



Community Care Plan

2025

YEAR IN REVIEW

CCPCARES.ORG 954-622-3200

25 YEARS SERVING OUR
COMMUNITY



Mission

To promote healthier communities.

Vision

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

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.



FUNDAMENTAL BEHAVIORS

Do the Right Thing, **Always**

Show People **You Care**

Make It **Happen**

Honor **Commitments**

Embrace the **Lessons**

Wildly Celebrate **Success**



25 IN 2025

Celebrated our 25 years serving the community:

Over the last 25 years, CCP has served as a health plan for hundreds of thousands of Floridians in government-sponsored programs, including Medicaid, Children with Special Needs, and Florida Healthy Kids, and as an Administrative Services Organization (ASO) for uninsured programs and employer-sponsored health plans.

*“We are so proud to **celebrate a quarter-century of delivering trusted, high-quality care, innovative solutions, and personalized support to our members and communities,**”*

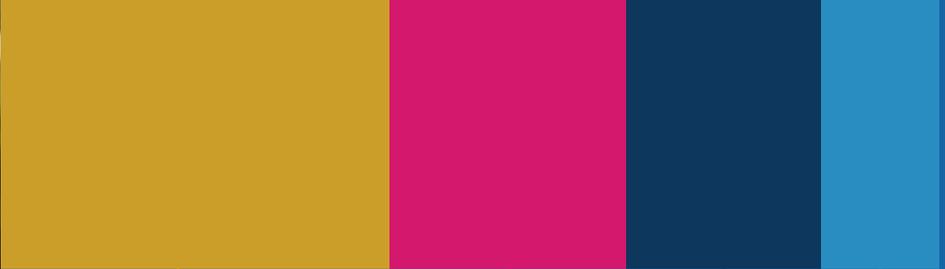
– Jessica Lerner, President & CEO

“Over the past 25 years, we’ve expanded our services, embraced innovation, and grown stronger, all while maintaining the personal touch that CCP is known for. As CCP continues to our next level of growth, our commitment to quality care, experiences, and services to our members, providers, clients, employees, and community remains unwavering.”





2025 MEMBERSHIP DISTRIBUTION



52%
MEDICAID

21%
EMPLOYER SPONSORED PLANS

17%
UNINSURED

10%
FLORIDA HEALTHY KIDS

LEADERSHIP TEAM



LEFT TO RIGHT

JESSICA LERNER,
President and Chief Executive Officer
ROBERT FURNO, MD
Sr. Vice President & Chief Medical Officer
NICOLE GRIFFIN, Vice President
and Chief Compliance and Privacy 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 Partnership Officer
VICTORIA TUFFY, Sr. Vice President
and Chief Human Resources Officer
KEN WALTERS, Sr. Vice President
and Chief Operating Officer



ALEXSIS DESROCHERS,
Vice President of Finance
ALVARO REIS,
Vice President, Information Technology
CRYSTAL SANDERS,
Vice President, Health Plan Operations



GLORIA CARBONELL, Sr. Director,
Medical Economics and Clinical Systems
ROSIE BONETTI, Sr. Director, Provider
Operations & Lifecycle
INGRID CEPERO,
Sr. Associate General Counsel
ALEX FABANO,
Sr. Director, Account Services
JOSE FUENTES,
Sr. Director, Finance

LEADERSHIP TEAM



LEFT TO RIGHT

CLAUDIA NAVARRO,
Sr. Director, Population Health
and Care Coordination

IVETTE PAGAN,
Sr. Director, Talent Enablement

AMY PONT,
Sr. Director, Community Health
SUZANNE TAMARGO,
Sr. Director, Communications and Marketing

WILLIAM WRIGHT,
Sr. Director, Information Technology



DALE BONDANZA,
Director, IT Information Management
EVELYN CORRALES-RANDLE, Director,
Community Engagement

ARIADNA FERNANDEZ,
Director, Provider Operations & Network
Development

IRENE FERRO,
Director, Customer Experience

SHANNON GONZALEZ,
Director, Operational Excellence



MARIA JAM-CREASE,
Director, Medical Management

TEKISHA HAYWARD,
Director, Provider Credentialing and
Data Management

MARISSA KOPEL,
Director, Quality and Risk Management

EDWARD MARKOVICH, MD
Medical Director

NARENDRA PATEL, MD
Medical Director - Behavioral Health



DESIREE RODRIGUEZ,
Director, Population Health
& Concierge Care Coordination

LATRICE ROEBUCK,
Director, Pharmacy Services

IVELISSE TORRES,
Director, Claims

ENSURING QUALITY

We're consistently recognized for delivering high-quality care.



