



Community Care Plan

2022 year in review



MISSION

To promote healthier communities.

VISION

Be the driving force to ensure that every community has access to high-quality, affordable health care.

CORE PRINCIPLES

Quality

Improve clinical excellence to exceed industry standards and customer expectations.

Customer Service

Provide an excellent experience and superior services to our customers.

Community

Develop preeminent community partnerships to meet the health and social needs of our enrollees.

People

Create a values-driven culture that attracts, retains, and promotes the best and brightest people, who are committed to CCP's mission and vision.

Finance

Achieve financial results through the provision of quality health care services, new technology, and investment in the organization.

Growth

Promote growth to enhance and sustain excellence in service delivery and to support infrastructure improvements.

2022 CCP MEMBERSHIP DISTRIBUTION

46%

Medicaid

30%

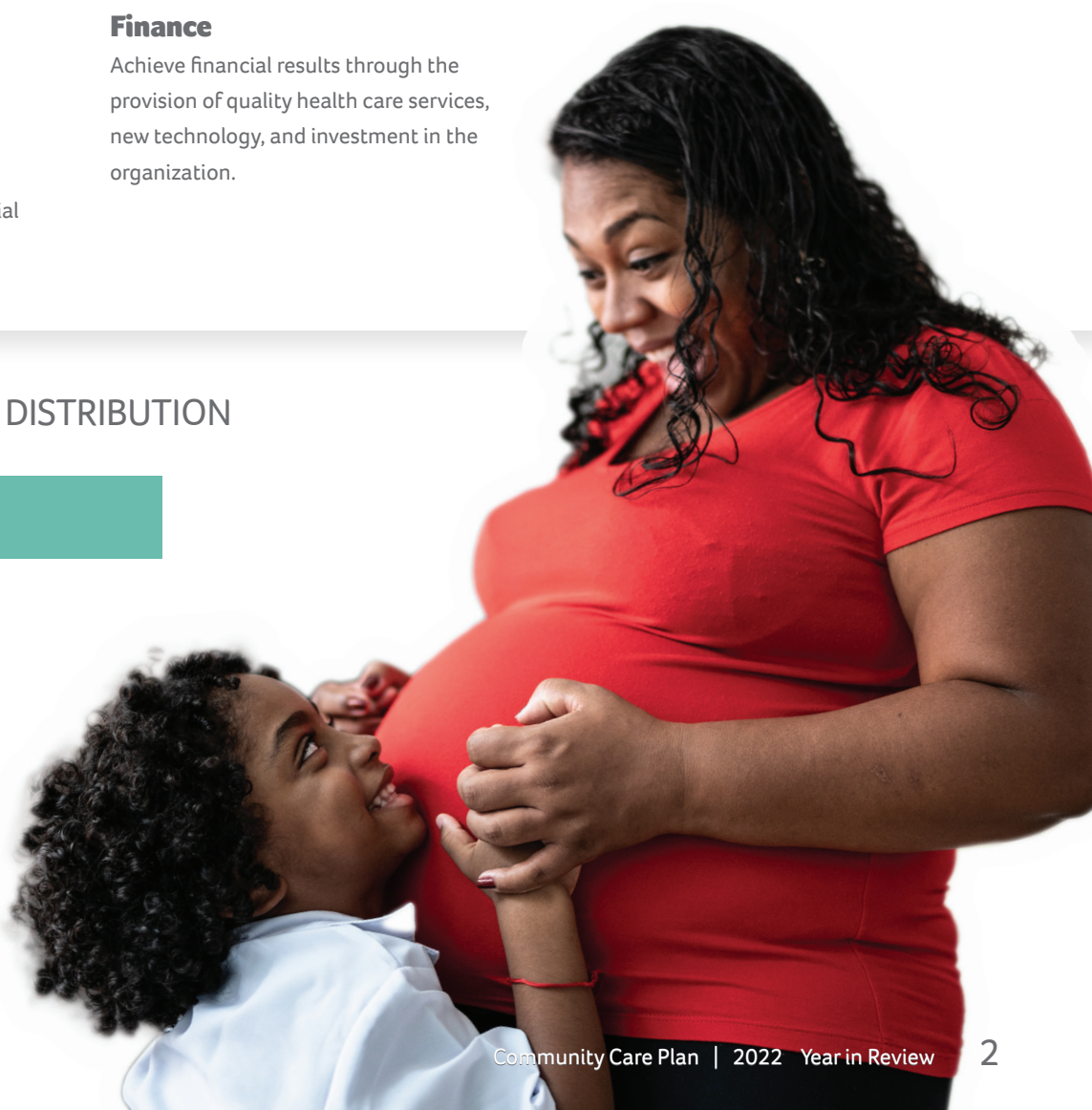
Uninsured

18%

Commercial

6%

Florida Healthy Kids





1. Jessica Lerner, President and Chief Executive Officer **2. Jason Grynbaum**, Senior Vice President and Chief Financial and Strategy Officer **3. Susan Mansolillo**, Senior Vice President and Chief Human Resources Officer **4. Justin Marshall**, Senior Vice President and Chief Legal Officer **5. Leon Mink**, Senior Vice President and Chief Information Officer **6. Lupe Rivero**, Senior Vice President and Chief Business Development Officer **7. Dr. Miguel Venereo**, Senior Vice President and Chief Medical Officer **8. Ken Walters**, Senior Vice President and Chief Operating Officer **9. Dr. Robert Furno**, Vice President, Medical Operations **10. Nicole Griffin**, Vice President and Compliance Officer **11. Alvaro Reis**, Vice President, Information Technology **12. Crystal Sanders**, Vice President, Health Plan Operations **13. Jose Fuentes**, Senior Director, Finance **14. Claudia Navarro**, Senior Director, Population Health