



Working Together



In This Issue...

We are happy to present all the latest CCP news and photos in this issue! You will learn more about Jodi Fredericks, Pharm.D., MBA, our Director of Pharmacy Services, and get updates on several of our initiatives, including MMA Reprourement, the Employee Volunteer Program and Security Awareness Training.

Also featured is news about our participation in community health fairs, as well as a round-up on our Internship Program.

Check out our photos from World Health Day, the CCP Annual Picnic, and our most recent volunteer efforts to benefit our community partners: LifeNet4Families, Broward County Public Schools, Broward Healthy Start Coalition, American Heart Association and Lighthouse of Broward. Enjoy!

Important Dates

- 7/4 Independence Day
- 7/15 Health & Wellness Fair
- 7/20 Town Hall
- 7/29 Back-to-School Community Extravaganza
- 8/5 Back-to-School Community Extravaganza
- 8/12 Back to School Fair
- 8/12 Immunization Fair
- 8/25 Bravos, Bagels
- 9/4 Labor Day

Message from Jessica Lerner



“Alone we can do so little. Together, we can do so much.” These wise words by Helen Keller call to mind the incredible teamwork demonstrated every day at Community Care Plan!

For the past several months, a group of leaders have met weekly and worked diligently to drive the application process for the reprourement of our Medicaid contract with the state of Florida.

In addition, many of you demonstrated tremendous teamwork (and friendly competition!) during our March Madness campaign to close our members' care gaps.

Working together, we advance the mission of CCP to positively impact the health and wellness of those we serve, and move towards greater strength and growth as an organization. Thank you for all you do in these efforts!

Enjoy the summer months and remember to honor your work / life balance!



PEOPLE: Meet Jodi Fredericks, Pharm.D., MBA Director, Pharmacy Services



What is your title and who do you report to?

I am the Director of Pharmacy Services for CCP and I report to Dr. Miguel Venereo, our Chief Medical Officer.

What are your responsibilities?

I oversee and administer prescription drug benefits for our Medicaid enrollees and all commercial lines of business. I manage the clinical and operational areas of pharmacy, to ensure quality and cost are managed through formulary maintenance, accurate claims processing, prior authorizations, specialty pharmacy spend, generic utilization, and optimal pharmacy contracting, with the goal of quality, cost-effective pharmaceuticals for all enrollees.

Briefly describe your previous professional experience.

After I graduated from Nova Southeastern University College of Pharmacy and received my doctorate in Pharmacy, I went to Virginia and completed a one-year residency at VA Medical Center, specializing in Ambulatory Care. Then, I returned to Florida and started working at Memorial Regional Hospital and Memorial's Primary Care Centers, where I developed and ran an anticoagulation clinic and drug assistance program for three years. After that, I transitioned to Director of Pharmacy Contracting for Memorial Healthcare System for three years, and earned my MBA, specializing in Health Services Administration, from NSU Huizenga School of Business. I then served as Pharmacy & Medication Safety Officer for Memorial Healthcare System for eight years.

Why did you choose CCP?

Having the clinical and operational experience with formulary management, pharmacy contracting, and cost savings initiatives for a healthcare system, I wanted to expand my experiences to the managed care arena and broaden my horizons, and this was the perfect opportunity to do so and help create a pharmacy program for CCP.

What is your personal philosophy?

The Golden Rule: “Do unto others as you would have them do unto you.”

What would you like to share about your personal life?

I have been married to my husband Michael for almost nine years and we have a wonderful six year-old boy, Jayden, who will be starting first grade in the fall. Time goes way too fast! I try to enjoy every minute of it.

What's a fun fact few people know about you?

My husband and I trained for and completed a half-marathon together with the Memorial running group. It took a lot of dedication and hard work, and I was glad I did it when I did.

Where would you like to travel?

I would like to visit the Galapagos Islands. I would love to see where Charles Darwin visited back in 1835, which inspired his theory of evolution.

—Adriana Gutierrez de Arenas



PEOPLE: News from Human Resources

New Hires

Tania Fils, 4/17, Provider Operations Associate
 Johana Lopez, 4/17, Member Services Coordinator
 Deloris Cleophus, 4/24, Credentialing Specialist
 Carlos Martinez, 4/24, IT Business Intelligence Manager
 Mildred Turner, 4/24, Credentialing Specialist
 Sharifa Wright, 4/24, Credentialing Specialist
 Shamecka Campbell, 5/1, Credentialing Specialist
 Zeida Canet, 5/15, Business Intelligence Developer
 Marcelo Pelaez, 5/15, Business Intelligence Developer

Renesha Milton, 5/22, Provider Operations Representative
 Eric Vallejo, 5/30, Provider Operations Manager
 Bencia Delsoin, 6/19, Utilization Management RN
 Delsadie Campbell, 6/12, Healthcare Social Worker

Moving Onward and Upward

Lucia Pena, 3/20, Population Healthcare Mgmt. RN
 Bettina Quintana, 4/17, Claims Analyst
 Claudia Navarro, 6/12, Collaborative Care Coordination Director
 Lupe Rivero, 6/19, Senior Vice President, Government Contracts and Business Development

PEOPLE: Update on CCP's Internship Program

CCP's internship program is in full swing! This program demonstrates our commitment to shape the leaders of tomorrow by providing real-world work experiences for Florida-based college and university students.

The Program is a paid work experience, designed to be both educational and practical. Interns work alongside employees and learn to deliver health insurance services that will have a positive health impact on our members.



In a recent testimonial from the heart, Candy Roget, HR Intern, said: "My internship at Community Care Plan was both exciting and rewarding. I was able to put into practice that which I learned in the classroom, but moreover, the internship allowed me to have a better understanding of the work environment that is not always taught in the classroom." With the knowledge and experience gained at CCP, our interns have obtained employment throughout Florida with many different businesses after graduation. We are delighted to be able to provide such an enriching experience. In the 2017 Winter and Summer sessions alone, CCP has supported 19 Interns.

