

2025



**sunshine
health**™

Community Investment Report



*Transforming the health of the communities we serve,
one person at a time.*

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Welcome

A Message from Charlene Zein, Sunshine Health President and CEO



Charlene Zein has dedicated nearly 20 years of her career to healthcare, using her experience to improve access to care and enhance outcomes. Since joining Sunshine Health in 2019, she has held key leadership positions, resulting in her appointment as President and CEO in 2024.

Florida’s healthcare landscape continues to evolve, and Sunshine Health remains steadfast in our mission to serve with compassion, innovation, and purpose. In 2025, our team rose to meet new challenges by expanding access to care, deepening community partnerships, and driving measurable improvements in health outcomes across the state.

We are proud to partner with the Florida Agency for Health Care Administration (AHCA) to advance shared priorities that strengthen Florida’s healthcare system and enhance the lives of the people we serve. Together, we support initiatives for improved birth outcomes, expanded home and community-based services, better youth mental health supports, and greater opportunities for economic self-sufficiency. These efforts reflect our commitment to meeting people where they are and delivering care that promotes dignity, stability, and independence.

Throughout 2025, Sunshine Health worked closely with state leaders, providers, and community organizations to address complex challenges. We worked with individuals to manage chronic conditions and age safely in their homes, and also combatted homelessness and strengthened connections among members, providers, and local resources. Those personalized, coordinated solutions led to more access and better outcomes.

These accomplishments would not be possible without the dedication of our employees, the commitment of our network providers, and collaboration with our community partners across Florida. Along with improving birth outcomes, we achieved other state health goals, such as increasing access to behavioral health services and helping our members live independently in the communities they call home.

As we celebrate the work of 2025 and look ahead, we remain committed to transforming the health of the communities we serve, one person at a time.

Guided by this purpose, we will continue investing in innovative programs, forging collaborative partnerships, and empowering families with whole-person care to help build a healthier, more resilient Florida.

Thank you,



2025 at a Glance

Delivering on State Health Priorities

We made major progress in advancing Florida's health priorities — supporting independence for older adults, strengthening maternal and child health, and expanding access to behavioral health care.



Helping People Age in Place

- We empowered nearly **one in four Long-Term Care members** (24.4%) to hire and manage caregivers of their choice through the Participant Directed Options (PDO) program, surpassing participation goals and helping people live in community settings.
- We facilitated successful transitions for 445 Long-Term Care members from nursing facilities to community-based living, allowing them greater independence, comfort, and a better quality of life.
- We connected Long-Term Care members to Value-Added Benefits (VAB), including providing companion care, **292 Joy for All Battery Pets**, **213 Assisted Living Facility Move-In Baskets**, **239 Healthy Living Assistive devices**, and more to enhance their overall quality of life.

Improving Birth Outcomes

We helped welcome more than 30,000 babies to the world in 2025, supporting women through pregnancy, childbirth, and beyond. We continue to improve birth outcomes for Florida mothers by connecting expectant mothers to trusted resources, care, and support. Together, we are engaging members in prenatal care earlier, expanding the doula workforce, and rewarding providers for encouraging our members to seek needed care.

Outcomes:

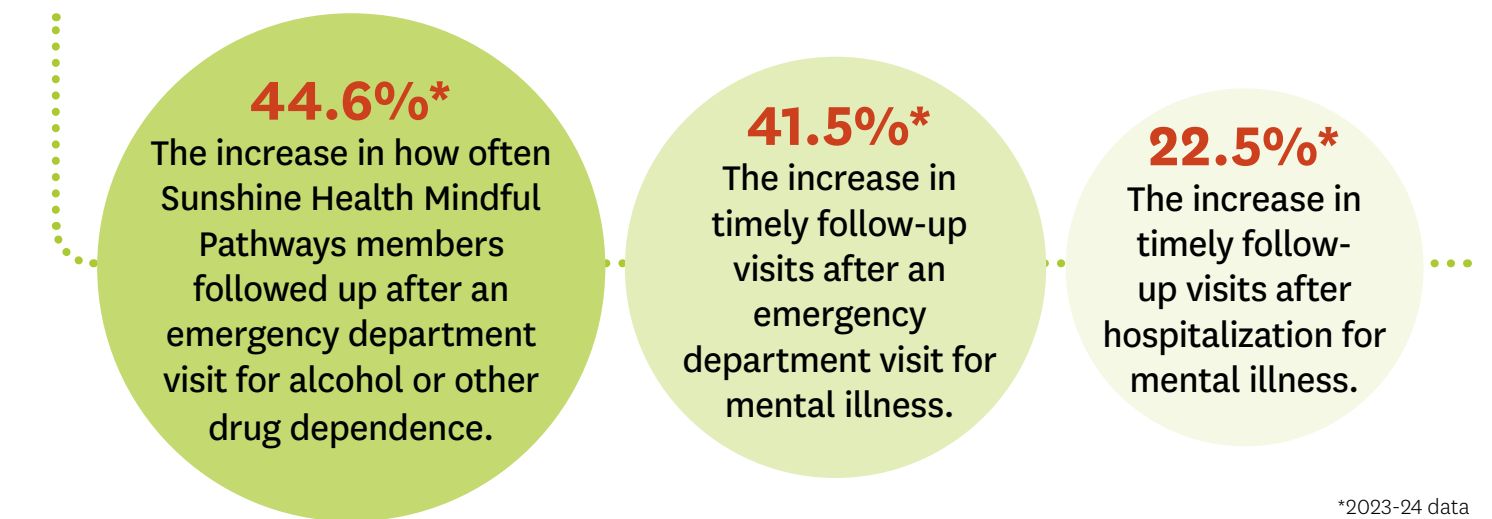
- Sunshine Health is the #1 managed care organization in prenatal care.*
- Sunshine Health continues to reduce the rate of C-section deliveries year over year, supporting safer births, faster recovery for mothers, and healthier starts for babies when surgery is not medically necessary.
- These efforts contributed to a 6% reduction in maternal morbidity and mortality from 2024 to 2025, reflecting measurable progress toward safer pregnancies and deliveries.

*Florida Agency for Health Care Administration, Q2 2025 Dashboard

Prioritizing Behavioral Health

We are committed to reducing stigma around mental health by educating our members and communities and prioritizing timely follow-up care after behavioral health or substance-related ER visits or hospitalizations. We've seen significant gains in follow-up care, driven by faster post-discharge support, improved care coordination, and expanded access to behavioral health services, including telehealth.

