



Team,

As I travel throughout our state for various speaking engagements, a key highlight for me is to attend and participate in those events hosted by our DCH teams. A couple of recent ones include the HFRD Annual Conference and Fall Medicaid Fair. It is an honor to support and witness our teams interacting with other healthcare stakeholders to provide them with the expertise, engagement, and education needed to navigate our most complex programs. Connectivity within the community is critical, and I applaud and encourage these ongoing touch points.



When it comes to engagement, I'd be remiss if I did not point out SHBP's extensive work during another successful open enrollment. SHBP team members, joined by our health plan representatives, crossed the state for Medicare Advantage University meetings and benefit fairs to help members as they decided among available health insurance choices.

Lastly, since this is Thanksgiving week marking the official start of the holiday season, let me express how thankful I am to work with colleagues who believe in the mission of this agency. Everything we do is ultimately for the benefit of our constituents. From implementing legislation, answering calls, delivering mail, and paying claims, to surveying facilities, submitting Medicaid state plan amendments, updating interested stakeholders, and performing community outreach, our goal remains the same: shaping the future of a healthy Georgia.

While you're with friends and family, or taking self-care moments, take time to reflect on what you are thankful for. And when workloads get heavy and stress levels run high, give thanks for all the things that truly matter — such as the positive impacts you are making in others' lives both professionally and personally.

Happy Thanksgiving to all!

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Carter". The signature is written in a cursive, flowing style.