Strengthening Communities, Improving Health

Corporate Investment Report 2017
Transforming the health of the community, one person at a time.

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Chris Paterson
CEO, Sunshine Health

At Sunshine Health, we know that a healthy community is more than a group of people free of illness. A healthy community thrives physically and mentally and works together toward common good.

As I reflect on 2017, I’m so proud of our 2,000 employees and the care and dedication they show in serving not only our 800,000 members but our entire community. And I’m grateful for the community partners who helped us give back this past year. These community and faith-based groups help Floridians overcome obstacles such as food insecurity, housing instability and unemployment that can be barriers to success and health.

As you read this report, we hope you’ll come away with a better understanding of all the good being done in our community and get as excited as we are about how much more we can do together in 2018.

Board Chair’s Welcome

Nelson L. Adams, M.D.
Chair of Sunshine Health Board of Directors
President and CEO of Metro-Miami Ob-Gyn Associates

Compassion is what inspires people to help others. It’s what makes us good neighbors. It’s what drives us to serve.

I’m proud to continue as chairman of a company with so much compassion for serving those with less. Many don’t know from where their next meal will come, how they will get their baby to the doctor or where they will sleep.

Strong communities help all families — single parents, married parents, grandparents raising children or foster parents — build a support system for growth. Working together, we can help provide those in need with opportunities to not just get by, but to grow and teach their own families how to improve their futures.

Providing supports to strengthen families leads to better health for all.

Congratulations to Dr. Adams, who expects to deliver his 10,000th baby in 2018.
Our Community Investment Philosophy

Sunshine Health is built on a culture of community stewardship — giving back is at the center of all we do. We know that health cannot be improved by care delivery alone. Improvement is derived from addressing the whole person and connecting needs with services in the community. It is this understanding that drives our community partnership strategy and engagement.

We support local organizations whose work is vital to strengthening the social safety net and addressing the social determinants of health that impact our members’ overall well-being.

A spirit of volunteerism permeates our 2,000-employee workforce, which contributed more than 1,900 hours of service in 2017. Our community commitment also extends to our executive leadership team volunteering its time and skills to organizations and initiatives that address population health and social policy issues.

We partnered with more than 100 local and statewide community organizations in 2017. We provided assistance for programs and events and collaborated on long-term solutions. Our goal is to combine strengths and skills to maximize the benefits for the community.

We can all accomplish more together.
Giving Back

By the Numbers

1,962 volunteer hours

100+ community partners

240 community events
Sunshine Health in the Community

Sunshine Health is proud to partner with more than 100 organizations throughout Florida to give back to the communities we call home, including:

