



2021
Benefit Company
ANNUAL **REPORT**

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OUR MISSION

ATRIO Health Plans fosters a culture of compassion, capability, and customer service. Our mission is to deliver high quality health insurance at a reasonable price, leverage the talents of our people, and foster deeper community connections.

LEADERSHIP



Jeff Fox
President & CEO

At ATRIO, we recognize that we have a responsibility to our employees, members, and the communities we serve. We are proud to be an active participant in Oregon's community and look forward to growing our community involvement in 2022.

The success of ATRIO, relies on the hard work of our talented employees to support our mission, our members, and our communities. We continue to enhance our corporate culture as we continue to expand the reach of our corporate responsibility to improve individual lives in our broader communities. ATRIO Health Plans was established by Oregon Physicians in 2004 and has since grown to serve thousands of members in Oregon and other new markets as we continue to expand. An organizational core commitment is to provide financial support and encourage our employees to volunteer time in the communities we live, work, and serve. Oregon has been a registered Benefit Corporation since 2016. This decision has been enthusiastically embraced by our ATRIO workforce as we take pride in our hard work and helping to make a positive impact on the lives of Oregonians and in the other communities we serve.

My thanks to our board, stakeholders, members, and amazing employees for allowing us to contribute in such meaningful ways.



Dr. Vance Vanier
Chairman of the Board & Benefit Governor

A Benefit Company is a designation by the state that a corporation is equally concerned with their impact on society and the environment as they are with their bottom line. We view our Benefit Company status as an opportunity for a continued positive impact on the communities we serve.

2021 BOARD OF DIRECTORS

Dr. Vance Vanier
Chairman
Chicago Pacific Founders

Brian McCarthy
Chicago Pacific Founders

Etienne Deffarges
Chicago Pacific Founders

Dr. Lloyd Minor
Public Member

Helena Lankton
Public Member

Jennifer Yeh
Public Member

Tayo Akins
Cascade Comprehensive Care

OUR EMPLOYEES

Our employees are our greatest asset. In 2021, ATRIO Health Plans increased our employees to nearly 110 people, living and/or working in Oregon as well as remotely across the nation. Our community-based philosophy of establishing local offices in the communities we serve (see stars in the below graphic) allows us to provide a highly personalized level of customer service in each state. We offer the chance to work in a rewarding, team-oriented work environment and are committed to providing our employees and their families with competitive pay and benefits, as well as ongoing professional development training opportunities to help our employees acquire or strengthen the skills needed to excel in their careers.

We value talent, experience, and a strong work ethic, but also place a premium on individuality, creative thinking, and a strong sense of community.



**We are part of
the communities
we serve**

WHO IS ATRIO HEALTH PLANS

ATRIO Health Plans was established by Oregon physicians in 2004. Since then, ATRIO has grown to serve thousands of members in Douglas, Josephine, Jackson, Klamath, Marion, and Polk counties. In an effort to continue to expand the delivery of high-quality health insurance, beginning in January 2022, we expanded our company into three new markets – Nevada, Louisiana and Tennessee. We offer Medicare Advantage Plans, Medicare Advantage Prescription Drug Plans, and Dual Special Needs Plans. We are proud to have achieved our membership growth through financially sound underwriting practices that result in competitively priced plans with comprehensive coverage.

ATRIO Health Plans provide a general public benefit, including making Medicare Advantage health insurance coverage available to qualifying members of the communities that it serves (i.e., persons age 65 and older, persons with certain disabilities, and persons of all ages with kidney failure requiring dialysis or a kidney transplant).

Our company works closely with local providers of care to improve health outcomes for our members. We are part of the communities we serve and are committed to delivering a responsible

and sustainable approach to achieving member satisfaction, cost savings, and long-term market growth.

ATRIO Health Plans is a registered Oregon Benefit Company, established pursuant to ORS 60.750 - ORS 60.770. A Benefit Company is a corporate status for companies that strive to make a positive impact on society and the environment, in addition to earning a profit. The Oregon statute gives clarity to the managers of a company that their fiduciary duty includes creation of a public benefit and consideration of non-financial interests.

