

# EVERY VOICE. ONE COMMUNITY.

2025 ANNUAL REPORT



COMMUNITY  
HEALTH CHOICE

**ONE**

**COMMUNITY.**



# WELCOME TO THE 2025 COMMUNITY HEALTH CHOICE ANNUAL REPORT: **EVERY VOICE. ONE COMMUNITY.**

Every day, we support Members navigating their healthcare journeys, providers delivering care on the front lines, and community partners working to meet needs beyond the clinic. Each perspective brings insight. Each voice helps shape how we move forward together.

That’s what this year’s theme, **Every Voice. One Community.**, reflects.

In 2025, Community Health Choice made meaningful progress by expanding access to care, strengthening provider and community partnerships, and improving the experience we deliver across our health insurance plans. We also saw measurable growth and engagement, reinforcing that when we work together, we can reach more people and better support the communities we serve.

But progress is more than numbers on a page. It is reflected in individual moments. A Member finding the care and support they need to live a healthier life. A provider equipped to deliver quality outcomes. A community partner working to remove barriers to care. Taken together, these moments define our impact.

This work does not happen in isolation. It is made possible through the collective efforts of our Members, employees, providers, and partners, all connected by a shared responsibility to improve health and well-being across Southeast Texas.

As you explore this report, we invite you to reflect on both the results and the relationships behind them. It is through listening, collaboration, and shared purpose that we continue to move forward together as One Community.

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**“EVERY VOICE. ONE COMMUNITY.**  
ENCAPSULATES OUR UNWAVERING  
COMMITMENT TO PROVIDING  
COMPASSIONATE, COMPREHENSIVE CARE  
THROUGHOUT EVERY STAGE OF LIFE.”

**LISA WRIGHT, MBA**  
**PRESIDENT AND CEO**  
**COMMUNITY HEALTH CHOICE**



## LETTER FROM THE **PRESIDENT AND CEO**

### **Dear Community Health Choice Partners, Friends, and Members,**

As I reflect on 2025, I am mindful of the environment in which we operate and the responsibility that comes with it. This year's theme, **Every Voice. One Community.**, reflects the role we play in supporting the people and partners who rely on us every day.

Across Texas and beyond, healthcare continues to evolve. People are navigating growing needs, providers are facing increasing demands, and expectations around access, quality, and coordination of care continue to rise. In this environment, the role of a managed care organization extends beyond health insurance coverage. It requires being a consistent, trusted partner in helping people meet these challenges.

At Community Health Choice, that responsibility shapes our decisions, our investments, and how we show up for those we serve.

In 2025, we strengthened our ability to serve by expanding access to care, deepening our provider and community partnerships, and improving the experience we deliver across our health insurance plans. These efforts are focused on ensuring that care is not only available, but accessible, coordinated, and responsive to the needs of those we serve.

We also recognize that health does not begin or end in a clinical setting. Many of the challenges individuals and families face require solutions that extend beyond traditional healthcare. Addressing those needs takes collaboration, shared accountability, and a long-term commitment to the communities we serve.

That work is made possible by our employees, providers, and community partners, whose dedication continues to move our mission forward. Together, we are building a more connected system of care that reflects both the needs and the strengths of Southeast Texas.

I am proud of the progress we have made and focused on what comes next. We will continue to strengthen access, improve outcomes, and serve as a trusted partner to the communities we are privileged to support.

Thank you for your continued trust and partnership.

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 2025.”

**RODNEY LENFANT**  
**CHAIR, BOARD OF DIRECTORS**  
**COMMUNITY HEALTH CHOICE**



## LETTER FROM THE **BOARD CHAIR**

### **Dear Friends of Community Health Choice,**

This year's theme, **Every Voice. One Community.**, reflects the shared responsibility that guides our work and the partnerships that make it possible.

In a time of continued change across healthcare, consistency of purpose matters. In 2025, Community Health Choice remained focused on delivering value to the communities it serves while strengthening its ability to meet evolving needs. The organization marked one year of the STAR+PLUS program and continued to invest in non-medical drivers of health initiatives like

CareerReady and through Food is Medicine, reinforcing its commitment to supporting individuals and families beyond traditional healthcare.

The Board is encouraged by the progress reflected in this report. Community Health Choice continues to demonstrate discipline, clarity, and a strong commitment to its mission.

Looking ahead, the organization is well-positioned to build on this momentum. The Board remains focused on supporting long-term strength and ensuring Community Health Choice continues to serve communities with consistency and purpose.

On behalf of the Board of Directors, I would like to thank the leadership team, employees, providers, and community partners whose work makes this possible.

We appreciate your continued trust.

Sincerely,

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





# OUR **STORY.**

# WHO WE ARE

## **A Local, Nonprofit Health Insurance Plan:**

Community Health Choice is a Texas based, nonprofit health insurance company built on a simple belief: every voice matters, and we are stronger when we serve as one community. We exist to provide access, understanding, and support that reflect the needs of the people we serve.

**Built by Texans, for Texans:** Our work begins with listening. As a health insurance plan created by Texans, we understand the lived experiences, challenges, and strengths of our communities. By listening to every voice and responding with care, we work to strengthen the health and well-being of our neighbors across Texas.

**A Trusted Partner:** With more than 454,000 Members, Community Health Choice serves individuals and families across Southeast Texas who rely on us for coverage, guidance, and support. That trust is built through consistent presence, reliable service, and a commitment to staying connected to the communities we serve.

**Member Focused:** Every Member's experience matters. We are dedicated to providing clear

guidance, responsive support, and easy access to care so Members can confidently navigate their health coverage and make informed decisions.

**Supporting Health Through Connection:** We offer benefits and programs designed to strengthen individuals and communities, including:

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

Each offering is designed to reduce barriers, support everyday needs, and ensure every voice has a path to care.

## **Committed to the Health of the Community:**

Healthy communities are built through trust, connection, and shared responsibility. By investing in initiatives shaped by community needs, Community Health Choice works to improve health outcomes and strengthen the bonds that bring people together. When every voice is valued, the whole community thrives.



“I’M VERY SATISFIED WITH COMMUNITY HEALTH CHOICE. THEIR STAFF IS KIND, ATTENTIVE, AND ALWAYS WILLING TO HELP. THEY HAVE PROVIDED EXCELLENT MEDICAL SERVICE AND MADE THE WHOLE PROCESS EASY AND CLEAR. IT’S CLEAR THAT THEY TRULY CARE ABOUT PEOPLE’S HEALTH AND WELL-BEING. I TOTALLY RECOMMEND THEM!”

**FRANCISCO E.  
MARKETPLACE MEMBER SINCE 2019**



## 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 healthcare easier to access, understand, and navigate for the people and families we serve across Texas. We offer a range of health insurance plans designed to meet diverse needs, from children and seniors to individuals with disabilities and those seeking affordable coverage through the Health Insurance Marketplace.

Each plan is supported by a network of trusted providers, care coordinators, and staff who live and work in the same communities as the Members they serve. This local connection helps ensure care feels familiar, responsive, and grounded in real community needs.

In addition to providing coverage, Community Health Choice offers application assistance to help individuals and families explore their options and enroll in programs they may qualify for. By listening first and guiding people through complex systems, we help connect Texans to care in ways that respect their circumstances and priorities.

## Health Insurance 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 age 65 or older or individuals with disabilities, with added support to help coordinate care.
- **Medicare D-SNP:** For individuals eligible for both Medicare and Medicaid, offering additional benefits such as dental, vision, and hearing coverage.
- **Marketplace Plans:** Individual and family health insurance options, including access to a vast provider network.