4KIDS of South Florida
Abyssinia Missionary Baptist Church
African-American Club of Pasco County
Aging & Disability Resource Center of Broward County
Alzheimer’s Association
Boys & Girls Club of Northeast Florida
Brevard Family Partnership
Bridge a Life
Broward County Public Schools
Caregiver Coalition of Northeast Florida
Caregiver.com
Caregiver’s Helping Hand
CARES Claude Pepper Senior Center
Catholic Charities of Central Florida
Central Florida Community Planning & Development
Children’s Home Network
Children’s Home Society of Florida
Children’s Safety Village of Central Florida
Church of Oakland
Coalition for the Homeless of Central Florida
Coconut Creek Community Center
Community Based Care of Central Florida
CRC Educational & Community Resources, Inc.
Daily Bread
Daniel Cantor Senior Center
De Hostos Senior Center
Duval County Health Dept.
Early Learning Coalition of Pasco Hernando
Eckerd Connects Raising Hope
ElderSource of Northeast Florida
Federation of Families of Florida
Feed & Fortify
Feeding America
Florida Alcohol and Drug Abuse Association
Florida Assisted Living Association
Florida City Senior Center
Florida Coalition for Children
Florida Housing Finance Corporation
Florida Council on Aging
Florida Faith Symposium
Florida’s Children First
Florida Guardian ad Litem Foundation
Florida Health Care Association
Florida KidCare
Broward County
Florida State Foster/Adoptive Parents Association
Gould’s Park Senior Center
Gulfport Multipurpose Senior Center
Hillsborough County Sheriff’s Office
Healthy Start Coalition of Miami-Dade
Heart Gallery of Pinellas-Pasco
Haleah Gardens Senior Center
Hispanic Health Initiatives
Home Care Association of Florida
I Am Changed Foundation
Inspiring Self Success
International Rescue Committee
Jacksonville Housing Authority
Jacksonville Urban League
James Jones Legacy Foundation
Jessie Trice Community Health Center
Kiwanis Club of Lauderdale Lakes
LeadingAge Florida
Lifeshare
Lifestyles After 50
Light of the World Clinic
Little Havana Activities and Nutrition Centers of Dade County
Lutheran Services Florida
Magnolia Project
Malcolm Ross Senior Center
March of Dimes Florida Chapter
Metropolitan Ministries
Miami Gardens Focal Point Senior Center
Mildred & Claude Pepper Senior Center
National Latino Peace Officers Association
Northeast Florida Healthy Start Coalition
Neighbors Food Market
Nuevo Sendero
Northwest Focal Point Senior Center
Oasis Pregnancy Care Centers
OneBlood
One Senior Place
Orange Bowl Committee
Orange County Government
Orange County Public Schools
Orlando Serve Foundation
Police Athletic League of Jacksonville
Perrine Senior Service Center
Plumb Elementary PTA
Polk State College
Pompano Park Recreation Center
Puerto Rican Chamber of Commerce of Central Florida
Safe Kids Florida
Safe Kids Northeast Florida
Salvation Army
Sharing Center of Central Florida
Skyway Elementary
South Miami Senior Center
St. John Bosco Senior Center
Suncoast Charities for Children
Tampa Bay Healthcare Collaborative
Title I Migrant Education Program
Trinity Security Allies, Inc.
United Cerebral Palsy
United Way
University of South Florida Urban League of Broward County
Volunteer Florida
YMCA
As a teenager, Keel Russell remembers looking around his community in Broward and realizing how tough it was to succeed financially. He wanted to avoid the challenges holding back so many of his family and friends. His ticket out: become an entrepreneur. After graduating high school, serving in the military and trying to launch several products, Keel finally hit upon the right business idea: selling unique umbrellas and outerwear.

His big break came in 2015 when he beat out more than 30 other entrepreneurs to land a major purchase order with Walmart as part of the National Urban League Conference in Fort Lauderdale. Everything was ready to go, except for one vital issue: he needed capital to fund the purchase and merchandising of products.

Keel approached several banks, but couldn't get a loan. That's when the Urban League of Broward County's Small Business Loan Fund recognized Keel's potential and gave him a $250,000 line of credit. "It was a game-changing moment," said Keel, 31, who was born in Jamaica. "Not only did the Urban League open the door for us to Walmart but they also helped us secure this important loan. What they did was put trust in us. We were very grateful."

The loan also enabled Keel, along with his two business partners Trevon Young and Patrick Senior, to innovate and better market their products to other big retailers. Today the company projects sales to be $3.7 million over the next five years. As many as nine jobs will be created during that time, with wages averaging $43,800. As part of the company’s mission, Umbree Rain Gear is giving some proceeds to social justice causes. "This is why I became an entrepreneur — to do good for the world."

Urban League of Broward County accomplishments:

11,000
Served through direct services.

177
Completed credential programs to advance in growing industries.

1,082
Expectant women received prenatal education contributing to positive birth outcomes.

2,000
Job-seekers connected to employment opportunities through quarterly job fairs.

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Urban League of Broward County

We celebrated the fifth anniversary of the Urban League of Broward County’s (ULBC) Sunshine Health Community Empowerment Center in 2017. Sunshine Health helped the Urban League establish the 28,000-square-foot center, where thousands of individuals and families have received assistance with jobs, housing, education and more. For example, through the Urban Tech Jobs Program, high school graduates of all ages enroll in certification programs to prepare them for information technology careers. Centene Corporation also partners with the National Urban League on events and initiatives. Centene’s Chairman and CEO Michael Neidorff serves as Chairman of the National Urban League Board of Trustees, and several Centene Corporate and subsidiary executives are on the boards of local Urban League affiliates. Sunshine Health CEO Chris Paterson serves as the ULBC board chair.

