



# Community Care Plan

YEAR IN REVIEW

# 2024

CCPCARES.ORG

954-622-3200





## **Mission**

To promote healthier communities.

## **Vision**

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

## CORE PRINCIPLES

# Quality

Improve clinical excellence to exceed industry standards and customer expectations.

# Customer Service

Provide an excellent experience and superior services to our customers.

# Community

Develop preeminent community partnerships to meet the health and social needs of our enrollees.

# People

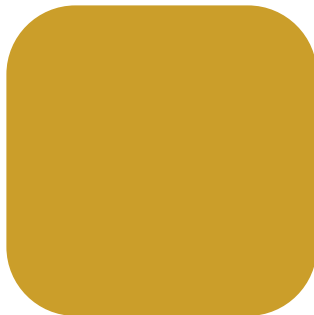
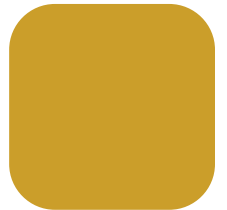
Create a values-driven culture that attracts, retains, and promotes the best and brightest people, who are committed to CCP's mission and vision.

# Finance

Achieve financial results through the provision of quality health care services, new technology, and investment in the organization.

# Growth

Promote growth to enhance and sustain excellence in service delivery and to support infrastructure improvements.







## FUNDAMENTAL BEHAVIORS

**Do the Right  
Thing, Always**

**Show People  
You Care**

**Make It Happen**

**Honor  
Commitments**

**Embrace  
the Lessons**

**Wildly Celebrate  
Success**



## 2024 MEMBERSHIP DISTRIBUTION

### UNINSURED PROGRAMS

38%

### MEDICAID

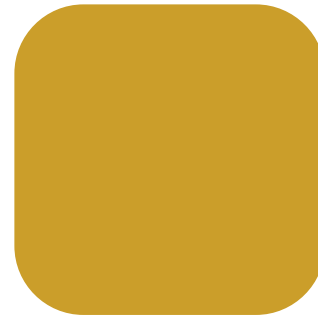
35%

### EMPLOYER-SPONSORED PLAN

21%

### FLORIDA HEALTHY KIDS

6%



# LEADERSHIP TEAM



- 1. JESSICA LERNER**, President and Chief Executive Officer
- 2. NICOLE GRIFFIN**, Vice President and Chief Compliance and Privacy Officer
- 3. JASON GRYNBAUM**, Sr. Vice President and Chief Financial and Strategy Officer
- 4. JUSTIN MARSHALL**, Sr. Vice President and Chief Legal Officer
- 5. LEON MINK**, Sr. Vice President and Chief Information Officer
- 6. LUPE RIVERO**, Sr. Vice President and Chief Partnership Officer
- 7. VICTORIA TUFFY**, Vice President and Chief Human Resources Officer
- 8. DR. MIGUEL VENERO**, Sr. Vice President and Chief Medical Officer
- 9. KEN WALTERS**, Sr. Vice President and Chief Operating Officer
- 10. DR. ROBERT FURNO**, Associate Chief Medical Officer
- 11. ALVARO REIS**, Vice President, Information Technology
- 12. CRYSTAL SANDERS**, Vice President, Health Plan Operations
- 13. ROSIE BONETTI**, Sr. Director, Provider Operations and Network Contracting
- 14. GLORIA CARBONELL**, Sr. Director, Medical Economics and Clinical Systems
- 15. INGRID CEPERO**, Sr. Associate General Counsel
- 16. ALEX FABANO**, Sr. Director, Account Services
- 17. JOSE FUENTES**, Sr. Director, Finance





