



COMMUNITY
HEALTH CHOICE

2024 ANNUAL REPORT



EVERY MEMBER,
EVERY MOMENT.



WELCOME TO THE
2024 COMMUNITY HEALTH CHOICE ANNUAL REPORT:
EVERY MEMBER, EVERY MOMENT.

This report chronicles a year of significant achievements and unwavering dedication to our mission of providing access to quality healthcare for the communities we serve.

At Community Health Choice, we believe that every individual's health journey is unique, and we are committed to being a partner in care at every stage of life. Our theme, "**Every Member, Every Moment,**" encompasses this core belief, reflecting our commitment to delivering accessible, quality care that meets the diverse needs of our Members.

We are grateful for the trust and support of our Community Based Partners, Provider Partners, Members, and the broader community. As we look to the future, we remain dedicated to our mission of improving the health and well-being of all Texans, ensuring that every Member receives the care they deserve, at every moment. We invite you to explore our annual report and learn more about how Community Health Choice is making a difference in the lives of those we serve.

“ Our theme, ‘Every Member, Every Moment,’ encompasses this core belief, reflecting our commitment to delivering accessible, quality care that meets the diverse needs of our Members.

EVERY MEMBER, EVERY MOMENT.



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Every Member, Every Moment... “
encapsulates our unwavering
commitment to providing
compassionate, comprehensive
care throughout every
stage of life.

Lisa Wright, MBA
President and CEO

LETTER FROM THE PRESIDENT AND CEO

Dear Community Health Choice Members, Partners, and Friends,

As we reflect on 2024, the theme “**Every Member, Every Moment**” resonates deeply with me as it encapsulates our unwavering commitment to providing compassionate, comprehensive care throughout every stage of life, from prenatal through every phase of adulthood. We not only reaffirmed that commitment but also took significant strides to enhance the experience for each individual we serve.

In 2024, we proudly moved into our new headquarters, a space designed to foster collaboration and innovation, which ultimately benefits our Members and the community. This move symbolizes our growth and our dedication to providing a welcoming and efficient environment for our team and those we serve.

Our “Every Member, Every Moment” theme is more than just a slogan – it is a steadfast commitment that guides our actions and decisions every day. Beyond our physical expansion, we’ve experienced substantial growth in our product offerings. We successfully launched our STAR+PLUS Medicaid program, a managed care program for adults with disabilities or who are age 65 or older. This significant achievement underscores our dedication to ensuring access to quality healthcare for all Texans, in every moment of their lives. By expanding our ability to serve more Members with complex healthcare needs, we reaffirm our promise to provide compassionate, comprehensive care throughout every stage of life, from prenatal through every phase of adulthood.

By empowering and equipping our incredible team to make a meaningful difference, we’ve cultivated an environment of trust, transparency, and innovation. This commitment to our employees has directly translated to an enhanced experience for each Community Health Choice Member we serve. We were honored to be named a Top Workplace by the *Houston Chronicle*, a testament to the passion and dedication of our team.

This report demonstrates how we’ve put our culture statement into action: ‘Empowering and equipping employees to make a meaningful difference through trust, transparency, inclusivity, innovation, accountability, and compassion.’ You’ll find stories of resilience, innovation, and our team’s commitment to excellence. We value your trust and are dedicated to serving you with compassion.

Sincerely,

Lisa Wright, MBA
President and CEO
Community Health Choice



The guiding principle, that we are here to support our Members through every stage of their healthcare journey, was the cornerstone of our achievements in 2024.

Rodney Lenfant
Chair, Board of Directors

LETTER FROM THE BOARD CHAIR

Dear Friends of Community Health Choice,

As Chair of the Board of Directors, I'm pleased to share this annual report, reflecting on a year of significant progress and unwavering dedication to the theme of **"Every Member, Every Moment."** This guiding principle, that we are here to support our Members through every stage of their healthcare journey, was the cornerstone of our achievements in 2024.

The year 2024 was marked by both operational excellence and strategic growth. The Board is particularly proud of Community Health Choice winning the Silver Stevie Award for excellence in customer service. This accolade speaks volumes about our commitment to prioritizing our Members and the dedication of our staff to providing exceptional support. It's a testament to the hard work and collaborative spirit that drives our organization.