Sunshine Health is proud to partner with the Urban League and looks forward to what we can accomplish together in the next five years!
Sunshine Health teamed up with Envolve Vision, a wholly-owned subsidiary of Centene, to provide free vision screenings, prescription eyeglasses and reading glasses to people in need at nine events across the state.

The Envolve Vision Van team provided 659 vision screenings, resulting in 368 people receiving prescription glasses and 169 receiving readers — all at no cost to them. Being unable to see well hampers one’s ability to work and to excel in school.

The Vision Van made stops from Miami to Jacksonville at senior living residences, homeless shelters, food banks, community health fairs and more.

Partnering with organizations that serve people facing economic, housing and food instability, the Vision Van provided on-site vision screening and glasses for community members lacking access to vision services.

Partners included:
- Plumb Elementary, Clearwater;
- Metropolitan Ministries, Tampa;
- Mildred & Claude Pepper Center, Miami;
- Gran Via Apartment, Miami;
- Northwest Focal Point, Margate;
- Daily Bread, Melbourne;
- Central Sharing Center, Brevard;
- Central Florida Homeless Organization, Orlando; and CRC Educational & Community Resources, Jacksonville.
March of Dimes

Recognizing the importance of preventing premature births, Sunshine Health teamed up with the March of Dimes Florida Chapter to support March for Babies events across the state.

“Of the more than 224,000 babies born each year in Florida, approximately 10 percent are born too soon, which is considered before 37 weeks,” said Debra Smyers, Sunshine Health’s Plan Product President and 2017 Chair of the Broward March for Babies. “March of Dimes plays a critical role in raising money for prematurity research and treatment while also creating awareness of the importance of prenatal care.”

Sunshine Health was the presenting sponsor of the Broward March for Babies and supported walks in Tampa, Orlando and Jacksonville. More than 785 employees participated in walks. In addition to collecting pledges, employees hosted fundraisers such as “March of Pies,” where company executives took a pie in the face. Employees bid for the opportunity to target — or spare — their leaders.

“Sunshine Health has been a longtime supporter and we’re grateful for all the company does to help fight prematurity and promote prenatal care in Florida,” said Guillermo Formoso, March of Dimes Broward Board Chair. “This year employees broke their fundraising record — raising $45,000 across the state — to help give all babies a healthy start in life.”

Rose Aubry, a Sunshine Health referral specialist, understands all too well how much the March of Dimes helps the community. She was five months pregnant with her third child when she developed preeclampsia, which caused the early birth of her daughter. Skye was born at 26 weeks, weighing 1 pound, 14 ounces. She would have fit into the palm of her mother’s hand, only babies born so small can’t be held. She was placed in an incubator and connected to tubes and machines.

Through a March of Dimes Kangaroo care program, Aubry was eventually able to touch and hold Skye. The program encourages physical contact between fragile babies and their mothers because studies show it helps with their heart and lung development and also promotes their mothers’ breast milk production.

Skye is now an adventurous 2-year-old who loves shoes and purses. Her family calls her their “little fashionista.”

Florida’s premature birth rate is 10.1%, or 1 out of every 10 babies. Annual avoidable medical costs, according to National Academy of Medicine.
Back-to-School Events

Kids across the state went back to school with 22,500 new pencil cases, rulers and other school supplies, plus 1,500 backpacks, from Sunshine Health representatives attending 15 community Back-to-School events in July and August.

We were at five back-to-school events in the Orlando area: the Seminole County Minds Under Construction Back to School Bash; the Back to School Day Festival at Caribbean Community Connections; the Orange County District 4 Back to School event (where Envolve Dental also examined 70 kids); the Kutz4Kidz event; and the Be a Hero Back to School Resource Fair at Federations of Families.