QUALITY: CCP Participates in Community Health Fairs



As a component of Population Health, CCP has begun to partner with community organizations and participate in local health fairs. Our goal is to encourage our enrollees to attend and learn about various topics geared to improve overall health, close their care gaps and, ultimately, raise our HEDIS results. We recently participated in "Teen Walk Aware," sponsored by Broward Schools, and "Shower2Empower," Broward Healthy Start's annual community baby shower.

We have a busy summer planned with several Broward County Back-to-School Health Fairs and encourage you to volunteer!

CUSTOMER SERVICE: Security Awareness Week



Our 2017 Security Awareness Week took place from April 24 – 28 and was filled with important information shared by our IT team at daily Lunch & Learn sessions. Below, we share tips from Kevin Farber on Malicious Email Attachments:

Malicious Email Attachments

Email attachments are a way for a sender to transmit files to another user via email. In a similar way to junk mail coming to your door at home, email users regularly receive unsolicited emails from unknown senders. These emails can often contain links to malicious web sites or have attachments containing malicious software.

How do you recognize it?

A suspicious or malicious email attachment is typically received from an unknown sender. The subject line or the email body usually contains a "special one-time offer" or a "call to action" to induce the recipient to open the attachment.

What risk does it pose?

If you open a malicious attachment, it could result in a number of undesirable outcomes, such as installing a key logger to record your keystrokes, installing a virus, or even providing an intruder with remote access to your computer.

What to do if I opened a malicious attachment?

If you suspect that you have clicked on a malicious attachment:

- Immediately disconnect the computer from the Internet
- Scan your machine with up-to-date anti-virus software
- Do not input any sensitive information into the machine until the anti-virus scan is passed

How can I avoid it from happening?

- Keeping an anti-virus product installed and up-to-date is the best defense against malicious attachments
- As a general rule of thumb, you should never click or open an attachment which seems suspicious, in any circumstances, even if it is from someone you know

Top Tips

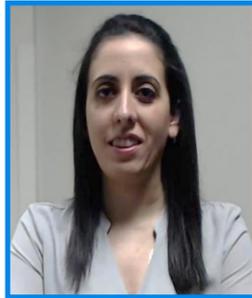
- Be suspicious of any email attachments from unknown sources or with offers that seem too good to be true
- Never open an email attachment you are unsure about
- Keep an anti-virus program installed and up-to-date

—Kelly Allen



PEOPLE: Shining Stars Recognition

Congratulations to the employees earning Shining Star recognition at our January and March Town Halls.



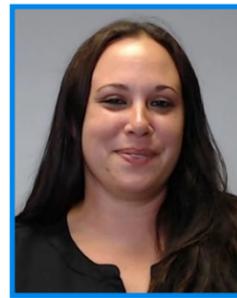
Gloria Carbonell
Clinical Performance Analyst



Rosalia Bonetti
Provider Operations Contract Specialist



Lottie Harris
Population Healthcare Management RN



Rebecca Marlow
Provider Operations Representative



Debre Mouchette
Quality Management Specialist



Bettina Quintana
Claims Analyst



Susan Ragazzo
Manager, Quality and Risk Management



Jonathan Raof
Director, Clinical Performance



Paula Schmidt
Quality Management Specialist



Jana Shelton
Quality Management Specialist



Chelsea Wiggins
Utilization Management RN



Delmah Williams-Sands
Provider Operations Associate

Got An Idea?



Help CCP improve workplace effectiveness! Place your feedback, ideas and suggestions in the CCP Solutions Box in the Employee Lounge.



COMMUNITY: Update on the CCP Volunteer Program

Broward Heart Walk



Egg-Stravaganza



Stamp Out Hunger

CCP volunteers recently made a difference at the Egg-Stravaganza to benefit Lighthouse Broward; the Broward Heart Walk, to benefit the American Heart Association; and Stamp Out Hunger to benefit LifeNet4Families.

We have lots of opportunities on the calendar and look forward to your participation— thanks to everyone who volunteered so far. We look forward to welcoming more of you at these great events. Remember, your family is invited and your teens can accrue community service hours for their school requirements.

**GROWTH:
CCP Reprocurement of
Medicaid Contract**



Our Management Team has completed the initial draft answers to the questions we believe AHCA will ask once the ITN (Invitation to Negotiate) is published. We anticipate the ITN to be made public on or around July 14. As soon as that happens, all hands will be on deck as we prepare for our submission, which will be due in early Fall.

— Ingrid Shariff

**QUALITY:
CCP Summer O-Metrics!**



We just kicked off our summer calling campaign, which will run from June 19—August 5. The goal of the CCP Summer O-Metrics is to close our members' care gaps. Thanks to all participants and executive sponsors. *Let's GO FOR THE GOLD!*

QUALITY: March Madness Campaign a Great Success!



During our March Madness calling campaign, 30 CCP volunteers from eight teams contacted members who had not been to their primary care physician or who had other care gaps.

During these calls, we encouraged our members to make an appointment to see their doctor. We made a total of almost 7,000 calls and successfully reached 2,872 unique members.

Our winning team was FSU! Many thanks to Gloria Carbonell, Clinical Performance Analyst, who managed this successful campaign.

— Delmah Williams-Sands

PEOPLE: Let's Celebrate!



PEOPLE: CCP Company Picnic!

The rain did not dampen our spirits during our annual CCP Picnic at Flamingo Gardens! Thanks to the Employee Pulse for making this a special time for our team and their families!



Special Thanks to Paula Stevens-Solomon for taking these great photos at the Picnic—more will be featured soon!

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