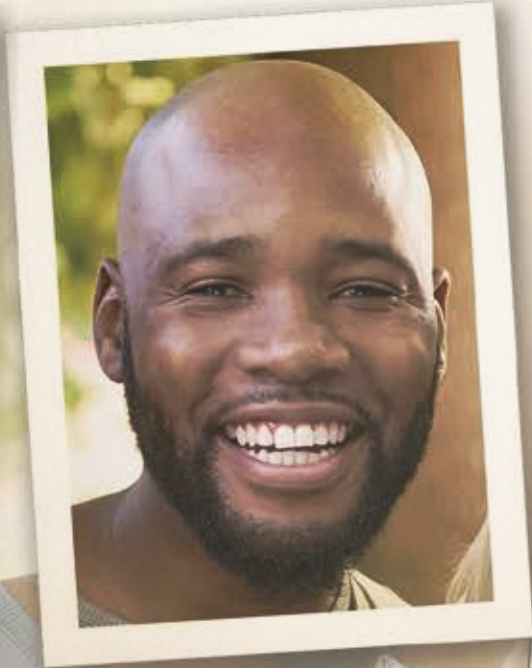
The successful launch of the STAR+PLUS Medicaid program was also a significant milestone, demonstrating our commitment to expanding access to quality healthcare for one of the most vulnerable populations. This expansion underscores our dedication to serving the disparate needs of our community.

As stewards of Community Health Choice, the Board of Directors remains committed to ensuring the organization's long-term sustainability and its ability to fulfill its mission. We are confident that the strategies and initiatives implemented in 2024 have positioned us for continued success in the years to come.

Sincerely,

Rodney Lenfant
NACD.DC, CPA-Retired, CHFP
Chair, Board of Directors
Community Health Choice

OUR STORY.



COMMUNITY HEALTH CHOICE

Who We Are

A Local Nonprofit Health Insurance Plan:

Community Health Choice is a Texas-based, non-profit health insurance company dedicated to serving the needs of every Member of our community at every moment.

Built by Texans, for Texans: We understand the unique challenges and opportunities Texans face and are deeply committed to improving the health and well-being of our neighbors.

A Trusted Partner: With over 404,460 Members, Community Health Choice has earned the trust of countless Texans who rely on us for their healthcare needs.



Member Focused: Dedicated to providing exceptional support and guidance, we ensure that every Member has easy access and can maximize their benefits. We offer a wide range of benefits and special programs designed to support a healthy lifestyle, including:

- Access to community-based resources
- Family-friendly events
- Childbirth classes
- Transportation assistance
- Healthy rewards programs

Committed to the Health of the Community:

We actively invest in initiatives that promote healthy communities and empower individuals to live longer, healthier lives. We believe healthy communities are strong communities.



OUR MISSION STATEMENT

To improve the health and well-being of all Texans, particularly the underserved, by opening doors to healthcare and health-related services.



OUR CULTURE STATEMENT

We empower and equip all employees to make a meaningful difference in the lives of our Members and our community at large, by fostering a workplace environment of **mutual trust, transparency, inclusivity, innovation, accountability, and compassion** for everyone by everyone.



OUR CORE VALUES

Our team members are **trustworthy, caring** individuals who are collaborative with our Members, Providers, and Community Partners. We are **innovative** and display **accountability** as we serve Members and the community.

CONNECTING TEXANS TO THE RIGHT CARE

At Community Health Choice, our goal is to make health care accessible for **Every Member in Every Moment** — no matter their age, income, or stage of life. We offer a range of plans designed to meet the diverse needs of our Members, from children to seniors, individuals with disabilities, to those seeking affordable coverage on the Health Insurance Marketplace.

Each plan is supported by a network of trusted doctors, care coordinators, and staff who live and work in the same neighborhoods as the Members they serve. In addition to health plans, Community Health Choice also provides application assistance to help people enroll in programs they may qualify for.

Health Plans at a Glance

- **STAR (Medicaid):** No-cost health coverage for children and pregnant women who meet income requirements.
- **CHIP / CHIP Perinatal:** Low-cost or free insurance for children under 19 and prenatal care for unborn children.
- **STAR+PLUS:** Medicaid for adults over 65 or with disabilities, with extra support to coordinate care.
- **Medicare D-SNP:** For members eligible for both Medicare and Medicaid, this plan includes added benefits like dental, vision, and hearing.
- **Marketplace Plans:** Individual and family health insurance with a range of options, including access to providers like Memorial Hermann.

Beyond Coverage: Application Support

Community Health Choice also provides personalized help with applying for health insurance and social services, including:

- State and federal medical programs
- County assistance
- Social service enrollment