In Jacksonville, we supported the Carver-Lincoln Association for Youth, the I Am Changed Foundation and the Church of Oakland.

Our Sunrise team attended five South Florida events: the Children’s Services Council of Broward’s Back to School Extravaganza in Lauderhill and Pompano Beach; Broward County Public Schools’ Stepping into Our Future Resource event in Fort Lauderdale; Hope Outreach Family Resource Fair in Davie; and International Rescue Committee’s back-to-school fair in Miami.

In Tampa, we supported the Back to School Health & Safety Fair at Prince of Peace Lutheran Church in Largo. The church lost its usual sponsor and was especially grateful for our backpack donations. We also attended Ruskin High School’s Back to School Health Fair.

When I gave him the backpack, he gave it a big hug. In that period of transition, it is hard to have enough money to face all the financial needs. An event like this is necessary to make sure kids are equipped for school.

A Sunshine Health community relations representative who met a 6-year-old immigrant from Cuba at the International Rescue Committee’s event in Miami. The event targeted families who had just arrived to the United States without resources to buy school supplies. About 70 backpacks were distributed.
Children’s Week

Sunshine Health was proud to be a sponsor of Children’s Week, an annual event to remind lawmakers to keep Florida’s children at the forefront of their minds as they make decisions.

Dozens of community partners, educators, lawmakers, corporate supporters, parents, teachers, volunteers, healthcare providers and not-for-profit organizations came together to make sure all of Florida’s children have a chance at a happy and healthy future.

The event kicked off the last Sunday in March when organizations and community partners hung thousands of colorful cutouts of children’s hands sent in from schools, childcare centers and individuals throughout the state.

Approximately 4,000 children from across the state came to the Capitol, visiting Storybook Village and stopping at dozens of exhibits for fun giveaways from community partners and child advocacy groups. Sunshine Health had face painters and a photo booth to make sure children enjoyed their trip to Tallahassee.
It was a week to remember for 89 children who attended the seventh annual James Jones Legacy Foundation’s Crew 22 Training Camp at Florida International University.

The camp, sponsored by Sunshine Health, offers at-risk children, many of whom are in foster care and face socioeconomic challenges, an experience rich in life skills and fun.

The children learned about teamwork, fitness and nutrition and enjoyed tennis, kickball, basketball and bowling. They also completed the Ropes Course Adventure at Florida International University’s North Campus. The course is a series of adventure-based activities that provides training in leadership, team building, communication and problem solving.

Empowerment was the real focus. Kids worked through a series of sessions led by nationally recognized role models, community partners and staff with expertise in areas such as leadership, social development, etiquette, stress management, public speaking and decision-making.

“This camp is really designed to grow their minds,” said Jones, who won three NBA championships, including two with the Miami Heat. “We want them to understand how great their potential is and, just as importantly, how to set goals and put in the hard work to achieve them.”

Taryn Armstrong-Jackson, 19, has been a squad leader at the camp for four years.

She loves seeing how much the kids open up and blossom over the course of a week. “When the kids first get there, they’re a little standoffish,” she said. “They’re like, ‘whatever.’ They don’t know each other. But toward the end, everyone loves it. You can’t get them to be quiet. No one really wants to leave, and we don’t want them to leave because we’ve become attached to them.”
Orange Bowl Committee

Football may be what leaps to mind when you hear “Orange Bowl,” but Sunshine Health works with the not-for-profit Orange Bowl Committee all year to support youth sports and wellness activities for all ages.

With an increasing rate of childhood obesity, Sunshine Health seeks to partner with organizations that provide children with activities that include exercise, play and team building.