Outcomes:



*2023-24 data

Supporting Youth Transitioning into Adulthood

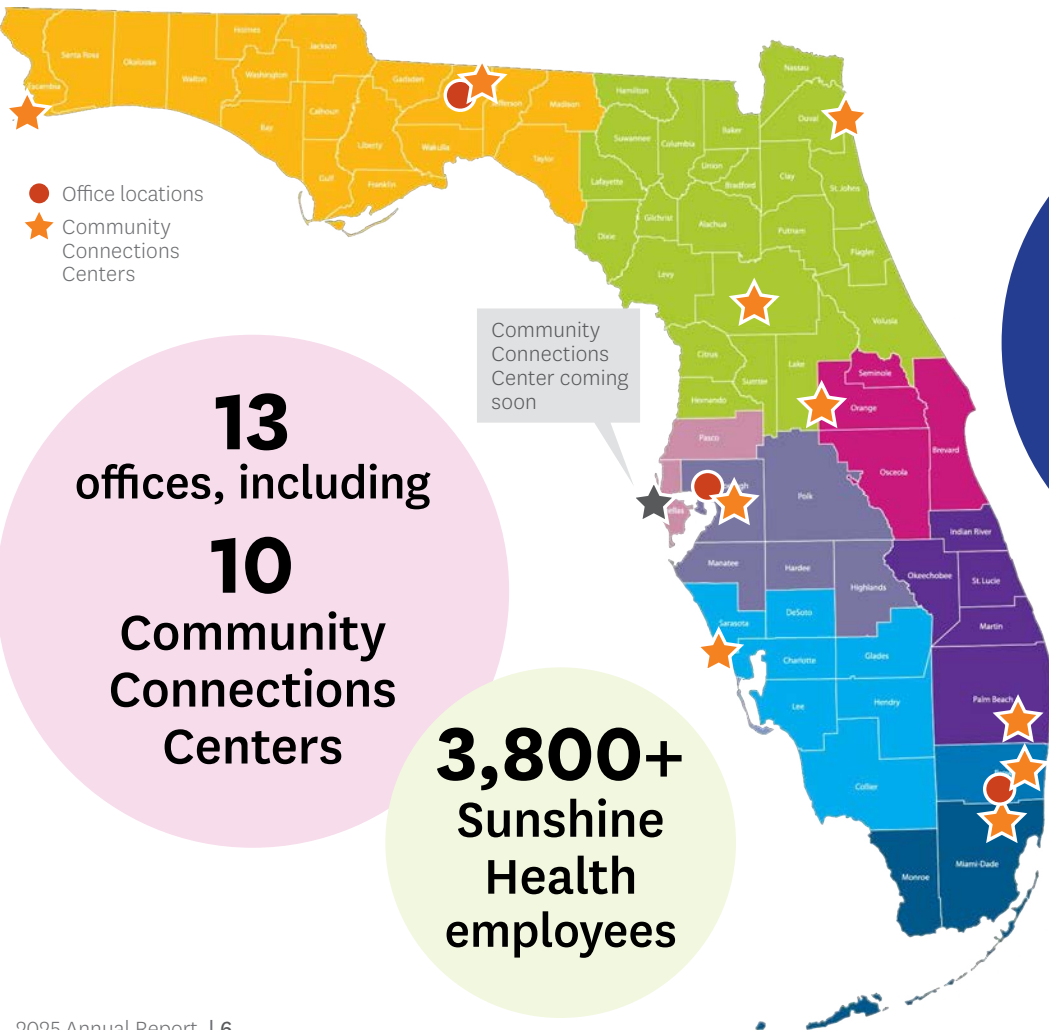
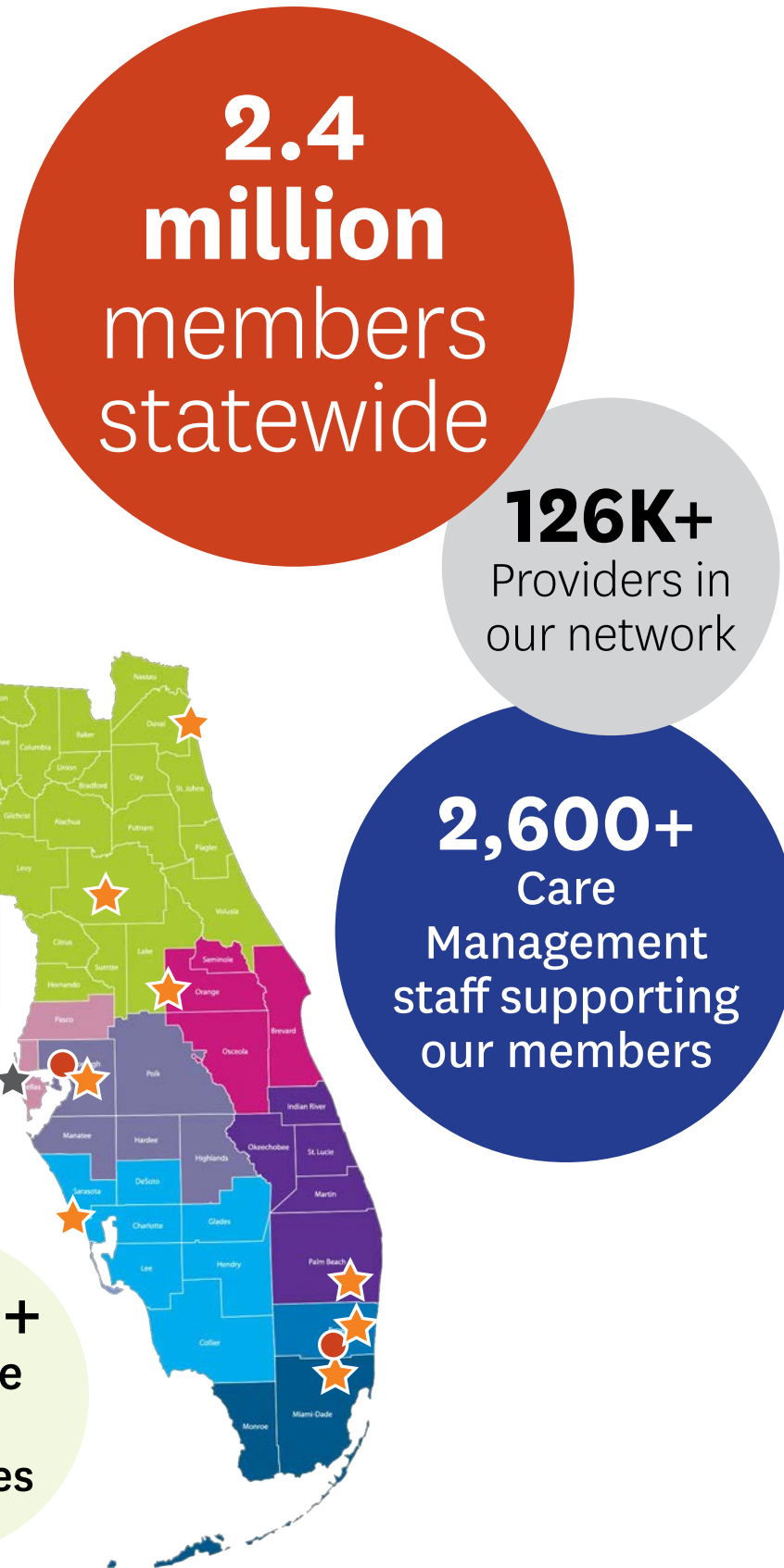
In 2025, Sunshine Health supported youth in the child welfare system as they prepared to transition into adulthood, providing individualized guidance, planning, and resources through a dedicated team of Independent Living Care Navigators.

