



The Smart Choice with Heart



CareSource[®]
Health Care With Heart

CareSource leads with:



**#1 Member-Chosen
Health Plan**



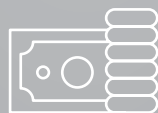
Member & Provider
Customer Care Satisfaction
Ratings **above 90%**



#1 in Quality when compared to
the other Ohio Medicaid health
plans who operate statewide



98% Claims
Auto Adjudication
Rate



\$440 Million in savings created
by our Quality and Affordability
Initiatives



CareSource Foundation® was selected
as one of six winners of the 2021 U.S.
Department of Housing and Urban
Development Secretary's Award for
Public-Philanthropic Partnerships



In 2021 helped more than
105,000 members connect with
Community Based Organizations
through Life Services.



More than 18,000 members
supported through incarceration
transition



More than 7,000 members
have participated in
CareSource JobConnect™

65% of members
have retained
employment

**\$12/hr Average
Hourly Wage**
(65% Higher than Federal
Minimum Wage)



1696 grants awarded
by the CareSource
Foundation® since 2006



The Smart Choice with Heart

From the beginning, CareSource has been changing the face of health care. As a national leader in managed care, we firmly believe the future of health care will be shaped by those who innovate and drive value for consumers and the states they serve. That is why we don't just provide essential health services—we go further and provide innovative programs to assist our members in overcoming barriers and addressing the social determinants of health.

CareSource offers benefits that cover the full spectrum of our members' journeys. Regardless of their age, we offer a lifetime of care and an unwavering promise of **health care with heart.**



The CareSource Difference

- Non-profit organization committed to putting people over profits
- Exclusively focused on government programs with deep Medicaid and dual-eligible experience
- Operational excellence with industry-leading accuracy and timeliness
- Pioneer in social determinants of health with an award-winning CareSource Life Services® program
- Leading the way in innovation to serve complex populations

Leading the Industry in Operational Excellence

From the provider who relies on prompt claim payments, to the state regulator who expects transparent accountability for every dime spent, we realize that we are a singular part of a vital health care lifeline for our members. So, we continually review our processes and operations from top to bottom, with an emphasis on getting things right the first time. Our numbers establish us as an industry leader in operational efficiency and we meet all State and Federal claim payment metrics.



Operations Performance

Key Performance Indicator (KPI)	Current Rate
Claims First Pass Accuracy	99%
Financial Accuracy	99.96
Claim Average Days to Pay	10 Days
Prompt Pay Timeliness	>100%
Encounters Submitted in 14 Days	>99.9%
Encounter Completeness and Accuracy	>99.9%



The CareSource Life Services® program **goes beyond** traditional health care to provide our members life coaches to achieve **education** and **employment goals**.

Integrating Social Determinants of Health to Drive Outcomes

CareSource doesn't just provide essential health services—we go further and provide innovative programs to assist our members in overcoming barriers and addressing the social determinants of health. Through our intentional integration of social determinants of health into our care management models, benefit designs and support services we are able to see a direct impact in outcomes for our members, their caregivers and our communities.

Health-related social needs are found where people live, learn, work and socialize; they impact health outcomes.



Workforce Development

- Long-term Employment Opportunities
- Access to Financial Literacy
- Connection to Adult Education and Job Training
- Increased Assets Such as Home Ownership



Housing

- Increased Quality of Safe and Affordable Housing
- Enhanced Financial Tools to Develop and Preserve Housing Units
- Improved Affordability of Housing



Food and Nutrition

- Regular and Consistent Access to Healthy Foods
- Education on Nutrition and Overall Health Impacts
- Addressing Food Deserts and Inequalities