## Beyond Coverage: Application Support

Community Health Choice also provides personalized assistance to help people apply for health insurance and related support services, including:

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

By meeting people where they are and responding to their unique needs, this work reflects the spirit of this year's theme, **Every Voice. One Community.** Connecting Texans to the right care means recognizing individual experiences while strengthening the health of the community as a whole.



LEARN MORE AT  
[COMMUNITYHEALTHCHOICE.ORG](https://www.communityhealthchoice.org)

# COMMUNITY NETWORK OF PROVIDERS



**3,996**

PRIMARY CARE PROVIDERS



**763**

OB/GYNS



**10,110**

SPECIALISTS



**116**

HOSPITALS



**4,685**

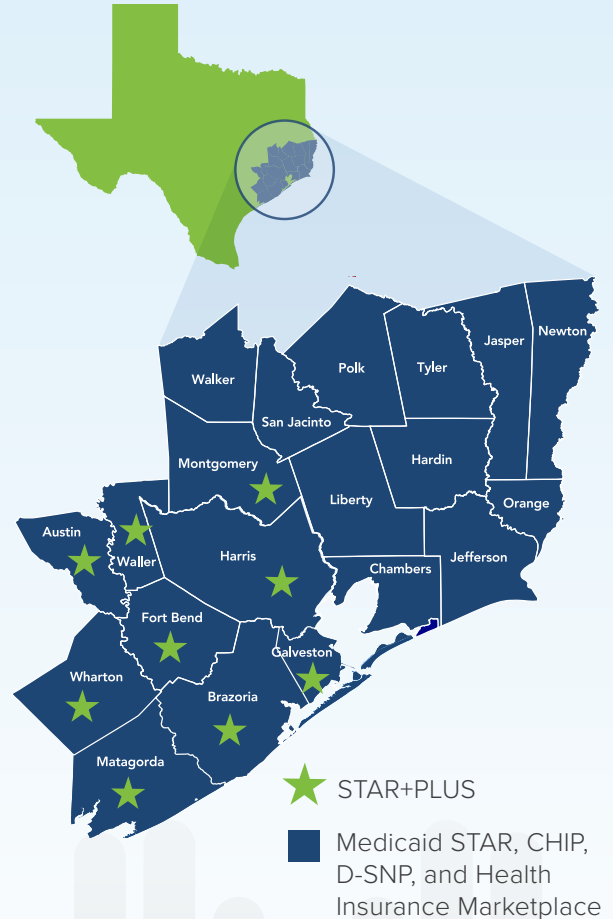
PHARMACIES



**2,549**

ANCILLARY PROVIDERS

## COVERAGE AREA



# COMMUNITY HEALTH CHOICE

## A BRIEF HISTORY



**1997**

JUNE

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



**1997**

DECEMBER

Enrolls first Medicaid Member



**2006**

SEPTEMBER

Begins offering CHIP



**2008**

JANUARY

Obtains URAC accreditation



**2012**

SEPTEMBER

Expands to Jefferson Service Area



**2014**

JANUARY

Enters the Health Insurance Marketplace



**2018**

FEBRUARY

CareerReady Program Established



**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



**2025**

MARCH

CareerReady  
Program  
expands to  
STAR+PLUS

Photo credit:  
Houston First Corporation  
(Lance Childers)

LIBERATION

OPPORTUNITY



# QUALITY AND SATISFACTION.

# LISTENING, LEARNING, IMPROVING

Member satisfaction reflects how well an organization responds to the people it serves. At Community Health Choice, feedback from Members helps guide decisions across service operations, care coordination, and partnerships with providers that shape how care is accessed and experienced.

Each response offers insight into what is working, what can improve, and how individual experiences connect to broader outcomes across the communities we serve.

That feedback was reflected in strong satisfaction results in 2025, with Community Health Choice performing at or above national benchmarks across multiple populations. Among adult Medicaid Members, provider satisfaction reached **83.6 percent**, placing Community Health Choice in the **95th percentile** nationally. Satisfaction among child Medicaid Members reached **86.9 percent**, ranking in the **99th percentile**. Marketplace Members also reported a positive experience, with satisfaction at **79.5 percent**, placing Community Health Choice in the **92nd percentile**.

*“Behind every number is someone navigating their care,” says Kristi Williams, Senior Manager Quality Improvement at Community Health Choice. “It could be a parent trying to access services for their child or a Member learning how to use their benefits to manage their health needs. When people take the time to share their experiences, it gives us a clear picture of how we are showing up for them. That is what guides our focus and helps us continue to earn their trust.”*

Community Health Choice’s commitment to Member experience was also recognized nationally in 2025 through two Press Ganey Pinnacle of Excellence Awards. These honors recognized the organization for the highest Doctors and Quality of Care CAHPS ratings and the highest Plan Services CAHPS ratings across its HMO and CHIP+STAR programs. Unlike many measures, these awards are based entirely on direct Member feedback, reflecting thousands of individual interactions that shape how care is experienced.

Satisfaction data plays an important role beyond recognition. Member feedback informs improvements across customer service, care coordination, provider access, and communication. It helps identify where systems are working well and where additional attention is needed to ensure consistency and clarity for Members across all lines of business.

At Community Health Choice, Member satisfaction is not viewed as a single score or moment in time. It is an ongoing conversation that connects individual voices to shared responsibility. Each response adds context and understanding, helping the organization better serve the people who rely on it.

When Members are heard and their feedback is taken seriously, stronger outcomes follow. By listening carefully and acting intentionally, Community Health Choice continues to build care shaped by many experiences and strengthened by one community working together.



## 95<sup>TH</sup> PERCENTILE

ADULT SCORE NCQA  
83.6% MEDICAID CAHPS



## 99<sup>TH</sup> PERCENTILE

CHILD SCORE NCQA  
95.0% MEDICAID CAHPS



## 92<sup>ND</sup> PERCENTILE

MEMBER SCORE NCQA  
79.5% MARKETPLACE QHP



“WE ARE PROUD OF THESE RESULTS BECAUSE THEY REFLECT THE EXPERIENCES OUR MEMBERS HAVE EVERY DAY. THESE SCORES GIVE US A CLEAR VIEW INTO HOW WE ARE DELIVERING ON OUR COMMITMENT TO QUALITY AND COMPASSION ACROSS EVERY STAGE OF CARE.”

**JEREMIAH JUDKINS**  
**SENIOR MANAGER NCQA ACCREDITATION**  
**COMMUNITY HEALTH CHOICE**



# QUALITY SHAPED BY EVERY VOICE

Accreditation is one of the ways Community Health Choice measures itself against the expectations of the people and communities we serve. It reflects a commitment to meeting clear, independent standards and to doing the work required to maintain them year after year. While accreditation is often associated with processes and oversight, its impact is felt most directly in how care is delivered, supported, and improved across the organization.

*“Earning accreditation starts with listening and working together,”* says Jeremiah Judkins, Senior Manager NCQA Accreditation. *“It is shaped by what Members share, how providers care for them, and the support our teams build around that experience. When those efforts align, it reinforces the foundation of our organization and helps us create better outcomes across the communities we serve.”*

In 2025, Community Health Choice continued to demonstrate its commitment to quality through recognition from two of the most respected organizations in healthcare oversight: the National Committee for Quality Assurance (NCQA) and the URAC. These accreditations evaluate not only outcomes, but how care is delivered, monitored, and supported across the organization to ensure consistency, accountability, and Member protection.