We expanded our partnership in 2017 to support the Orange Bowl Cheer Championship and Youth Football Leagues. The Cheer Championship drew 1,200 cheerleaders, ages 6 to 15, and provided an opportunity for them to travel and compete. The youth football league included more than 16,000 football players and cheerleaders from four competitive leagues and four recreational leagues representing eight South Florida counties. Other partnership highlights:

- Orange Bowl’s Family Fun & Fit Day at the Betty T. Ferguson Recreational Complex, which helps kids get ready for the school year with activities such as health screenings and free haircuts.
- The Orange Bowl Basketball Classic in December.
- Orange Bowl’s Countdown to 2018, a family-friendly street festival in downtown Fort Lauderdale. Thousands joined us at the Kids Health Zone and the 7 p.m. kids countdown.

Eric Poms, Orange Bowl Chief Executive Officer

The Orange Bowl Committee has 360 members and 1,000 “ambassadors” who serve as community volunteers.

Sunshine Health has been a long-time partner with the Orange Bowl in several of our key community outreach events. As the presenting sponsor of our Family Fun & Fit Day, Sunshine Health has joined with the Orange Bowl annually in providing a much-needed and valuable community service: preparing South Florida families to go back to school, while addressing health and medical needs, and encouraging youth and families to improve their eating habits and maintain a physically active lifestyle.

Orange Bowl Committee contributions:

- \$1M annually is invested in the community through the Orange Bowl’s community outreach: youth sports, fundraising events, community programs, academic programs and scholarships.
- \$12M is the Orange Bowl’s investments in four South Florida parks over the past 10 years.
Hurricane Relief Efforts

When a devastating hurricane season took aim at Florida and our Caribbean neighbors in the summer of 2017, Sunshine Health employees sprang into action to help those left without food, power and shelter.

After Hurricane Irma made Florida landfall on Sept. 10, we donated to the Volunteer Florida Foundation and the Florida Disaster Fund. We also distributed 4,500 cases of water to residents of Hendry, Miami-Dade and Broward counties and gave each member of our Field Staff a $50 allowance to buy water for their communities.

Many Floridians were still taking stock of their Irma damage when Category 4 Hurricane Maria walloped Puerto Rico on Sept. 20, leaving the U.S. territory without power, shelter, food and water for months. With Hurricane Irma debris still on our curbs, Sunshine Health employees quickly organized a Puerto Rico relief campaign. In October, we sent more than 325 boxes of basic need items like over-the-counter medications and eyeglasses to Puerto Rico. Efforts continued in November and December with additional shipments of 5,200 pounds of flashlights, batteries, water purification tablets, mosquito repellent and more.

Opioid Abuse Education

Sunshine Health, dedicated to fighting opioid abuse, supported and led several initiatives in 2017.

As a sponsor of the Florida Council on Aging’s annual conference, Sunshine Health put on an informative panel for caregivers and elder advocates about opioid abuse and misuse. We also provided free training for Florida physicians on best prescribing practices and abuse prevention strategies. This training was eligible for CME/CEU credits. More than 300 physicians enrolled in classes.

Free CME/CEU Credit: Managing the Opioid Epidemic

Sunshine Health’s FREE online course, “Managing the Opioid Epidemic,” shares best practices to avoid prescription opioid abuse and addiction. The eight-module course, offered through Relias Learning, includes:

- Opioid addiction treatment strategies
- Clinical practice guidelines for prescribing opioids
- Factors fueling the opioid epidemic
- Innovative approaches to chronic pain treatment
- Bonus: Two-hour annual domestic violence training included

10.5 CME/CEU credits available

Contact Provider Relations at 1-866-796-0530 with any questions about this free training.
The Florida Coalition for Children (FCC) advocates on behalf of Florida’s abused, abandoned, neglected and at-risk children and supports agencies and individuals who work on their behalf. Sunshine Health was proud to be a title sponsor of FCC’s annual conference in July. The event educates and inspires people who are working to build better futures for children in Florida’s child welfare system.

In 2017, Sunshine Health supported the regional conferences of the Florida Guardian ad Litem (GAL) Foundation, where more than 200 volunteers were trained. Guardian ad Litem volunteers serve in “the best interests of the child” for Florida’s abused, neglected and abandoned children in court proceedings, visitation cases, adoptions and more. Volunteering an average of 10 hours a month, they also serve as a child’s friend, checking in on her/his well-being and helping to pave a positive path for a child’s future of hope and emotional stability.

