

A photograph of three elderly women laughing joyfully outdoors. The woman on the left has short grey hair and is wearing a yellow shirt. The woman in the middle has dark skin, braided hair, and is wearing a maroon shirt. The woman on the right has short grey hair, wears glasses and an orange jacket, and has her arm around the woman in the middle. A large purple diagonal shape is overlaid on the bottom left of the image.

ANNUAL PUBLIC MEETING

COMMUNITY HEALTH CHOICE
April 19, 2023



**COMMUNITY
HEALTH CHOICE**
COMMUNITY CARES.

COMMUNITY HEALTH CHOICE BOARD OF DIRECTORS MEETING

AGENDA

- 1 Call to Order
- 2 Welcome
- 3 President and CEO Report
- 4 Community Affairs Report
- 5 Comments from the Public
- 6 Adjourn



CALL TO ORDER





Welcome to Community

BOARD CHAIR
VICKI KEISER





PRESIDENT & CEO REPORT

CHIEF EXECUTIVE OFFICER
LISA WRIGHT



**COMMUNITY
HEALTH CHOICE**

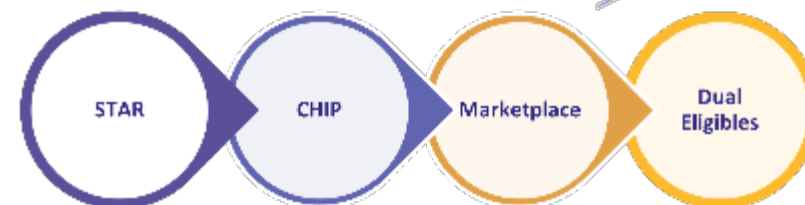
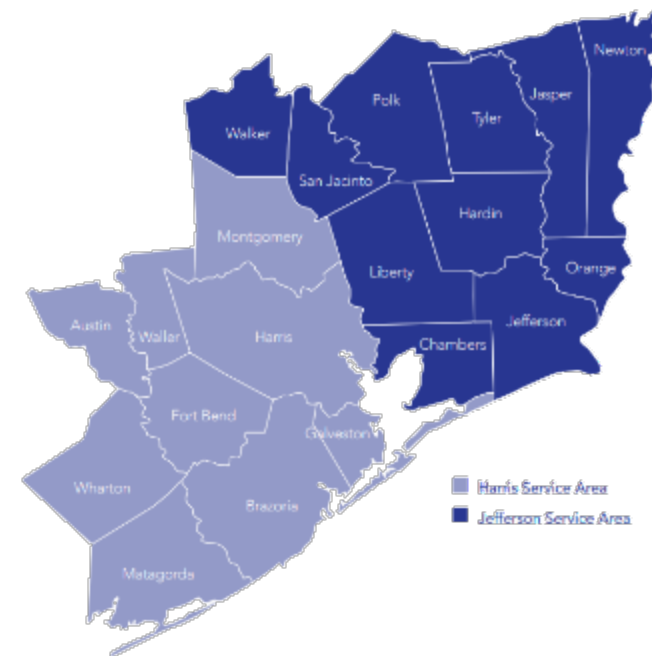
COMMUNITY CARES.

Community Health Choice

- A Houston-based, non-profit safety net health plan
- Our mission: Improve the health and well-being of underserved Texans by opening doors to health and health-related social services
- 26-year history of serving low-income populations across southeast Texas
- Affiliate of Harris Health
- Every taxpayer dollar stays in Texas

~550K
Members

Including **420,000** STAR and CHIP,
130,000 Health Insurance
Marketplace, and **250** DSNP



WE'RE HERE TO SERVE



Employees

- **Currently:** 734
- **Contractors:** 88



5 Product Lines

- STAR
- CHIP
- CHIP-Perinatal
- Medicare DSNP – Dual Special Needs Plan
- Marketplace
 - Bronze Deductible Plans
 - Silver Deductible Plans
 - Gold Deductible Plans
 - Gold Copay Plan
 - High Deductible Health Plans (One Gold, One Bronze)
 - Virtual Plan