Both Community Health Choice Texas (CHCT) and Community Health Choice, Inc. (CHCI) maintained Full Health Plan Accreditation from NCQA this year. NCQA evaluates performance in areas that directly affect Members, including preventive care, chronic condition management, and access to services. Maintaining this recognition reflects the shared work of providers, staff, and partners who apply feedback, data, and clinical insight to continuously strengthen care delivery.

Community Health Choice also continued its long-standing relationship with URAC by maintaining accreditation for CHCI’s Marketplace plan, which Community Health Choice has held for nearly a decade. In addition, CHCT upheld its Medicaid-specific URAC accreditation, reinforcing a unified approach to quality across all lines of business. While CHCT has been accredited under health plan standards for more than 15 years, continued Medicaid recognition underscores sustained attention to oversight, compliance, and Member protections.

URAC accreditation focuses on how care is supported behind the scenes, including utilization review, data security, safety protocols, and compliance practices. These systems may not always be visible to Members, but they play a critical role in ensuring care is coordinated, secure, and dependable. Together, they help ensure that individual experiences are supported by strong and responsible operations.



COMMUNITY HEALTH CHOICE 



# FINANCIAL VIABILITY.

# 2025 ANNUAL REPORT **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 Health Choice can continue to be there for those who need us most.

Community Health Choice recognized net revenue of **\$3.16B** in 2025.

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

### **OPERATING REVENUE**



# HOW EACH COMMUNITY HEALTH CHOICE DOLLAR IS SPENT



**88.6%**

PAID DIRECTLY TO PHYSICIANS, HOSPITALS  
AND OTHER HEALTHCARE PROVIDERS



**9.3%**

COVERED ADMINISTRATIVE EXPENSES & RESERVES



**2.1%**

WAS RETURNED TO THE STATE OF TEXAS  
AND FEDERAL GOVERNMENT IN TAXES AND FEES





# Community Health Choice

**CARING FOR TEXANS,  
EVERY STEP OF THE WAY**

*Cuidando a los texanos, a cada paso del camino*  
*Chăm sóc cho người dân Texas, trên từng bước đường*  
*關愛德州，一路同行*

برائے ریجنل ہیلتھ کیئر کے لیے



# COMMUNITY ENGAGEMENT.



“WE’RE A COMMUNITY HEALTH INSURANCE PLAN, SO IT’S PART OF OUR DNA TO BE A PART OF THE COMMUNITIES WE SERVE.”

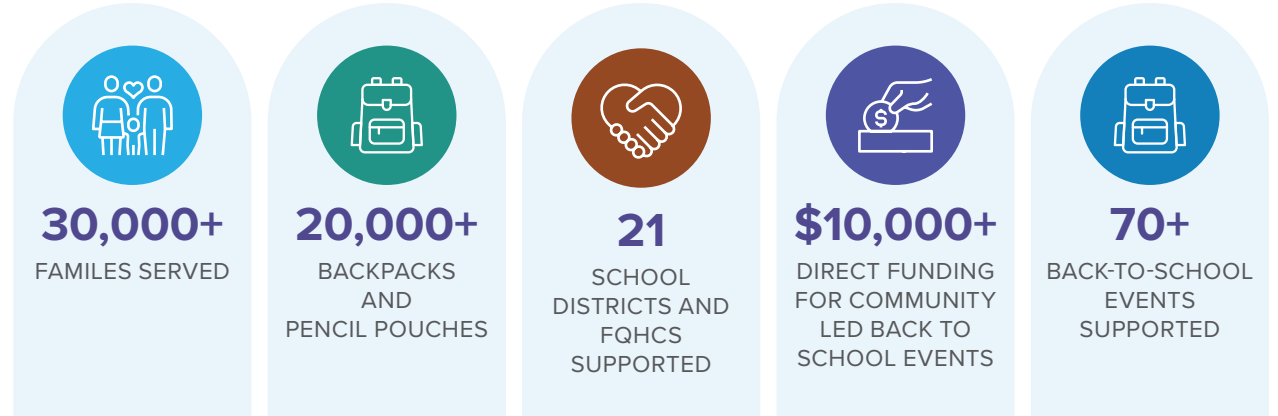
**DARRIN JOHNSON**  
**EXECUTIVE VICE PRESIDENT & CHIEF OPERATING OFFICER**  
**COMMUNITY HEALTH CHOICE**



## REACHING OUT TO OUR SHARED COMMUNITY

In 2025, Community Health Choice’s back-to-school initiative served as a powerful example of our commitment to listening, partnering and acting, reflecting our belief that **every voice matters and, together, we are one community**. Across Harris

and Jefferson counties, our outreach spanned a wide range of efforts focused on meeting people where they are, strengthening trusted partnerships and addressing the social drivers that shape everyday health and well-being.



## Back-to-School Events

In 2025, we significantly expanded our back-to-school efforts—reaching more than 30,000 families and distributing over 20,000 backpacks and pencil pouches to students.

Our team showed up at more than 70 back-to-school events, working alongside 14 school districts, 7 federally qualified health centers, and dozens of community partners to ensure students had what they needed to start the school year with confidence.

Beyond supplies, we deepened our impact through direct funding and sponsorships, investing more than \$10,000 to support community-led events.

*“These events are more than just supply giveaways,”* says Shamace Perkins, Manager, Outreach & Community Engagement at Community Health Choice. *“They are opportunities to engage and support the families we serve.”*



## Annual Thanksgiving Lunch for Seniors

Community Health Choice continued our seasonal outreach with the 2025 Alief Thanksgiving Senior Food Delivery Lunch event for our third year, serving more than 250 seniors at the Alief Neighborhood Center. Guests enjoyed a nourishing meal along with connection, conversation and a reminder that they are part of a caring community.

*“We’re a community health insurance plan,”* said Darrin Johnson, Executive Vice President and Chief Operating Officer, as he joined volunteers serving lunch, *“so it’s part of our DNA to be a part of the communities we serve.”*



## Community Elves Lead Our 2025 Santa Project

Under Lisa Wright’s leadership, Community Health Choice closed out the year through our employee-led Santa Project, providing approximately 750 toys to more than 150 children through our longstanding partnership with the Boys & Girls Clubs of Greater Houston.

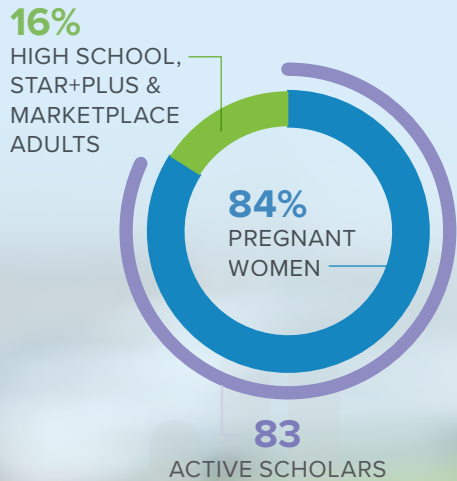
For us, giving back is more than a moment, it is a reflection of who we are. When individual acts of generosity come together, they strengthen the wellbeing of the entire community.





“WHEN WE INVEST IN EDUCATION AND EMPLOYMENT, WE’RE HELPING MEMBERS BUILD HEALTHIER FUTURES WHILE STRENGTHENING THE COMMUNITY WE ALL SHARE.”

