



Limited Service Members

In 2011, the MAHP Pinnacle Award Program will be expanded to recognize best practices of our Limited Service MAHP Membership. Two Pinnacle award for best practice of MAHP Limited Service Member will be provided in the following two categories:

- One Pinnacle Award for process improvements that have had a measureable, positive impact on business processes; or innovative customer or provider service initiatives that have achieved high levels of satisfaction for programs that serve MAHP Members;
- One Pinnacle Award for clinical quality improvements that have achieved high levels of satisfaction and improved health outcomes for programs that serve MAHP Members.

Submissions should describe the problem, the strategies employed to address the problem, data demonstrating the effectiveness of the strategies, and the return on investment for the member.

The following criteria will be used to by the judges to evaluate the submissions:

1. Effectiveness of the strategies in achieving program goals;
2. Demonstrated improvements in:
 - i. Internal communication, customer service, or member and provider satisfaction over time; or
 - ii. Clinical processes and/or outcomes; and
3. Evidence of being an economical expenditure of resources or a good return on investment for the member.

To be considered, a submission should assure that:

1. The program submitted must have been in place for a minimum of one year;
2. Data measuring outcomes is provided; and
3. Has been endorsed by a Full MAHP Member Plan

Limited Service Members will be limited to a total of 2 Pinnacle submissions.

PLEASE NOTE:

THE DEADLINE FOR SUBMISSIONS: WEDNESDAY, AUGUST 3, 2011



MAHP Pinnacle Awards: 2011

DEADLINE FOR 2011 SUBMISSIONS: Wednesday, August 3, 2011

SUBMISSION INFORMATION

Each Pinnacle Award submission shall include the following documents in the order written:

- ❖ Cover Page w/ Title of Submission, Category, and Name of Limited Service Member
- ❖ 150 word summary (which will be printed in the Awards Ceremony booklet)
- ❖ A 500 word or less narrative description
 - ✓ One (1) inch margins
 - ✓ Font Size: no less than 11
 - ✓ Header beginning on page 2 of documentation with the following format/information:
 - Project Title*
 - Name of Limited Service Member*
 - Page #*

PLEASE SUBMIT:

- ❖ Four (4) hardcopies of each submission on three-hole punched paper to:
 - Michigan Association of Health Plans
 - 327 Seymour Avenue
 - Lansing Michigan 48933
 - ATTN: Kirsten Fisk
- ❖ One (1) electronic copy of each submission e-mailed to Kirsten Fisk: kfisk@mahp.org

PINNACLE AWARDS CEREMONY & RECEPTION

The Pinnacle Awards Ceremony & Reception will be:

DATE: Tuesday, September 20, 2011
TIME: 6:00 PM – 8:00 PM
PLACE: The Lansing Center
Ballrooms 1 – 4
333 East Michigan Avenue
Lansing, Michigan 48933



327 Seymour Avenue
Lansing, Michigan • 48933

Michigan Association of Health Plans Foundation

www.foundation.mahp.org

MAHP PINNACLE AWARDS: Celebrating Best Practices

2011 Award Application Page

**Deadline for applications:
Wednesday, August 3, 2011**

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| Send your hardcopy applications to: Kirsten Fisk Michigan Association of Health Plans 327 Seymour St. Lansing, MI 48933 | Questions? Contact Kirsten at: Phone: 517-371-3181 Email: kfisk@mahp.org Fax: 517-482-8866 |
| Name of Limited Service Member: | |
| Title of Project: | |
| Address: | |
| City/Zip: | |
| Project Contact: | |
| Job Title: | |
| Contact Phone: | |
| Contact Fax: | |
| Contact Email [required]: | |
| The representative who will be present at the reception to accept any awards we receive is: | |
| This person's email is: | |
| The representative who will participate on the Best Practices Colloquium should we win an award is: | |
| This person's email is: | |

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| Check the category for your entry: | |
| <input type="checkbox"/> | Process Improvements |
| <input type="checkbox"/> | Clinical Quality Improvements |