Buildings

- Central Campus
- Northwest Campus
- Beaumont Office

We're Moving

- Loop Central 1 Office
- Emancipation Office



Excellence in Performance and Quality

Highest standard of performance and quality achieved



Plan Performance

Texas Comptroller Vendor Performance
Tracking System (VPTS)



Quality Accreditations



Our Provider Network Improves Access and Patient Experience

Networks vary by program, but across all programs, we contract with:



111

HOSPITALS

(Virtually every hospital in service area)

Memorial Hermann Hospital

**UTMB Hospital and
Physicians in Galveston**

Texas Children's Hospital

Houston Methodist



4,626

**PRIMARY CARE
PROVIDERS**



972

OB/GYNS



**All Federally
Qualified Health
Centers (FQHCs)**



18,397

SPECIALISTS



1,150

PHARMACIES



1,354

**ANCILLARY
PROVIDERS**



**All Harris Health
System Facilities**

**Provider
Satisfaction
Scores**

**OVERALL
SATISFACTION**

**92nd
PERCENTILE**

**WILLINGNESS
TO RECOMMEND**

**90th
PERCENTILE**

**HEALTH PLAN
SERVICE STAFF**

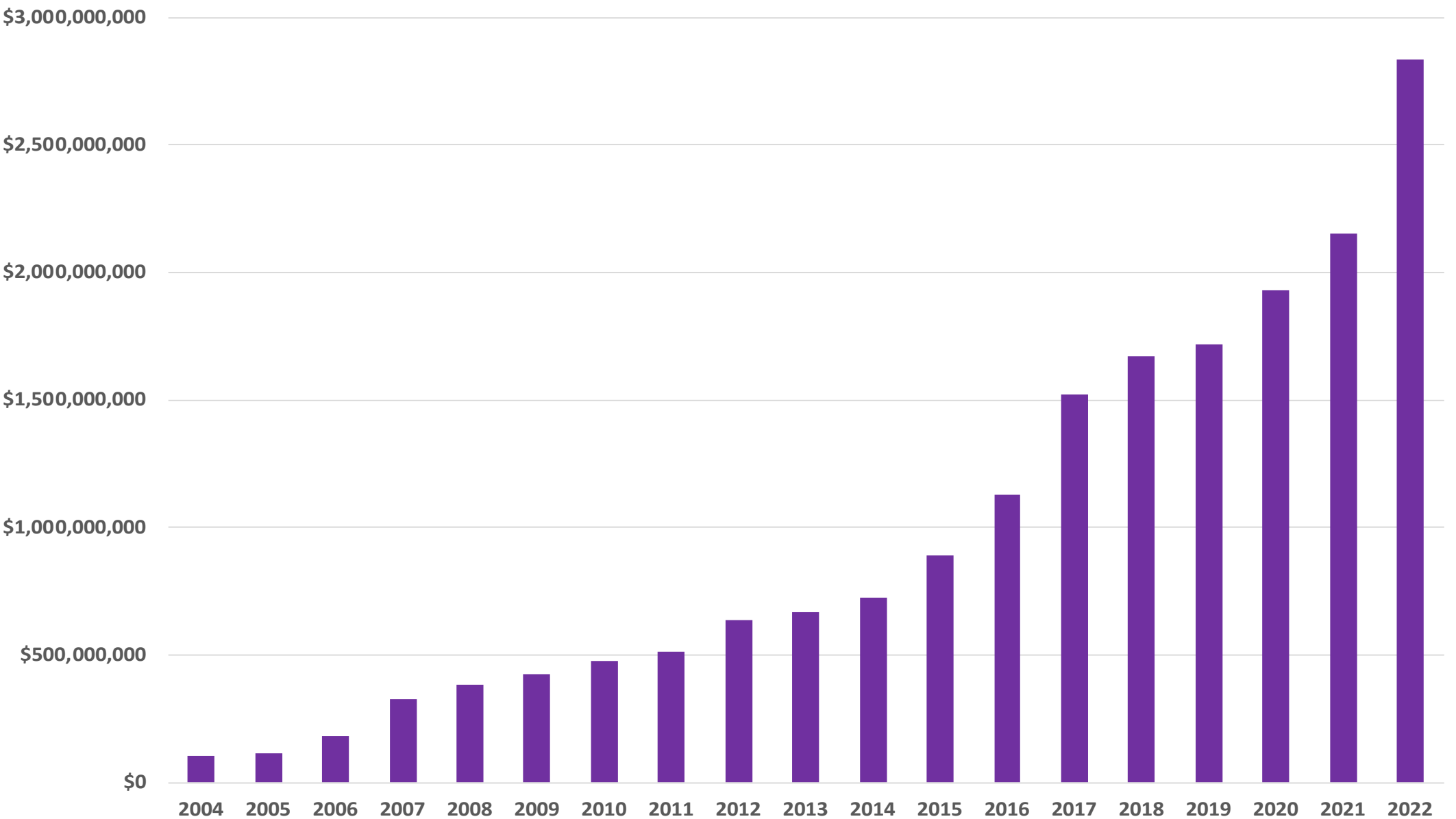
**81st
PERCENTILE**

FINANCE

(paying claims in a timely and
accurate manner)

**71st
PERCENTILE**

Community Health Choice Operating Revenue



Community Board of Directors



- **Vicki Keiser, Chairman**
Retired Partner, Deloitte



- **Rodney Lenfant, CPA, CHFP, Vice-Chairman**



- **Elena Marks, Secretary**
*Former President and CEO, Episcopal Health Foundation,
Rice University- Baker Institute*



- **Vivian Ho, Chair of the Governance Committee**
Professor of Economics, Rice University



- **Anne Clutterbuck, Chair of the Audit & Compliance Committee**



- **Dr. Stephen McKernan, Chair of the Budget & Finance Committee**
*Former Associate Dean for Clinical Affairs, Sam Houston State University College of Osteopathic