## LEADERSHIP TEAM



- 18. CLAUDIA NAVARRO**,  
Sr. Director, Population Health  
and Care Coordination
- 19. IVETTE PAGAN**,  
Sr. Director, Talent Enablement
- 20. AMY PONT**,  
Sr. Director, Community Health
- 21. SUZANNE TAMARGO**,  
Sr. Director, Communications and Marketing
- 22. WILLIAM WRIGHT**,  
Sr. Director, Information Technology
- 23. DALE BONDANZA**,  
Director, IT Information Management
- 24. EVELYN CORRALES-RANDLE**,  
Director,  
Community Engagement
- 25. IRENE FERRO**,  
Director, Customer Experience
- 26. SHANNON GONZALEZ**,  
Director, Operational Excellence
- 27. MARIA JAM-CREASE**,  
Director, Medical Management
- 28. TEKISHA HAYWARD**,  
Director, Provider Credentialing and  
Data Management
- 29. MARISSA KOPEL**,  
Director, Quality and Risk Management
- 30. DR. EDWARD MARKOVICH**,  
Medical Director
- 31. BIANCA POWELL**,  
Marketplace Program Director
- 32. DESIREE RODRIGUEZ**,  
Director, Population Health  
& Concierge Care Coordination
- 33. LATRICE ROEBUCK**,  
Director, Pharmacy Services
- 34. IVELISSE TORRES**,  
Director, Claims





# Ensuring Quality

We are consistently recognized for quality.



## Increased HEDIS Measures



**Adult wellness visits**  
(AAP +10%)

**Depression follow-up**  
(AMM +12.3%)



**Follow-up after ER visit**  
(FUM -7 +10.2%)

**Hemoglobin A1c control**  
(HBD +17%)



## Integrated Clinical Quality Navigator (CQN) with JIVA

to empower the Quality team to collaborate more effectively while streamlining access to clinical quality data and closing care gaps



**Integrated Unite Us with JIVA**, our care management platform, enabling direct referrals to community resources to address social determinants of health (SDoH)

**Deployed PointClickCare data and portal**

to provide real-time visibility for member admissions, discharges, and transfers to enable timely interventions



**Obtained AAAHC Accreditation**

**for Community Care Network**, our new Marketplace line of business



**5-Star Pregnancy-Related Care**  
(as of 2023)



**Improved** Credentialing Hotline  
answer rate from 95.15% to

**97.48%**



**94.3%**

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

**188K**

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

**99.9%**

average turnaround time for **standard** and  
**100% for expedited requests for Medicaid**  
line of business (LOB)

**98.0%**

average turnaround time  
for **uninsured LOBs**

**97.5%**

average turnaround time  
for **commercial LOBs**



**4.5**

**Google** review rating

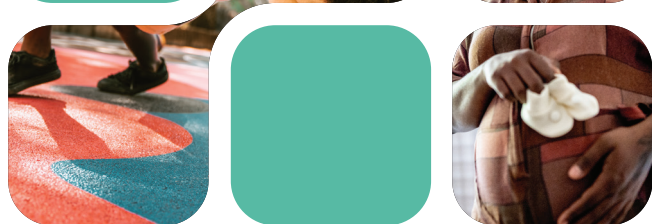
## Delivering Customer Service

Better customer service means better  
health care for everyone.



# Supporting Our Community

We're always looking for new ways to help our communities.



**Opened our brick-and-mortar Heart Community Resource Center (CRC)** in Lauderdale Lakes to improve maternal health for CCP members and the local community in the heart of Broward County's maternity desert

**heart**   
**Community Resource Center**  
Powered by Community Care Plan

**650+**

**new events, and 75+ resources added** to our virtual community resource center



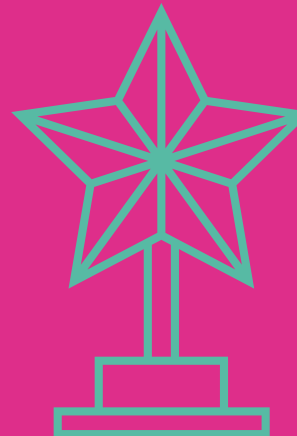
**300+**

**employee volunteer hours** donated at 31 community events

**240+**

**total community partners** (15 new community partners)

**Implemented a Community Engagement department**, which includes a Director of Community Engagement and four full-time Community Engagement Representatives in our expansion regions



