



**STRENGTHENING  
OUR COMMUNITY  
*TOGETHER.***

**2021**  
*Community  
Investment Report*

**HEALTHIER TOGETHER**

Sunshine Health is dedicated to improving the lives of all Floridians because we know that healthy communities make healthier individuals. We couldn't do it without the 600+ community organizations featured in this report.



*Transforming the health  
of the community,  
one person at a time.*

<b>Welcome</b>	<b>4-5</b>
<b>Diversity and Inclusion</b>	<b>6-7</b>
<b>Community Boards</b>	<b>8</b>
<b>Support Through COVID-19</b>	<b>9-11</b>
<b>Giving Back</b>	<b>12-25</b>
<b>In the Community</b>	<b>28-37</b>
Tampa Bay Buccaneers	27
Miami Dolphins	28-29
CARD Conference	30
Healthy Start	31
World's Greatest Baby Showers	31
Food Bank/Pantry Partnerships	32
Family Café	33
Diaper Drive-Up	33
Hunger Walk	34
Walk to End Alzheimer's	35
<b>Welcome Rooms</b>	<b>36-37</b>
<b>NCQA Awards</b>	<b>38-39</b>
<b>About Us</b>	<b>40-47</b>
Medicaid	42
Child Welfare Specialty Plan	43
Children's Medical Services Health Plan	44
Serious Mental Illness Specialty Plan	45
Long Term Care	45
Marketplace	46
Medicare	47

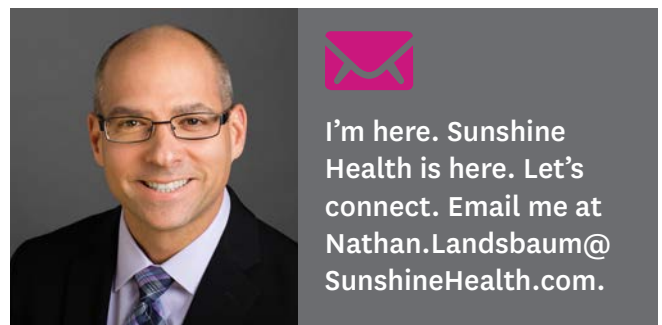
# CEO Welcome

**Nathan Landsbaum**  
Sunshine Health CEO

In 2021, two of Florida’s largest managed care organizations joined together to better serve members, providers and the community. More than two years of careful planning ensured we kept the best practices and benefits from both Staywell Health Plan and Sunshine Health. Today we’re not just bigger, we’re better.

We have the privilege of serving 1 in 10 Floridians. This is a responsibility we do not take lightly.

While my current role with Sunshine Health began in later 2021, it’s familiar territory. I lived and worked in South Florida for Sunshine Health from 2010 to 2017. I’m thrilled to return as CEO and honored to lead the company at such a pivotal time.



I’m here. Sunshine Health is here. Let’s connect. Email me at [Nathan.Landsbaum@SunshineHealth.com](mailto:Nathan.Landsbaum@SunshineHealth.com).

It has become clear that the COVID-19 pandemic is not over — we’re all continuing to find new ways to adjust to this “new normal.” Sunshine Health is committed to supporting our members and our communities through the public health crisis and encouraging all Floridians to protect themselves and their families by getting the COVID-19 vaccine. While we’ve learned to navigate virtual events and many enjoy the flexibility of working from home, we look forward to the full opening of our Welcome Rooms and offices in 2022. We remain focused on our mission to transform the health of the communities we serve through innovation and the delivery of quality, equitable care.

This Community Investment Report outlines the investments we made to benefit Floridians in need — regardless of whether they are members of our health plan. We are proud to support nonprofits, community organizations, religious groups and grassroots organizations that get aid to those who need it most, especially in times like these.

# Board Chair Welcome

## **Nelson L. Adams, M.D.**

Chair of Sunshine Health Board of Directors

Hope and relief. We all entered 2021 with a great deal of hope — and a sigh of relief — that COVID-19 vaccines were on the horizon. Vaccines brought a renewed sense of energy and optimism that we were on the right track to ending this deadly pandemic. As people started getting vaccines, we slowly went back to hugging loved ones we had not seen for a year.

But we quickly learned things were not going back to the old normal. And at Sunshine Health, we knew our commitment to helping improve the health of the communities we serve was more important than ever.

One of the many reasons I'm proud to lead the board of directors for Sunshine Health is because of the health plan's focus on combatting the Social Determinants of Health — homelessness, hunger and more — to help all Floridians, not just our members, overcome barriers to health, especially during the COVID-19 crisis.



We worked closely with our more than 600 community partners, such as Urban League chapters across the state and the March of Dimes, to address health and social disparities.