These new volunteers joined more than 12,666 GAL volunteers representing 38,332 children statewide. Neiko Shea, Vice President of Sunshine Health’s Child Welfare Specialty Plan, serves as a Florida GAL Foundation board member.

“Supporting Guardian ad Litem is near and dear to my heart and to Sunshine Health’s mission. These are kids whose needs are unique and complex,” Shea said. “Many have been exposed to trauma. Having an advocate and friend who speaks in their best interest makes all the difference. We’re happy to train and support these volunteer advocates.”

Sunshine Health supported the Florida Association of Community Health Clinics (FACHC) and its annual conference, held in July in St. Petersburg. The conference brings together community health center providers to talk about ways to better serve the underserved. In this photo, Sunshine Health’s Chief Medical Officer, Dr. Jeff Martorana, sits on an FACHC conference panel on telemedicine to address ways to increase adoption in Florida.
Greater Fort Lauderdale Chamber’s Perspectives on Florida’s Healthcare Summit: As a three-year title sponsor of the Greater Fort Lauderdale Chamber’s Perspectives on Florida’s Healthcare Summit, Sunshine Health welcomed healthcare professionals from across the state to talk about the changing healthcare industry and fighting the opioid crisis. Sunshine Health joined in congratulating winners of the Excellence in Healthcare Awards, such as Dr. Bhagirathy Sahasranaman of Henderson Behavioral Health, who won the Excellence in Individual Healthcare Professional distinction.

Florida State Foster/Adoptive Parent Association: Sunshine Health supports the Florida State Foster/Adoptive Parent Association (FSFAPA) through a number of annual conferences that promote learning and sharing with other groups who work with children in Florida’s child welfare system. Sunshine Health’s Child Welfare Specialty Plan provides healthcare for children in or adopted from Florida’s child welfare system, serving approximately 39,000 children. The smiling faces above are Monique Mason and her daughters, who stopped by our table at the FSFAPA 2017 Education Conference in Orlando.

Ronald McDonald House Charities of South Florida: As a fun volunteer opportunity, Sunshine Health employees designed pillowcases to give to children at Baptist Hospital of Miami. Employees enjoyed this opportunity to use their creativity to brighten the days of sick children and their families.

Habitat for Humanity: Sunshine Health’s Operations Team selected Habitat for Humanity of Broward for its annual day of volunteering. The volunteers helped build a perimeter fence to contain construction debris and added wood to the concrete block frames of two houses in Pompano Beach to get them ready for drywall installation. “We were happy to be able to do something for the community,” said Jose Ramirez, one of 20 Sunshine Health volunteers. “It’s a great feeling.”

Walk a Mile with a Child: In April, Sunshine Health enjoyed participating in the National Medical Association’s Walk a Mile with a Child in South Florida to raise awareness of the importance of physical activity in maintaining and achieving optimal health. Pictured are Sunshine Health’s David Carrasco (left) with Debra Toomer from WMBM - Gospel AM 1490 and Dr. Nelson Adams.

International Rescue Committee: Sunshine Health is a proud supporter of the International Rescue Committee in Miami. The group provides opportunities for refugees, asylees, victims of human trafficking, survivors of torture and other immigrants to thrive in the United States. Sunshine Health employees met with the group in April for its monthly distribution of household goods for families who recently arrived in the country.

Aging and Disability Resource of Broward County: The Aging and Disability Resource Center (ADRC) of Broward County’s Aging Network Conference brought together more than 300 seniors, community advocates and professionals to learn and share information about important senior health topics. ADRC Executive Director Edith Lederberg (second from right) celebrated her 40th anniversary with the organization in 2017.