LEARN MORE at
CommunityHealthChoice.org

COMMUNITY NETWORK OF PROVIDERS



3,996
Primary Care
Providers



763
OB/Gyns



10,110
Specialists



116
Hospitals

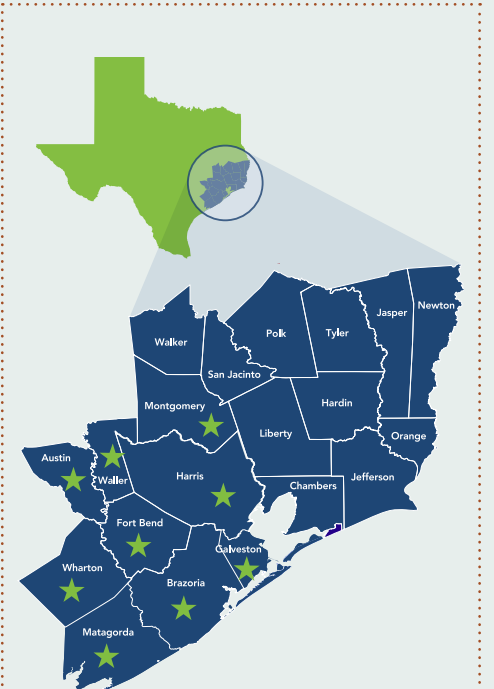


4,685
Pharmacies



2,549
Ancillary
Providers

COVERAGE AREA



★ STAR+PLUS

■ Medicaid STAR, CHIP, D-SNP, and
Health Insurance Marketplace

COMMUNITY HEALTH CHOICE – A BRIEF HISTORY

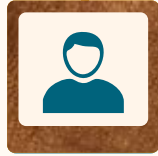
Community Health Choice receives certificate of insurance from Texas Department of Insurance

1997
JUNE



Enrolls first Medicaid Member

1997
DECEMBER



Begins offering CHIP

2006
SEPTEMBER



Obtains URAC accreditation

2008
JANUARY



Expands to Jefferson Service Area

2012
SEPTEMBER



Enters the Health Insurance Marketplace

2014
JANUARY



2018
MAY
Surpasses 200,000 Medicaid Members

2018
NOVEMBER
Creates Life Services Department to address non-medical drivers of health

2019
OCTOBER
Brings Behavioral Health in-house

2021
NOVEMBER
Begins offering Marketplace Preferred Network Plan

2024
JUNE
Obtains full NCQA accreditation

2024
SEPTEMBER
Begins offering STAR+PLUS

MEMBER SATISFACTION.



COMMUNITY HEALTH CHOICE EXCEEDS NATIONAL BENCHMARKS IN MEMBER SATISFACTION

Community Health Choice's 2024 Member Scores reflect our commitment to "Every Member, Every Moment."

Our Medicaid Consumer Assessment of Healthcare Providers & Systems (CAHPS) Adult survey results reached **84.2%**, placing us in the **92nd percentile nationally** according to NCQA benchmarks. This achievement demonstrates our commitment to meeting the diverse needs of our adult Members, ensuring they feel heard and supported.

For our youngest Members, the results were even more impressive. Our Medicaid CAHPS Child survey scores soared to **93.3%**, achieving the **100th percentile nationally** according to NCQA benchmarks. This remarkable accomplishment reflects our dedication to providing exceptional care for children and their families, ensuring they have access to the resources and support they need for healthy development.

Our Marketplace QHP Member Satisfaction scores also demonstrated our commitment to excellence. We achieved a **79.5% satisfaction rate**, placing us in the **93rd percentile** among Press Ganey's book of business benchmarks. This outstanding performance highlights our ability to deliver quality care and service to our Marketplace Members, ensuring they receive the support they need to navigate their healthcare journey.

At Community, we are committed to listening to our Members, understanding their needs,

and providing the highest quality care and service possible. These exceptional satisfaction scores reinforce our commitment to serving our community with excellence. We are dedicated to building on these successes and continuing to provide exceptional care for every Member, at every moment.

“ We are incredibly proud of these results. These scores aren't just numbers; they represent the real-life experiences of our Members and validate our efforts to provide high-quality, compassionate care throughout every stage of life. Melanye Shaffer Director of Quality Improvement

92ND PERCENTILE
ADULT SCORE NCQA
84.2% Medicaid CAHPS

100TH PERCENTILE
CHILD SCORE NCQA
93.3% Medicaid CAHPS

93RD PERCENTILE
MEMBER SCORE NCQA
79.5% Marketplace QHP

EVERY MEMBER, EVERY MOMENT: NATIONAL ACCREDITATIONS REFLECT A COMMITMENT TO QUALITY

In 2024, Community Health Choice was recognized by two of the most trusted organizations in healthcare quality: the National Committee for Quality Assurance (NCQA) and the Utilization Review Accreditation Commission (URAC). These accreditations affirm that our care, operations, and service meet rigorous national standards, and demonstrate that Community remains focused on delivering better outcomes for every Member.

This year, we earned Full Health Plan Accreditation from NCQA for both Community Health Choice Texas (CHCT) and Community Health Choice, Inc. (CHCI), marking a new milestone in our commitment to quality. NCQA accreditation measures performance in areas that matter most to Members, including preventive care, chronic condition management, and timely access to services. This recognition reflects our continued work to ensure every Member receives consistent, compassionate care.