**SHAREESE KNIGHT**  
**CAREERREADY PROGRAM LEAD**  
**COMMUNITY HEALTH CHOICE**



Martine N.  
 CareerReady Scholar



MEET MARTINE



# PATHWAYS TO LIFETIME ACHIEVEMENT

Launched in 2018 and fully funded by Community Health Choice, CareerReady removes financial barriers that often prevent individuals from pursuing education and job training. The program covers tuition, books, supplies, and required certification exams, allowing participants to focus on learning rather than expenses. Each participant works with a dedicated Life Coach who provides guidance and support from enrollment through completion.

*“CareerReady reflects our belief that every voice matters,”* says Shareese Knight, Sr. Manager, Social Determinants of Health. *“When we invest in education and employment, we’re helping Members build healthier futures while strengthening the community we all share.”*

CareerReady focuses on short-term, industry-recognized trade certifications that lead directly to employment. Depending on the pathway they

select, CareerReady Scholars may complete one or multiple certifications in fields such as patient care, IT, or skilled trades. Our dedicated Employer Partner Specialists work with Scholars for up to six months after they earn their certification(s) to help them strengthen their resumes, build interview skills, and connect to job opportunities.

In 2025, CareerReady expanded to include STAR+PLUS Members, extending opportunities to individuals with complex needs. That expansion resulted in the program’s first STAR+PLUS graduate, a Scholar with autism who completed an EKG certification and successfully entered the workforce. His journey reflects CareerReady’s individualized approach. *“Success looks different for every participant,”* says Knight. *“Our role is to meet Members where they are and support the goals that matter most to them.”*

## Measurable, Meaningful Results

Many participants enter CareerReady unemployed. Today, graduates earn an average of approximately \$18 per hour, considerably exceeding the average full-time employment with benefits at wages above \$10-15 per hour received before joining CareerReady. This is thanks in larger part to the involvement of our 30 local employer partners who generously share recruitment strategies and interview opportunities. We added six of these partnerships in 2025.

CareerReady was designed with an overall whole health approach and supports Members in addressing the Social Determinants of Health (SDOH) otherwise known as the Non-Medical Drivers of Health (NMDOH) and removing barriers to accessing healthcare services. Since the program began, CareerReady has helped close the loop on over 225 social needs and our CareerReady Scholars have a greater likelihood of completing their preventative health visits than their Medicaid counterparts.





“CROSS-FUNCTIONAL COLLABORATION HAS BEEN A MAJOR FOCAL POINT THIS YEAR, AND IT’S HELPED OUR TEAMS SHOW THE IMPACT THAT COMES FROM WORKING TOGETHER.”

**JOSHUA FERNELIUS**  
**DIRECTOR OF POPULATION HEALTH**  
**COMMUNITY HEALTH CHOICE**



## STRENGTHENING CARE THROUGH INNOVATION

Listening closely to the needs of Members across our communities continues to shape how Community Health Choice delivers care. In 2025, that focus translated into measurable progress, especially in maternity care, while also driving new approaches that connect Members to the right support at the right time.

Through our partnership with ProgenyHealth, Community Health Choice’s strengthened maternity care management by pairing evidence-based clinical protocols with high-touch, whole-person support. The program supports Members from early pregnancy through postpartum (up to 12 months), with multiple enrollment pathways and risk screening that considers clinical, behavioral and social needs. Preliminary analyses suggest declines in ER visits, hospital admissions and C-section rates.

At the same time, Community Health Choice expanded how we support Members beyond traditional care management. A new collaboration with Memorial Hermann Health System is helping connect Members directly from the emergency room to Community Health Choice’s care teams for timely follow-up. From there, our team can address barriers such as transportation or appointment access, provide education on care options and connect Members to the right level of support.

Joshua Fernelius, Director of Population Health, believes this approach not only improves continuity of care but helps ensure Members receive appropriate aftercare quickly. *“Cross-functional collaboration has been a major focal point this year,”* he says, *“and it’s helped our teams show the impact that comes from working together.”*

Food is Medicine remains a critical part of our whole-person care approach. Community Health Choice partners with the Houston Food Bank and the University of Texas School of Public Health (UTHealth) to support high-risk pregnancies. As of 2025, more than 1,100 high-risk pregnant Members have been supported through Food Rx enrollment. Early evaluation results suggest fewer pregnancy complications, improved overall health and greater gains in healthy eating among families who used the benefit more often. We also learned that details like involvement from community health workers make it easier for Members to engage.

Together, these efforts reflect a broader shift that brings care closer to Members, removes barriers and strengthens support across every stage of life. By continuing to listen and respond, Community Health Choice is building a more connected system of care shaped by every voice and designed for one community.



**59%**

ENGAGED BY THE SECOND TRIMESTER, ENABLING TIMELY RISK IDENTIFICATION, EDUCATION AND CARE COORDINATION



**OVER 1100**

MEMBERS HAVE BEEN ENROLLED IN AND SUPPORTED BY FOOD RX AS OF 2025

# SHARING APPLICATION ASSISTANCE IN FAMILIAR PLACES

In 2025, Community Health Choice expanded how we help people apply for and maintain health coverage by focusing on access, convenience, and trust.

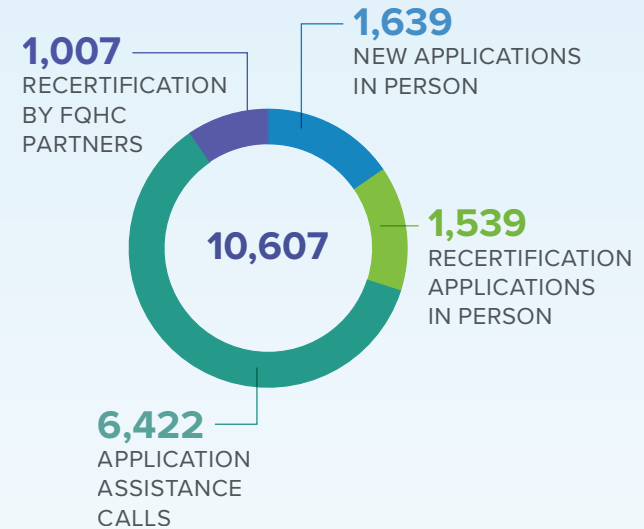
Rather than relying on large events, our outreach teams are taking a more targeted approach. By partnering with community organizations, federally qualified health centers (FQHCs), and local providers, we're creating more places where individuals can get application assistance close to home.

*"Getting help should not feel complicated,"* says Pamela Mosqueda, Senior Retention Representative at Community Health Choice. *"We work to create an experience where people can connect with support in a way that feels comfortable and accessible to them."*

Support is now available in everyday settings—clinics, food distribution sites, churches, daycare centers, laundromats, and other trusted community spaces. For many, this makes it easier to get help in a way that feels accessible and familiar.

At the same time, Community Health Choice has expanded phone-based support, allowing Members and new applicants to complete applications from home with guidance from our team. Whether in person or over the phone, the goal is the same: remove barriers and make coverage easier to access and maintain.

## OUTREACH AND ENGAGEMENT DEPARTMENT APPLICATION ASSISTANCE



# CELEBRATING GRANDPARENTS



# CELEBRATING EVERY VOICE FOR GRANDPARENTS' DAY

On September 20, Community Health Choice's annual Grandparents Day celebration exemplified our commitment to **Every Voice. One Community.** by honoring the unique voices of grandparents raising grandchildren across Harris County. In partnership with Bread of Life and Amazing 102.1 FM, we created a space where every family's story was heard and valued.

