

VALUE REPORT

2019

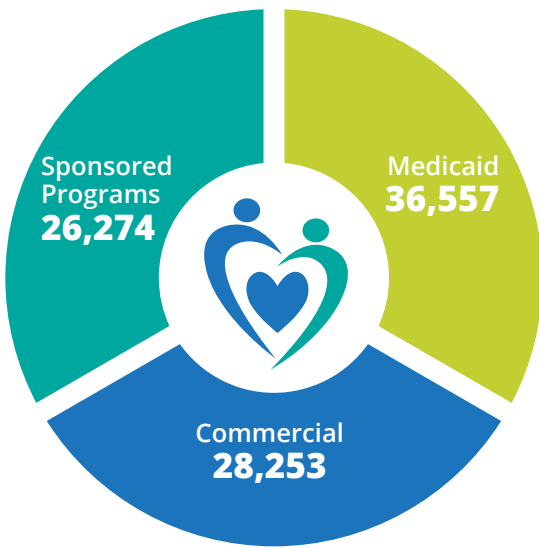


Communitycare
the health plan with a heart PLAN

ABOUT US

Community Care Plan (CCP), the health plan with a heart, was established in 2000 as South Florida Community Care Network, and is owned by Broward Health (North Broward Hospital District) and Memorial Healthcare System (South Broward Hospital District). CCP serves members in Medicaid; Florida Healthy Kids (effective January 2020); commercial, self-insured employee health plans; and sponsored programs. We maintain an accreditation status of Commendable by the National Committee for Quality Assurance (NCQA), and we are accredited by the Accreditation Association for Ambulatory Healthcare as a Health Plan.

At CCP, we strive every day to positively impact the health and wellness of those we serve by providing them with local access to a high standard of health care and community resources. Our health plans cover a wide range of health and medical services, and offer an excellent choice of physicians and providers, as well as other benefits that help members get and stay healthy.



2019 CCP MEMBERSHIP DISTRIBUTION

CCP provides a wide range of health-related professional and advisory services, including:

- Claims Management/Payment
- Clinical Data Analytics
- Contract Management
- Credentialing
- Customer Service and Call Center Operations
- Disease Management
- Financial Auditing and Monitoring
- Financial Management
- Fraud, Waste, and Abuse
- Grievance and Appeal
- Integrated Clinical Data Systems
- Medical Management
- Pharmacy Benefit Management
- Provider Network Development
- Quality Improvement
- Regulatory Compliance and Reporting
- Risk Stratification
- Utilization Management
- Workforce Training and Development

Letter From the President & CEO

For more than 20 years, we've been delivering better health to the communities we serve. 2019 was no different. This dedication to our members is the reason they ranked us higher than 90% of our competitors for satisfaction last year. It's the reason we achieved the highest number of quality performance stars in the state of Florida. And it's the reason they trust us with their well-being.

We're always improving and striving for what's best for our members. That's why, starting in 2020, we're providing subsidized Children's Health Insurance Program (CHIP) and fully paid health insurance coverage for many children through Florida Healthy Kids. The addition of these programs means we now offer first-rate care that benefits families throughout eight counties in Southeast and South Florida.

Good health is more important than ever, and we're dedicated to supporting our members now and always.

Stay safe and healthy.



Jessica Lerner,
President & CEO

We're always improving and striving for what's best for our members.

Mission, Vision, Core Principles

MISSION

Driven by our community responsibility to positively impact the health and wellness of those we serve.



VISION

Be the vehicle for population health.



CORE PRINCIPLES OF EXCELLENCE

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, provider relationships, community partnerships, new technology, and investment in the organization.

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



Leadership Team

“Our approach to care is simple: ‘Together, we are stronger.’ Our partnerships with Carisk Behavioral Health and other great organizations have helped us improve care coordination across the board, maximizing our impact in the community – and beyond.”



Front row sitting:

Terry Garzon, Director, Information Technology | **Dr. Joselyn Mateo**, Medical Director | **Amy Pont**, Director, Community Programs | **Remon Walker**, Director, Provider Operations | **Lupe Rivero**, Chief Business Development Officer
Susan Mansolillo, Vice President and Chief Human Resources Officer | **Dr. Edward Markovich**, Medical Director

Second row sitting:

Justin Marshall, General Counsel | **Dr. Miguel Venereo**, Senior Vice President and Chief Medical Officer
Jessica Lerner, President and Chief Executive Officer | **Maria Jam-Crease**, Director, Medical Management
Alvaro Reis, Senior Director, Information Technology

Back row:

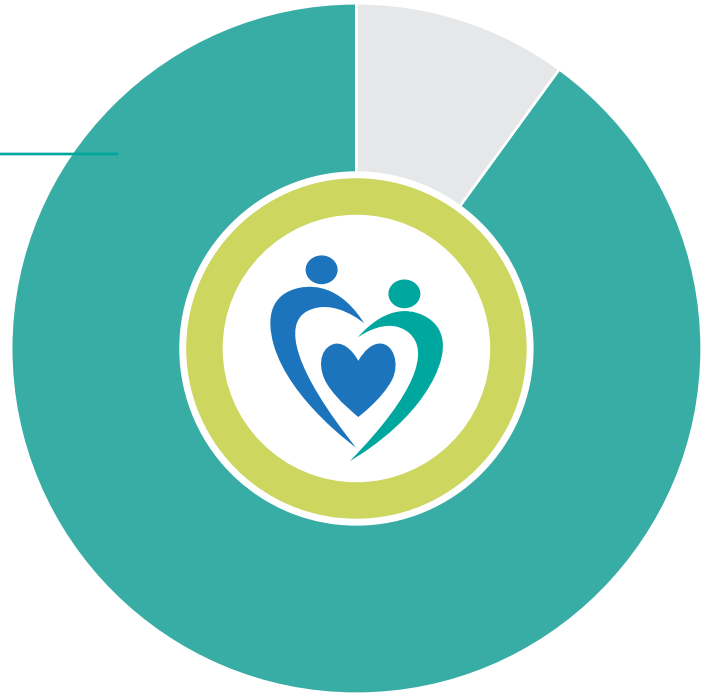
Marvin Martin, Director, Member Services | **Holly Moreau**, Director, Pharmacy Services | **Leon Mink**, Chief Information Officer
Nicole Griffin, Compliance Officer | **Karen George-Alexander**, Director, Finance | **Alex Fabano**, Director, Account Services
Ken Walters, Chief Operating Officer | **Jason Grynbaum**, Senior Vice President and Chief Financial Officer
Tracy Harswick, Vice President, Corporate Initiatives and Process Improvement | **Suzanne Tamargo**, Director, Communications and Marketing | **Claudia Navarro**, Director, Concierge Care Coordination | **Susan Ragazzo**, Director, Quality and Risk Management | **Crystal Sanders**, Senior Director, Operations

HOW WE IMPACT

Over 100,000 people throughout Florida count on us for their health care needs. That's why 88 cents of every dollar we spend is invested in our members. Through community partnerships, new technology, quality incentives, and other initiatives, we put our members' well-being at the forefront.

90th PERCENTILE

for overall member rating of healthcare, personal doctor, and specialist



8%

Expansion of key departments



Accreditation status of Commendable by the National Committee for Quality Assurance (NCQA)

Closed gaps in care with 45+ key provider groups backed by on-site clinically driven targeted trainings.

45+



Implemented new applications and processes to streamline data capture for HEDIS.

QUALITY

Quality is what we strive for in everything we do – not just for our members, but also for our team. By exceeding industry standards and customer expectations, we all win.

2019 Highlights



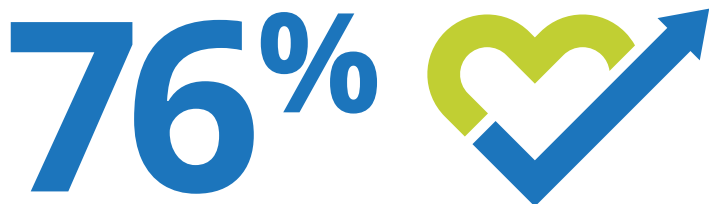
52,768

ADULT AND CHILD PREVENTIVE VISITS



**ACHIEVED HIGHEST
NUMBER OF QUALITY
PERFORMANCE STARS**

(26 of 30) in the state of Florida for the third consecutive year



IMPROVED HEALTH MEASURE SCORES

Increased NCQA Health Plan Accreditation status from Accredited to Commendable



**ONLY MEDICAID
PLAN TO ACHIEVE 5
STARS IN PREGNANCY
FOR THE THIRD
CONSECUTIVE YEAR**



75th

PERCENTILE
achieved or exceeded
in 12 HEDIS hybrid
measures



5 Stars in child and adolescent access to primary care, and 5 Stars in follow-up care for children prescribed ADHD medication





DIANNE ARANA

Always willing to lend a hand, **Population Health Nurse Dianne Arana** is known for going above and beyond the call of duty. In the office, Dianne's positive attitude lends to good morale; she always makes herself available to her peers, especially new hires who need the extra support. Her team members are not shy about praising her: Internal feedback shows that she's a valuable resource to her colleagues.