We also renewed our long-standing URAC accreditation for CHCI (Marketplace), which we have held for nearly a decade. In 2024, we earned new URAC accreditation for CHCT (Medicaid), further demonstrating our commitment to high standards in all lines of business. While CHCT has been accredited under Health Plan standards for over 15 years, this Medicaid-specific accreditation marks a new chapter. URAC focuses on how care is managed behind the scenes, from data protection and utilization review to Member safety and accountability.

“Accreditation holds our organization to a higher standard, and that’s exactly what our Members expect and deserve. These achievements reflect our promise to show up for them with care they can trust,” says Melanye Shaffer, Director of Quality Improvement.



Earning these accreditations is a meaningful step forward for Community Health Choice. They provide a strong foundation as we continue to expand access, strengthen relationships, and deliver care that truly supports **Every Member, Every Moment.**

FINANCIAL VIABILITY.



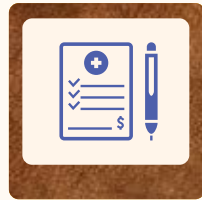
HOW EACH COMMUNITY HEALTH CHOICE DOLLAR IS INVESTED

\$2.76B 2024 Revenue
\$2.38B Average Revenue for the Past Six Years (2019–2024)



86.6%

Paid Directly to Physicians, Hospitals and Other Healthcare Providers



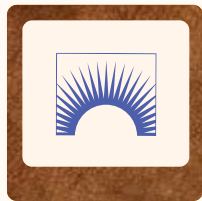
8.5%

Covered Administrative Expenses



2.2%

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



2.7%

Was Reinvested in the Organization

FINANCIAL VIABILITY

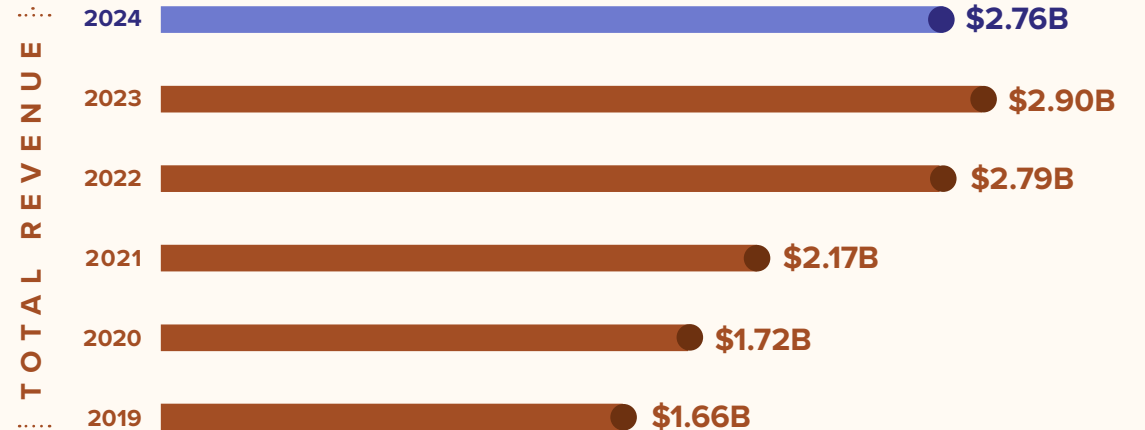
Community Health Choice's future depends on being prudent with our resources.

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

Community recognized net revenue of **\$2.76B** in 2024.

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



COMMUNITY ENGAGEMENT.



COMMUNITY ENGAGEMENT: EQUIPPING STUDENTS FOR SUCCESS

For over 20 years, Community Health Choice has supported children with its annual backpack giveaway, embodying “**Every Member, Every Moment.**”

“It’s an investment in our children’s potential,” says Shamace Perkins, Manager of Outreach and Community Engagement.

In 2024, we distributed over 14,000 backpacks and pencil pouches across Harris and Jefferson counties, reaching students in numerous school districts. “We’re inclusive, providing tools for all students, regardless of health plan or school,” Perkins explains.

Community partners fill the backpacks with supplies. “Seeing the smiles is heartwarming,” Perkins shares.

This initiative exemplifies our commitment to children’s futures, building a healthier community for generations.



EMPOWERING CAREERS

At Community Health Choice, “**Every Member, Every Moment**” means empowering lives beyond healthcare. Our CareerReady program exemplifies this commitment by investing in futures through education and career development.

“CareerReady is a pathway to opportunity,” says Jenny Mathai, Director of Non-Medical Drivers of Health (NMDoH). “We address health equity by providing access to education and meaningful employment.”