More than 400 grandparents joined our celebration, where over 15 Community Health Choice volunteers ensured every voice felt welcomed. Attendees learned about our comprehensive health insurance plan options, including Texas STAR Medicaid, STAR+PLUS Medicaid, CHIP, CHIP Perinatal, and Medicare D-SNP, while accessing health and wellness education and resources from 15+ vendor booths. Family-friendly activities including a petting zoo, bounce house, and coordinated food distribution created opportunities for connection and joy.

*"Every family has its own story, and moments like Grandparents Day bring that into focus," says*

Jessica Cabrales, Outreach & Engagement Partner at Community Health Choice. *"By understanding those experiences and showing up for one another, we can create stronger connections and healthier communities for everyone."*

Our diverse community partners echoed our mission through proclamations recognizing Community Health Choice's ongoing impact. CEO Lisa Wright's on-site radio interview further amplified our collective voice, sharing how collaboration strengthens our entire community.

This event demonstrated how listening to every voice, from grandparents navigating healthcare decisions to families seeking support, creates one unified community dedicated to health and wellness. When we center every story and honor every experience, we build stronger connections that benefit all Southeast Texas families.



**400+**  
ATTENDEES



**15+**  
VOLUNTEERS





Photo credit:  
Houston First Corporation



# COMMUNITY PARTNERS.

# 2025 MARCH FOR BABIES



“EVENTS LIKE MARCH FOR BABIES HIGHLIGHT THE IMPACT WE CAN HAVE WHEN WE SHOW UP FOR OUR COMMUNITY. HAVING OUR TEAM OUT THERE ALONGSIDE FAMILIES REINFORCES OUR COMMITMENT TO SUPPORTING HEALTHIER OUTCOMES AND STRONGER COMMUNITIES.”

**STACY ROBINSON**  
MANAGER, ADMINISTRATIVE OPERATIONS  
COMMUNITY HEALTH CHOICE



# WALKING TOGETHER FOR **HEALTHIER BEGINNINGS**

**Every Voice. One Community.**, resonated powerfully on April 29 when our voice joined the March of Dimes for the March for Babies event. This vital initiative unites families, healthcare providers, and community partners to address premature birth and maternal health disparities affecting thousands of Texas families through research funding, prenatal education, Neonatal Intensive Care Unit (NICU) family support, and community programs.

*“Events like March for Babies highlight the impact we can have when we show up for our community,”* says Stacy Robinson, Manager, Administrative Operations. *“Having our team out there alongside families reinforces our commitment to supporting healthier outcomes and stronger communities.”*

Community’s support included a \$25,000 sponsorship and the creation of a dedicated children’s play area that served approximately 200 families. Our employees’ raised over \$7,000 through grassroots fundraising, bringing our total contribution to more than \$38,000, benefitting our collective voice mobilized 200 Community walkers who joined thousands of Houstonians, demonstrating how individual voices unite to strengthen community resources and improve outcomes for mothers and babies. Through our expanded partnership and the upcoming 2026 LBJ NICU initiative, our voice remains committed to ensuring every Texas family has the healthiest possible beginning.



[VIEW RECAP](#)



**\$38,000+**  
RAISED



**200+**  
COMMUNITY WALKERS



**\$25,000**  
SPONSORSHIP OF  
CHILDREN’S PLAY AREA





“WHEN INCARCERATED MEN RETURN TO THE COMMUNITY WITHOUT STABLE HOUSING, EVERY OTHER PART OF THEIR HEALTH IS PUT AT RISK, LIFE READY IS BUILT ON THE IDEA THAT STABILITY IS A PREREQUISITE FOR PROGRESS.”

**DR. JENNY MATHAI**  
**SENIOR DIRECTOR**  
**SDOH AND HEALTH EQUITY**  
**COMMUNITY HEALTH CHOICE**



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## LIFE READY: STANDING WITH MEN AS THEY REBUILD

For many men returning to the community after incarceration, the challenge is not release, it is everything that comes after. Finding stable housing. Re-establishing care. Securing work. Rebuilding trust. When these barriers compound, it becomes difficult to focus on health, recovery, or a sustainable future.

Community Health Choice’s Life Ready program was created to meet these men at that moment.

Designed to support eligible Members navigating re-entry, Life Ready brings housing, coordinated healthcare, and employment support together in one intentional model. It reflects a clear understanding that long term health outcomes are closely tied to stability and opportunity, not medical care alone.

In 2025, Life Ready reached an important milestone. The permanent supportive housing development at the Harris Center was completed, allowing the program to move from planning into readiness. Six apartment homes are reserved for Community Health Choice Members, creating a supportive, stable environment designed to remove one of the most significant barriers men face after re-entry.

Housing provides something essential: a starting point. For the men Life Ready is designed to support, stability creates space to engage in care, focus on recovery, and begin planning what comes next. It replaces constant uncertainty with the possibility of progress.

Each resident is supported by employment specialists and career coaches who help strengthen job readiness skills and identify pathways toward economic stability. Workforce support is foundational to the program, recognizing that employment supports long term health, reinforces independence, and reduces the risk of preventable setbacks.

*“When men return to the community without stable housing, every other part of their health is put at risk,”* said Dr. Jenny Mathai, Senior Director, SDOH and Health Equity. *“Life Ready is built on the idea that stability is a prerequisite for progress. By starting with housing and surrounding it with coordinated care and employment support, we’re addressing the underlying conditions that drive long term outcomes—not just responding to them after a crisis occurs.”*

Men participating in Life Ready also have access to coordinated medical and behavioral health care through Community Health Choice. Coordinated care helps ensure these needs are addressed consistently, without requiring individuals to navigate fragmented systems during an already complex transition.

This approach reflects Community Health Choice's broader commitment to person centered care that follows the individual and responds to real world conditions affecting health.

Life Ready exists because of collaboration. Community Health Choice worked alongside the Harris Center for Mental Health and IDD to bring permanent supportive housing to life, while internal teams across life services, medical affairs, and care coordination aligned around shared goals. Community partners contributed insight grounded in lived experience and re-entry support.

That is what **Every Voice. One Community.** looks like in practice. Not a single solution or moment, but many voices working together to create the conditions for better outcomes.





“COMMUNITY HEALTH CHOICE SHARES THE SAME PASSION AND VISION OF HOPE CLINIC. WE BOTH ENVISION A HEALTHIER HOUSTON AND HARRIS COUNTY BY MAKING SURE BABIES ARE BORN HEALTHY AND WOMEN HAVE THE BEST EXPERIENCE IN THEIR PREGNANCY, AS WELL AS A HEALTHY FAMILY OVERALL.”

**SHANE CHEN**  
**CHIEF OPERATING OFFICER**  
**HOPE CLINIC**



**LEARN MORE**



## **EXPANDING ACCESS THROUGH PARTNERSHIP:** COMMUNITY HEALTH CHOICE AND HOPE CLINIC

At Community Health Choice, improving access to care begins by listening. Each member, family, and community partner brings a unique perspective, and those voices help shape how care is delivered across the communities we serve.

This approach is reflected in a long-standing partnership with HOPE Clinic, a federally qualified health center (FQHC) that Community Health Choice has worked alongside for more than five years. Together, this collaboration expands access to care by addressing both clinical needs and the non-medical drivers of health that influence outcomes every day, including language access, health education, and trusted community connection.

HOPE Clinic plays a critical role in reaching diverse populations across Greater Houston at each of their 5 locations. With the ability to communicate in multiple languages, the clinic ensures patients can navigate care in a way that is culturally and linguistically relevant. Its services extend beyond primary care to include dental and vision support, as well as programs such as nutrition counseling and cooking classes that promote long-term health.