"She genuinely cares."

Members love her just as much and praise Dianne for helping them navigate Medicaid. As one member put it eloquently, "She genuinely cares."

CUSTOMER SERVICE

2019 Highlights - Members

Members enjoy an unparalleled customer experience with CCP, thanks to our expertly trained staff. Our team of professionals offers personalized, concierge-level service to ensure their needs are met.

93%

MEMBERS FELT THEY WERE TREATED WITH RESPECT BY CCP

18

SECONDS
average
speed of
answer

1

BUSINESS DAY
for onboarding
new members

78%

YEAR-OVER-YEAR INCREASE
of completed
Health Risk
Assessments (HRA)

181,887

MEMBER CALLS
answered

2019 Highlights - Providers

Providers are an integral part of our mission. Without them, we would not be able to do what we do. Physicians can count on our superior services and resources to help provide the best care possible.

99.6%

PROVIDERS WOULD RECOMMEND CCP

55+

PROVIDER ORIENTATION TRAINING SESSIONS

developed and conducted for new lines of business

9

PROVIDER WEBINAR EDUCATION SESSIONS

created and deployed, which are also available on the CCP website

92%

ATTENDANCE IN CUSTOMER SERVICE TRAININGS

by Provider Operations and Member Services team members

976%

INCREASE IN PROVIDER PORTAL ADOPTION

as a result of expanded communications and training



YAIMARA BENITEZ

Before starting the Birth, Baby, and Beyond Program, 30-year-old Maria was 10 weeks pregnant with no prenatal care. A thorough patient evaluation revealed a history of mental health issues, substance abuse, and limited social and financial resources. As a result, Maria would need services from multiple health and community agencies.

Through the Birth, Baby, and Beyond program, Maria received the complex care she would need for a healthy pregnancy and future. Helping her along the way was **Population Health Nurse Yaimara Benitez**, who helped coordinate services with experts in social work, behavioral health and OBGYN services, and more. The happy outcome: Maria is now clean and sober, compliant with prenatal care, and linked to the appropriate resources. She credits Yaimara and the CCP team for supporting her on her journey.

COMMUNITY

From supporting special events to hosting informational briefings, we partner with many community groups to address the social and health-related needs of our enrollees. We all share the same goal: making good health a priority.

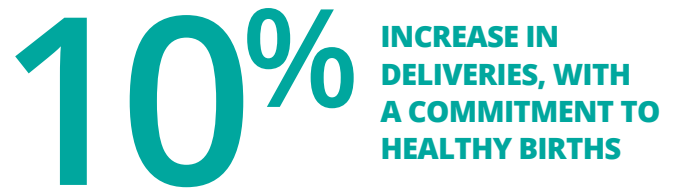


Rebranded our Medicaid OB program as “Birth, Baby, and Beyond” and redesigned our website to highlight the quality, benefits, and access to community resources provided by the program



TOTAL COMMUNITY PARTNERS

37 NEW COMMUNITY PARTNERS, including Area Health Education Centers (AHEC), Children’s Treatment and Diagnostic Center, Diversity in Aquatics, FLITE Center, New Mount Olive Development Corporation, and Sickle Cell Disease Association of Broward County



CHILDREN AND YOUNG ADULTS REGISTERED AND ATTENDED VACCINATE BROWARD, a collaboration driven by Broward Health, Memorial Healthcare System, and Community Care Plan to help ensure that children in Broward County are fully vaccinated



Participated in the development of a Community Information Exchange (CIE) in South Florida to collaborate with local agencies and organizations to identify and track social determinants of health and access to care, and address closing care gaps

PEOPLE

We are committed to employing those who have the same mission and vision: improving health care for our community. We invest in our team, and they invest in our members.

92.5%

EMPLOYEES' PERCEPTION OF CCP AS A POSITIVE PLACE TO WORK



Upgraded user interface and features of CCP's Learning Management System (LMS) to improve learning experience for CCP employees



Hosted weekly on-site Diabetes Prevention program to promote employee health and wellness



EARNED THE DESIGNATION OF A GREAT PLACE TO WORK CERTIFIED COMPANY

36+

leadership and professional development courses offered

Stories From the



DIANNE ARANA, DELSADIE CAMPBELL

When Member Services requested assistance for a member, **Population Health Nurse Dianne Arana** and **Social Worker Delsadie Campbell** sprung to action. After conducting house visits, they discovered the member had minimal social support, no food, and faced foreclosure and other financial burdens. Having been disappointed by the service she had received in the past, the member cited CCP and its two shining stars as a breath of fresh air. The duo intervened and connected her to the appropriate community resources, ensuring she received the help she needed. This intervention restored her faith in clinical professionals - "People do care." The member now enjoys a much-improved quality of life and is hopeful for the future, thanks to Dianne and Delsadie.