- Sunshine Health created transition plans for **1,440 members aging out of foster care**, ensuring coordinated planning and support tailored to each youth's goals for education, employment, housing, and health.
- **Completed 137 Transition Aged Youth assessments**, helping identify strengths, needs, and next steps for members as they prepared for adulthood.

- **173 youth ages 18-21 received a \$500 Transition Assistance grant** through Sunshine Health's Value-Added Benefits program, providing critical financial support for safe and stable housing.

Our Mission, Values, and Impact

We know that good health does not start in a doctor's office. It starts at home, in school, at work, and in the stability of everyday life. In 2025, our work focused on strengthening whole person health and the conditions that affect people's abilities to live healthier, more independent lives — from improving access to care to addressing health-related social needs that can prevent people from prioritizing their health. This report highlights the power of partnerships and innovation in making meaningful differences for those we serve and the communities where we live.



Awards & Recognitions

- 
Two Press Ganey awards for our CAHPS (Consumer Assessment of Healthcare Providers and Systems) results.
- 
Two Centene Corporation Quality Awards
 - 
Current Procedural Terminology Category II (CPT II) Excellence Award
 Among all plans, Sunshine Health received the CPT II Excellence award for highest CPT II billing ratio and percent of TINs billing.
 - 
Chronic Condition Management
 Among all plans, Sunshine Health received the award for outstanding ratings in chronic condition management.
- 
Quality Rating Achievements
 - 
4 Stars in Medicare
 Wellcare in Florida achieved 4 stars in the federal quality scale, up from 3.5.
 - 
3 Stars in Marketplace
 Ambetter Health achieved 3 stars for MY2024, up from 2 Stars.
- 
One CenTeam 2025 Award given to Sunshine Health's Housing Partnership Program, which helps connect members to affordable housing options in their community.
- 
Employee Award: Michelle Miller, BSN, RN, RM, CPHRM, CPCH, CPPS, Senior Manager for Florida Quality Improvement, received the professional recognition award from the Florida Society for Healthcare Risk Management & Patient Safety Board.



Our Plans

Sunshine Health offers healthcare coverage through eight products in Florida, designed to support some of the state's most vulnerable residents.



Medicaid Products Offered Statewide:

- **Managed Medical Assistance:** helps low-income Floridians, including children, pregnant women, seniors, and individuals with disabilities, get the healthcare they need.
- **Long-Term Care:** provides physical and behavioral health services for people ages 18 and older who have complex healthcare needs.
- **Sunshine Health Pathway to Shine Specialty Plan:** offers tailored services to children in, or adopted from, the child welfare system.
- **Sunshine Health Mindful Pathways Specialty Plan:** provides integrated medical and behavioral health services to people with serious mental illness.
- **Sunshine Health Power to Thrive Specialty Plan:** a comprehensive program for members living with Human Immunodeficiency Virus (HIV) or Acquired Immune Deficiency Syndrome (AIDS).



Ambetter Health

offers affordable healthcare coverage tailored for individuals and families. With a range of Marketplace insurance plans, Ambetter Health is designed for those who may not qualify for Medicaid or other government programs or who lack employer-sponsored coverage. Members enjoy essential benefits, tools, and resources to take control of their health.



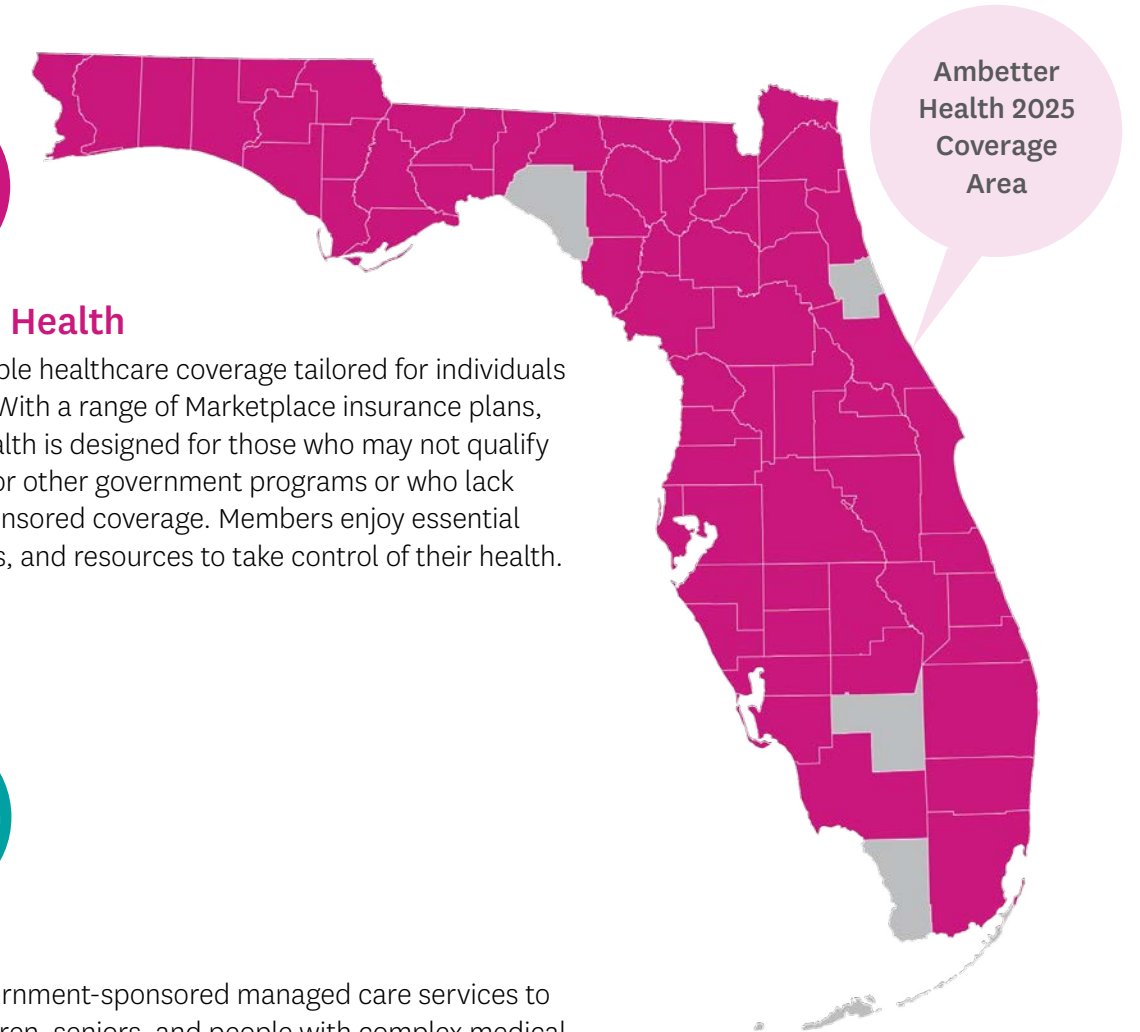
Wellcare

provides government-sponsored managed care services to families, children, seniors, and people with complex medical needs through the Wellcare Medicare Advantage and Advantage Prescription Drug plans.



Children's Medical Services Health Plan (CMS)

is a specialty health plan designed for children up to 21 years old who have complex medical and behavioral needs.