and Care Coordination **15. Rosie Bonetti**, Director, Provider Operations and Network Contracting **16. Gloria Carbonell**, Director, Business Analytics & Business Insights **17. Ingrid Cepero**, Assistant General Counsel **18. Alex Fabano**, Director, Account Services **19. Terry Garzon**, Director, Information Technology **20. Maria Jam-Crease**, Director, Medical Management **21. Tekisha Hayward**, Director, Provider Credentialing and Data Management **22. Bernadette Lopez**, Director of Corporate Initiatives **23. Mario Lopez**, Director, Member Services **24. Dr. Edward Markovich**, Medical Director **25. Ivette Pagan**, Director, Human Resources **26. Amy Pont**, Director, Community Health **27. Susan Ragazzo**, Director, Quality and Risk Management **28. Labrice Roebuck**, Director, Pharmacy Services **29. Suzanne Tamargo**, Director, Communications and Marketing **30. Ivelisse Torres**, Director, Claims **31. William Wright**, Director, Health IT



ENSURING QUALITY

We prioritize quality for members and providers, always exceeding expectations.



Five (5) stars for OB care for the fifth consecutive year



Five (5) stars for Behavioral Health



Multicultural Health Care Distinction
for our Medicaid health plan from the National Committee for Quality Assurance (NCQA)



3.5 of 5 in NCQA's Health Plan Ratings



Health equity dashboard developed to monitor disparities by age, gender, race, and ethnicity; and facilitate a holistic care approach, population analysis, and development of targeted/ specific programs and initiatives



First Medicaid plan in the state to launch the Papa program, a support program that assists members with companionship, home assistance, food bank referrals, and provider appointments



350+ hours from 18 Continuous Improvement ("CI") initiatives completed by our new CI department to assist with process improvement initiatives across the organization

DELIVERING CUSTOMER SERVICE

Better customer service means better health care for our members and providers.



