

EXPANDING OUR REACH

2023 ANNUAL REPORT



EXPANDING OUR REACH: **2023** ANNUAL REPORT

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EXPANDING OUR REACH: INTRODUCTION



EXPANDING OUR REACH AND BUILDING A HEALTHIER TEXAS: A MESSAGE FROM THE CEO

As we look back on 2023, I am filled with pride reflecting on a year of significant achievements and transformative growth at Community Health Choice. A standout moment was being awarded the STAR+PLUS Medicaid contract. This accomplishment not only highlights our commitment to providing high-quality, affordable care but also marks a new chapter in our ability to serve Texas's most vulnerable populations.

Securing the STAR+PLUS contract is more than a milestone—it's a testament to our dedication and the hard work of our entire team. It strengthens our capacity to deliver comprehensive, member-centered care and reinforces our role as a key player in the healthcare landscape.

This year, we have also been focused on expanding our partnerships and enhancing our programs to better meet the needs of those we serve. From enhancing maternal and infant health to supporting mental health initiatives and career development, our efforts have been guided by our mission to create positive, lasting change in the communities we serve.

In this report, you will find an overview of our key achievements and the progress we've made. While we celebrate the successes of 2023, we remain focused on the future with a clear vision of continuing to make a positive impact. We are confident that through continued collaboration with our Members, Providers, and community partners, we can help build a healthier Texas.

Thank you for your continued support and partnership as we embark on the next chapter of our journey together.

Sincerely,

Lisa Wright

President and Chief Executive Officer
Community Health Choice

"Securing the STAR+PLUS Medicaid contract

not only highlights our commitment to providing high-quality, affordable care but also marks a new chapter in our ability to serve Texas's most vulnerable populations."



MESSAGE FROM OUR BOARD CHAIR

On behalf of the Board of Directors of Community Health Choice, welcome to our 2023 Annual Report.

Reflecting on 2023, we are immensely proud of the milestones Community has achieved. A standout accomplishment this year was securing the STAR+PLUS Medicaid contract for the Harris Service Delivery Area (SDA). This monumental achievement allows Community to significantly expand services to elderly and disabled Texans, reinforcing our commitment to supporting vulnerable populations.

Community continues to offer affordable, high-quality healthcare plans to our Members throughout Southeast Texas. These plans, combined with our preventive care services, 24/7 nurse line, and wide access to Specialists, reflect our ongoing dedication to providing affordable access to top-tier health care.

Our success is driven by the tireless efforts of our Employees, Providers, and Community-Based Organization (CBO) Partners. Their unwavering and tireless dedication and support are the cornerstone of Community's mission, and their contributions are what truly propel us forward.

Thank you for your continued support and interest in Community Health Choice. Please explore this report and witness how we are making a lasting difference in the lives of our Members.

Sincerely,

Rodney Lenfant, NACD.DC, CPA-Retired, CHFP

Chair, Board of Directors
Community Health Choice

*“Reflecting on 2023,
we are immensely proud of the milestones
Community has achieved.”*

