

PROFIT (& PROTECTION) FROM THE CRAZY MARKET

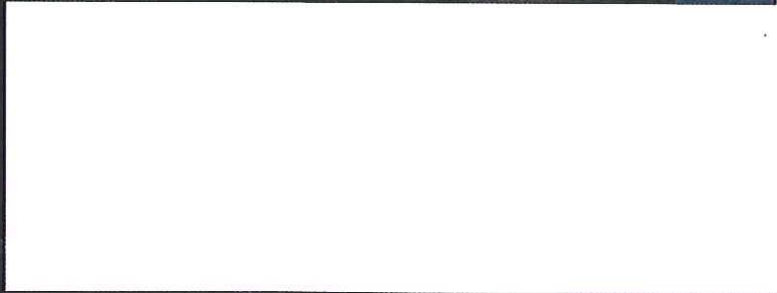
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Forbes

CHRISTINE LAGARDE ➔

TAKES CONTROL OF
A TROUBLED IMF WITH
THE WORLD IN
FINANCIAL CRISIS

THE
100 MOST
POWERFUL
WOMEN



Managing Managed Care

Amerigroup Texas Makes the Whole State Healthier



Aileen McCormick
Amerigroup West Region CEO

Amerigroup is changing the way people think about health insurance companies. With fiscal responsibility and compassion, Amerigroup is an insurance company with a soul. It has been serving Texas since 1996, offering real solutions to moms and children, seniors and people with disabilities.

As the state's largest managed care organization, Amerigroup serves 582,000 Medicaid and Medicare members in the Austin, Corpus Christi, Dallas/Fort Worth, Houston and San Antonio areas. This fall it will open a service center in Houston to handle calls and claims.

"Amerigroup is a different kind of health insurance company – one that does well by doing good," says Aileen McCormick, West Region CEO. "We provide real solutions through high-touch outreach that gets our members the care they need."

Two areas of focus for Amerigroup Texas are prenatal care for pregnant women to ensure healthy babies, and home- and community-based services for seniors and people with disabilities, which allow them to live independently. In the past 18 months in Texas, the company helped more than 500 people avoid admission to a nursing facility, and it helped another 160 leave such facilities.

Better Quality That Costs Less

By working hard and smart, Amerigroup has found a way to make better quality cost less. Working on slim margins with a cap on administrative expenses and profits, the company focuses on improving the quality of care, developing the continuum of care and treating the whole person. Equally commendable, the Amerigroup managed care model and public-private

partnership have saved Texas taxpayers hundreds of millions of dollars.

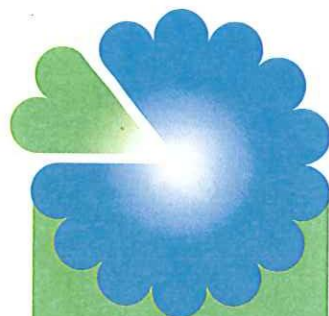
"We don't settle for doing things the way we've always done them," says McCormick. "We have a seasoned leadership team that thrives in an environment created by tight government budgets and oversight. We remain good stewards of more than \$1.5 billion of the taxpayers' money."

All This and a Great Place to Work

The Texas Association of Business and *Texas Monthly* named Amerigroup Texas one of the "Best Companies to Work for in Texas" for five consecutive years, most recently in 2010. The company's mission and values mirror McCormick's core values, which are to work hard, reward results, have a heart and give back to the community. The Amerigroup Foundation, the company's philanthropic arm, has awarded more than \$2 million to Texas community organizations and programs since 2004.

"Our associates are dedicated to making a difference in our members' lives," says McCormick. "I get to enjoy the suc-

cesses – everything from our outreach to pregnant women that helps more of them enjoy full-term, healthy deliveries, to the transition of people into the community from nursing homes. We remain committed to helping the less fortunate and, as our investment in and commitment to Texas increases, I look forward to helping even more people. It's a very demanding job, and probably the hardest one I've ever had, but it's the most gratifying – by far."



Strong Leadership Makes a Difference

"Aileen McCormick is someone who can identify problems, quickly conceive of solutions and then put those solutions into action."

– Lex Frieden, chairperson of the American Association of People with Disabilities and an instrumental member of the team that drafted the Americans with Disabilities Act

"Aileen's ability to focus on patient care while saving the state and our taxpayers money is one example of why public-private partnerships have worked well for Texas. She doesn't compromise one for the other and in doing so remains determined, caring and fair."

– Texas Health and Human Services Executive Commissioner Tom Suehs

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