LINES OF BUSINESS & SERVICE AREA

ATRIO Choice Medicare Advantage

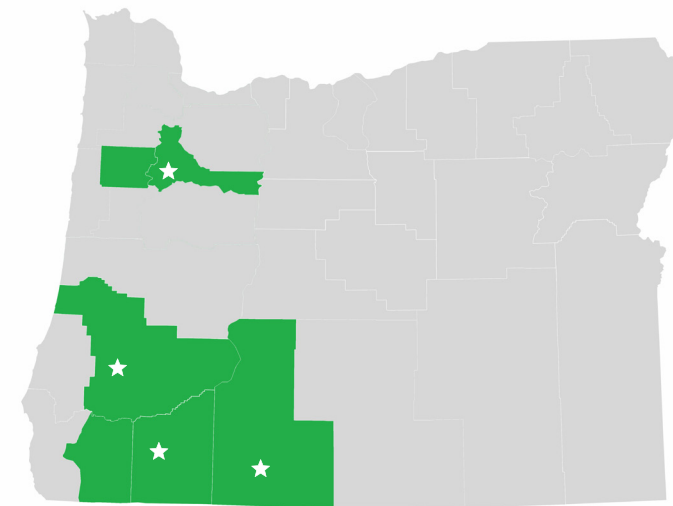
ATRIO Select Medicare Advantage

ATRIO Choice Rx Medicare Advantage Prescription Drug Plan

ATRIO Select Rx Medicare Advantage Prescription Drug Plan

ATRIO Prime Rx Medicare Advantage Prescription Drug Plan

ATRIO Special Needs Plan



Service Area and Membership

ATRIO Health Plans currently serves Douglas, Jackson, Josephine, Klamath, Marion and Polk counties in Oregon. Not all lines of business are available in every county. The stars in the map indicate our local office locations through-out Oregon to serve our members.



COMMUNITY ENGAGEMENT



This was a “wish granting party” – where this young man learned his wish to go to the Lego House in Denmark and meet his favorite Lego designer Jamie Berard

Being better together begins with being involved in our communities. ATRIO Health Plans supports a variety of projects and charitable causes and has chosen to spotlight two primary events that embody who we are as an organization.

First Responders Endowment Scholarship

In response to the tragic October 1, 2015, shootings at Umpqua Community College (UCC) in Roseburg, ATRIO Health Plans established a First Responders Endowed Scholarship. The fund provides financial assistance to UCC students enrolled in its Fire Science, Police Academy, and EMT/Paramedic programs. ATRIO made the initial donation to the fund and called upon its community partners, as well as affiliated organizations and individuals across Oregon, for contributions of any amount to make this a sustainable effort. Multiple fulltime UCC recipients have benefited from tuition, course fees, books, and educational supplies.

Make- A-Wish Oregon

For children diagnosed with critical illnesses, a wish come true can be a crucial turning point in their lives. A wish can be that spark that helps these children believe that anything is possible and gives them the strength to fight harder against their illnesses. This impact is why Make-A-Wish employees, board, and volunteers are driven to make every one of these wishes come true. Many of our employees’ support Make-A-Wish Oregon and we also employ a “wish granter” who volunteers to provide initial wish visits for children, ongoing updates for families, as well as wish granting parties and send-offs.

Wish reveal – this young man wanted a gaming bedroom makeover. This picture was taken after the room was painted and equipment set up...he was NOT disappointed! Can you tell?





Supporting our employees

ATRIO Matching Gifts Program

The ATRIO Matching Gifts Program was created to support the generosity and encourage further involvement of employees within the communities we serve. ATRIO provides matching funds for any non-profit organization by matching dollar-for-dollar donations made by eligible employees. 26 employees donated \$34,794.98 to charitable causes in their community.

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When matched, ATRIO and its employees together contributed over \$44,145 to support local organizations. 2021 far exceeded our goal of \$10,000.

ATRIO PTO to Volunteer in the Community

ATRIO provides up to 16 hours of Paid Time Off (PTO) to serve in our communities. Four people donated a total of 4 days/32 hours (volunteer PTO hours) to charitable causes in their community. Those four people donated 212 hours of their own time, which far exceeded our goal of 100 hours.

EMPLOYEE INVOLVEMENT

While committed to earning our members' loyalty through dedication, quality, and service excellence, we understand the importance of re-investing our resources back into the communities we serve. ATRIO Health Plans' employees have supported the following projects through the Matching Gifts or Volunteer PTO programs in an effort to help sustain the growth, health, and viability of these community-based activities.



Donating time and money to the Marion Polk food share to help end hunger in Oregon.



I am so happy to volunteer and foster for the only bunny rescue in Central Oregon, which saves hundreds of unwanted or stray bunnies each year.



Volunteering as the USA Swimming Stroke and Turn Judge for the high school Districts Championship swim meet for the Oregon School Activities Association (OSAA).



Volunteering for the high school ski races, Oregon Interscholastic Ski Racing Association (OISRA)



Donating time and money to the St Vincent de Paul church charity golf tournament.