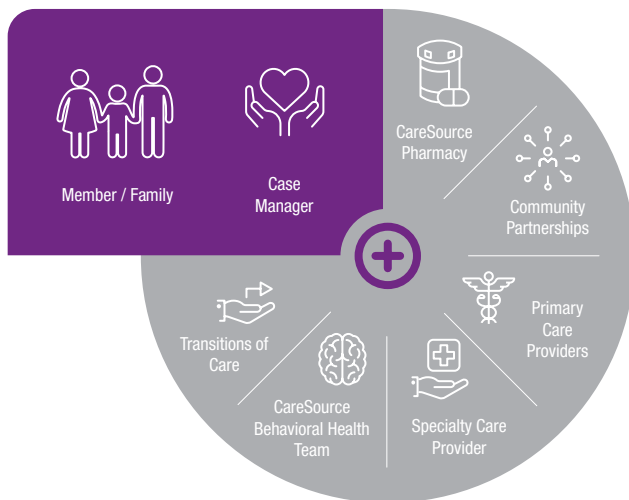
Health Equity

- Pursuit of Health Equity or BIPOC, LGBTQIA+ and Complex Populations
- Elimination of Health Disparities
- Partnerships with Community, State and National Organizations
- Drive Policy and Advocate for Change

Introducing the Next Generation of Complex Population Care

For seniors and others who are eligible for both Medicaid and Medicare, it's likely that both their health history and the coordination of their health care are complex. It's the very reason that some insurers steer away from these complex populations. It's also the very reason that we are drawn in.

CareSource is uniquely suited to serve special populations with complex care needs. Our 32,000-member CareSource MyCare Ohio plan is popular not only with our members because it skillfully provides primary, acute behavioral health and long-term health care, but it's equally well received by their caregivers who appreciate the convenience of managing both Medicaid and Medicare with one plan.



Interdisciplinary Care Team

CareSource's Interdisciplinary Care Team surrounds members with resources specific to their needs and circumstances. At the core are the member/caregivers, CareSource case manager, and the member's PMP.



Committed to Quality of Life

Individuals who have complex behavioral health needs require both medical and social services as well as support from a wide variety of providers and caregivers. Quality outcomes for these populations are not only measured by effective health management, but also include quality of life factors related to independence and empowerment.



30 Years of Person-Centered Care

We have decades of experience uniquely focused on the mitigating factors in members' lives that affect their health and their opportunity to succeed and find greater independence.



Community Partnerships

Our approach to building provider relationships and non-traditional provider partnerships is critical to ensure that members are cared for through an integrated, valued-add model.



A Meaningful Day

Care for our members extends beyond health outcomes to include opportunities for training and support to ensure they feel empowered, in control of their lives and safe.



Technology That Cares

We were early to offer telemedicine to our members and have a clinical platform that was designed with the needs of special populations in mind.



Corporate Headquarters:
Dayton, Ohio



Locations:
Ohio, Indiana, Kentucky,
West Virginia, Georgia,
Arkansas, South Carolina
Florida, New Jersey, Delaware



Year Established:
1989



Employees:
Over 5,000 employees
located across 47 states

Services

Medicaid, Marketplace (QHP), Medicare Advantage,
Dual Eligible



Ohio
Medicaid, Dual Eligible
- MyCare, Marketplace,
Medicare Advantage



Indiana
Medicaid, Dual Eligible,
Marketplace, Care
Coordination



Arkansas
Medicaid PASSE
(Medicaid members
with complex behavioral
health, developmental, or
intellectual disabilities)



Kentucky
Dual Eligible,
Marketplace,
Care Coordination



Delaware
Care Coordination



New Jersey
Care Coordination



Florida
Care Coordination



South Carolina
Care Coordination



Georgia
Medicaid, Dual Eligible,
Marketplace, Care
Coordination



West Virginia
Marketplace

Key Metrics



2+ Million
members



\$12.4 Billion
in revenue



\$25.1 Million
in grants
distributed by the
CareSource
Foundation®



96% employee
engagement rate



Named
Best Places
to Work
at Modern
Healthcare

Transforming lives through innovative health and life services.