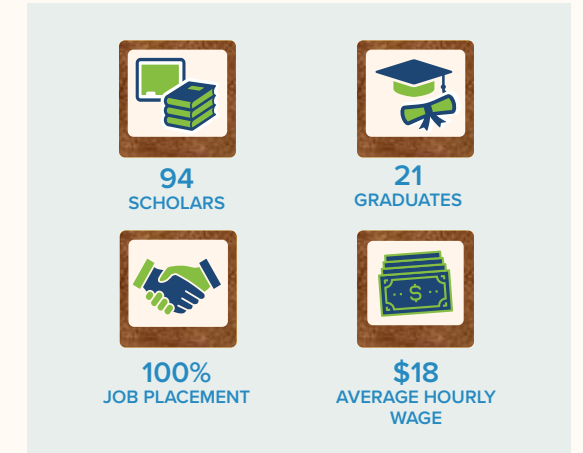
Since 2018, CareerReady has supported Members pursuing careers, partnering with institutions like Houston Community College. Scholarships cover tuition, books, and other expenses.

“Life Coaches provide personalized guidance,” adds Shareese Knight, Life Services Manager. “Employer Partner Specialists secure job placements, ensuring graduates’ success.”

In 2024, 94 scholars enrolled, with 21 graduating and 55 remaining active in the program. To date, 290 Members have benefited, achieving 100% job placement. Before CareerReady, scholars earned an average wage of \$10 per hour. Now they earn an average \$18/hour, nearly 2.5 times higher than minimum wage, showcasing the program’s impact.

In 2024, CareerReady expanded to address the Long-Term Services and Supports (LTSS) worker shortage. A Personal Care Attendant (PCA) pathway empowers individuals and strengthens community support.

“We’re proud of a scholar who completed PCA training and secured employment,” Knight shares. “She went from being unemployed to making a difference.”



CareerReady’s growth, from 32 scholars in 2018 to 94 in 2024, and our planned expansion to Members of the STAR+PLUS Medicaid program in 2025, reflects our commitment to Members’ potential. We provide education, training, and opportunities, ensuring brighter futures, one career at a time.

“**Life Coaches provide personalized guidance, (while) Employer Partner Specialists secure job placements, ensuring graduates’ success.**

Shareese Knight
Life Services Manager

FROM HOMELESSNESS TO HOPE: COMMUNITY HEALTH CHOICE'S COMMITMENT TO HOUSING

At Community Health Choice, we're deeply invested in the health and well-being of our local community. Building on the announcement we made last year; we're excited to share an update on the permanent supportive housing community we're creating in partnership with the Harris Center for Mental Health and IDD. This project is expected to be completed in spring 2025, and residents able to move in over the summer, is a powerful example of how we're working to make a real difference in the lives of those who need it most.

The 26-unit supportive housing complex, located within the Harris Center's existing mental health facility, is designed to be more than just housing. It's a place where individuals experiencing chronic homelessness—especially those coming out of the prison system—can find stability and access the resources they need to rebuild their lives. This initiative is helping individuals reintegrate into society and offering a second chance to those who have faced long periods of incarceration.

"People on probation after a prison stay have numerous social and economic needs in addition to physical and health needs that require proper care to prevent illness or a psychotic episode," says Jenny Mathai, DrPH, CHES, Director of Non-Medical Drivers

of Health (NMDoH). "Often, these social, economic and health needs go unaddressed and lead to higher incidence of re-offense. Supportive housing programs like this one can benefit society by lowering rates of reoffending, increasing the likelihood of a successful reentry, and decreasing healthcare costs."

“ People on probation after a prison stay have numerous social and economic needs in addition to physical and health needs that require proper care to prevent illness or a psychotic episode. Often, these social, economic and health needs go unaddressed and lead to higher incidence of re-offense. Supportive housing programs like this one can benefit society by lowering rates of reoffending, increasing the likelihood of a successful reentry, and decreasing healthcare costs.

Jenny Mathai, DrPH
CHES, Director of Non-Medical Drivers
of Health (NMDoH)

The apartments will offer a safe, supportive environment, and on-site services that include:

- Affordable Housing
- Primary Care and Mental Health Services
- Substance Use Treatment
- Case Management and Employment Support
- Wellness Programs, Including Exercise and Nutrition



We also want to take a moment to recognize the late Mayor Sylvester Turner, whose unwavering commitment to affordable housing and social equity has left a lasting impact on the Greater Houston Area community. His dedication to the city's most vulnerable residents inspired efforts just like this one, and his legacy will continue to inspire our work for years to come.

"This initiative is about creating lasting change – offering not only housing but a pathway to healing, stability, and opportunity, especially for those who have faced the challenges of homelessness and incarceration," said Mathai.

This investment isn't just about building homes; it's about investing in the future of our community. It's about ensuring that everyone—no matter their background or circumstances—has the chance to live a healthy, fulfilling life.