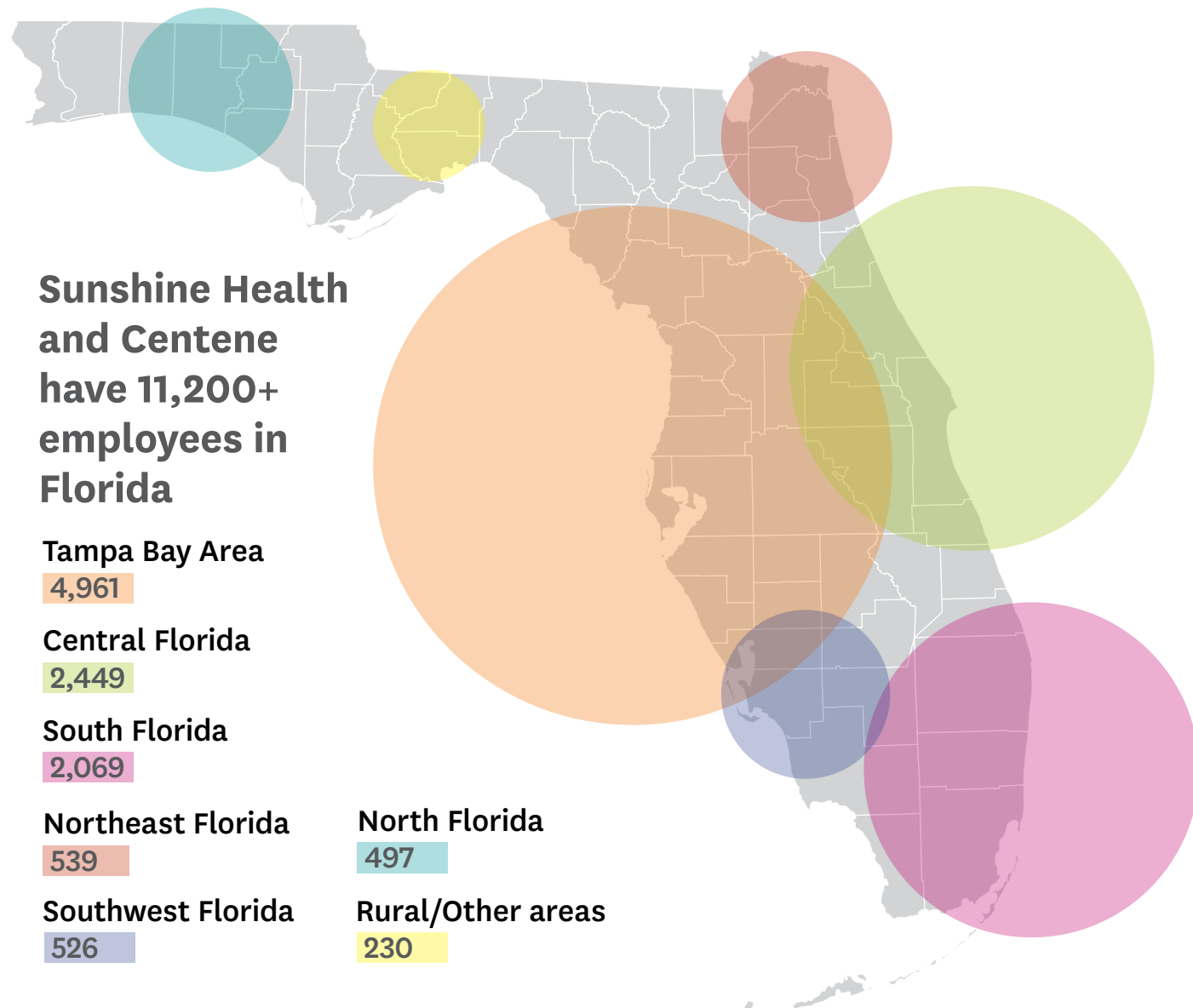
Ambetter Health 2025 Coverage Area

Our People. Our Culture.



Across Florida, our team brings together people with a wide range of experiences and perspectives. Those experiences shape how we show up every day, and they strengthen the connection between our work and the communities we serve. We listen, learn, and build trust alongside the people who rely on us, with a shared goal of creating lasting impact.

In 2025, we remained committed to equipping employees with the knowledge and tools they need to make a meaningful difference. We trained them to respond thoughtfully, support others with care, and act with confidence in complex, real-world situations. This ongoing focus reflects who we are as an organization: a team prepared to lead with awareness, compassion, and responsibility in the communities we serve.



Sunshine Health and Centene have 11,200+ employees in Florida

Tampa Bay Area

4,961

Central Florida

2,449

South Florida

2,069

Northeast Florida

539

North Florida

497

Southwest Florida

526

Rural/Other areas

230



Service and Giving



Serving with purpose: Sunshine Health employees packed meals for a 9/11 Day event at the University of South Florida.

We bring our values to life through active community involvement across Florida. In 2025, employees volunteered **4,444 hours** to support critical needs such as food security, housing, and education. Altogether, Sunshine Health team members contributed **\$47,251** to communities through personal donations, company matching, and charitable rewards.



Members First

Sunshine Health takes a member-first approach, meeting people where they are and connecting them to care and community resources across Florida.

The Member Engagement team conducts Health Risk Assessments (HRAs), builds trusted relationships, and helps remove barriers such as access, transportation, food insecurity, and health education.

In 2025, Sunshine Health launched an Unable to Reach (UTR) field team to connect with hard-to-contact members, ensuring timely health reminders, care coordination, and local service connections.



Call Center's Focus: Member & Provider Experience

In 2025, we streamlined Member Services to make every interaction more efficient and personalized. Process improvements empowered Customer Service Advocates to better meet caller needs, reducing average handle time by 16% to 8.5 minutes while improving satisfaction. We also simplified and aligned agent resources and strengthened collaboration through summits, town halls, and crossfunctional projects to enhance outcomes for members and providers.

Meeting People Where They Are

Strengthening Communities Through Community Connections Centers (CCC) Events

CCCs are hubs for innovative, community-driven programming that brings services directly to the neighborhoods we serve.

1,358
events



3,875
members
served



33,518
(walk-ins)
people served



Meeting People Where They Are

Sunshine Health participated in **822 community outreach events** in 2025, engaging with over **18,000 members.**

Community Events & Signature Engagements

Children's Week



Sunshine Health team members came together at Children's Week to celebrate children, connect with families, and advocate for a healthier future.

Orange Bowl Family Fun & Fit Day



Community in action: Sunshine Health supported families with care, connection, and a helping hand at Orange Bowl Family Fun & Fit Day.

Family Café



Moments of laughter, learning, and togetherness created a welcoming space for families at Family Café.

Taking Care Directly to our Members

Our New Innovative Mobile Clinic

It can be hard for our Medicaid families to prioritize checkups, but they're critical in our work to improve health outcomes for our members and deliver cost savings to the State of Florida. As part of Sunshine Health's commitment to increasing member engagement in primary and preventive care, we launched an innovative mobile clinic to deliver care close to home for our members, connect them with local doctors, and schedule follow-up visits to help them stay engaged in their health.



