



Advocates Across America

Partnering for healthier communities



At AmeriHealth Caritas Family of Companies, building healthy communities is at the center of everything we do. We are a company with roots deep into the communities we serve, with associates passionately committed to improving the lives of others. We are an industry leader in Medicaid, Medicare, Children's Health Insurance Program (CHIP) and other publicly funded insurance programs, providing health care coverage and services to more than 6.8 million members nationwide. Our fresh approach to managing care, engaging members and developing partnerships has provided creative solutions that continue to help people get care, stay well and build healthy communities.

Over the past three decades, AmeriHealth Caritas has been an integral part of a larger community fabric that helps people live healthier, more productive lives. We engross ourselves in the communities in which we operate by leasing offices and hiring staff and vendors locally. This allows us to connect our members to better access to care, education and opportunity in the context of their everyday lives, in ways they understand and value.



AmeriHealth Caritas' community-based approach is uniquely designed to yield community-based solutions.

Delivering the next generation of health care

AmeriHealth Caritas has a long and successful history of partnering with states to address their unique and diverse needs and challenges. Our community-based approach reaches members where they live, empowering them to make lasting changes that improve their health while reducing strains on the health care system. Using an integrated suite of services, our goal is to exceed the needs of our members while also reducing costs and administrative burdens for state offices. We reach our members where they live through a grassroots, feet-on-the-street outreach technique that has been nationally recognized and has helped us make a national footprint in the health care industry.

Our core programs

AmeriHealth Caritas addresses health care from a community perspective. We live and work in the area we serve, which offers us a unique local understanding so we can customize solutions for each market. Our range of products, outlined below, are strategically aligned to each targeted population. These programs include:

- Full-risk Medicaid managed care services with a variety of programs and capabilities to meet the special medical and social needs of underserved populations.
- Dual eligible services with prescription drug and a specialized Medicare Advantage special needs plan (D-SNP) and Medicare-Medicaid plans (MMPs) designed for members enrolled in Medicare and Medicaid.
- Behavioral health services leveraging our subsidiary PerformCare®, a national full-service behavioral health managed care company.
- Pharmacy benefits management through our subsidiaries PerformRxSM and PerformSpecialtySM.
- Insourced dental services that use an internal team to manage the program.
- Long-term services and supports (LTSS) programs providing an integrated solution across physical health, behavioral health, pharmacy, institutional care, home-based care and social supports.
- Third-party management and administrative services (TPA) provided to Medicaid managed care clients in markets across the country, including Michigan, Kentucky and New Jersey.

Rooted in the community

AmeriHealth Caritas uses proven, data-driven techniques to guide community-based activities and engage members where they live, work and go to school. Becoming part of the community and investing in the neighborhoods where our members live helps support our philosophy that "we are where our members are." Being a trusted community partner enables us to better engage our members in their health care, connect them to available community services and assist them with navigating the often-complex health care delivery system.

What makes AmeriHealth Caritas unique?

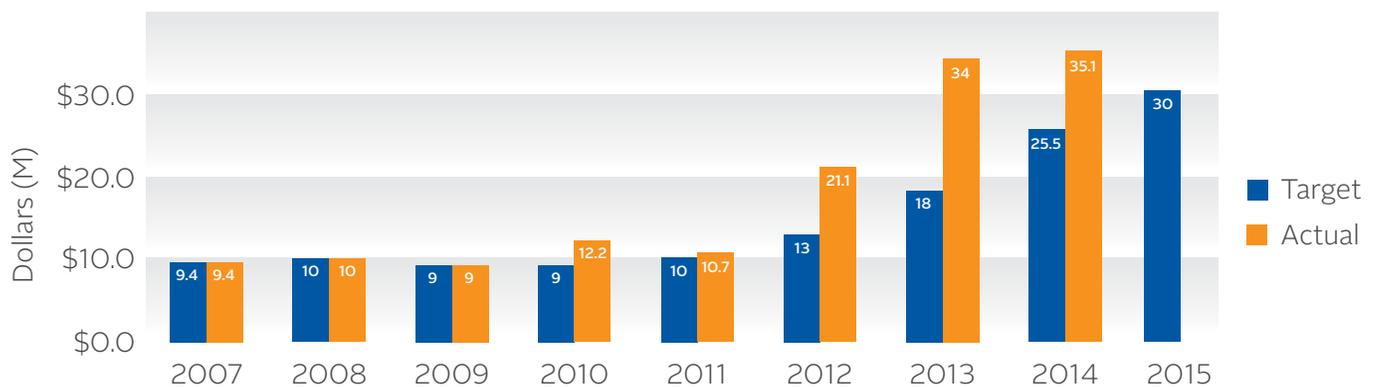
We understand that a healthy community is about more than physical well-being. Our members often face a variety of life challenges that make it difficult for them to focus on their health. Many of them have limited transportation for medical care, limited access to healthy foods and affordable housing, and environmental issues in their homes that trigger their health conditions. We are knocking down these barriers so our members have a clear and continuous path toward wellness.