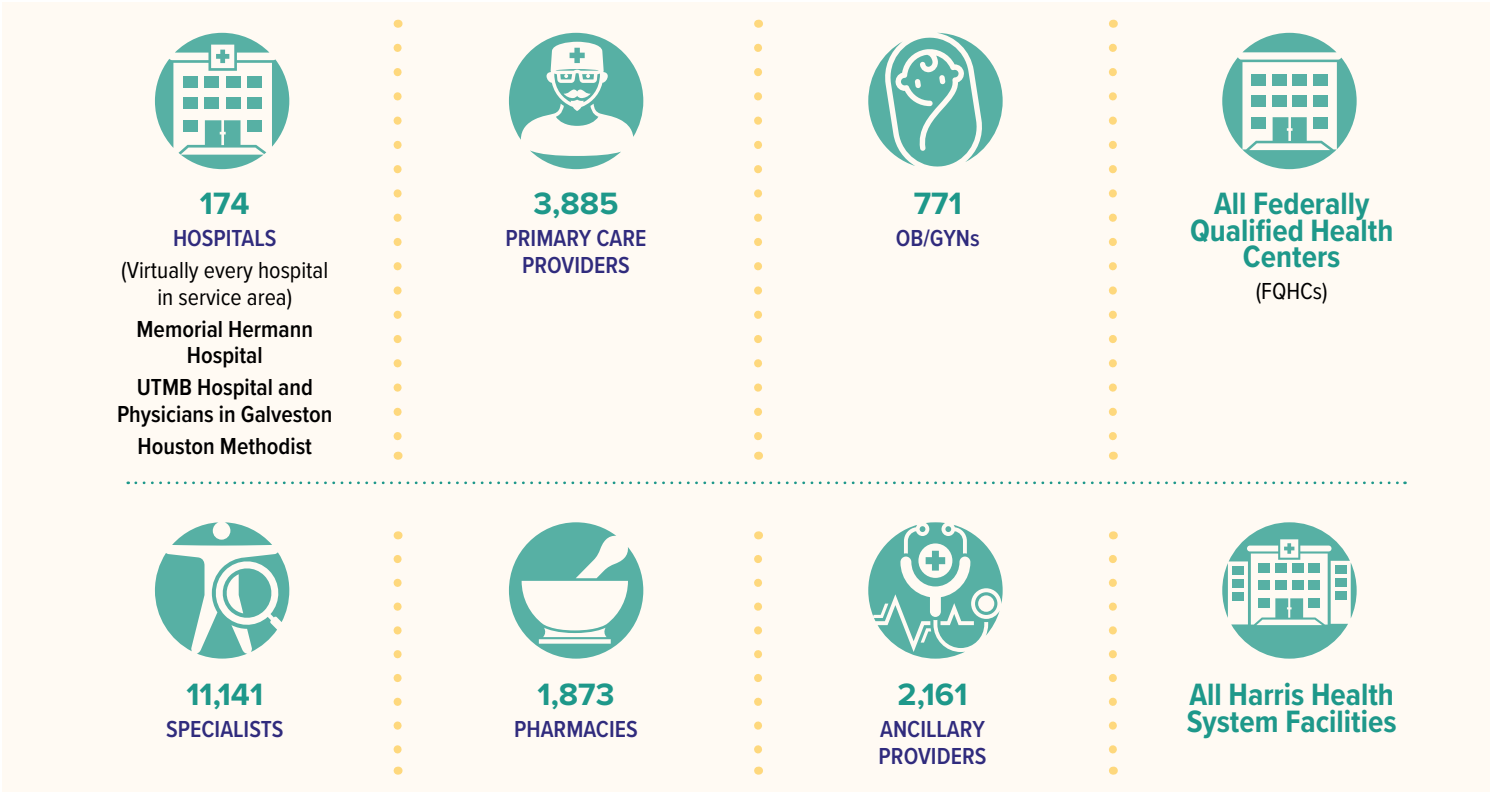


EXPANDING OUR REACH SATISFACTION



Improving Patient Access and Experience Through the Community Provider Network.

Community Health Choice's Provider Network is a cornerstone of our commitment to providing exceptional healthcare access and experience to our members. Our extensive network features a diverse range of providers.



This comprehensive network allows us to offer our members a wide range of healthcare services close to home. Whether you need routine check-ups, specialized care, or urgent medical attention, you can find a qualified provider within our network.

We are proud of our Provider Network and the role it plays in improving the health and well-being of our members. We will continue to invest in our network to ensure that it remains a leader in providing access to quality healthcare.



EXPANDING OUR REACH:
FINANCIAL VIABILITY

VIABILITY.