Medicine*



- **Dr. Arthur Bracey**
Chief of Clinical Pathology, Baylor St. Luke's Medical Center



- **Raymond Khoury**
Department Chair, Healthcare Administration, the University of Houston Clear Lake



Community Health Choice

THANK YOU



COMMUNITY AFFAIRS REPORT

CHIEF GROWTH OFFICER
SONYA MADDOX



**COMMUNITY
HEALTH CHOICE**

COMMUNITY CARES.

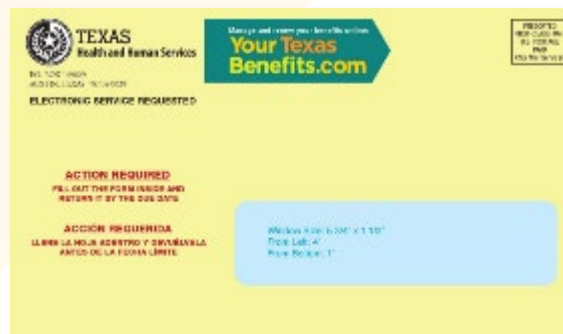


PHE: Keeping Members Covered

Continuous coverage due to the COVID-19 public health emergency ended March 31, 2023, and HHSC must complete the redetermination process for more than 5.9 million members by May 2024.

Community currently serves over **327,000** HHSC Members, approximately **60,000** of which will be up for re-determination/recertification until the end of the redetermination period.

Member education includes telling them to renew as soon as they receive the "Action Required" yellow envelope and to reach out to Community for application assistance and health plan options if they no longer qualify.



Since April 2022:

- Sent 13 educational email
- Posted regularly on social media
- Maintained a microsite dedicated to PHE education and update

Our efforts will become more targeted as we move through the unwinding period and Members renew their benefits, including:

- Providing more urgent messaging with specific ways we can help
- Providing health plan alternatives (Marketplace and Medicare) to those who no longer qualify



More than a Health Plan

Community's Life Services Team addresses the social determinants of health of our Members and their families by providing access to wraparound social services and life-changing career paths. We know that health outcomes are directly impacted by access to better food choices, living conditions, and gainful employment.