FINANCE

Member and provider relationships, community partnerships, and new technology were instrumental in helping us continue to manage costs in 2019. These investments in our organization made all the difference in achieving our financial results.

CCP Summary of Financial Results	Unaudited Statement 2019	Unaudited Total From Inception
Funds Available for Member Benefits	\$143,323,055	\$855,820,532
Medical & Benefit Related Expenses	\$116,655,382	\$671,572,026
Administration & Other Expenses	\$26,559,824	\$145,182,635
Total Member & Benefit Expenses	\$143,215,206	\$816,754,661
Contribution to Fund Balance	\$107,849	\$26,559,269
Net Fund Balance	\$35,811,750	\$35,811,750

✓ Executed medical loss ratio (MLR) initiative and generated **\$3.4 million** in run-rate savings



✓ Achieved fraud, waste, and abuse recoveries of **\$0.6 million**



✓ Liquidated damages of less than **\$0.003 million**



✓ Realized administrative cost reduction and efficiencies of approximately **\$0.2 million**



GROWTH

At Community Care Plan, our job is never done. As the needs of our members change, we change and grow with them. We're continually improving infrastructure and service delivery for a healthier future.

- ✓ Successfully negotiated an agreement with Health Care District of Palm Beach and implemented third-party administrative services for the uninsured population of Palm Beach county.
- ✓ Successfully negotiated an agreement with Broward Health and implemented third-party administrative services for their uncompensated care program.
- ✓ Increased members served within sponsored programs by 313%.
- ✓ Hosted and facilitated a statewide roundtable discussion with all Provider Service Networks.
- ✓ Developed library of contractual master agreements for use with all types of strategic partnerships.

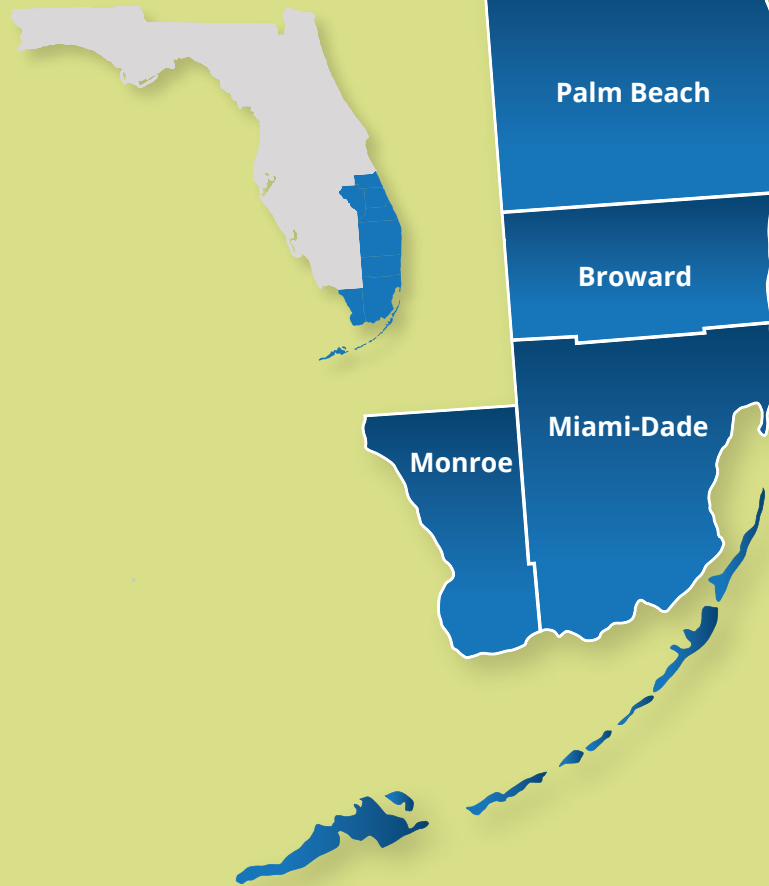


WHAT'S NEXT

As of January 1, 2020, Community Care Plan is providing subsidized Children's Health Insurance Program (CHIP) and fully paid health insurance coverage through Florida Healthy Kids, a program serving children from age 5 through the end of age 18. The two programs are dedicated to providing first-rate care that benefits families throughout South Florida. With 6,600 contracted providers and an expanded geographical footprint, CCP now provides coverage in eight Southeast and South Florida counties, including Broward, Indian River, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, and St. Lucie.



Community Care Plan In Your Area



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