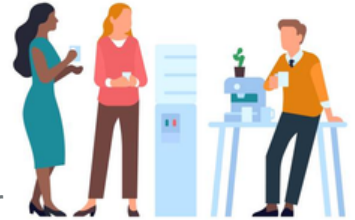
APRIL 2023 | VOL. 1

H2O Highlights!

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# THE WATER COOLER

Monroe Plan for Medical Care  
Quarterly Employee Newsletter



## Get to Know Your CEO, Dennis Graziano

“ —  
The best advice Dennis ever received was,  
"you absolutely need to go to college." — ”



With a remote workforce of 200 employees spread out across a wide geography, it is hard to get to know your fellow employees. Given this challenge, we wanted to give everyone a proper introduction (on paper anyway) to our CEO, Dennis Graziano.

Dennis grew up in Utica, New York, a very ethnic “centric” city where working-lower to middle-class Italian families densely populated his neighborhood. His family faithfully attended all Latin masses at a nearby Roman Catholic church, where Dennis served as an altar boy. He also attended Catholic school.

His parents didn't have much discretionary money, so he quickly developed a hard-working mentality and learned to hustle for a “quarter or two” shining shoes. His upbringing and childhood circumstances pushed him to develop persistence, “street” smarts, and the value of hard work.

The best advice Dennis ever received was, "you absolutely need to go to college." His grandparents didn't read or write or very well and had a limited English vocabulary. They faced a lot of barriers to moving up the economic ladder. For Dennis, it felt like he had an obligation to build on the foundation that his immigrant grandparents built - education and strong work ethic were key to building on their success. Although some of his teachers and a counselor discouraged him from attending college, Dennis felt it was the motivation he needed to “take it to the next level”.

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Get to know your CEO, continued

Dennis graduated from Niagara University with a degree in Business Administration and an Accounting Major. Dennis also completed graduate coursework at SUNY Albany, Maxwell School of Business at Syracuse University and New York University.

After college, Dennis moved to Albany and started his career with the DOH in the Medicaid financing area. Dennis worked in DOH for 25+ years in a variety of staff positions including management and executive positions.

Dennis starts most days watching the news and researching issues that may have a potential impact on the health care sector and/or our business generally. "It may not always be specific health care issues, but it can also be general economic, social, or political issues that potentially can impact our industry – as a CEO you need to have a broader view of the environments that can potentially impact you. You can always deal with the stuff you see coming, but it's the things you don't see coming that can have profound consequences".

Outside of work, Dennis is an avid golfer and enjoys the outdoors but his life centers around family. Without any hesitation, Dennis's proudest accomplishment was marrying his wife. It was the best decision he's ever made. She has been a wonderful mother to 5 kids and a continuous support through his life and career. How she has put up with him over the years remains a mystery to Dennis. "It's all about family to me. " it was central to my upbringing" "Your family never leaves you – it's there in good times and in bad times - it's your support, my foundation".

## Dive Into The Water Cooler's Latest Stories!

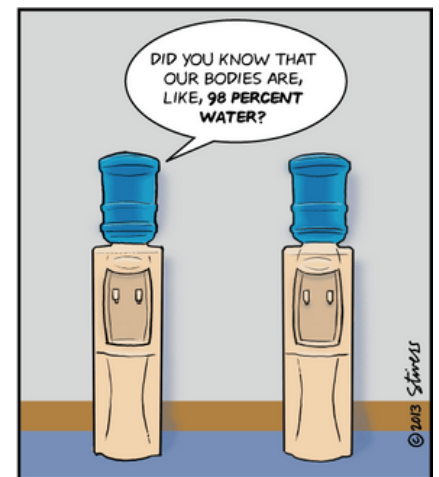
Help us celebrate big events in the lives of your fellow employees!



Congratulations to Jennifer Ellis (Care Manager, ROC) on recently completing her MBA in Healthcare Management at Walsh University, DeVille School of Business in North Canton, Ohio!



Congratulations to Amanda (Blakeslee) Ferracane, (Manager Health Home CMA, Albany) and husband, Tim married on November 6, 2022!



WATER-COOLER CONVERSATION

# New to the Crew!

Please welcome the newest additions to the Monroe Plan Extended Family!



## Ashley Metallo

(BH Case Manager, Rochester) and family welcome baby Julia born December 27, 2022! She is Ms. Independent and is very silly. She loves scanning the room and especially staring at ceiling fans.

## Katie Stanton

(Care Manager, Binghamton) and family welcome Lylah Ann born on January 2nd! She is a very smiley and talkative baby girl and loves watching her big brother!

## Kaitlyn Brusehaber

(Clinical Practice Performance, Buffalo) and family welcome Maeve Ryan born November 21, 2022! Maeve is constantly watching her older sisters every move!



## CARE TO SHARE?

Send your announcement to [aindiano@monroeplan.com](mailto:aindiano@monroeplan.com)!

## DEI in Action

When it comes to Diversity, Equity, and Inclusion, seeking out learning and being open to new or different ideas is key!