MOMENTS THAT MATTER: SUPPORTING FAMILIES THROUGH FOOD AND GIVING

At Community Health Choice, we believe that supporting the well-being of our Members goes beyond access to health care—it extends to the communities where they live and work. That’s why each year, we proudly partner with the Houston Food Bank and spread holiday cheer through our annual toy drive.

Fighting Hunger, One Meal at a Time

Food insecurity affects thousands of families across the Greater Houston area. In 2024, Community Health Choice team members worked alongside the Houston Food Bank to package over 38,000 pounds of produce, create nearly 32,000 meals and provide 1,400 families with meals. From assembling meal kits to stocking pantry shelves, our volunteers put compassion into action.

“We’re committed to helping families by providing food, support, and care when they need it most,” says Shamace Perkins, Manager of Outreach and Community Engagement.

Bringing Joy to Children During the Holidays

The holiday season should be a time of joy, especially for children. Through our annual gift drive, we collected and distributed over 1,500 gifts to 755 children across our community, ensuring that every child experiences the magic of the season. Whether it was a stuffed animal, a board game, or a book, these gifts brought smiles and created cherished memories.

Community Health Choice is committed to making a difference—one meal, one gift, and one moment at a time. We are grateful for our Members, employees, and partners who make these efforts possible. Together, we continue to build a healthier, stronger community for all.

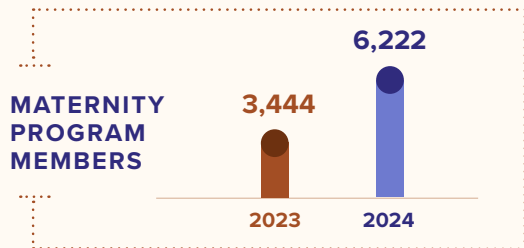


EARLIER CARE, BETTER OUTCOMES: COMMUNITY HEALTH CHOICE AND PROGENYHEALTH

At Community Health Choice, our commitment to improving maternal and infant health remains steadfast. Since launching our partnership with ProgenyHealth in June 2023, we have made significant strides in ensuring expectant mothers receive timely, comprehensive care. This collaboration continues to yield meaningful results, from increased early enrollments to enhanced care management, reinforcing our mission to support **Every Member, Every Moment**.

Driving Engagement and Improving Outcomes

Through this partnership, we have enrolled 9,666 Members in the Maternity Program, with 6,222 joining in 2024 alone. Our NICU Program has managed 2,586 cases, 2,240 of which occurred this year. The earlier we engage Members, the better their outcomes — this is evident in our enrollment trends. In Q4 2024, 67% of Community Health Choice Members enrolled in the first or second trimester, a significant increase from 38% when the program launched in 2023. This represents an increase in enrollment since the start of our partnership with ProgenyHealth.

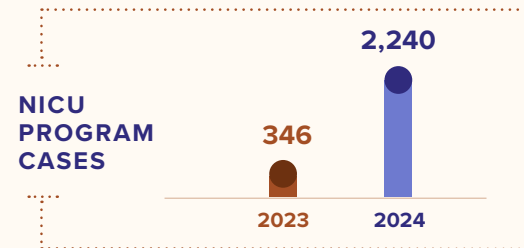


Joshua Fernelius, Director of Population Health, emphasizes the impact of early intervention: “Community’s partnership with ProgenyHealth allows us to identify and engage at-risk mothers as early as possible, which ultimately contributes to better health outcomes for both mothers and babies.”

Leveraging Technology for Greater Access

The growing success of ProgenyHealth’s mobile app has been a game-changer for Member engagement, driving a 48% adoption rate among enrolled Members. App enrollment surged in August 2024, with 292 new users—the highest since launch. This increase reflects our enhanced outreach efforts, including a robust Member campaign targeting this at-risk population by our Population Health, Marketing and IT Salesforce teams.

Fernelius highlights the app’s influence, “A maternity mobile app enhances the Member experience by providing personalized resources, access to educational content, and the opportunity to connect and engage with their



identified 1,797 non-medical drivers of health impacting Members enrolled in the maternal program. The most common barriers included economic stability (1,172 cases), access to healthcare (442 cases), education (135 cases), neighborhood and environmental factors (28 cases), and social/community support (19 cases).

Through targeted outreach and resource connections, we are working to address these challenges. By integrating social needs assessments into our case management strategy, we help Members secure stable housing, food assistance, transportation, and other essential resources that contribute to healthier pregnancies and better infant outcomes.

Meeting and Exceeding Quality Standards

We are exceeding performance benchmarks, with 99.95% of all referred Members receiving case management outreach within seven business days. Additionally, 98% of engaged Members had a prenatal visit scheduled before delivery, significantly surpassing the 75% target. Our NICU program has also demonstrated excellence, maintaining a 100% rate for timely hospital contacts and scheduled PCP visits post-discharge.

care manager. This enables timely interventions and support so that our Members can receive essential care throughout their pregnancy.”