Blood drives: Sunshine Health employees were quick to donate when OneBlood’s Big Red Bus visited five offices in August. In all, 132 employees donated 98 pints of blood between Aug. 20 and 25. Shown are employees from our Tampa office.
About Sunshine Health

We Serve On Community Boards

Members of the Sunshine Health leadership team serve on the boards of numerous organizations. A sampling:

Chris Paterson  
CEO  
Urban League of Broward County  
Orange Bowl Committee  
Florida International University Center for Leadership Advisory Board

Debra Smyers  
Senior Vice President, Medical Management  
March for Babies Broward County

Mary Garcia  
Senior Vice President, Compliance  
Healthy Start Coalition of Miami-Dade

Tamela Perdue  
Senior Vice President, Legislative and Governmental Affairs  
Volunteer Florida Foundation

Mark Barrett  
Senior Vice President, Network Development & Contracting  
Children’s Home Network

Jennifer Guy-Hudson  
Vice President, External Relations  
Florida State University Alumni Association

Neiko Shea  
Vice President, Child Welfare  
Florida Guardian ad Litem Foundation  
Broward Healthy Start Coalition

Monica Navarro  
Senior Director of Operations  
Broward County Charter Review Commission  
Broward Healthy Start Coalition  
South Florida Community Land Trust

Paul Smith  
Director of Operations, Child Welfare  
Children’s Harbor

Leslie Smith  
Medical Director, Medical Affairs  
Central Florida Area Health Education Center
Medicaid

Medicaid is the government benefits program for people whose income is insufficient to pay for private health insurance. The majority of Sunshine Health Medicaid members are children under the age of 21, pregnant women and people with disabilities.

Sunshine Health’s care management program gives members with complex medical conditions personalized care and support services to help them manage chronic conditions to achieve and maintain optimal health. This program also supports recently hospitalized members to ensure they transition home smoothly and understand their medications and therapies. In 2017, Sunshine Health care managers helped more than 70,000 members with personalized care plans.

Since December 2016, Sunshine Health’s innovative Concierge Team assisted more than 33,000 members with services such as scheduling annual checkups or preventive screenings recommended for their age group.

We Serve Our Members Through Seven Products

Sunshine Health is one of Florida’s largest health plans and a wholly-owned subsidiary of Centene, a leading multi-line healthcare enterprise offering Medicaid, Marketplace, Medicare Advantage and specialty health plans.

2,000 employees

9 offices
Jacksonville, Orlando (Maitland), Pensacola, Tallahassee, Tampa and Sunrise

67 counties
At least one product in each of Florida’s 67 counties

800,000 members

7 products

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Since December 2016, Sunshine Health’s innovative Concierge Team assisted more than 33,000 members with services such as scheduling annual checkups or preventive screenings recommended for their age group.

Our Concierge Team members call with reminders, schedule appointments and arrange transportation to help members take charge of their health.
Child Welfare

Approximately 39,000 children receive physical and behavioral healthcare through Sunshine Health’s Child Welfare Specialty Plan. We coordinate with state agencies to provide unique, high-touch care for these members, which enables them to have dependable and consistent healthcare even as their living situations fluctuate.

Sunshine Health provides Florida’s only specialty health plan designed for children in the state’s child welfare system.

Children in the child welfare system experience life-altering trauma. Many have never visited a pediatrician for a well-child visit, seen a dentist or received the care they need to keep them healthy. We bring together healthcare providers and social service workers to address each child’s unique and complex needs.

Our coordinated care approach involves partnering closely with Community Based Care Integrated Health (CBCIH), the organization that represents the 19 Community Based Care (CBC) lead agencies that manage Child Protection Services for the state of Florida. CBC Coordinators provide integrated care coordination for our members at the local level. CBCIH enables Sunshine Health and the lead child welfare agencies to share critical health and child welfare information to ensure every person is making decisions for children with all of the necessary information.