Scan the QR code to see video from the mobile clinic launch event.



The mobile unit at a glance

- 38-foot signature orange RV
- Two fully equipped private exam rooms
- Wheelchair accessible

2
mobile clinic events in Jacksonville*

18
pediatric members received care

75%
of members made follow-up appointments with a PCP, were referred to a specialist, or received a prescription for medication

83%
of members opted to continue care with the provider partner rendering services on the mobile clinic

Looking ahead

The mobile clinic contracted with five provider partners across Jacksonville, Fort Lauderdale, and Orlando, with a goal to rotate to a different region each month in 2026.

* December 2025

Taking Care Directly to our Members



Mobile Mammography Events

Sunshine Health partnered with MammoLink & 3D Mobile Mammography to help save lives and provide real-time assistance to members in 2025.



116
screenings
completed
at 7 events



Expanding Telehealth with Hazel Health

In 2025, Sunshine Health continued its partnership with Hazel Health, expanding telehealth to students across the state.

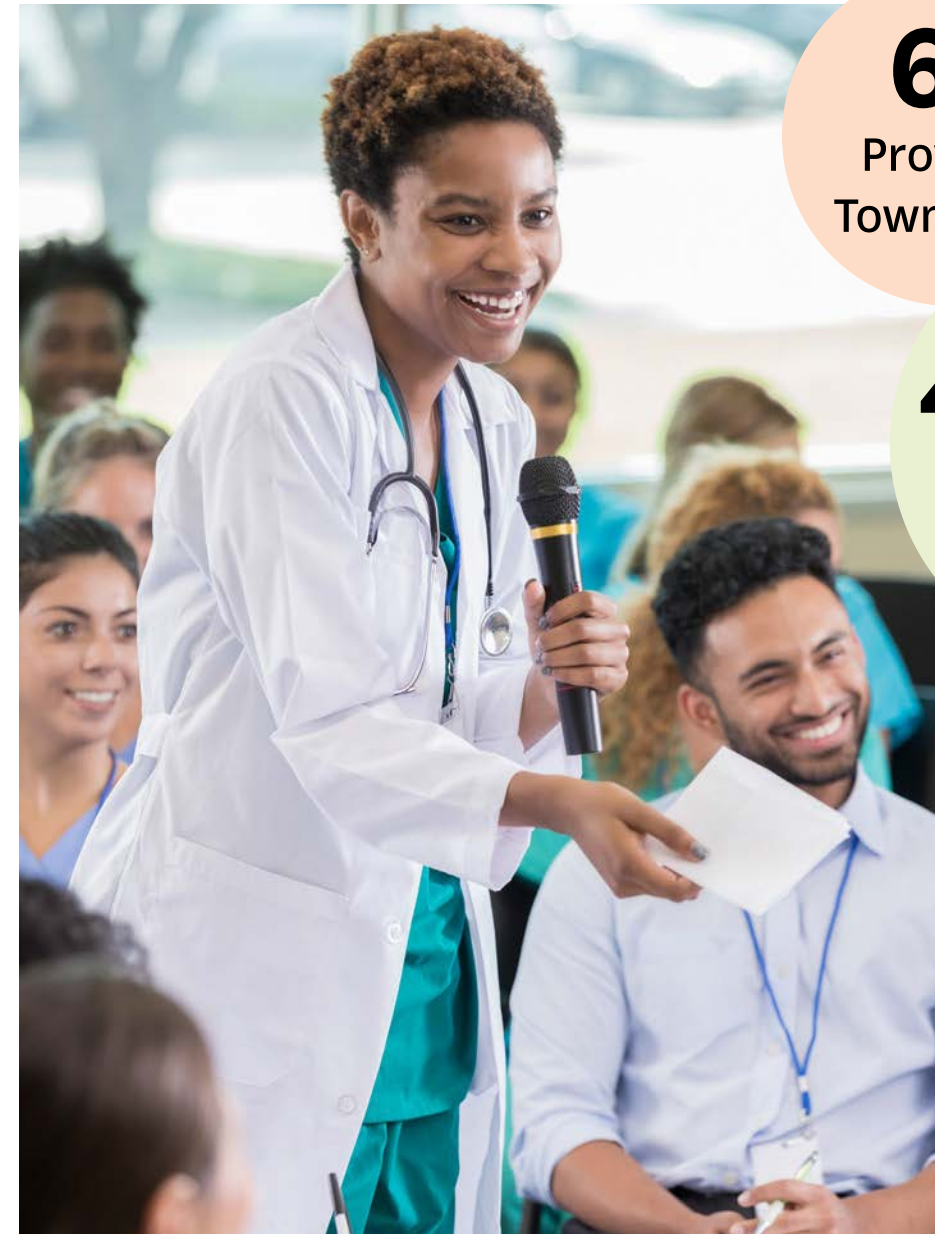
By year-end, we supported 604 schools in the service network, **completed 213 mental health visits,** and **369 physical health visits.**



Provider Partnership and Support



Sunshine Health provides personalized, concierge-level support to providers through dedicated Account Managers and Quality Practice Advisors (QPAs), who offer real-time assistance, care improvement guidance, and performance support. We keep providers informed through town halls and summits, with targeted updates on Applied Behavior Analysis (ABA), Value-Based Care (VBC), and Consumer Assessment of Healthcare Providers and Systems (CAHPS) programs. We also support Patient-Centered Medical Home (PCMH) certification, reward quality and outcomes through VBC initiatives, and offer incentives that expand access to care, including after-hours services — strengthening collaboration and improving care across Florida.



67
Provider
Town Halls

4,000+
providers
attended

Improving Member Health Outcomes

Improving health outcomes requires coordinated care, trusted partnerships, and proactive engagement that meets members at every stage of life.

Stronger Starts: Maternal and Child Health

In 2025, Sunshine Health expanded its commitment to maternal and child health by bolstering existing programs and launching new initiatives that promote early prenatal engagement, healthier pregnancies, and improved birth outcomes.

Encouraging Early Pregnancy Identification:

- Increased participation in the Notice of Pregnancy (NOP) program through enhanced incentives.
- Early identification enables faster support, allowing care teams to connect members to:
 - Prenatal education
 - Care coordination
 - Community-based resources



Improving Provider Incentives:

We bolstered provider incentives to further support maternal and infant health outcomes by aligning our incentives with the following to encourage proactive, preventive care for mothers and babies:

- Early prenatal care
- Timely NOP submissions
- Quality performance measures



Simplifying the NOP Process:

We made participation easier for both members and providers, by modernizing the NOP experience.

- Launched new online NOP forms
- Added NOP submission through Sunshine Health mobile app
- Reduced administrative burden while improving the speed of pregnancy identification and outreach

Introducing the Welcome Baby Bundle:

To support timely prenatal care, we launched the Welcome Baby Bundle, designed to motivate moms to complete key prenatal milestones.