Addressing Non-Medical Drivers of Health

Beyond medical care, social and economic factors play a critical role in maternal and infant health. In 2024, Community Health Choice

By strengthening our collaboration with ProgenyHealth, we are not only meeting but exceeding our goals, reinforcing our dedication to healthier beginnings for mothers and babies alike. As we move forward, Community Health Choice remains committed to enhancing maternal health initiatives that make a lasting impact in the communities we serve.

COMMUNITY HEALTH CHOICE SUPPORTS HEALTHY BEGINNINGS

Community Health Choice’s commitment to **“Every Member, Every Moment”** starts before birth. Our 2024 March of Dimes fundraiser exemplified this, raising \$15,363.

Despite stormy weather, 50 employees, families, and friends walked in solidarity. “Even with the rain, the energy was incredible,” said Employee Experience Program Manager Chelsea Drake. The event showcased our team’s dedication to supporting families and babies.

Every step and dollar raised reflected our commitment to giving every baby a healthy start. The March of Dimes fundraiser reinforced our dedication to “Every Member, Every Moment,” from the very beginning of life. We are proud to support March of Dimes’ mission and positively impact our community.

“**Even in the rain, the energy was incredible... It was inspiring to see so many Community employees come together, not just to raise money, but to show their support for families and babies.**

Chelsea Drake,
Employee Experience, Program Manager



RESPONDING TO MEMBERS DURING CRISIS

When Hurricane Beryl struck Houston in July 2024, Community Health Choice demonstrated our commitment to **“Every Member, Every Moment”** by providing support to our community.

“During times of crisis, our role extends beyond healthcare,” says Shamace Perkins, Manager of Outreach and Community Engagement. “We’re here to support our community at every moment, especially when they need it most.”

At the Spring Branch Community Health Center Pitner Clinic, we provided vital resources: clean water to 1,000 attendees waiting for assistance (both in their cars and in line), a device charging station, and volunteer assistance. Community Health Choice Outreach team members volunteered on-site. Our team also offered application assistance, with Outreach team members providing direct support in the Care-a-Van, ensuring residents could access vital support services.

“We wanted to provide practical help and a sense of security,” Perkins explains. “Our goal was to alleviate some of the stress and uncertainty faced by our neighbors.”

This multi-faceted response reflects our dedication to being a reliable partner in the community, providing crucial support during challenging times.

“**During times of crisis, our role extends beyond healthcare. We’re here to support our community at every moment, especially when they need it most.**

Shamace Perkins,
Manager of Outreach and
Community Engagement



STRENGTHENING OUR SAFETY NET: COMMUNITY AND THE HARRIS HEALTH INDIGENT PROGRAM

The Harris Health Indigent Program is a vital resource providing healthcare access to individuals in Harris County who need it most. With nearly 3,000 Members currently benefiting from the program, Harris Health and Community Health Choice work together to ensure high-quality, coordinated care for those who might otherwise go without access to care.

As the third-party administrator, Community Health Choice facilitates claims processing and provider support. This collaboration allows for a streamlined process that prioritizes patient care while maintaining compliance with program guidelines.

The program operates within a limited provider network, ensuring that patients receive care from trusted professionals who understand the unique needs of this population. Providers must obtain prior authorization from Harris Health before rendering services and submit required clinical data to ensure proper documentation.



“By managing the program effectively, we help providers deliver care to those who need it most,” says Maria Reyes.

The Harris Health Indigent Program reflects a shared commitment to health equity and community well-being. Every moment matters when it comes to healthcare access, and through this program, Harris Health and Community Health Choice continue to make a meaningful impact—one Member at a time.

“Every Member deserves access to quality healthcare, regardless of their financial situation.”

Maria Reyes
Network Manager



EXPANSION.



“ I would recommend Community Health Choice because of the way they treat me and the support they’ve given me.

Valentina A.
STAR+PLUS Member



SEE HER STORY



BEYOND HEALTHCARE: THE FIRST YEAR OF STAR+PLUS

In September 2024, Community Health Choice took a significant step forward in serving Texans by launching STAR+PLUS, a Medicaid-managed care program designed to support adults with cancer, disabilities or who are age 65 and older. Since then, we’ve remained committed to improving lives—offering not just healthcare, but compassionate support that makes a difference every day.

For Valentina A., STAR+PLUS has been more than a program—it has been a lifeline. Valentina chose Community Health Choice for her care during her second battle with cancer. She needed more than just coverage; she needed guidance, encouragement, and someone to walk beside her on this journey. That’s when Member Advocate Eric Rodriguez stepped in.

“When Valentina first came to the office, her story hit close to home,” Eric recalls. “My aunt had previously had cancer, and I had just learned that my father was diagnosed too. I understood the fear of not knowing where to turn for help. From the start, I knew I had to be there for her.”