This past January, our Clinical Practice Performance Team, did just that by completing a training titled "Introduction to Native American Cultural Competency" offered through the Native American Community Services of Erie and Niagara Counties. Following the session, Samantha Tolbert, Manager, Clinical Quality Performance commented, "Our patient population is diverse; rich with varied cultures, ethnicities, gender expressions, and experiences. In order to meet people where they are with respect and sensitivity to their lived experiences, this training offered the quality staff tools to do just that for a culture that is oftentimes overlooked." To learn more, email [jbarry@monroeplan.com](mailto:jbarry@monroeplan.com).



## In The News!



Our very own Nick VanStaalduinen (RN Case Manager, Rochester) recently made headlines for helping save a life! Nick was on jury duty and having lunch with a fellow juror when one of the restaurant patrons starting choking.

Nick and his fellow juror, who both happen to also be volunteer firefighters, sprang into action! Thank you, Nick, for serving in so many ways, as a Care Manager, Firefighter, Juror and Good Samaritan!

# SHAPE

The path to a healthier lifestyle begins with focusing on one little habit at a time. Each month this year, SHAPE is focusing on one healthy practice that you're probably already doing but could do a bit more. The monthly challenge encourages you to add a new habit each month, and by year-end, the accumulated effect will be a healthier you. Here's what's on deck for the next 3 months...



## April - Go for more grains!

- Add 3 servings of whole grains per day



## May - Eat breakfast daily!



## June - Get Stronger!

- Strength training at least 2x per week



## Tech Tips

From Your IT Team!

### Useful Keyboard Short Cuts that Save Time

- To make text bold, press "Ctrl + B" on your keyboard.
- To italicize text, press "Ctrl + I."
- To underline text, press "Ctrl + U."
- To change the font size, press "Ctrl + Shift + >" (to increase) or "Ctrl + Shift + <" (to decrease).



## This Could Benefit You!

### High Deductible Health Plan and Health Savings Account 101

Preventive care helps you avoid getting sick or identify problems easier when they can be easier to address. With a HDHP, preventive services such as routine physicals, screenings and vaccinations are covered in full. The deductible does not apply to preventive services; they are covered in full beginning day one.

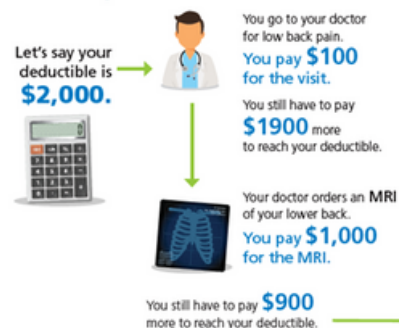
For services other than preventive care, you are responsible for paying out of your pocket until you meet your annual deductible. Once you reach your deductible, you will pay a copayment. Track your deductible, view EOBs, find a doctor, estimate medical costs and so much more at [www.excellusbcb.com](http://www.excellusbcb.com)

### What applies to a deductible?



Does Count Towards Deductible	Doesn't Count Towards Deductible
<ul style="list-style-type: none"> <li>✓ Sick visit with PCP or Specialist</li> <li>✓ Urgent Care visits</li> <li>✓ Medical equipment costs</li> <li>✓ Medical testing costs</li> <li>✓ Bloodwork costs</li> </ul>	<ul style="list-style-type: none"> <li>✗ Payroll deductions towards your insurance premium</li> </ul>

### For example:





# Where in the World?

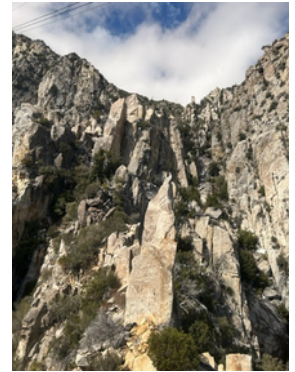


## Check out HR Manager, Jill Parker's, amazing trip to California!

Joshua Tree National Park



Mount San Jacinto



My husband and I had the opportunity to head west to California to watch our son play college volleyball, so we decided to make a vacation of it. We spent 8 days traveling around the Los Angeles area and had the chance to see some truly amazing sites. Two highlights from this vacation were the time we spent in Joshua Tree National Park and then Palm Springs. Joshua Tree National Park is best known for its Dr. Seuss like Joshua Trees and rock formations. Deserts are very different and not what I am used to but stunning in their own right.

While in Palm Springs we took an aerial tram 8500 feet up to the top of Mount San Jacinto. At the base of the mountain, it was 75 degrees; at the top it is 35 degrees and there was five feet of snow! Absolutely beautiful views from the tram.

Planning to visit CA? Feel free to contact Jill for more information at [jparker@monroeplan.com](mailto:jparker@monroeplan.com)

***Care to Share? If you have had a travel adventure and would be willing to share pics and talk to other employees about your experience, let us know. Just email [jbarry@monroeplan.com](mailto:jbarry@monroeplan.com).***



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