222K+

member and provider calls answered



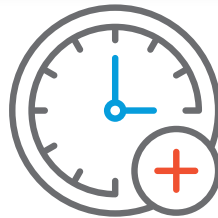
94.45%

call center service level



2.05%

call abandonment rate



24 second

average speed of answer

★★★★☆ 4.36

average star **Member Services** rating from our after-call survey that provides direct feedback on the perception of CCP and our Member Service Representatives

99.38%

average **turnaround time** for standard and expedited authorization requests for uninsured LOBs



1.285M

total **claims processed** with a 10-day average turnaround



95.7%

provider **satisfaction rating** for CCP as a health plan as compared to all other Medicaid health plans

98.75%

average **turnaround time** for standard and expedited requests for commercial LOBs

24.61

average **turnaround time** for credentialing (calendar days)



SUPPORTING OUR COMMUNITY

We're always looking for new opportunities to promote healthier communities.

375

employee volunteer hours donated at 127 community events, including community baby showers, health fairs, food distributions, and community walks



12K

deserving students provided with a backpack and school supplies with our sponsorship of Neighbors 4 Neighbors' Back to School campaign



600+

new events and resources, along with a comprehensive health library added to HEART, our virtual community resource center for a wide range of services, including mental health, physical health, job training, parenting, and maternity care



\$160K+

contributions or sponsorships for local community organizations



200+

total community partners
(40 new community partners)





PEOPLE. PASSION.
PURPOSE.

Great people are the foundation of any successful organization.



35%

of employees participated in CCP 360, our interdepartmental program to promote proactive collaboration, knowledge sharing, and enhancing the understanding of each department's internal processes

20%

of employees achieved Six Sigma certifications



40+

educational tools and resources created for managers on topics such as coaching, feedback, motivating staff, goal setting, and effective delegation



11

educational and interactive, multicultural presentations or events hosted for all employees





FINANCIAL HIGHLIGHTS

2022 was another successful year thanks to our members, providers, employees, and community partners.

\$210.3M

in revenue

\$3.4M

in value-based incentives
paid to community providers

\$242k

in third-party liability
recovery



\$2.5M

in reduced medical cost spend

3

consecutive years
of surpassing
budgeted income

GROWTH

Over the last year, we've made some major strides in improving our operations.



29K providers in 7 regions

contracted to build a comprehensive multi-regional network for potential expansion

Submitted HMO application
and obtained licensure



Designed/developed program and processes for long-term care population and regional expansion



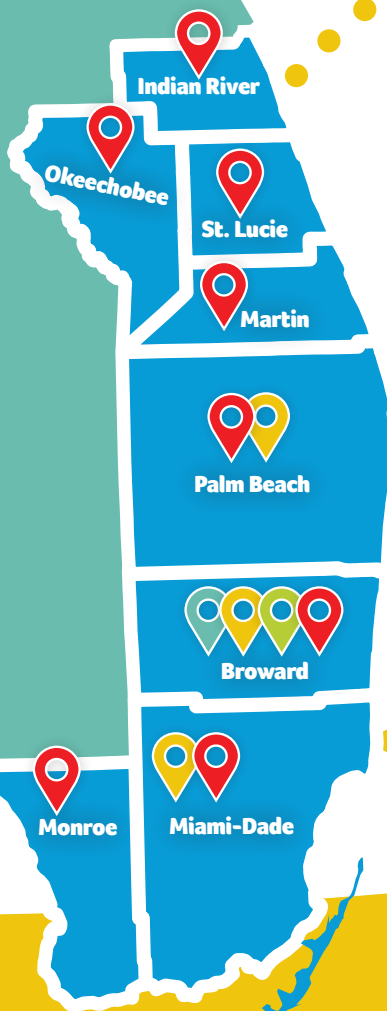
Developed comprehensive medical analytics dashboards
for several public hospital systems to help identify opportunities for clinical and financial improvement

New website for our third-party administrator division, SydCura





Community Care Plan



Coverage Area



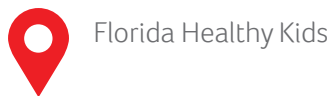
Medicaid/MMA



Uninsured



Commercial



Florida Healthy Kids