We advocated for COVID-19 vaccines through some of our key partnerships, such as the “Count on Me” COVID-19 public service announcement campaign with former Tampa Bay Buccaneer Derrick Brooks and the “Up2Youth” campaign with the Pensacola Lamplighters, where youth leaders shared their reasons for getting vaccinated. As an OB/GYN, that one was especially near and dear to my heart.

We all must embrace the positives of life. I'm fortunate in that I get to see new lives coming into the world frequently. It's inspiring to see new families looking joyfully toward the future.

I want to take a moment to thank all of our partners for their work, and our regulators for bestowing on us the privilege of service. I look forward to our team at Sunshine Health helping our communities attain and maintain their optimal health in 2022 and beyond.

# Our Strong Commitment to Diversity, Equity and Inclusion

Sunshine Health's DEI Council closed its inaugural year having many successful initiatives that made an impact to our employees and the community. The council was renamed, Diversity, Equity and Inclusion (DEI) to mark the importance of equity not only at Sunshine Health, but also throughout our parent company, Centene Corporation. Our workplace is committed to becoming a place where everyone can thrive and have access to the same experience, opportunity and advancement.

In 2021, Sunshine Health recognized more than seven multicultural and diversity months, such as Caribbean American, Asian American and Pacific Islander, Jewish, Women's and LGBTQ+, throughout the year in its employee newsletter. Black History and Hispanic Heritage months were highlighted with live virtual fireside chats, led by expert panelists of community leaders. These webinars were joined by more than 1,000 employees. In addition, employees participated in six new DEI learning & development trainings, and employee-volunteers led three "Courageous Conversations" on the topic of Authentic Allyship.

Sunshine Health also took strategic steps to expand our footprint with the Urban League. Sunshine Health has always supported efforts of the Broward Urban League. In 2021 we expanded efforts by supporting the Pinellas County Urban League in the Tampa Bay community; plus Moses Allen, VP of Pharmacy Operations, joined their board.

Recognizing the vaccination hesitancy that exists in some minority communities, we wanted to do our part to shift that paradigm. Allen also participated in the Bank of America Black Professionals Group to partner with leaders from the University of South Florida to discuss vaccination hesitancy and COVID. We also partnered with Live Healthy Miami Gardens to discuss COVID-19 and vaccination hesitancy. This event featured an hour-long Facebook Live conversation with their audience of dispelling myths about the vaccine.





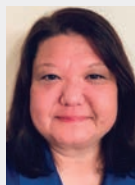
# DE&I Council Members



**CHAIRMAN**  
**Moses Allen,**  
VP, Pharmacy



**Tracy C. Byrd-Roubides,**  
Care Manager



**Theresa Costello,** LTC  
Operations Auditor



**Amanda Wagner,**  
Pediatric Care Manager (CMS)



**Christina Dawsey,**  
Nursing Home Transition Specialist (LTC)



**Christina Morales,**  
Provider Network Specialist



**Dominique Milton,**  
Pediatric Care Manager (CMS)



**VICE CHAIR**  
**Tori R. Woods,**  
Marketing Outreach Specialist



**Echo L. Knight,**  
Patient Care Advocate



**Dr. Emile Barreau,**  
Medical Director



**Genette Johnson,**  
Program Coordinator (CMS)



**Ronid Exilus,**  
Project Manager



**Charlene Zein,**  
Senior VP, Ambetter FL



**Mark J. Fehring,**  
VP, Network Performance

We also connected with Historically Black Colleges and Universities. We partnered with the Florida A&M (FAMU) College of Pharmacy and Pharmaceutical Sciences to take their pharmacy student externs for six weeks of training to help them learn different aspects of the pharmacy profession. We also participated in the FAMU College Fair. We were one of more than 100 companies that went to FAMU's campus in Tallahassee to share the benefits of our company with talented minority students.

Authentic Allyship conversations with our local teams allowed for courageous discussions within small peer groups. These employee-led discussions covered race, gender and discrimination in the workplace. We ended the year with a tribute to veterans, acknowledging approximately a dozen Sunshine Health families that had served our country.



# We Serve On Community Boards

Sunshine Health executives serve on the boards of nonprofit organizations to help lead and shape initiatives and programs designed to improve the health of our communities.