Source: FloridaHealthFinder.gov
Sunshine Health’s Long Term Care Plan Membership

8 of 10
LTC members rate Sunshine Health an 8 or better on a scale of 1-10

93%
LTC members say staff is courteous and respectful

6%
Percentage point increase of LTC members (78% overall) who say their quality of life improved year over year

1,800
Sunshine Health LTC members were able to transition out of a nursing home back to the community in 2017

Source: 2017 LTC Member Satisfaction Survey by SPH Analytics

Long Term Care

Sunshine Health’s Long Term Care (LTC) plan is designed for seniors and people with disabilities and/or complex medical needs who also qualify for Medicaid. Our program helps our members live — and thrive — in the least restrictive setting possible by offering case management and supportive services tailored to a member’s individual needs.

Our LTC plan is focused on person-centered care planning that places the member in the center of goal planning. This allows the member, family and caregiver to provide input into the care and services that best help improve the member’s overall well-being.

Our LTC plan is nationally recognized for its success in transitioning members from nursing homes back to the community to live more independently. In 2017, Sunshine Health helped approximately 1,800 members transition from nursing homes to family homes or less restrictive assisted living facilities. Members can receive up to $2,000 to assist with the transition and improve their quality of life in their new home. The funds can be used to buy furniture, clothing or even something as simple as a television for their bedroom.

Sunshine Health is Florida’s largest LTC provider, serving more than 40,000 members.

Ambetter

Ambetter from Sunshine Health is one of the largest Florida health plans on the Health Exchange with more than 250,000 members in 2017. Ambetter offers several plan options designed to fit different needs and budgets.

In order to better meet our members’ needs, Ambetter developed targeted case management to assist members dealing with diabetes, heart disease and cancer. These programs provide the personalized care and support services that are unique to their conditions to help them achieve the best health possible.

We work to engage all members in routine and preventive health checkups and screenings to ensure they can take charge of their health. Our Member Services team calls with reminders and schedules appointments to help make accessing care as convenient as possible.

Ambetter members surveyed in 2017 were satisfied with how promptly and efficiently their calls were handled

Ambetter renewing members said they were likely to renew with us again

Sources: CARE Member Satisfaction Survey and 2017 Ambetter Shopping and Switching Study

Sunshine Health offers plans in:

Current service area:
• Broward, Charlotte, Citrus, Clay, Duval, Hernando, Hillsborough, Manatee, Miami-Dade, Okeechobee, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, Volusia

New counties served in 2018:
• Alachua, Lake, Marion, Orange, St. Lucie

Insured by Celtic Insurance Company

Ambetter from Sunshine Health’s 2017 Membership

250,000+
members

96%
Ambetter members surveyed in 2017

78%
Ambetter renewing members said they were likely to renew with us again

Sources: CARE Member Satisfaction Survey and 2017 Ambetter Shopping and Switching Study
Allwell

New in 2017, Sunshine Health announced its Medicare Advantage products will be branded as Allwell from Sunshine Health. The new national Allwell brand united Centene’s family of local and regional Medicare plans under one umbrella to deliver outstanding benefits and superior services for members.

“The addition of Allwell to Sunshine Health’s already diverse product portfolio is another example of our commitment to improving the health of our communities, one person at a time,” said Jennifer Jacobs, Sunshine Health’s Senior Vice President of Long Term Care and Medicare. “Our new Medicare Advantage plans have robust benefits at competitive prices that speak to the needs of cost-conscious seniors who also want to take charge of their health.”

The plans, delivered locally through Sunshine Health, include a Medicare Advantage HMO and an HMO Special Needs Plan (HMO SNP). The HMO SNP plan integrates a member’s Medicare and Medicaid services for better care coordination.

Medicare is a government health insurance program for people age 65 or older. It may also cover certain younger people with disabilities, as well as those suffering from end-stage renal disease (ESRD).

Healthy Kids

Sunshine Health provides managed care services for roughly 10,000 Florida Healthy Kids members. Sunshine Health contracts with the Florida Healthy Kids Corporation to offer the Sunshine Health Stars Plan for children between ages 5 and 18 who are not eligible for Medicaid. Sunshine Health offers the state’s only full-pay Healthy Kids plan.

Medicare Advantage (HMO) plans are available in 16 counties.
Medicare Advantage (HMO SNP) plans are available in 20 counties.