4 of 5 AHCA's Keeping Kids Healthy, Living with Illness, and Behavioral Health Care

4 of 5 NCQA's Rating of a Health Plan

Increased HEDIS Measures

48%

Follow-Up After Hospitalization for Mental Illness, 7 days

16%

Well Child Visits in the First 30 Months of Life, 0-15 Months

13%

Prenatal and Postpartum Care

6%

Glycemic Status Assessments for Patients with Diabetes, Glycemic Status <8



DELIVERING CUSTOMER SERVICE

Exceptional service leads to better care for everyone.

1.8M

total claims processed with a 9-day average turnaround



193K

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



96%

Credentialing Hotline answer rate with a subsequent **81% increase in call volume**



99.5%

Member satisfaction score for **Case Management**



93.8%

Member satisfaction score for **Disease Management**



95.3%

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



4.6

Google review rating



SUPPORTING OUR COMMUNITY

We're constantly finding new ways to help our communities.

670+

new events added to our community resource center website for a wide range of services, including mental health, physical health, job training, parenting, and maternity care



Our Sr. Director of Community Health, Amy Pont, was nominated for the Fort Lauderdale Diaper Bank 2025 Community Hero Awards as Woman of the Year for her commitment to fostering healthier South Florida communities.



620

employee volunteer hours donated at 60 community events, including community baby showers and health fairs



245+

Community Engagement team **in-kind hours** donated at 75 community events



Our Senior Vice President and Chief Operating Officer, Ken Walters, was honored by Community Based Connections, Inc. (CBCI) at the Cordish Companies Green Blazer Awards Gala & Celebration for his lasting contribution to the community



250+

total community partners (**13 new community partners**)



PEOPLE. PASSION. PURPOSE.
Our people power everything we do.

Obtained **Great Place to Work** certification for the **fifth year**, with 92% of our employees stating that "taking everything into account, CCP is a Great Place to Work"



\$50k savings and 93% employee satisfaction post-implementation rate for the implementation of a new Human Capital Management system, ADP Workforce Now

Implemented a new wellness platform that incentivizes employees to engage in healthy activities, resulting in **91% of registered participants actively participating and 25% qualifying for our annual wellness incentive**

320+

leadership coaching sessions to drive operational excellence and empower leaders to **strengthen their skills in communication, decision-making, and team engagement**



97%

of participating Managers/Supervisors received **certification in Management Fundamentals**



50+

educational events on wellness and IT topics, including financial, physical, mental, sleep, stress, benefits, AI, and cybersecurity



25

employees recognized with Behavioral Spotlight Awards for **demonstrating our fundamental behaviors**



FINANCIAL HIGHLIGHTS

2025 was another successful year – all thanks to you.

\$337.4M

in revenue

\$19.3M

in value-based incentives paid to community partners



\$877K

in third-party liability recovery



\$0.95

of each Medicaid and Florida Healthy Kids premium risk dollar, excluding administrative costs, goes directly to healthcare or community services



PRIMED FOR GROWTH

Our strong foundation sets us up for a bright future.

MEDICAID

Implemented our third 6-year Florida Medicaid contract, **expanded to five regions, increasing CCP's Florida Statewide Medicaid Managed Care reach from one county to 19 counties**

Successfully deployed operations and onboarded an increase of 75% in membership growth



UNINSURED

Successfully implemented Phase 2, focusing on utilization management for a large uninsured client



22 HEALTH

Launched new health plan offerings to Broward County residents for 2026

- Successfully obtained approval from CMS and the Office of Inspector General (OIG) for our health plan offering in Broward County
- Developed and deployed all operations necessary to participate in the 2026 open enrollment
- Implemented a meaningful and effective sales strategy through health care brokers



Coverage Area