**Nathan Landsbaum**  
CEO  
Orange Bowl Committee



**Bill Kruegel**  
COO  
Unicorn Children's Foundation



**Traci Fabrizi**  
CFO  
March of Dimes (Broward)



**Lee Bowers**  
SVP, Plan Product Ops - Medicare  
Early Learning Coalition of Hillsborough County  
University of North Florida College of Health Advisory Board



**Charlene Zein**  
SVP, Plan Product  
American Cancer Society (Miami)



**Tamela Perdue**  
SVP, Compliance  
Volunteer Florida Foundation



**Ray Bautista**  
VP Finance  
Healthy Start Coalition



**Gail Daley**  
VP Operations  
Habitat for Humanity



**Mark Barrett**  
VP, Network Development & Contracting  
Children's Home Network



**Neiko Shea**  
VP Child Welfare  
Statewide Guardian ad Litem Foundation  
Broward Children & Families Association  
Broward Healthy Start Coalition  
Florida Coalition for Children



**Moses Allen**  
VP, Pharmacy  
American Cancer Society (Tampa)  
March of Dimes (Tampa)  
Pinellas County Urban League



**Duenna Dorsett**  
VP Provider Engagement  
American Lung Association (Tampa Bay)





**400**  
tablets  
donated

## Keeping Floridians Strong in the Time of Covid-19

As the COVID-19 pandemic extended through 2021, Sunshine Health knew the pandemic was creating enormous social and economic challenges statewide. In addition to supporting members in getting care and vaccines, we found innovative ways to support all Floridians suffering the pandemic's impact.

For example, we donated 400 computer tablets to 16 substance abuse treatment centers across Florida. This allowed the centers to provide telehealth services to clients, families and communities at a time when many were delaying medical attention because of COVID-19 concerns.

We continued to increase the use of telehealth services, providing a convenient and safe way for members to access healthcare without leaving their homes. We also promoted the federal government's Emergency Broadband Benefit, which discounts internet services \$50 per month during the pandemic. This benefit helps eligible consumers stay connected to telehealth, online job searches, virtual classrooms and more.



**\$200,000** value of 54 grants  
Sunshine Health awarded

to Florida community-based organizations working to improve community health

Pandemic recovery needs were a key focus area for this year's grants. The grants addressed food insecurity, homelessness and rent and utility assistance. They also went to organizations providing services for mental health, social isolation issues, healthy birth outcomes, educational support and more. Read more on Pages 20-21.



Sunshine Health teamed up with several high-visibility partners to reach **100,000** people to encourage all Floridians to get COVID-19 vaccinations in 2021.

In April Sunshine Health teamed up with the **Pro Football Hall of Fame** and former Tampa Bay Buccaneers player **Derrick Brooks** for a video, press release and two live media events stressing the importance of COVID-19 vaccinations. The video on our Facebook, Twitter and LinkedIn channels reached 24.7K and had 6.7K engagements. The media events earned 18 placements. The press release was picked up by 104 news outlets.

In the fall, Ambetter from Sunshine Health teamed up with the **Tampa Bay Buccaneers** for another video encouraging everyone to get the COVID-19 shot. The video reached more than 65K on Bucs social media pages, and 9K+ engagements on Sunshine Health's Facebook page.

We finished 2021 with a PSA video with the **Pensacola Lamplighters**. The campaign





features youth, kindergarten through Grade 12, encouraging everyone age 5 and up to get their COVID-19 vaccines so life can get back to normal.



### Dolphins and CMG Vaccination Partnership

Sunshine Health worked closely with our NFL partners to get more Floridians vaccinated in 2021.

Sunshine Health partnered with **Community Medical Group**, one of our South Florida providers, and the **Miami Dolphins** to set up vaccine distribution sites at the Dolphins’ training camps on multiple dates throughout August.

We started the year with only about 3% of Floridians having received their first dose of the COVID-19 vaccine. We ended the year with

**63%** of state population fully vaccinated,

and our work continues into 2022.