**Awarded the Maternal Instinct Award** at Broward Healthy Start Coalition's 2024 Maternal Child Health Conference, celebrating CCP's original, effective solutions to a maternal or child health challenge

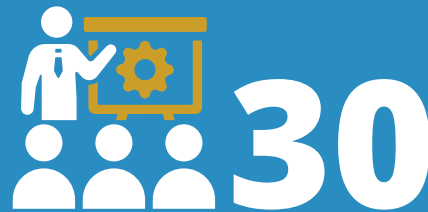
**Awarded the Manuel Fermin Maternal and Infant Health Award** by the Florida Association of Healthy Start Coalition to our Senior Director of Community Health and Community Engagement for "leadership, innovation, and exemplary work in improving maternal and infant services in Florida"





Obtained Great Place to Work certification for the fourth year with 93% of our employees rating CCP as a Great Place to Work

Developed new and enhanced employee benefits for 2025 implementation, including paid leave, disability leave, parental leave, and paid time off hardship withdrawal



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



72

Employee Net Promoter Score (eNPS) baseline achieved, compared to an average score of 45

71%

of our supervisors and above achieved or increased their Six Sigma certifications

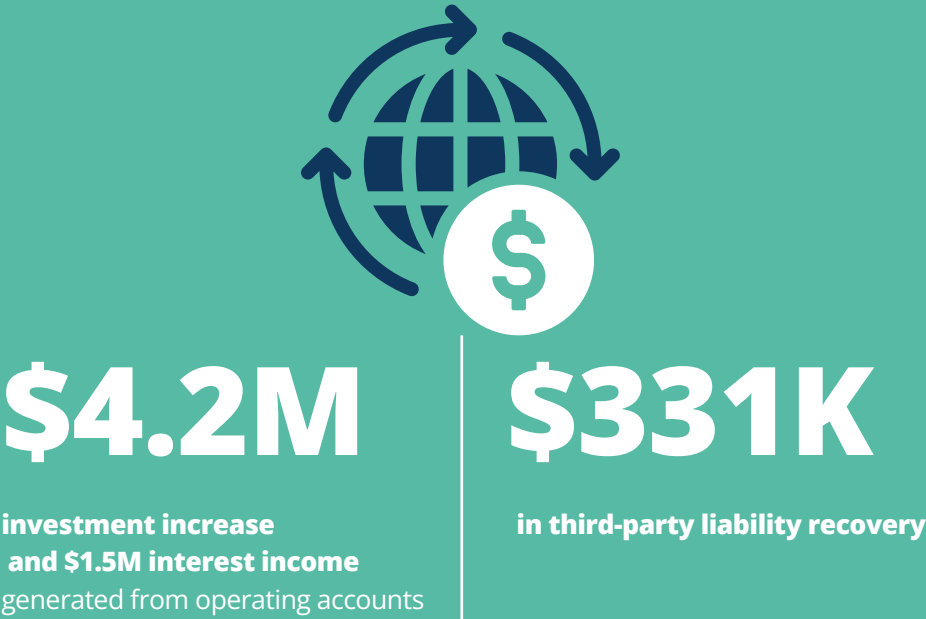
# People. Passion. Purpose.

Our people are at the core of what we do.



# Financial Highlights

We're always looking for new ways to help our communities.





**Awarded, executed contract, and deemed ready by the Agency for Health Care Administration (AHCA) for a 6-year Florida Medicaid contract** in five new regions, expanding CCP's Florida Statewide Medicaid Managed Care Medicaid reach from one county to 19 counties

5

**artificial intelligence (AI) projects implemented to increase self-service capabilities** and improve operational efficiencies



**Conducted Executive Blitz visiting 30 key providers and CBOs in the awarded regions**, introducing CCP's offerings, understanding provider and community needs, and forming key partnerships

## Primed for Growth

We've built a strong base for expansion and are ready to capitalize on new opportunities to drive future growth.





## Coverage Area



Medicaid/MMA



Uninsured



Commercial



Florida Healthy Kids

