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NHP Receives Award from New England Employee Benefits Council

New bFIT employee engagement effort singled out as a “best practice” in region

December 8, 2016 (BOSTON) – Neighborhood Health Plan’s “bFIT” employee engagement program was one of just five workforce initiatives in the region to receive a “best benefit practices” award from the New England Employee Benefits Council (NEEBC) at its 18th annual recognition conference in Waltham on December 8th.

Launched last June with the help of nearly 600 NHP staff members, building on NHP’s existing efforts to foster a more diverse and inclusive workplace, bFIT seeks to empower employees by soliciting their ideas and input at all levels of the organization on a variety of important initiatives.

Specifically, bFIT aims to involve employees both to help achieve NHP’s cost savings goals and to respond to a rapidly changing health care industry, while maintaining its long-standing commitment to the customers and communities NHP has served for 30 years.

“We launched bFIT with the immediate purpose of making improvements where opportunities presented themselves and transforming the way employees work together every day,” said Sabrina Williams, Vice President of Human Resources. “Long term, bFIT promises to be a culture-changing strategy -- a permanent part of the way we do business at NHP -- to unite our dynamic and growing workforce while building excitement around achieving NHP’s goals.”

Nearly 90 percent of eligible employees participated in a company-wide brainstorming session that allowed staff members to weigh in on a variety of topics affecting the future direction of NHP.

Employees provided ideas, for example, on building an ideal corporate Intranet that were shared with the Executive Leadership, as well as the entire organization. NHP launched a new Intranet as a direct result of this program, resulting in a 92 percent adoption rate within the first two weeks.

To keep up the momentum for greater employee involvement at every level of the organization, a series of communication resources and strategies have been deployed, including a two-way communication tool called bHeard. The interactive social communications channel now allows employees to more easily share their opinions and ideas with NHP leadership and each other, support colleagues' contributions and react to the company's progress and success.

About NHP

Neighborhood Health Plan ([NHP](#)) is an NCQA-accredited, not-for-profit health plan that provides coverage to over 430,000 commercial and MassHealth members. For 30 years, employers, individuals, and families across Massachusetts have turned to NHP for health care coverage that is both high-quality and affordable. NHP is known for plans that are easy-to-understand and manage. Members have access to a robust network of top doctors, community health centers, and academic and regional hospitals. Founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve, NHP's service and care management programs today continue the tradition of personalized and high-quality care. NHP is a member of Partners HealthCare.

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