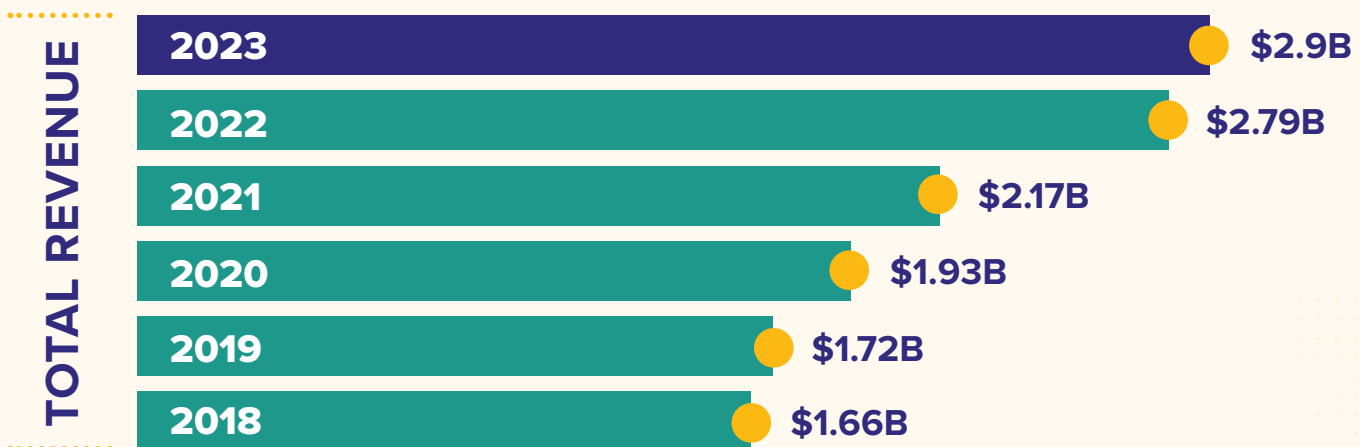
COMMUNITY'S FUTURE DEPENDS ON BEING PRUDENT WITH OUR RESOURCES.

It's how we keep our plans affordable, and how Community can continue to be there for those who need us.

Community recognized net revenue of **\$2.9B in 2023**.

This net revenue ensures Community will have the capital needed to continue to provide healthcare coverage to the underserved and underinsured in southeast Texas.

CONSOLIDATED REVENUE



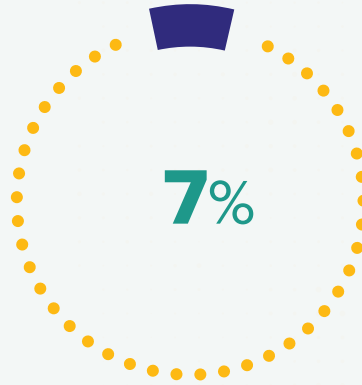
Where Does a Community Dollar Go?

\$2.9B 2023 Revenue

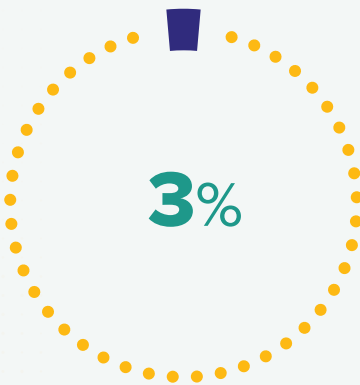
\$2.2B Average Revenue For The Past Six Years (2018–2023)



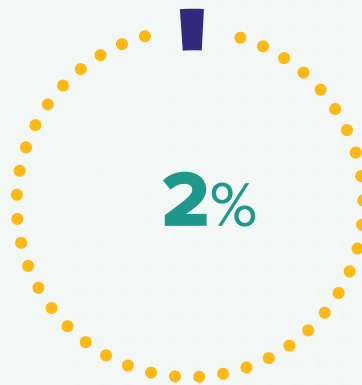
Paid Directly to Physicians,
Hospitals and Other
Healthcare Providers



Covered
Administrative Expenses



Was Returned to the
State of Texas and
Federal Government
in Taxes and Fees



Was Reinvested
in the Organization



EXPANDING OUR REACH: COMMUNITY ENGAGEMENT



Making a Difference in Southeast Texas

2023: A YEAR OF GROWTH AND IMPACT

Community Health Choice continued its mission to improve the health and well-being of Southeast Texans in 2023. Through a variety of initiatives and partnerships, we expanded our reach and made a significant difference in our communities.