Over the past year, Eric has been more than just an advocate—he’s been a source of strength for Valentina.

“We’ve cried together when she felt like giving up, but I’ve been there to encourage her,” he says. “I’ve helped her schedule appointments, arrange transportation, and make sure she has everything she needs as she battles cancer.”

While undergoing chemotherapy, Valentina has relied on Community Health Choice for more than just medical care—she has found a team that truly cares.

“Eric is my angel! He’s an excellent human being and always keeps an eye on me,” says Valentina. “He’s almost become like a son in a way. I would recommend Community Health Choice because of the way they treat me and the support they’ve given me.”

STAR+PLUS is more than a healthcare program—it’s a commitment to improving lives. By integrating medical care, behavioral health services, and long-term support, we are empowering our Members to live healthier, more independent lives. Since launching STAR+PLUS, Community Health Choice has made a measurable difference in the lives of thousands of Texans:

- More than 24,000 Members across nine counties in Southeast Texas have received care through STAR+PLUS.
- Over 6,000 in-home support services have helped Members maintain their independence.
- Assigned more than 60 Service Coordinators to every STAR+PLUS Member, ensuring personalized care plans.

Our mission remains clear: to continue expanding services, enhancing care coordination, and ensuring that every STAR+PLUS Member receives the care and support they deserve. At Community Health Choice, every Member matters—every moment.

BRAND.



MEDIA MOMENTS THAT MATTER: ENGAGING EVERY MEMBER

At Community Health Choice, we are dedicated to connecting with our Members through a wide variety of media outlets. In 2024, we proudly featured our programs on two major platforms: KHOU11's *Great Day Houston* with President and CEO, Lisa Wright and on the Spanish language TV station Univision with Rudy Guerra, Vice President of Growth. These appearances helped us spread the word about the resources we provide and the ways we support our community.

Great Day Houston: Reaching Local Families

Lisa Wright, our President and CEO, joined *Great Day Houston* to discuss how Community Health Choice helps individuals and families find the right health coverage for every stage of life. By appearing on this widely viewed morning show, we reinforced our mission to provide accessible, high-quality health care to Texans in need.



Univision: Engaging the Spanish-Speaking Community

Our appearance on Univision allowed us to connect with Spanish-speaking audiences, ensuring they have access to important health information. Rudy Guerra shared details about the launch of STAR+PLUS, a vital Medicaid program supporting older adults and individuals with disabilities. Through this segment, we were able to reach a key population and provide guidance on accessing essential services.

A Commitment to Community Outreach

These media appearances are just one part of our ongoing effort to engage with our Members. Whether through television, digital platforms, or in-person events, we remain committed to making health care information accessible to all.

Every moment matters, and we will continue showing up—on screens and in communities—to ensure every Member has the support they need.

“Marketing and media play a crucial role in connecting people with the care they need. By meeting our Members where they are, we ensure they have access to vital health information and coverage.

Brian Posey
Sr. Director of Marketing and Enterprise Communications



AWARDS & ACCOLADES.



COMMUNITY HEALTH CHOICE RECOGNIZED AS ONE OF HOUSTON'S TOP WORKPLACES FOR 2024

Community Health Choice is honored to be recognized as one of the Houston Chronicle's Top Workplaces for 2024. This distinction highlights the collective efforts of our dedicated employees who are committed to improving the health and well-being of our Members and the communities we serve. This recognition underscores the strength of our workplace culture, where employees are empowered to contribute their best every day. It is through the hard work and passion of our team that we have been able to open doors to high-quality healthcare for every Member, at every moment of their lives.

As a nonprofit health plan, we are focused on creating a supportive environment that fosters both professional growth and a sense of purpose. Our employees bring diverse talents and perspectives to their work, united by a shared goal of making a difference. We believe that when people feel valued, supported, and heard, they thrive—and so does our mission.

This recognition serves as a reminder of our shared commitment to our mission and to each other. Together, we will continue to build on this foundation, delivering exceptional care while fostering an inclusive, innovative, and collaborative workplace culture. We are proud to be a place where people come not only to do meaningful work but also to grow, connect, and lead with heart.

“Our employees are the heart and soul of Community Health Choice,” said Allison Bashir, Vice President Human Resources. “It’s incredibly rewarding to see how this positive environment translates into better outcomes for our Members and the community. Being named a Top Workplace is a recognition of the culture we’ve worked hard to build, one where collaboration, respect, and growth are valued above all else.”

Allison Bashir
Vice President Human Resources



On April 27, 2024, Community Health Choice reached a major milestone as we gathered to celebrate the official move to our new office location at 4888 Loop Central Drive.



WELCOME





COMMUNITY
HEALTH CHOICE

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