



Community Care Plan



2023

Year in **Review**



Mission

To promote healthier communities.

Vision

Be the driving force to ensure that every community has access to equitable, high quality affordable healthcare.



Core Principles

Quality

Improve clinical excellence to exceed industry standards and customer expectations.

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.

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.

Growth

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

Fundamental Behaviors



Do the
Right Thing,
Always

Show
People
You Care

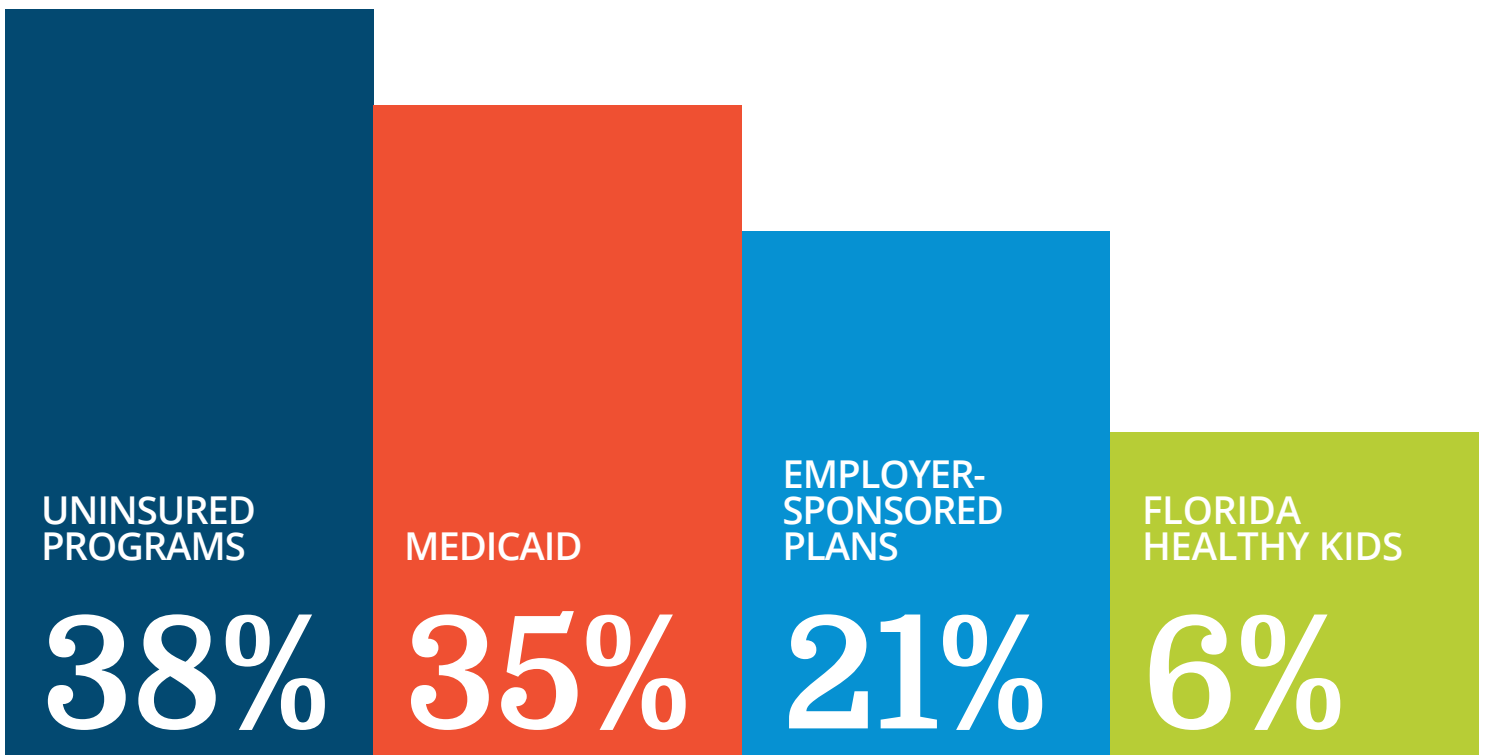
Make It
Happen

Honor
Commitments

Embrace the
Lessons

Wildly Celebrate
Success

2023 CCP Membership Distribution



Leadership Team

Jessica Lerner
President
and Chief
Executive
Officer



Jason Grynbaum
Sr. Vice
President and
Chief Financial
and Strategy
Officer



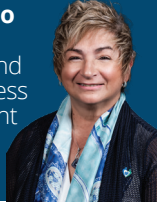
Justin Marshall
Sr. Vice
President and
Chief Legal
Officer