EDUCATION AND EMPOWERMENT

Our commitment to education was evident in our sponsorship of 44 back-to-school events. Thousands of students received essential supplies to start the school year on a positive note. Additionally, we distributed 12,000 backpacks across 15 school districts in six counties, ensuring that all children had the resources they needed to succeed.

ADDRESSING COMMUNITY NEEDS

We also addressed pressing issues such as homelessness and food insecurity. Our distribution of 200 hygiene backpacks to the homeless population provided essential items for daily living. Moreover, our volunteers dedicated over 750 hours to supporting local food pantries, ensuring that families in need had access to nutritious meals.

HOLIDAY CHEER AND ASSISTANCE

During the holiday season, we brought joy and warmth to our communities by distributing over 1,075 holiday gifts to 350 children. This gesture helped to create lasting memories and spread cheer during a time of celebration.

ADVOCACY AND SUPPORT

Our commitment to our community extends beyond direct services. Our CareerReady program connects high school seniors and pregnant women with the resources they need to pursue an education that will enable them to be hired for a job that offers a livable wage. In 2023, we had 35 active scholars enrolled. To date, 248 members have been supported by CareerReady with a 100% job placement rate for members who reached the employment stage and maintained employment for more than six months.

A YEAR OF IMPACT

Community Health Choice's impact on Southeast Texas in 2023 was truly remarkable. Through our various initiatives, we have not only improved the health and well-being of countless individuals but have also strengthened the fabric of our communities. As we look ahead, we remain committed to making a positive difference and serving as a beacon of hope for Southeast Texans.



Community Health Choice and Harris Center Partner for Permanent Supportive Housing.

Community Health Choice is thrilled to announce a groundbreaking partnership with the Harris Center for Mental Health and IDD to create a permanent supportive housing community for individuals experiencing chronic homelessness. This initiative aligns perfectly with our commitment to improving the health and well-being of all Texans, especially those who are underserved.

The new community, currently under construction, will provide 26 one-bedroom apartments, including units designed to meet ADA compliance standards. This safe and stable environment will offer essential amenities, fostering a sense of belonging and empowering residents on their journey to self-sufficiency.

Key Features of the Community:

- **Housing First Model:** This proven approach prioritizes providing permanent housing without preconditions, enabling residents to focus on stabilizing their lives before addressing other needs.
- **24/7 Onsite Staff:** Trained professionals will be available around the clock to ensure the safety and well-being of residents, offering support when needed.
- **Integrated Care:** An existing mental health facility on-site will provide residents with seamless access to essential services. Shared laundry facilities and a multi-functional space will further promote community and interaction.

Benefits for Community Health Choice Members:

- **Priority Placement:** We will have the opportunity to place up to 6 Members in dedicated apartment units.
- **Referral Access:** Any eligible Member experiencing homelessness can be referred to the housing community for consideration.
- **Streamlined Process:** Apartments will be held for up to 30 days to facilitate a smooth transition for referred Members.

This collaboration marks a significant step forward in addressing the complex issue of chronic homelessness in our community. By providing permanent housing coupled with essential support services, we can empower individuals to achieve greater well-being and stability.

We are excited to see the positive impact this innovative project will have on the lives of those it serves. Stay tuned for updates on the development of this exciting initiative!





“

Community has
given my daughter
everything that
she has needed.

Community Health Choice

Member Spotlight: Maria Vazquez.

Community Health Choice is proud to feature long-time Member Maria Vazquez in our annual report. This year, Maria shares her heartwarming story about the exceptional care her daughter received thanks to Community Health Choice.

Maria, a Member for 21 years, has three children. When her youngest daughter was born, doctors delivered the devastating news that she would likely never walk due to a breech birth. Maria recalls her disbelief and the overwhelming fear for her daughter's future.

However, Maria's story takes a positive turn when a representative from Community Health Choice intervened. They assured Maria that her daughter's surgery would be covered, providing much-needed peace of mind during a challenging time.