The bundle encourages moms to:

- Complete an initial prenatal visit
- Attend recommended follow-up appointments
- Participate in health education activities

Rewards include:

- Gift cards for essential baby items
- Safe sleep supplies
- Diapers and infant care essentials
- Educational materials that support healthy behaviors during pregnancy and early infancy



Project ECHO: Advancing Maternal Care



Sunshine Health is proud to partner with Project ECHO (Extension for Community Healthcare Options)

to give providers access to expert-led training and peer-to-peer collaboration designed to improve outcomes for mothers and families. Each interactive session explores real-world scenarios and shares best practices in maternal health, creating a dynamic learning environment that empowers providers to deliver high-quality care. Registered participants also have the flexibility to revisit presentations anytime through the Project ECHO platform, ensuring ongoing access to valuable resources.

- 4 sessions in 2025 (Motivational Interviewing & Therapeutic Interventions, Treating Depression in Pregnancy, Perinatal Anxiety, and Perinatal Substance Use); 84 total attendance



“I felt the information provided was very helpful and well-focused on diagnosis and treatment. I was excited to share my case presentation after the educational portion because I felt more relaxed hearing her speak. After participating, I feel more likely to call and receive support from the IMPACT team in order to care better for my clients. I plan to participate in the next session.”

Dr. Kaleen Richards,
DNP, CNM, APRN, FACNM, COO Tree of Life Birth and GYN, who led the Perinatal Anxiety session

Read the [story](#).



Community Baby Showers

Our baby shower events connect expectant mothers with local resources and provide them with donated infant supplies, such as diapers, that alleviate some financial stress on these families in need.

8
baby showers in ...

8
locations serving ...

89
attendees

Together, these investments fortify care coordination, expand access to prenatal services, and support healthier starts for families across Florida.

Improving Member Health Outcomes

Expanding Doula Connections



Through our workforce development program, Sunshine Health Works, we partner with Healthy Start – an organization we have collaborated with for over a decade – and its G.R.O.W. Doula program to expand the doula workforce and promote their use by our members.

In 2025, Sunshine Health partnered with Florida Healthy Start to launch a statewide advertising campaign focused on raising awareness and connecting families to vital resources. The campaign delivered nearly **18 million impressions** and drove **more than 8,500 clicks to the Florida Association of Healthy Start Coalitions website**, successfully reaching families and key decision-makers.

We have trained 190+ Doulas through the G.R.O.W. Doula Partnership. Over 1,000 of our members have used Doulas in their delivery.

“

I’ve learned so much from all of the courses that we’ve gone through together, from great information and advice on how to get through teething or growth spurts, to many different local resources for anything we could ever need as a young family. I think we are so lucky to have such a great program in our community and I would recommend every expecting or new mother to take part in it.”

Phoenix Jalbert,
a member referring to her participation in the Wakulla Healthy Start program

Success Story

Thanks to the partnership between Sunshine Health and Healthy Start, this member now has access to ongoing local resources and reports no further immediate needs.

Transforming the Lives of Mothers with Our Healthy Start Partnership

In Kissimmee, a young mother was facing mounting challenges that threatened the well-being of her 10-month-old daughter. Struggling to keep up with utility bills, the mom was navigating the harsh realities of health-related social needs (HRSN) that affect so many families. She didn’t even have a proper car seat for her baby.

That’s when the power of partnership came into play.

Isabel Barquin, a dedicated Care Manager at Sunshine Health, began working closely with the member’s family in January 2025. Through a strong collaboration with Healthy Start, Isabel was able to connect the family to a robust network of support, including Sunshine Health’s community resources and local organizations like Catholic Charities, Salvation Army, and 211.

Together, Sunshine Health and Healthy Start made sure the member got a safe, appropriate car seat for her daughter. But the support didn’t stop there. On August 6, 2025, Sunshine Health further demonstrated its commitment by paying off the family’s overdue utility bill through its Value-Added Benefits (VAB) program. This critical intervention helped stabilize the household and allowed the family to focus on health and growth without the looming stress of unmet basic needs.

Thanks to the partnership between Sunshine Health and Healthy Start, this member now has access to ongoing local resources and reports no further immediate needs. This story is a testament to how Sunshine Health is transforming maternal and child health one family at a time.

Together we’re not just meeting needs, we’re building futures.

Improving Member Health Outcomes



Sunshine Health Investment Fund

In 2025, the Sunshine Health Investment Fund awarded **\$350,000+ in strategic grants** to strengthen Florida’s child welfare system and improve outcomes for children and families statewide. These investments support high-quality programming, expand access to evidence-based services, and advance innovative approaches that contribute to long-term stability, permanency, and well-being.

During the year, the Fund distributed grants across several priority initiatives:

- **Orthodontic Support:** Awarded **23 grants totaling \$110,000** to deliver essential orthodontic treatment for children involved in Florida’s child welfare system, improving both health and quality of life. The impact of this support is felt immediately by children and caregivers.
- **Evidence-Based Practice Expansion:** Provided **10 grants totaling \$41,000** to support Child-Parent Psychotherapy (CPP) training. This investment gives providers greater capacity to deliver trauma-informed, evidence-based services within Early Childhood Courts.

In December, the Investment Fund concluded two competitive open calls for program submissions:

- **Youth Transitioning Out of Foster Care:** A total of **\$100,000** in funding was designated for programs demonstrating innovative, scalable, and sustainable strategies to support young adults aging out of foster care as they navigate the challenges of independence.
- **Post-Adoptive Support Programs:** An additional **\$100,000** was allocated to programs designed to promote permanency, enhance family stability, and ensure the long-term well-being of children following adoption.

Help Beyond Healthcare

Health-Related Social Needs – such as housing instability, food insecurity, and access to education – directly influence a person’s ability to manage their health. Addressing these needs is essential to improving outcomes, reducing avoidable hospital use, and supporting long-term independence. In 2025, Sunshine Health connected members to community resources that help stabilize lives and strengthen overall well-being.

49K+
referrals to
community
resources
for Health-Related
Social Needs

Community Connections Grants

To meet diverse and local community needs, the Community Connections team partners with nonprofit organizations across Florida to strengthen the social safety net and connect individuals to essential supports.

In 2025, we awarded approximately \$360,000 in Community Connections grants.

Grant Spotlight

\$100,000 in Targeted Chronic Condition Grants awarded to 20 nonprofits across all nine Medicaid regions to expand community-based education, awareness, and practical support for people with chronic conditions and their caregivers.

\$100,000 in Level 3 Member Reporting Grants provided to 10 trusted partner organizations delivering hands-on HRSN services, reporting real-time community needs, and collaborating through shared insights, volunteer support, and use of Community Connections Center spaces.

\$106,000 in Get to Know Us Grants awarded to 53 organizations to build new or renewed partnerships, explore shared priorities, and identify opportunities to address community needs together.

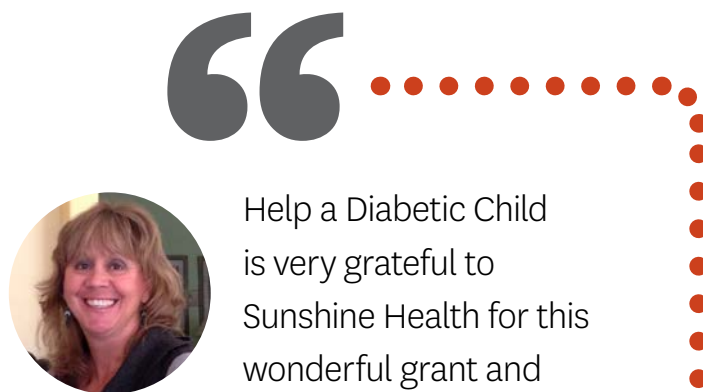
\$53,949 in Community Investment Committee Grants distributed to 20 grassroots and emerging organizations, supporting early engagement with partners closest to the communities they serve and laying the groundwork for deeper collaboration.