CASA of Marion County

Advocate for abused and neglected children who need safe and permanent homes.

Embers Wildflower Animal Sanctuary & Bunny Rescue

We provide a safe haven for rescued animals to receive the love and care that they deserve while offering education to the public.

First Baptist Church of Pinson

FBC of Pinson changes lives through the transformative power of the Gospel in our region and beyond.

First Christian Church

Capital program

Liberty House

Liberty House is a child abuse assessment center serving Marion and Polk counties - the only place providing special assessment services in a safe, comfortable, child friendly environment. Excellence in the assessment, treatment, and prevention of child abuse, neglect, trauma, and grief to promote health and hope in children, youth, families and communities.

Make a Wish of Oregon

Make A Wish Oregon creates life-changing wishes for children with critical illnesses.

Marion Polk Food Share

The Marion Polk Food Share mission is to bring people together to end hunger and its root causes.

Oregon Adaptive Sports (OAS)

OAS envisions a day when everyone has the benefits of outdoor recreation, regardless of ability. We see Central Oregon as a year-round destination for adaptive sports with OAS as the leader in providing state-of-the-art equipment, professional instruction, staff and dedicated volunteers, resulting in top quality experiences for our participants.

Oregon Jamboree

Organization works to benefit economic development and charitable projects in Sweet Home and Linn County.

Regis St. Mary's Catholic School

Drawing upon the rich Catholic educational heritage of the Sisters of St. Mary of Oregon and the Benedict inspired values of our local parishes, we educate students spiritually, academically, emotionally, socially, and physically taking into account each individual's unique needs and abilities

Saint Mary's Angels

Saint Mary's Angels extends a helping hand to provide financial assistance to those in need within our local community.

Saving Grace Pet Adoption

Saving Grace is a private, non-profit organization dedicated to the direct care of homeless, abandoned or neglected animals in Douglas County, Oregon.

St. Jude Children's Research Hospital

St Jude Children's Research Hospital advances cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. No child is denied treatment based on race, religion or a family's ability to pay.

St. Vincent de Paul

The Society of St. Vincent de Paul is dedicated to feeding, clothing, housing and healing individuals and families in our community who have nowhere else to turn for help.

The Rotary Foundation

Improves sanitation and access to clean water, helping mothers and children thrive, and preventing/treating disease where needed.

ATRIO staff have been working on policies and procedures to facilitate our benefit company and mission promise. Our 2022 budget includes continuing investments in the communities we serve, including:

Charitable contribution matching for staff to local non-profits in our communities

ATRIO will contribute matching funds, ranging up to \$1,500 per calendar year, for employees who contribute to charities in the communities we serve. ATRIO's goal for 2022 is \$30,000 in employee contributions, an increase of 50% from our 2021 goal.

Paid Time Off to volunteer at local charity events

ATRIO instituted a policy allowing staff an additional two days of paid time off (PTO) when the day is used to support local charities in the communities we serve.

ATRIO's goal for 2022 is to contribute 150 volunteer hours in the community, which is an increase of 75% from 2021.

Local contributions to projects and programs impacting Medicare-eligible members

Special consideration of worthy charitable investments will be given to those projects impacting the Medicare-aged population and our Special Needs member population. ATRIO is committed to serving these segments of the market as a Medicare Advantage Health Plan in 2022.



**2022 BENEFIT
COMPANY GOALS**

CONTACT INFORMATION

ATRIO Health Plans has offices in Salem (Corporate headquarters), Roseburg, Medford and Klamath Falls in Oregon. We also have offices in Reno, Nevada; Murfreesboro, Tennessee; and Baton Rouge, Louisiana.

Customer Service Call Center

1-877-672-8620 (TT 711)
Daily from 8 a.m. - 8 p.m.

Walk-in office hours

Monday – Friday, 8 a.m. - 5 p.m.

Fax

1-541-672-8670

OREGON

Douglas County

2270 NW Aviation Drive, Suite 3
Roseburg, OR 97470

Klamath County

404 Main Street, Suite 5
Klamath Falls, OR 97603

Jackson & Josephine Counties

810 O'Hare Parkway, Suite B Medford, OR 97504

Marion & Polk Counties

2965 Ryan Drive SE Salem, OR 97301

NEVADA

520 W 6th Street
Reno, NV 89503

LOUISIANA

8702 Jefferson Highway
Suite A
Baton Rouge, LA 70809

TENNESSEE

1620 Gateway Blvd
Suite 101
Murfreesboro, TN 37129



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BOD approval received 4/7/2022