Education and Coaching

CareerReady 2023 has 39 active scholars with space available for 49 more. We already enrolled 26 for the Spring semester.



Wraparound Assistance

Top 3 Member needs

- Housing at 35.8% (Finding housing and paying for rent, utilities, internet, and phone.)
- Food at 26%
- Health at 24% (Paying for prescriptions, reduced health care cost, and mental health resources.)



Outcomes

Closed the loop on 104 social needs to date

- We received 3 new member referrals this quarter. Closed the Loop on 73 social needs for 39 members enrolled in the Diabetes Livongo project led by Medical Affairs
- We received 12 new scholar referrals this quarter. Closed the loop on 31 social needs for 25 CareerReady scholars
- Enrolled 13 Members into the Food Scholarship Program (started in October)



Incentivizing Better Health

AIM: Partnership with Icario (formerly Novu) to provide financial incentives to eligible members who complete specific health maintenance and health promotion activities (HCAs).



Objective

- Increase Member motivation to obtain recommended health care
- Reduce Potentially Preventable Admissions (PPAs)
Increase overall member engagement (HEDIS measures)
- Reduce care gaps

Programs

- **Mom & Baby**
To improve maternal and infant health
- **Diabetes**
To improve diabetes self-management
- **Marketplace Wellness**
To promote preventive care

Incentives

- Gift cards: Walmart (ATF), Target, Kroger, Shell, ExxonMobil
- ATF gifts cards: alcohol, tobacco, firearms are prohibited
- Gift cards are mailed to member address or sent electronically to member email (per member preference)



What Members Say About Us

Our family always receives courteous and correct answers to all our questions by your representatives. Doctors' visits are made easy with our plan. (08/15/21)

I think the health plan has many doctors to choose from even specialists. That is why I re-enroll each year. (02/05/22)

Good coverage of medical issues. And I love the fact that most doctors and facilities accept my insurance. Also, very good customer service. (04/21/22)

Community Health Choice has been wonderful way to get in better health. They provide all the help and doctors and nurses are just excellent and very professional. (01/19/23)

Member Satisfaction Scores	2022	Percentile Ranking
STAR Child	95.9%	99th
CHIP Child	92.3%	93 rd
STAR Adult	83.9%	86 th
QHP EES	69.4%	97 th

Two Year Review Period



Right Care, Right Time, Right Place



“Provider Satisfaction” ranked above the 90th percentile for Providers that would refer Community to their patients.

High Score Attributes:

- Robust Provider onboarding
- Provider Relations Representative
- Provider Portal with personalized Provider dashboard
- Prior Authorization Services, including real-time approvals
- Online Provider toolkits and provider education and trainings

MCOs	Scores
Community Health Choice	94.7%
United Healthcare	75.3%
Molina	66.4%
Amerigroup	69.6%
Texas Children’s	76.5%

Community Health Choice has been a part of our practice since we started our practice in 2006.

What sets Community apart from other MCO plans:

- Their willingness to listen to their providers—the only MCO with a provider engagement council.
- No other MCO representative visits our office.
- Their provider incentive program is the best amongst all MCOs
- The tools they provide in managing patients are the best amongst the MCOs. No one provides panel reports with the level of detail like the way they do, including data on HEDIS noncompliant patients. **Seshan Ramchandra, Bay Colony Pediatrics**

One thing that stands out about Community Health Choice is the credentialing process for adding new providers is very smooth and done promptly, making it easier to serve our surrounding community.

Mo Parvizian, ABC Pediatric Clinic



Our commitment to the community

Member + Provider + Community



Member:

We provide each Member uniquely with the highest quality of service



Provider:

We focus on the Right Care, Right Place, Right Time



Community:

We work hard to bring services and support to the communities we serve



Our Commitment to Service



Community as an organization works hard to collaborate with local leaders and community-based organizations to bridge the gap between services needed for all individuals in our community.