Managing Chronic Conditions

Sunshine Health introduced several programs in 2025 to support members in managing chronic conditions. One key initiative is Your Wellness Journey, a series of personalized emails and text messages that members can opt into online. Through these digital interactions, members better understand their conditions, actively manage their health, explore treatment options, and learn about available benefits.

In 2025, Your Wellness Journey was implemented for the following 18 chronic conditions:

- ADHD
- Anxiety Disorders
- Asthma
- Bipolar Disorder
- Cancer
- Cardiovascular Disease
- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Depression
- Dementia
- Diabetes
- End-Stage Renal Disease
- HIV/AIDS
- Hypertension
- Osteoporosis
- Parkinson's Disease
- Sickle Cell Disease
- Substance Use Disorders



Help a Diabetic Child is very grateful to Sunshine Health for this wonderful grant and the opportunity to work

with them to bring more resources to the diabetic children and across the state of Florida. ... This collaboration is going to make a big difference in the lives of so many children, families who are struggling to pay for insulin, medical supplies, services, whatever it may be. We are very excited to bring help to those who are in most need.”

Tami Balavage,
President, Help a Diabetic Child (HADC).



The list of Chronic Conditions Grant winners is on Page 27 →

Managing Chronic Conditions

Chronic Conditions Grants



Congratulations to the **20 nonprofit organizations** across all nine Medicaid Regions to which we awarded **\$100,000** in Targeted Chronic Condition Grants.

 <p>Southeastern Diabetes Education Services Inc., dba Camp Seale Harris Region A (Escambia, Santa Rosa and Bay counties)</p>	 <p>Safe Families for Children Regions A, B, & D (Leon, Baker, Clay, Duval, Nassau, Volusia, Indian River, Hillsborough)</p>	 <p>Salt Outreach, Inc Regions E & D (Orange, Osceola, Seminole, Lake, Volusia, Hillsborough counties)</p>
 <p>Richard Webster-Bass Health Institute Region B North (Duval, Nassau, Clay, Camden)</p>	 <p>Tamika's School of Epicure Region B North (Duval)</p>	 <p>Florida Dept of Health, Seminole Region E (Seminole)</p>
 <p>Marion County Children's Alliance Region B South (Marion)</p>	 <p>People Helping People in Hernando County Region B South (Hernando)</p>	 <p>Help a Diabetic Child Region F (Collier)</p>
 <p>Evara Health Region C (Pinellas)</p>	 <p>Premier Community Healthcare Group Region C (Pasco and Hernando)</p>	 <p>My Autism Connection Region F (Lee, Collier, Charlotte, Hendry)</p>
 <p>Enlightened Florida Region D (Hillsborough)</p>	 <p>Epilepsy Services Foundation Region D (Hillsborough)</p>	 <p>JayJ Foundation Region G (Broward, Miami-Dade, Martin, St Lucie, Glades)</p>
		 <p>Integrated HealthCare Systems Region G (Palm Beach)</p>
		 <p>The Journey Institute Region H (Broward)</p>
		 <p>Light House of Broward Region H (Broward)</p>
		 <p>Ronald McDonald House Charities Region I (Miami-Dade)</p>
		 <p>Epilepsy Florida Association Region E (Orange, Seminole, and Brevard)</p>

Managing Chronic Conditions

Measuring Quality, Driving Better Outcomes

- **At-Home Colorectal Cancer Screening Kits**
In 2025, Sunshine Health sent members ages 45+ **over 30,000 colorectal screening kits** at no cost. Members are eligible for one \$20 reward per calendar year for taking the test.
- **Helping Members Manage Chronic Disease**
 - **Sunshine Health has made annual improvements in HEDIS scores (Healthcare Effectiveness Data and Information Set), including:**

 <p>Controlling blood pressure</p>	 <p>Kidney health evaluation for patients with diabetes</p>	 <p>Eye exams for patients with diabetes</p>	 <p>Blood pressure control for patients with diabetes</p>
--	---	--	---



- **We make it easier for our members to manage their diabetes through preventive eye exams and by supporting providers through loaning or donating eye cameras at no cost.**
 - Approximately 20 DEEP (Diabetes Empowerment Education) classes at our CCCs since 2019.
- **Digital Member Engagement Quality Successes:** Sunshine Health sends tailored text messages to members based on demographics and health-related social needs to help build trust and relevance.
 - **We've targeted 72K+ members** for campaigns focused on closing the gap in care for men's health, women's health, eye exams for diabetic members, and well-child visits, **resulting in 1,400+ appointments scheduled.**

Managing Chronic Conditions

“

Athletes have an incredible ability to inspire action and connect with people on a deeply personal level. Through this partnership with Sunshine Health, we're proud to amplify the voices of women athletes who are passionate about giving back and helping others lead healthier, more informed lives.”

Leela Srinivasan, 
CEO of Parity

Empowering Health Through Community Influencers

In 2025, we partnered with Parity, an organization connecting companies with professional women athletes across 80 sports. This collaboration allows us to share authentic stories and experiences to motivate people to proactively engage in care and preventive screenings. Our focus areas are:

- Childhood Mental Health
- Healthy Birth Outcomes
- Promoting Mental Health
- Improving Maternal & Child Health

Content has been viewed **20K+** times, reaching thousands of people



Dana Mathewson
Paralympian, U.S. Open Finalist, Wimbledon Champion
Shared a PSA on breast cancer awareness and the importance of preventive checkups to promote healthy habits.



Quanesha Burks
Track and Field Olympian
Shared a PSA on caregiver fatigue and the value of prioritizing mental and physical health to better care for others.



Megan Montefusco
National Women's Soccer League Veteran
Shared a PSA on postpartum mental health and advocating for maternal care and mental health support.



Kendall Ellis
Olympic Medalist, Sprinter
Scheduled two posts and a PSA in 2026 on the importance of managing anxiety and overall mental health.



Stable, Secure Housing

503

members helped to find secure housing since 2018

117

members helped in 2025 alone



At Sunshine Health, we believe stable housing is a foundation for health, dignity, and the ability to age safely in place. Through strategic housing partnerships, we support individuals and families facing instability, helping them move from crisis to long-term stability and improved health outcomes.

Our collaborations open the door to high-quality, well-maintained apartment communities designed to promote safety and comfort. By investing in housing, we combat homelessness while also empowering residents to build brighter futures within the places they call home.

Housing Program: Since 2018, we have helped **503 members** secure housing. In 2025 alone, we worked with **117 members** to obtain leases across **12 counties** spanning from Alachua all the way to Miami-Dade.