Leon Mink
Sr. Vice
President
and Chief
Information
Officer



Lupe Rivero
Sr. Vice
President and
Chief Business
Development
Officer



Victoria Tuffy
Vice President
and Chief
Human
Resources
Officer



Miguel Venereo
MD, Sr. Vice
President and
Chief Medical
Officer



Ken Walters
Sr. Vice
President
and Chief
Operating
Officer



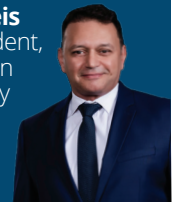
Robert Furno
MD, Vice
President,
Medical
Operations



Nicole Griffin
Vice
President
and
Compliance
Officer



Alvaro Reis
Vice President,
Information
Technology



Crystal Sanders
Vice
President,
Health Plan
Operations



Gloria Carbonell
Sr. Director,
Medical
Economics
and Clinical
Systems



Alex Fabano
Sr. Director,
Account
Services



Jose Fuentes
Sr. Director,
Finance



Claudia Navarro
Sr. Director,
Population
Health
and Care
Coordination



Ivette Pagan
Sr. Director,
Talent
Enablement



Suzanne Tamargo
Sr. Director,
Communi-
cations and
Marketing



William Wright
Sr. Director,
Information
Technology



Dale Bondanza
Director,
Information
Technology



Rosie Bonetti
Director,
Provider
Operations
and Network
Contracting



Ingrid Cepero
Assistant
General
Counsel



Evelyn Corrales-Randle
Director,
Long-Term
Care



Irene Ferro
Director,
Customer
Experience



Shannon Gonzalez
Director,
Operational
Excellence



Maria Jam-Crease
Director,
Medical
Management



Tekisha Hayward
Director,
Provider
Credentialing
and Data
Management



Edward Markovich
MD, Medical
Director



Amy Pont
Director,
Community
Health



Latrice Roebuck
Director,
Pharmacy
Services



Ivelisse Torres
Director,
Claims



Ensuring Quality

We are consistently recognized for quality.



2022 MEDICAID HEALTH PLAN
REPORT CARD

21 of 25 stars

– Medicaid Health Plan Report Card



5 of 5

Keeping Kids
Healthy

AHCA

4 of 5

Rating of a
Health Plan

NCQA



Deployed our Social Determinants of Health (SDoH) module in Jiva, our Care Management Platform, to enhance the visibility of members' SDoH needs

Developed a conditions dashboard

to risk stratify members and provide visibility to cost and utilization trends



UNITE US

Launched **Unite Us**, a closed-loop referral system, with 30 CBOs to enhance collaboration in Broward and close member care gaps



Increased email open rates by 58% above industry standards for our Healthwise health education library



Delivering Customer Service

Better customer service means better health care for everyone.

1.6M
total claims processed
with a 7-day average turnaround

148k
member and provider calls answered with a **95%** satisfaction level

Average turnaround times:

98.20%
commercial LOBs authorizations*

96.27%
uninsured LOBs authorizations*

20-day
credentialing (calendar days)

*% based on Medicaid contract requirements

95.7%
Provider Satisfaction rating for CCP as a Health Plan when compared to all other Medicaid Health Plans

4.6 Google review rating

Supporting Our Community

We're always looking for new ways to help our communities.



3-year \$850k award

obtained for the CCP-led Broward Black Maternal Health Collaborative from the Health Foundation of South Florida for our Heart Community Resource Center and the Broward Healthpoint Maternity Care Center to improve birth outcomes in a known maternity desert



400+



new events, and **120+** resources added to our virtual community resource center

\$250k+

contributions or sponsorships to 25+ community organizations throughout Florida



225+

total community partners (13 new community partners)



300+

employee volunteer hours donated at 22 community events



100

Broward County high school students mentored



3DE
BY JUNIOR ACHIEVEMENT



People. Passion. Purpose.