*“Understanding information is just as important as receiving it,” Jessica Cabrales, Outreach & Engagement Partner at Community Health Choice. “That is where partners like HOPE Clinic make a difference by helping ensure people really understand and can take meaningful action in their care.”*

The partnership also helps close gaps for individuals who would otherwise go without care. Following childbirth, some mothers enrolled in CHIP-P during pregnancy may experience a lapse in coverage. Through coordinated referrals, uninsured parents are connected to HOPE Clinic, where they can continue receiving care and support. This continuity helps ensure that care does not end after delivery but continues during a critical period for both parent and child.

In 2025, this collaboration delivered measurable results. In coordination with HOPE Clinic and other FQHC partners, more than 1,000 members received support with Medicaid recertification, helping individuals and families maintain uninterrupted coverage through direct, personalized assistance.

The partnership also extends into the community through events designed to meet families where they are. Through community baby showers and other health-focused events, essential items, health education, and resources are provided to support maternal and family health. These efforts create early connection points, helping families build trust, ask questions, and establish relationships that support ongoing care. HOPE Clinic staff actively support these events, helping coordinate outreach and engaging directly with members, often alongside Community Health Choice teams in shared branding and volunteer efforts.

*“Community Health Choice shares the same passion and vision of HOPE Clinic,”* said Shane Chen, Chief Operating Officer for HOPE Clinic.

*“We both envision a healthier Houston and Harris County by making sure babies are born healthy and women have the best experience in their pregnancy, as well as a healthy family overall.”*

This work reflects a broader commitment to improving health outcomes by addressing the full experience of care. When organizations listen, align, and act together, individual needs are met more effectively, and communities are stronger as a result. Through continued collaboration with HOPE Clinic and other community partners, Community Health Choice is strengthening access to care and driving meaningful, lasting impact across Southeast Texas.



**5**  
LOCATIONS ACROSS GREATER HOUSTON



**1,000+**  
MEMBERS RECEIVED MEDICAID RECERTIFICATION SUPPORT IN COORDINATION WITH HOPE CLINIC AND FQHC PARTNERS





“THE STRENGTH OF THE SHOW WAS ITS ABILITY TO MAKE HEALTH INFORMATION CLEAR, RELEVANT, AND ACTIONABLE IN REAL TIME. IT CREATED A SPACE WHERE CONVERSATIONS AROUND HEALTH AND PREVENTIVE CARE COULD CONNECT DIRECTLY TO WHAT FAMILIES ARE EXPERIENCING EVERY DAY.”

**DR. VALERIE BAHAR**  
**INTERIM VICE PRESIDENT**  
**SENIOR MEDICAL DIRECTOR**  
**COMMUNITY HEALTH CHOICE**

## **PARTNER SPOTLIGHT:** BREAD OF LIFE

Access to clear, reliable health information depends on how and where that information is shared. In 2025, Community Health Choice partnered with Bread of Life to use local radio as a practical way to deliver health and coverage conversations through a platform already trusted by local audiences.

As part of that partnership, Community Health Choice participated in a series of live health and coverage conversations hosted through Bread of Life’s community radio station. The conversations were broadcast live and simultaneously livestreamed on social media, extending reach beyond the studio and allowing the content to connect with community members in real time across multiple channels. The goal was straightforward: use an established community outlet to share accurate, plain language information about health coverage, care, and available resources.

Bread of Life has long served Houston communities where health, housing, and food access are closely connected. Its media platform reflects that reality, blending culture, community topics, and public interest conversations. For Community Health Choice, the partnership provided a way to share health information in a space shaped by lived experience and local trust.

The live conversations were structured as open dialogue rather than formal interviews. Topics focused on practical questions families regularly

face, including understanding health coverage, care coordination, behavioral health, maternal health, caregiving responsibilities, and long-term services such as STAR+PLUS.

Guests included Community Health Choice leadership, clinicians, outreach staff, and community partners who brought both professional insight and on-the-ground perspective. The live format reinforced the importance of clarity and accountability, while helping translate complex systems into language grounded in everyday experience.

*“The strength of the show was its ability to make health information clear, relevant, and actionable in real time,”* said Dr. Valerie Bahar, Interim Vice President Senior Medical Director, and one of the first guests on the show. *“It created a space where conversations around health and preventive care could connect directly to what families are experiencing every day.”*

This partnership reflects the practical application of this year’s theme, **Every Voice. One Community.** By showing up in spaces where people already gather and trust the conversation, Community Health Choice ensured that every voice had a place, every question could be asked, and every community member had access to clear, relevant information that supports better health decisions.

# WHERE HEALTH CONVERSATIONS MEET THE COMMUNITY





“WHEN EVERY VOICE IN OUR COMMUNITY SPEAKS UP FOR HEART HEALTH, WE CREATE LASTING CHANGE. THESE FUNDS SUPPORT LIFESAVING CPR TRAINING, PEDIATRIC HEART AND STROKE RESEARCH, NUTRITION EDUCATION, AND TOBACCO CESSATION PROGRAMS THAT STRENGTHEN OUR NEIGHBORHOODS.”

**SHAMACE PERKINS  
MANAGER, OUTREACH &  
COMMUNITY ENGAGEMENT  
COMMUNITY HEALTH CHOICE**



## SUPPORTING HEART HEALTH: EVERY VOICE. ONE COMMUNITY.

When Community Health Choice came together for the American Heart Association Walk on October 25, 2025, we demonstrated the power of **Every Voice, One Community.** in action. Despite challenging weather conditions, our collective commitment to heart health shone brightly as every voice united for a common cause.

Under the inspiring leadership of President and CEO Lisa Wright, who served as the 2025 Chairperson, Community Health Choice united 11 teams to raise funds and awareness for cardiovascular health. Approximately 100 dedicated walkers from our employee base, community members, and valued partners participated in this meaningful event.

Beyond the walk, we amplified our heart health advocacy through our “Season for Heart Health” social media campaign, providing Houstonians with valuable guidance for navigating holidays and celebrations through the New Year.

Our collaborative efforts yielded remarkable results. Community Health Choice proudly placed among the top three corporate contributors with over \$125,000 raised, while our internal team also placed in the top three fundraising teams, contributing more than \$16,000+.

*“When every voice in our Community speaks up for heart health, we create lasting change,”* said Shamace Perkins, Manager of Outreach & Community Engagement. *“These funds support lifesaving CPR training, pediatric heart and stroke research, nutrition education, and tobacco cessation programs that strengthen our neighborhoods.”*



**TOP 3**

CORPORATE CONTRIBUTOR



**\$16,000+ RAISED**

BY COMMUNITY EMPLOYEES



**\$125,000+**

CORPORATE CONTRIBUTIONS



**\$110,000**

COMMUNITY HEALTH CHOICE  
BUSINESS PARTNERS

# 2025 AMERICAN HEART ASSOCIATION WALK



Photo credit:  
Houston First Corporation





# EXPANSION.



“THIS WAS REALLY ABOUT EXPANDING OUR FOOTPRINT AND OFFERING A LESS EXPENSIVE OPTION. THE SELECT PLAN ALLOWS US TO REACH MORE PEOPLE AND STILL PROVIDE GREAT COVERAGE.”

**GABRIELA LUNA**  
**PRODUCT DEVELOPMENT MANAGER**  
**COMMUNITY HEALTH CHOICE**

## GROWING WITH PURPOSE IN THE MARKETPLACE

One community does not mean one solution, and building trust means giving people real choices that fit their lives.

