



To: All Managed Care Employees

From: Cynthia Jumper, MD, TTUHSC VP Health Policy and Special Health Initiatives
Denise DeShields, MD, Managed Care Executive Medical Director
Will Rodriguez, MSOLE, Managed Care Executive Director

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Subject: Update from your Leadership

As we head into the weekend, we would like to thank all of our Managed Care staff for your hard work, dedication and professionalism during this trying time. When most people are being asked to withdraw from daily activities, healthcare professionals are needed to care for the increased needs that are arising as a result of this pandemic. We appreciate each of you and your efforts to keep our patients healthy and the manner in which you approach this task.

Early this morning, the Robertson and Middleton units in the Abilene market were struck by a tornado. Fortunately, everyone was fine but the unit and the vehicles in the parking lot experienced substantial damage. As usual, our team members were calm and collected and continue to provide care to the patients on those units. Another example of how this team continuously serves.

Throughout this time, we will continue to update the TTUHSC Managed Care COVID-19 website as appropriate. You will find the TTUHSC Coronavirus link atop the Managed Care homepage and each of you have access through the intranet. Once you follow the link, scroll to the bottom and you will find the Managed Care specific page and announcements under the Managed Care tab. You will also find all TTUHSC related announcements on this site.

Remember, if an urgent matter arises, please escalate the issue through your leadership. We remain cognizant of the challenges facing the units and we are here to support you and the Managed Care mission. We will respond to each matter as expeditiously as possible.

Please continue to stay up to date with announcements and changes we post moving forward. Thank you again for all of your hard work and dedication to our patients and Managed Care. We have an amazing team and we are proud to serve our patients with each of you. We can all take a breath and take a step as we are walking this road together.