Putting our Members First

Community engages and partners with organizations that are making a daily impact in the places we call home. Through volunteering, monetary investment, and strategic collaboration, we're able to multiply the impact and transform care through our commitment to reducing social barriers for our Members and communities.



Investing in our Community

- We joined the 50/50 Park Partners, an initiative created by Mayor Sylvester Turner to improve neighborhood parks with the support of the corporate Community.
- Through our investment improvements made to Harwin Park included:
 - Lighting a new covered picnic pavilion
 - Exercise stations
 - Upgrades to the walkways within the park

Harwin Park will be a safe space for children to play and families to enjoy.





Houston Food Bank (HFB) Food for Change - Food Rx

This one-of-a-kind collaboration with The Houston Food Bank provides 30 pounds of fresh fruits and vegetables plus four additional healthy items twice a month to our high-risk pregnant moms with food insecurity.

- Identify and enroll Members into the program
- Provide a Food RX card to access food (pick up or delivery) twice per month throughout her pregnancy and through the first six months after delivery

The Episcopal Health Foundation has engaged UT School of Public Health to complete an assessment of the effectiveness of this collaboration in improving maternal and newborn health outcomes.





Our Community Impact



Back to School Events

- 41 Back-to-School events sponsored
- 15,855 Lives impacted
- 7,900 Backpacks distributed in 15 school districts in six counties



Food Pantry

- 600+ volunteer hours
- 8,000 pounds of produce packaged
- 6,600 meals created
- 8,000 families provided with meals



School District Partnerships

- Houston Independent School District (HISD)
- Alief Independent School District (Alief ISD)
- Communities in Schools - Southeast (CIS-S)



Homeless Initiative

300 Hygiene backpacks distributed



Member Advisory Group Meetings

2000+ Members participated



Holiday Gift Distribution

429 gifts distributed to 289 children and 140 adults



Bread of Life

- 227 Meals provided
- 106 Hygiene bags distributed

Faith Ebong

MEMBER STORY



Community Medicaid Member and
CareerReady Scholar

[Click to play video](#)

Community Partners

THANK YOU!