That belief guided how we approached Marketplace growth in 2025. The focus was on expanding access in ways that reflect what Members are asking for and responding to different needs within the same community. Two Marketplace efforts illustrate this commitment: the launch of Ultra Select and the expansion of Select plans into Fort Bend County.

Ultra Select was introduced to give Members another Marketplace option supported by a more focused provider network. During its first year, we paid close attention to how Members used the plan and where it provided the most value. Enrollment growth from 2025 to 2026 reflects early momentum and reinforces Ultra Select as a meaningful option for individuals and families seeking coverage that aligns with their priorities.

That same belief in choice and responsiveness shaped our decision to expand Select plans into Fort Bend County. Prior to 2025, Marketplace Members in Fort Bend could enroll only in Premier plans. Adding Select introduced a more affordable option and created

greater flexibility for people exploring Marketplace coverage. “*This was really about expanding our footprint and offering a less expensive option,*” said Gabriela Luna, Product Development Manager. “*The Select plan allows us to reach more people and still provide great coverage.*”

The response from the community affirmed the approach. Marketplace membership in Fort Bend County grew from 16,900 in 2025 to 28,700 following the 2026 Open Enrollment period, reflecting strong demand for increased access and meaningful choice.

Together, these efforts show how Community Health Choice brings its theme of **Every Voice. One Community.** to life. By trusting Members with real options and expanding access in ways that reflect diverse needs, Community Health Choice continues to strengthen its Marketplace presence and the communities it serves.



**70%**

YEAR-OVER-YEAR INCREASE IN  
FORT BEND COUNTY



## SIMPLIFYING HEALTH CARE: D-SNP HIDE

Navigating health coverage can be complicated, especially for individuals who rely on both Medicare and Medicaid. When care is split across multiple plans, it can lead to delays, duplicate outreach, and unnecessary confusion for Members and their caregivers.

In 2025, Community Health Choice took an important step toward changing that experience.

Throughout the year, teams across the organization worked to design and prepare for the launch of a Highly Integrated Dual-Eligible Special Needs Plan (D-SNP HIDE), a new model that brings Medicare and STAR+PLUS benefits together under one coordinated system. While the plan officially launched in January 2026, the groundwork laid in 2025 reflects a broader commitment to simplifying care and improving the Member experience.

By aligning benefits and care management, the HIDE model is designed to make it easier for Members to get the support they need. Care teams can share information more efficiently, respond more quickly to change, such as a hospital discharge or medication update, and avoid asking Members to repeat the same information across multiple touchpoints.

*“Aligning Medicare and STAR+PLUS helps create a more seamless experience for both our teams and our Members,”* says Melanie Campos, Manager, Product Marketing at Community Health Choice. *“It supports better coordination and makes it easier for people to navigate their care.”*

Just as important, Community Health Choice is working to ensure Members, caregivers, and providers understand what this coordination looks like in real life. Through targeted outreach and education, we are helping translate complex systems into clear, meaningful support.

This work also positions Community Health Choice for the future. As state and federal requirements move toward greater alignment between Medicare and Medicaid plans, with full integration expected as soon as 2027, early preparation helps ensure continuity of care while strengthening our ability to serve and retain Members over time.

This proactive effort reflects Community’s dedication to connecting Members to better care. When every part of the system works together, it strengthens our shared community—where every voice matters.



“WHAT I LOVE ABOUT COMMUNITY HEALTH CHOICE IS THAT IT’S LIKE A FAMILY... YOU CAN TELL THEY CARE ABOUT YOU, AND THEY GO THE EXTRA MILE TO GET YOU WHAT YOU NEED.”

**HAL M.**  
**D-SNP MEMBER SINCE 2024**



MEET HAL



“WE’RE EXTREMELY PROUD OF OUR 2025 STAR+PLUS MEMBERSHIP. WHEN WE LAUNCHED IN SEPTEMBER 2024, WE ANTICIPATED WELCOMING AROUND 8,000 NEW MEMBERS, SO TO OPEN OUR DOORS TO NEARLY 22,000 ON DAY ONE WAS TRULY EXTRAORDINARY. THAT KIND OF GROWTH IS A POWERFUL REFLECTION OF THE TRUST OUR MEMBERS HAVE PLACED IN US, AND WE DON’T TAKE THAT RESPONSIBILITY LIGHTLY.”

**STEVEN STEINER**  
**PRODUCT DEVELOPMENT MANAGER**  
**COMMUNITY HEALTH CHOICE**



**90%**

OF STAR+PLUS MEMBERS WITH NON-MEDICAL NEEDS COMPLETED RESOURCE REFERRALS WITHIN 72 HOURS



**78.4%**

OF ELIGIBLE MEMBERS UTILIZED ONE OR MORE VALUE-ADDED SERVICES

## STAR+PLUS: FIRST-YEAR PROGRESS

In 2025, we broadened our voices by adding a new community, beginning our first full year operating the STAR+PLUS program. STAR+PLUS serves adults who have disabilities or are 65 or older. They often rely on long-term services and supports (LTSS), making this Member-centered program essential.

In August 2024, we approached STAR+PLUS with modest expectations of going live with fewer than 8,000 Members. By the end of December, we had 20,994 STAR+PLUS Members, an impressive market entry for one of the most complex populations we serve.

*“We’re extremely proud of our 2025 STAR+PLUS membership,” says Steven Steiner, Product Development Manager. “When we launched in September 2024, we anticipated welcoming around 8,000 new Members, so to open our doors to nearly 22,000 on day one was truly extraordinary. That kind of growth is a powerful reflection of the trust our Members have placed in us, and we don’t take that responsibility lightly.”*

Throughout 2025, we focused on building the operational and provider infrastructure required to support STAR+PLUS Members effectively.

That work included strengthening relationships with LTSS and home health providers, and ensuring our teams were prepared to guide Members through benefits, services, and in-home care.

We also built a team of STAR+PLUS Service Coordinators assigned to provide Members both face-to-face visits and phone calls to help ensure that every Member receives appropriate, timely care based on their level of need. When Members request extra services, their Service Coordinator can make additional visits or calls as necessary.

Looking ahead, the STAR+PLUS environment will continue to evolve. Many STAR+PLUS Members are also eligible for Medicare, and future requirements will increasingly emphasize alignment between Medicaid and Medicare coverage. Preparing for these changes will be an important area of focus as we work to retain Members and support more seamless care in the years ahead.

By exceeding our inaugural STAR+PLUS goals and laying the groundwork for integrated care, we reaffirmed our belief that when we listen to every voice and work together as one community, we can deliver better care for those who need it most.

# ONE VOICE, REAL IMPACT

At Community Health Choice, supporting independence begins with listening and building care around each Member's goals. Tina A., a STAR+PLUS Member, experienced firsthand what that commitment looks like in practice.

Working with Community Health Choice, Tina transitioned from a nursing facility into a home of her own. This outcome was not the result of a single service, but of intentional coordination centered on Tina's desire to live independently and supported by teams across the organization.

Tina was supported by dedicated Service Coordination and Social Determinants of Health teams who guided her through every step of the transition. Together with Tina, they planned the move, secured resources, and prepared her home so she could live safely and confidently. Working alongside partners such as the Houston Center for Independent Living (HCIL) and through state programs including Money Follows the Person and other relocation support, the teams helped ensure Tina had what she needed to make independent living possible.

The focus was practical and personal. Tina's apartment was set up with equipment to support daily routines and reduce barriers to mobility.

She also received help accessing food and household necessities, and Community Health Choice remained closely involved after the move to support continuity and stability.