Through preventive health and strong relationships between the members and our team of medical professionals, AmeriHealth Caritas creates cost-effective, healthy outcomes. We steer people away from the emergency room for non-urgent cases and connect them with a primary care provider they know and trust. We teach members the importance of preventive care and at-home services, connect them with social workers and professional care managers, and help those we serve overcome health barriers.

Embracing diversity in the community

We are truly invested in our communities. With every opportunity, AmeriHealth Caritas strives to further our commitment to advance local, minority-owned businesses in the communities we serve. Since 2007, we have spent more than \$140 million with minority-, women- and disabled veteran-owned businesses. We also help create new jobs, facilities and programs that contribute to the local economy.

Supplier diversity program



Education for a better future

People who live in communities with stronger economies statistically enjoy better health. AmeriHealth Caritas collaborates with transitional work centers and other social service organizations to provide job training to help those with limited skills move from public assistance to self-sufficiency. Our innovative model of engagement and empowerment provides technical training, administrative training and social skills mentoring.

Saving money, improving lives

AmeriHealth Caritas is dedicated to improving lives, but also to saving communities' money. Our focus on integration helps our members stay healthy and out of the hospital.

Recognizing that costly hospital readmission rates were highest in members with chronic conditions, AmeriHealth Caritas set a goal during 2014 to decrease the 30-day readmission rate for members with dominant chronic conditions or asthma. To meet the goal, we strengthened all of our discharge planning processes and touch points, and implemented targeted initiatives to address readmission drivers. We helped our members manage their chronic conditions in an outpatient setting by educating them through various outreach materials, promotional items and community events.

The result was an 11.3 percent decrease in 30-day readmissions for members with chronic conditions (including asthma), saving a total of \$5.3 million.

AmeriHealth Caritas' record of success reflects our enterprise-wide commitment. We ensure our members receive the quality care and services improve health outcomes while reducing taxpayer costs.



Health-focused community engagement

AmeriHealth Caritas has an extensive history partnering with local organizations and providers for a comprehensive understanding of the community's specific needs. By collaborating with local health care providers, community advocates and civic leaders, we have designed signature outreach programs and initiatives that have become best practices in managed care. Our solutions include:

- **Healthy Hoops®** — An innovative asthma and obesity management program that uses basketball as a platform to teach children with asthma and their families how to manage asthma through proper nutrition, exercise and appropriate medication use. It also focuses on decreasing childhood obesity and increasing cardiovascular activity.
- **Bright Start®** — A maternity program to improve prenatal care for pregnant members by promoting healthy behaviors and controlling risk factors during pregnancy, with the ultimate outcome of delivering healthy, full-term infants.
- **Women's Wellness Initiative** — These specially designed programs address the physical, social, mental, environmental and spiritual health factors that affect the health of women, while focusing on prevention and treatment of heart disease, breast cancer and cervical cancer.
- **Community Care Management** — Our Community Care Management teams effectively identify, locate and work with hard-to-reach, high-risk members, developing a critical link between the medical delivery system and individuals where they live. Our Community Care Management teams know the local ecosystem for social services, and help members sort through complex and competing needs.
- **Mobile services** — We have piloted programs to make health services accessible and convenient to all. Our Chester Smiles initiative, launched in 2012, has provided a "dental home" for all residents of Chester, Pennsylvania, one of the most distressed cities in the state.
- **Internship opportunities** — Each year, our company removes barriers to employment and professional development by providing internships to members and other applicants, giving priority to first-generation college students, and/or students who have faced adversity or barriers to achieving their education. Recipients have included plan members, who have earned promising careers that began with our pragmatic internships.

The right community partner

At AmeriHealth Caritas, we address health care from a community perspective. Our company is not just a name, and we are not just a health plan. We are residents of and familiar faces to the communities we serve. We look forward to partnering with other committed organizations to create and implement unique, person-centered solutions.

Together, we can improve health outcomes and help our communities flourish.

www.amerihealthcaritas.com

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