Our people are at the core of everything we do.

Obtained **Great Place to Work** certification for the third year



Obtained **Pharmacy Residency Accreditation** to help educate postgraduate pharmacists in managed care



Accrediting body: American Society of Health-System Pharmacists (ASHP)

 **9%**
employee attrition rate
vs. 23% health care industry average

59%
of our supervisors
and above achieved or increased
their Six Sigma certifications



26
educational events
or resources on wellness topics, including financial, physical, mental, sleep, and stress



 Developed **new and enhanced employee benefits** for 2024, including personal days, paternity and eldercare leave, and disability leave

Financial Highlights

2023 was another successful year – all thanks to you.



\$205.7M in revenue



\$10.8M

in value-based incentives
paid to community partners



\$3.4M

investment increase
and **\$1M+** interest income
generated from operating accounts

\$842k



in third-party liability recovery

\$545k

recovered from fraud
and waste identification



\$320k in savings

by negotiating and executing an agreement with a
new pharmacy sourcing agent for the CCP employee plan



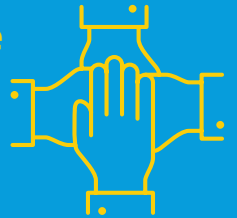
Primed for Growth

We've built a strong base for expansion and are ready to capitalize on new opportunities to drive future growth.



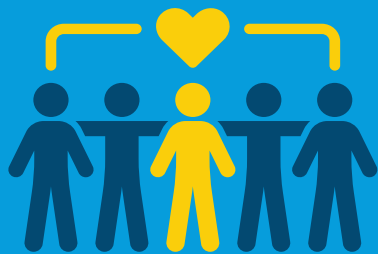
Submitted **multiregional Florida Statewide Medicaid Managed Care bid** for geographic expansion and special population

5 additional Partners in Care contracted to improve access to care and clinical outcomes for our members



SydCura
HEALTH SOLUTIONS

Executed contract with **Broward County** to administer the Broward Heart Project and successfully implemented all five project phases



Expanded safety net hospital clients beyond Florida

to provide administrative and analytic services for uninsured or underinsured patient populations

Deployed a comprehensive medical cost dashboard

to provide visibility for one of the country's largest public health system's uninsured populations

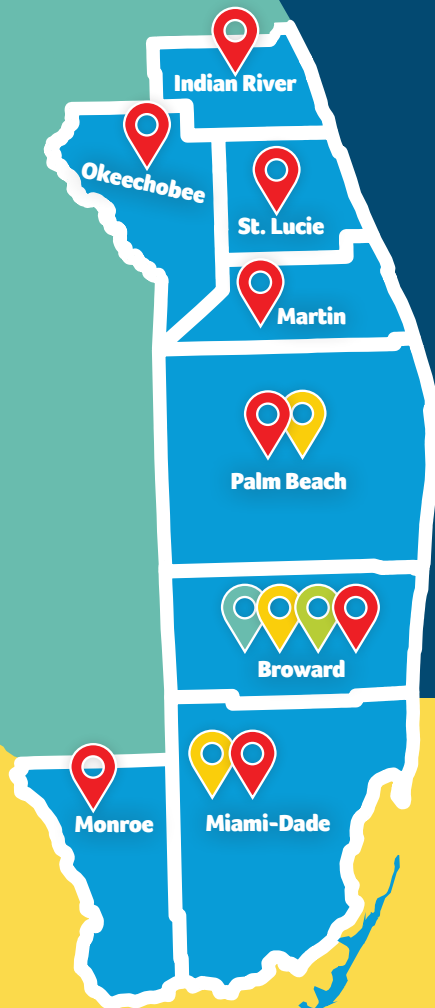


Completed submission

of all Florida Office of Insurance Regulation (FLOIR) reporting requirements for newly created HMO subsidiary, Community Care Network Inc.



Community Care Plan



Coverage Area

-  Medicaid/MMA
-  Uninsured
-  Commercial
-  Florida Healthy Kids