Through STAR+PLUS, ongoing support helped Tina manage medications, complete therapy, and connect with community resources such as Meals on Wheels. Throughout the process, clear communication and consistent follow through helped Tina feel informed, supported, and respected in her care.

Today, Tina describes herself as independent again. Her progress reflects how Community Health Choice delivers STAR+PLUS care by coordinating services, working across systems, and staying focused on what matters most to each Member.

Tina's story is one example of Community Health Choice's STAR+PLUS impact. When care is coordinated and Member goals guide the work, people are able to move forward with confidence. Her journey highlights how Community Health Choice brings together programs, partners, and planning to support independence and strengthen the communities we serve.



“COMMUNITY HEALTH CHOICE DIDN'T JUST LEAVE IT AT THE FIRST STEP. THEY WANTED TO MAKE SURE ALL MY NEEDS WERE BEING MET. IF THEY DIDN'T HAVE AN ANSWER, THEY FOUND ONE, AND THEY KEPT COMING BACK TO MAKE SURE I WAS TAKEN CARE OF.”

**TINA A.**  
**STAR+PLUS MEMBER SINCE 2024**



**MEET TINA**





Photo credit:  
Visit Galveston



# BRAND.



“ENGAGEMENT LIKE THIS HELPS BUILD STRONGER RELATIONSHIPS WITH OUR COMMUNITY. IT ALLOWS US TO SHOW UP, CONNECT WITH PEOPLE DIRECTLY, AND DEMONSTRATE OUR ONGOING COMMITMENT TO THE COMMUNITIES WE SUPPORT.”

**DARRIN JOHNSON**  
**EXECUTIVE VICE PRESIDENT & CHIEF OPERATING OFFICER**  
**COMMUNITY HEALTH CHOICE**



## PARTNER SPOTLIGHT: SPACE CITY COWBOYS

Access to healthcare does not begin at the point of care. It begins with trust.

In 2025, Community Health Choice partnered with the Space City Cowboys to participate in a community event focused on visibility, connection, and engagement with Members and families.

That focus came to life during Community Health Choice Night at the Space City Cowboys game. Members, employees, and their families gathered in a familiar setting shaped by local pride and shared experience. President and CEO Lisa Wright threw out the ceremonial first pitch, reinforcing leadership presence and Community Health Choice’s commitment to showing up in the same community spaces as the people it serves.

Beyond the event itself, the partnership reflected a broader approach to building trust outside traditional healthcare interactions. Being present in a setting where families already gather created opportunities for Members to recognize the organization in a more personal and approachable way, outside enrollment periods or moments of care.

Employees also played an important role in that experience. Their presence alongside Members helped put faces to the organization and reinforced that Community Health Choice is made up of people who live and work in the same communities it serves. Seeing employees outside the workplace helped interactions feel more natural and grounded.

*“Engagement like this helps build stronger relationships with our community,”* says Darrin Johnson, Executive Vice President & Chief Operating Officer. *“It allows us to show up, connect with people directly, and demonstrate our ongoing commitment to the communities we support.”*

The Space City Cowboys bring together families from across Southeast Texas in a familiar and accessible environment. Being present in that space allowed Community Health Choice to connect more naturally and build relationships that extend beyond the healthcare system.

This work reflects the intent behind this year’s theme, **Every Voice. One Community**. It is a continued commitment to showing up consistently, building trust over time, and strengthening the connection between Community Health Choice and the communities it serves.



Photo credit:  
Houston First Corporation





# AWARDS AND ACCOLADES.



“THESE AWARDS AREN’T ABOUT ONE MOMENT OR ONE TEAM. THEY REFLECT A LOT OF VOICES COMING TOGETHER. WHEN MEMBERS AND EMPLOYEES SHARE THEIR EXPERIENCES, IT HELPS US UNDERSTAND WHAT’S WORKING AND WHERE WE NEED TO KEEP DOING BETTER AS AN ORGANIZATION.”

**LISA WRIGHT, MBA**  
**PRESIDENT AND CEO**  
**COMMUNITY HEALTH CHOICE**

## RECOGNITION SHAPED BY COLLECTIVE VOICE

In 2025, Community Health Choice received several awards recognizing quality, workplace culture, leadership, and community partnership. Each recognition reflects a different dimension of the organization’s work. Together, they tell a broader story about listening, collaboration, and shared accountability. These honors are shaped by the voices of Members, employees, providers, and partners whose experiences guide how Community Health Choice serves the community.

### Press Ganey Pinnacle of Excellence Awards



Community Health Choice earned two 2025 Press Ganey Pinnacle of Excellence Awards, a national recognition grounded entirely in member feedback collected through CAHPS surveys. The organization was recognized for Highest Doctors and Quality of Care CAHPS Ratings and Highest Plan Services CAHPS Ratings across its HMO, CHIP, and STAR lines of business.

These awards reflect thousands of individual moments and interactions. A visit with a doctor. A call for assistance. Support provided when it mattered most. Each survey response represents a Member’s voice, and together those voices shape

a clear picture of how care is experienced across programs. The recognition signals consistency in quality and service, as well as a commitment to using feedback to strengthen care delivery.

Press Ganey awards hold particular meaning because they are not based on internal measures or self reported data. They are shaped directly by the people Community Health Choice serves. In 2025, these honors reinforced how individual experiences come together to inform improvement and build trust across the organization.

### Houston Chronicle Top Workplaces



Community Health Choice was recognized as a Houston Chronicle Top Workplace for the second consecutive year. This designation is based on confidential employee feedback regarding organizational culture, leadership, communication, and alignment.

Employee voice is central to this recognition. A workplace where people feel respected, informed, and connected to purpose is better equipped to serve Members and partners.

## USA Today Top Workplaces

In 2025, Community Health Choice was also named a USA Today Top Workplace, a national recognition that builds on regional Top Workplace honors. Like the Houston Chronicle award, this designation is based solely on employee feedback.

National recognition elevates the importance of employee voice on a broader stage. It acknowledges a workplace culture where people feel heard and engaged, regardless of role or function. That shared sense of purpose strengthens the organization's ability to deliver consistent, high quality service and maintain strong connections across the community.

## HOPE Clinic Leadership Award – Lisa Wright, President and Chief Executive Officer



In 2025, Lisa Wright was recognized by HOPE Clinic for her leadership and commitment to community partnership. The award reflects a leadership approach grounded in listening, consistency, and collaboration.

This recognition underscores the strength of trusted relationships built over time. It highlights the role partnerships play in expanding access to care and meeting people where they are. The honor reflects not only individual leadership, but an organizational commitment to working alongside community partners to improve outcomes together.

## Houston Business Journal CFO Award – Anna Mateja, Chief Financial Officer



Anna Mateja, Chief Financial Officer, was recognized by the Houston Business Journal in 2025 for leadership and financial stewardship. The award honors CFOs who demonstrate strong governance, strategic oversight, and long term organizational impact.

This recognition reflects the role financial leadership plays in sustaining access to care and organizational stability. Thoughtful stewardship supports transparency, responsible growth, and continued investment in the communities served. Individual leadership, when grounded in shared responsibility, strengthens collective outcomes.

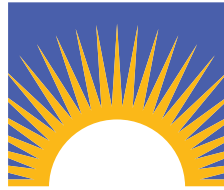


**EVERY**

**VOICE.**

**ONE**

**COMMUNITY.**



# COMMUNITY HEALTH CHOICE

COMMUNITY CARES.

SCAN TO EXPERIENCE  
2025 ANNUAL REPORT