Sunshine Health is the only managed care organization that is a referral agency for Florida Housing Finance Corporation's Special Needs Link to Permanent Housing Program. We have partnerships (MOUs) with over **130 properties in 22 counties** throughout Florida.

“

Your commitment to the well-being of our community's elderly population is truly commendable, and we are honored to have you as part of our team.”

Adult Daycare, Inc.,
Miami-Dade County

Success Story

Home Care Manager Provides Housing Support Following a Member's Medical Crisis

When a 56-year-old Sunshine Health Mindful Pathways member was discharged from the hospital in May 2025, she had nowhere to go. The member was temporarily staying with her daughter but had to leave due to her living in Section 8 housing. Her plan? To live and sleep on the streets and in parks.

The member is faced with significant health challenges, including cognitive and memory impairments, anxiety disorder, PTSD, hypertension, epilepsy, and bipolar disorder, all of which require comprehensive and coordinated care.

Sunshine Health Community Resource Coordinator Annmarie Yanta supported the member by:

- Utilizing FindHelp.org to contact multiple local homeless shelters in search of available placements.
- Successfully coordinating with staff at Pinellas Hope to secure safe housing for the member in less than 2 weeks.
- Providing follow-up guidance to ensure that the member understood the intake process, including location and timing.

Thanks to Annmarie's dedicated efforts, the member was safely housed and protected from the summer heat, creating a stable environment following her recent hospitalization and behavioral health inpatient stay earlier this year.

Supporting Florida's Education

Sunshine Health is closely connected to education and economic opportunity. By supporting students and strengthening Florida's workforce, Sunshine Health helps families build stability that facilitates lifelong health.

Advocating for Students Beyond Their Academics

Sunshine Health's School Liaison Program aims to ensure that children receive the support and services they need to thrive in school. This improves access to care and addresses health-related social needs – two of the Florida state government's priorities. Our liaisons teach parents and guardians how to navigate the public school system and advocate for their child's educational and health needs.

Working closely with the Florida Department of Education, all 67 school districts, and partners focused on special needs education, the School Liaison Program bridges gaps between health and education. Members can request a referral through their Care Manager.

By fostering collaboration and providing access to resources, Sunshine Health helps students succeed academically while addressing physical, behavioral, and social health needs.

Year	Child Welfare	CMS	Medicaid	SMI	Grand Total
2024	4	1,395	11	110	1,520
2025	229	2,122	373	211	2,935
Grand Total	233	3,517	384	321	4,455 members



Bolstering Florida's Workforce

Sunshine Health Works



Sunshine Health Works is an innovative workforce development program that addresses labor shortages in healthcare throughout Florida and provides our members and the communities we serve with pathways to job opportunities in a variety of high-demand healthcare fields.



1,800+
participants
trained

623
trained in
2025

12
partner
organizations

900+
distinct healthcare
certifications
offered

120+
clinical
certifications

Fighting Food Insecurity in Florida

Emergency Food Funding

In a year when many families struggled to access food, Sunshine Health and the Centene Foundation made a **\$410,000 donation** to support food organizations across the state.

\$300,000 in emergency funding was provided to Farm Share, one of Florida's largest and most trusted nonprofit organizations combatting food insecurity.

Farm Share distributed **125,000 pounds of food**, equal to **104,000 meals**, helping up to **500 families per site** throughout Florida.

An **additional \$110,000 investment** was allocated to organizations in every Medicaid region, including: DSR Public Health Foundation, Lutheran Social Services of NEFL Food Pantry, People Helping People in Hernando County, One Community Now, VISTE, Loving Hearts and Praying Hands, Community Cooperative, Vero Beach Salvation Army, Our Village Okeechobee, United Way of Broward County, and Bridge of Hope.



This funding, combined with volunteer efforts and community support, showed Sunshine Health's ongoing commitment to securing access to healthy, nutritious food for our neighbors across Florida.



Farm Share Prep & Pantry

36,913
people served

1,046
employee volunteers

2,578
volunteer hours

Storm Readiness

No hurricanes made U.S. landfall in 2025 – an anomaly for Florida – but Sunshine Health remained vigilant, monitoring weather patterns and preparing for potential storms.

On June 1, in partnership with Farm Share, we participated in hurricane preparedness events at seven locations statewide: Tampa (with the help of Rebuilding Together Greater Florida and the Tampa Bay Buccaneers), Fort Myers, Miami, Jacksonville, West Palm Beach, Fort Lauderdale, and Tallahassee.

What We Delivered

Essential supplies

water, shelf-stable meals, flashlights, and other disaster readiness items

Impact

87 Sunshine Health volunteers

• • •

500 households served

• • •

7 communities supported



“

RTGFL and Sunshine Health have had and continue to have a significant and impactful partnership ranging from volunteer support of hurricane preparedness initiatives to funding through grant awards. Together we're ensuring more resilient and healthy communities.”

Justin Coles,

Vice President of Development, Rebuilding Together Greater Florida.



Stronger Together: Our Partners

Our community partners are crucial to our mission of transforming the health of the communities we serve, one person at a time, by creating a bridge between our organization and the specific needs of the people we serve.



Leveraged Trusted Community Voices



Partnering with Pasco County Sheriff's Office for Better Behavioral Health

Sunshine Health joined forces with the Pasco County Sheriff's Office to connect members with critical behavioral health services and reduce their involvement with the criminal justice system. Through daily data exchanges, including Baker Act notifications, our Care Managers proactively reach out to members identified by law enforcement. This collaboration also extends to community initiatives like hurricane relief, ensuring support beyond traditional care settings.

Making an Impact

128

members engaged since launching the partnership



87%

successful engagement rate



45%

decrease in inpatient and emergency room utilization



42%

increase in provider office visits after referral



42% Reduction in Sheriff's office calls for service post-engagement, demonstrating how integrated care and community partnerships can transform outcomes for vulnerable populations.

Bucs and Ambetter Health

For more than four years, Sunshine Health and Ambetter Health have proudly partnered with the Tampa Bay Buccaneers to strengthen our shared commitment to community health and well-being. Through this partnership, we leverage the Buccaneers' platform to inspire healthier lifestyles and expand access to resources that make a difference.

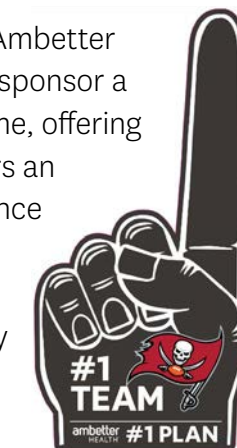
Broker Night: We hosted an exclusive event for our broker community, fostering relationships and providing valuable updates on our products and services in a dynamic, engaging environment.

Stay Healthy, Stay in the Game PSA: Together with the Buccaneers, we launched a public service announcement promoting preventive care and healthy habits, encouraging fans to prioritize their well-being both on and off the field.



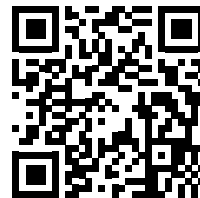
Game time

Sunshine Health and Ambetter Health were proud to sponsor a Buccaneers home game, offering members and partners an unforgettable experience while showcasing our commitment to health and community engagement.





sunshine health™



SunshineHealth.com

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