Thanks to Community Health Choice's support, Maria's daughter received all the medical care she needed. Today, Maria's daughter is a thriving 14-year-old who can not only walk but also run!

Maria's testimonial is a powerful illustration of Community Health Choice's commitment to its Members. Beyond providing excellent health coverage, Community Health Choice goes the extra mile to ensure Members receive the care they need. Maria emphasizes the exceptional customer service she has received throughout her membership, highlighting the care and responsiveness of Community Health Choice's team.

Community Health Choice is honored to be a part of Maria's story. We are proud to support our Members and their families on their healthcare journeys.

Watch Maria's video
testimonial here.





Community Health Choice Partners with ProgenyHealth to Improve Maternal and Infant Health Outcomes.

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Community Health Choice is proud to announce a collaborative effort with ProgenyHealth, the nation's leading tech-enabled women's healthcare company dedicated to Maternity and NICU Care Management. This partnership, initiated in 2023, reflects our unwavering commitment to improving the health and well-being of mothers and infants in our communities.

ProgenyHealth: Expertise in Maternal and Infant Care

ProgenyHealth brings over two decades of experience in care management to the table. Their team of board-certified specialists, including obstetricians, neonatologists, pediatricians, nurses, social workers, lactation consultants, and nutrition coaches, boasts a wealth of knowledge in supporting healthy pregnancies and NICU care. They collaborate with healthcare providers nationwide to achieve optimal health outcomes and cost-effective care for mothers and infants.

A Shared Vision for a Healthier Future

The cornerstone of our collaboration with ProgenyHealth is a shared vision:

- Reducing first-time C-sections and pre-term births: By providing expert support and guidance throughout pregnancy, we aim to empower mothers to have healthier, full-term deliveries.
- Delivering healthier babies: Proactive care management can contribute to improved birth weights and overall infant health.
- Enhancing Member engagement: ProgenyHealth's personalized approach fosters stronger communication and education for our Members, leading to more informed healthcare decisions.

- Identifying and addressing behavioral health concerns: Early identification and referral for mental health challenges during pregnancy and postpartum periods are crucial for overall well-being.
- Reducing total cost of care: Through evidence-based practices, ProgenyHealth helps us optimize care plans, minimizing unnecessary medical interventions and lowering healthcare costs.
- Improving Member satisfaction: By prioritizing communication, education, and support, we aim to create a more positive and empowering experience for our Members throughout their maternity journey.

This partnership signifies a significant step forward in our mission to provide exceptional healthcare services to our Members. By working alongside ProgenyHealth's team of experts, we are confident in our ability to deliver a higher standard of care for mothers and infants in the communities we serve.





EXPANDING OUR REACH:
EXPANSION



Community Health Choice

Awarded **STAR+PLUS** Medicaid Contract for Harris Service Area.

Community Health Choice (Community) is thrilled to announce that we have been officially designated as a **STAR+PLUS Managed Care Organization (MCO)** for the Harris Service Area. This significant expansion of our service offerings marks a new milestone in our commitment to providing high-quality, comprehensive healthcare to underserved Texans.

STAR+PLUS is a Texas Medicaid-managed care program designed to support adults with disabilities or age 65 or older. By offering a comprehensive approach to Medicaid, including both acute and long-term services and supports (LTSS), STAR+PLUS helps Members live more independently in their communities.

As a STAR+PLUS MCO, Community will play a vital role in ensuring that Members have access to a wider range of healthcare solutions. This includes:



Streamlined Care Management:

Our dedicated care teams will work closely with Members to proactively manage their health and provide timely interventions.



Enhanced Benefits: In addition to traditional Medicaid coverage, Members will benefit from expanded services such as vision, dental, and behavioral health support.



Unwavering Commitment to Quality:

Delivering exceptional care is our top priority. We will continuously monitor and improve our quality metrics to ensure optimal Member outcomes.