 American Heart Association

RICE UNIVERSITY'S
BAKER INSTITUTE
FOR PUBLIC POLICY

 **The HARRIS**
CENTER for
Mental Health and IDD

 **children's**
defense fund
Leave No Child Behind

 **HARMONY**
PUBLIC SCHOOLS

 **EVERY TEXAN**

 **MARCH OF DIMES**

AVANCE 50

 **Hispanic**
Health Coalition

 **SAN FRANCISCO**
NATIVITY ACADEMY
OF HOUSTON

 **SAN JACINTO**
COLLEGE
Your Goals. Your College.

 **LITERACY**
NOW

 **ACAM**
ALLIANCE OF
COMMUNITY
ASSISTANCE
MINISTRIES

CENTER FOR  **HOUSTON'S FUTURE**

 **HCC** | **HOUSTON**
COMMUNITY COLLEGE

 **BOYS & GIRLS CLUBS**
OF GREATER HOUSTON

 **AAMA**
EMPOWERING LEARNERS.
INSPIRING LEADERS.



RICE UNIVERSITY
Kinder Institute for Urban Research

 **MAM**
MEMORIAL ASSISTANCE MINISTRIES

 **neuhaus**
EDUCATION CENTER

 **ALDINE**
Independent School District

 **HOUSTON**
WOMEN'S
CHAMBER OF COMMERCE

 **BakerRipley**
Community Developers

 **houston**
foodbank MEMBER OF **FEEDING**
AMERICA



THE COUNCIL
ON RECOVERY



CRISTOREY
JESUIT
COLLEGE PREPARATORY SCHOOL OF HOUSTON

 **DOCTORS**
FOR CHANGE

children
atRisk

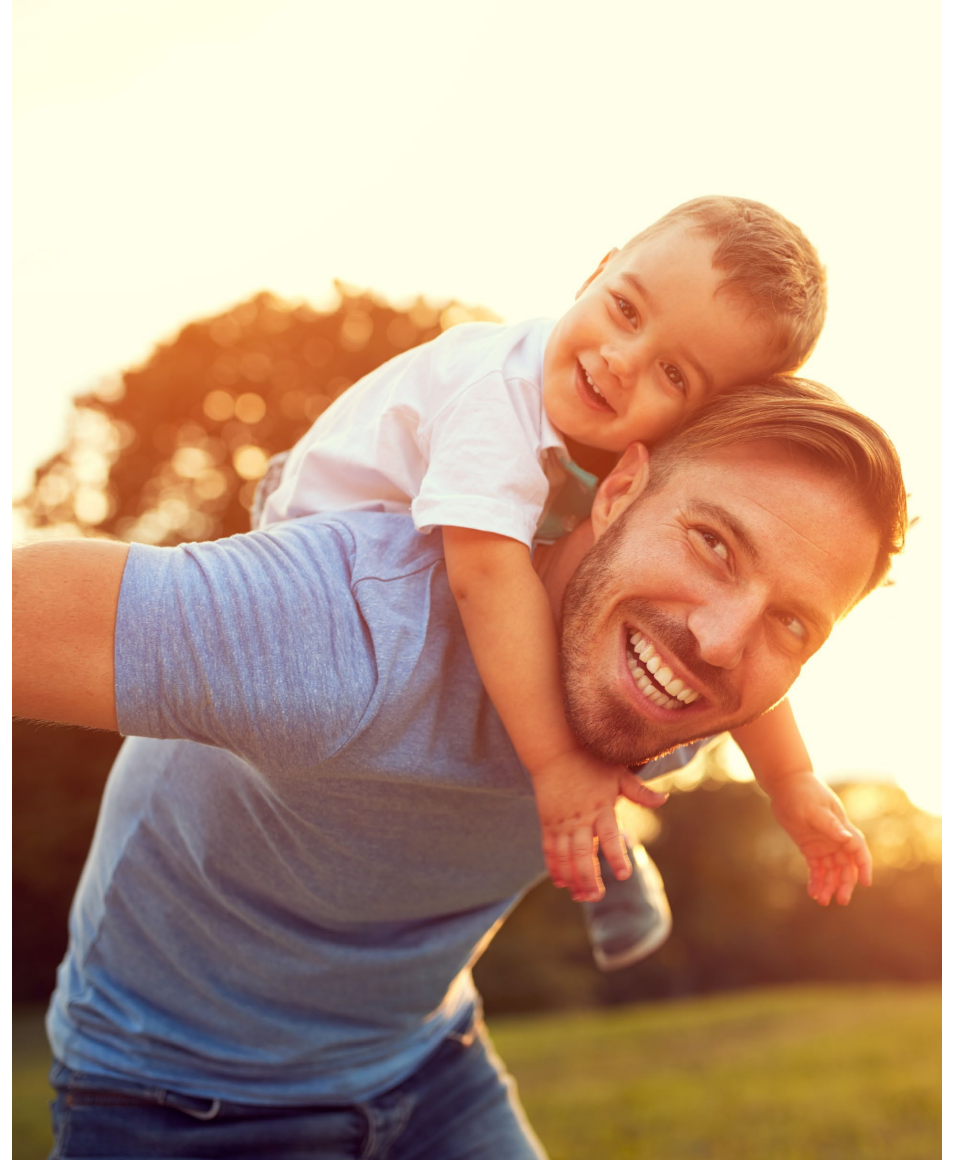
GREATER HOUSTON WOMEN'S
CHAMBER OF COMMERCE

Providers

THANK YOU!



COMMENTS FROM THE PUBLIC



Community Health Choice
THANK YOU



A close-up photograph of a woman with dark braided hair kissing a young girl on the cheek. The woman's eyes are closed, and the girl is smiling with her eyes closed. The background is slightly blurred, showing what appears to be a window or door. There are two semi-transparent colored shapes: a yellow triangle in the top right corner and a larger purple shape in the bottom left corner that contains the text.

ADJOURN