The award of this contract is a testament to the commitment and expertise of our entire team. Our extensive experience serving Medicaid beneficiaries, combined with our robust Provider network across southeast Texas, positions us ideally to deliver on the core tenets of STAR+PLUS.

LOOKING FORWARD WITH PURPOSE

Community will begin serving Members within the Harris Service Area under the STAR+PLUS program on September 1, 2024. This collaboration represents a significant opportunity to further our mission of improving health and well-being for all Texans, with a particular focus on underserved communities.





EXPANDING OUR REACH: BRAND

Driving Excellence and Compassion at Community.

In 2023, Community Health Choice took a bold step forward by refreshing our core values to better reflect our evolving mission and commitment to the health and well-being of all Texans.

These values guide how we empower our employees, serve our Members, and engage with the community. At the heart of everything we do are the principles of being Trustworthy, Caring, Collaborative, Accountable, and Innovative.

Trustworthy: Building Relationships on Solid Ground



At Community, we believe that trust is the foundation of everything we do. We consistently act with integrity, even in challenging situations. Our employees are dedicated to being honest and reliable, ensuring that both Members and our colleagues can depend on us to provide accurate and complete information. Whether we're communicating difficult messages with empathy or delivering excellent customer service, we always keep the best interests of our Members at the forefront.

Caring: A Commitment to Compassion and Respect



Caring is at the core of Community's mission. We treat our Members, employees, and providers with respect, kindness, and empathy, embracing diversity, equity, and inclusion in every facet of our work. Our commitment to listening deeply and responding compassionately ensures that, even when we can't fulfill a request, our interaction remains thoughtful and empathetic.





Collaborative: Working Together for a Healthy Community



Collaboration is key to achieving the best outcomes for our Members and community. At Community, we understand that the best ideas come from open dialogue and teamwork. We actively seek out partnerships both within and outside our organization to address complex health issues and drive meaningful change. Our high-performing, inclusive teams allow for a diversity of perspectives, ensuring that every voice is heard, and every idea is considered.

Accountability: Delivering On Our Promises



We take responsibility for our actions and remain committed to delivering on our promises. At Community, accountability means advocating for the health of our Members, ensuring they receive the highest quality of care. Our employees hold themselves to high standards, meeting their responsibilities and addressing challenges proactively. Additionally, we are conscientious stewards of resources, always looking for ways to improve services and save resources.

Innovative: Driving Progress in Healthcare



In an ever-changing healthcare landscape, innovation is essential to staying ahead. At Community, we embrace creativity and forward-thinking approaches to improve how we serve our Members. Whether it's refining current processes or implementing new ones, we are always looking for ways to enhance our services. Our employees are encouraged to think outside the box and act as change agents, driving continuous improvement in service to our mission.

Together, these five core values guide our actions and decisions every day. As we move forward, Community Health Choice remains committed to making a meaningful difference in the lives of all Texans by embodying these values in everything we do.



EXPANDING OUR REACH:
PERFORMANCE



Lisa Wright Recognized as a 2023 Most Admired CEO

We are delighted to announce that Lisa Wright, Community Health Choice's esteemed CEO, was honored as a 2023 Most Admired CEO by the Houston Business Journal. This prestigious award recognizes the top 49 leaders in Houston for their exceptional contributions across various industries.

Ms. Wright's recognition is a testament to her visionary leadership and unwavering commitment to expanding access to affordable, high-quality healthcare for Texans. Under her guidance, Community Health Choice has continued to grow and evolve, reaching new heights in providing essential health services.

Beyond her focus on healthcare, Ms. Wright champions innovative programs that promote preventive care and community outreach. This dedication to social responsibility aligns perfectly with our mission to improve the health and well-being of all Texans.

This recognition by the Houston Business Journal is a testament to Ms. Wright's dedication to excellence and her unwavering commitment to helping fellow Texans. As we continue to expand our reach and serve more communities, we are proud to have Ms. Wright at the helm. Her leadership inspires us all, and we are grateful for her unwavering commitment to our mission.



*This award is a testament
to Ms. Wright's dedication
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fellow Texans.***



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HEALTH CHOICE

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