# Giving Back



**600+**  
community  
partners

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

Ability Tree Florida  
Abyssinia Missionary Baptist Church  
Agape Family Health (FQHC)  
Aging and Disability Resource Center of Broward  
Aging True  
AK Consulting Group  
Alachua Library  
Alan Madden Foundation  
Alliance for Aging  
Alpha & Omega Freedom Ministries  
Alpha Maternity Group Home  
Alzheimer's Association, Central and North Florida Chapter  
American Cancer Society  
American Lung Association  
Angels Against Abuse  
Arc of Martin County  
Arc of Palm Beach County  
Arc of St. Lucie County  
Area Agency on Aging Pasco - Pinellas  
ASA Service Dogs  
AWKO Hungry for Justice  
Baker County Taskforce Against Domestic Violence  
Banyan Pediatric Care Center  
Baptist Faith Network  
BayCare Behavioral Health  
Be Free Lake  
Better Living for Seniors Consortium  
Better Living for Seniors Pinellas  
Bond Community Health Center  
Boys Scouts of America Central Florida Council  
Boys and Girls Club of Orange County  
Boys and Girls Club of Marion County  
Boys and Girls Club of NE FL  
Brevard County United Way  
Brevard Family Partnership  
Brevard Homeless Coalition  
Brevard Public Schools  
Brianna Marie Foundation  
Bridge A Life  
Bridge to Hope  
Bridges of Belle Glade  
Bridges of Boynton Beach/Pathways to Prosperity  
Bridges of Lake Worth  
Bridges of Pahokee  
Bridges of Palm Beach County  
Bridges of Riviera Beach  
Bridges of West Palm Beach  
Bright Bridge Ministries  
Bright Care Medical Group  
Broward Coalition on Aging  
Broward County Public Schools  
Broward Healthy Start Coalition  
Broward Outreach Center  
Broward Partnership for the Homeless  
Broward Regional Health Planning Council  
Brown's Community Development Center  
Buddy Baseball  
Sumter Community Action Partnership (CAP) Drug Free Coalition  
CAAIRE For Youth  
Camelot Community Care  
Camp Seale Harris  
CAN Community Health  
Cantonment Improvement Committee  
CAPTF Brevard Cares Coalition  
Caregiver Coalition of NE Florida  
Caregiver.com  
Caribbean Community Connections of Orlando  
Caridad Center  
Catholic Charities Bureau St. Augustine  
Catholic Charities of Gainesville  
Catholic Charities of Orange County  
Catholic Charities of Polk County  
Catholic Charities of St. John and Flagler Counties  
Cayla's Coats  
CDAC Behavioral Healthcare  
Center for Independent Living  
Center for Independent Living of North Central FL  
Central Brevard Sharing Center  
Central Florida Hope Center  
Central Healthy Start  
Champions Church  
Champions for Champions  
Charity's Place  
Child Abuse Prevention and Permanency  
ChildNet  
ChildNet Broward  
ChildNet Palm Beach  
Children's Network of Southwest Florida  
Children Hunger Project  
Children Movement of Florida  
Children Safety Village  
Children's Alliance  
Children's Cabinet of Osceola, Orange and Seminole County  
Children's Forum  
Children's Harbor  
Children's Home Society of Florida  
Children's Home Network  
Children's Network of Southwest Florida  
Children's Outreach  
Children's Safety Village  
Children's Services Council of Broward County  
Children's Services Council of Palm Beach County  
Children's Trust  
Church of Oakland  
Children's Week  
Church World Service  
Circle Up Center for Practical Peacebuilding  
Citrus Family Care Network  
Citrus County Abuse Shelter Association (CASA)  
Citrus County Community Alliance  
Citrus County Family Resource Center  
Citrus Family Care Network  
Citrus United Basket  
City of Belleview  
City of Boynton Beach  
City of Deerfield Beach  
City of Green Acres  
City of Largo  
City of North Port  
City of Ocala Recreation and Parks Dept  
City of Orlando  
City of Pinellas Park  
City Rescue Mission Northeast FL  
Clay County Chamber of Commerce  
Clay County Infant Mortality Task Force  
Coalition for the Homeless of Central Florida  
Coalition for the Homeless of Pasco County  
Colgate Bright Smiles Bright Futures  
College Hill Mennonite Church  
Communities Connected for Kids  
Community & Family Services  
Community Action Network  
Community Drug & Alcohol Council  
Community Enhancement Collaboration  
Community Health Northwest Florida  
Community Partners of South Florida

**CONTINUED ON NEXT PAGE**



Community Partnership For Children  
Community Resource Connection  
Community United Services, Parent University  
Consortium for a Healthier Miami Dade Covering Florida  
Crown of Life Ministry  
Curtis Fundamental Elementary School  
Cutting Edge Ministry  
Cystic Fibrosis Foundation  
Dr. W.J. Creel Elementary School  
Daily Bread  
Daniel Memorial  
Darnell Cookman Middle School  
DASH - Dreams and Success Housing  
Davenport Pediatrics Clermont  
Dawning Family Services, Formerly Alpha House of Tampa  
Daystar Life Center of Citrus County  
De Hostos Senior Center  
Department of Children and Families  
Department of Health Clay County  
Devereaux Kicks For Kids  
Down Syndrome Association of Central Florida  
Down Syndrome Association of the Emerald Coast  
Dr. Martin Luther King Memorial Foundation  
Dream Center of Lakeland  
E3 Family Solutions  
Early Learning Center of Pasco and Hernando  
Early Learning Coalition of Broward County  
Early Learning Coalition of Escambia  
Early Learning Coalition of Hillsborough  
Early Learning Coalition of Lake County  
Early Learning Coalition of Manatee County  
Early Learning Coalition of Marion County  
Early Learning Coalition of Palm Beach County  
Early Learning Coalition of St. Lucie County  
Early Learning Coalition of the Nature Coast  
Eckerd Connects  
Edge Community Church  
EL SOL Neighborhood Resource Center  
Elderly Affairs Council/Office of Housing and Human Services of Lake County  
ElderSource  
Embrace Families  
Emergency Care Help Organization (ECHO)  
Epilepsy Foundation  
Episcopal Children's Services  
Escambia County Children's Trust  
Escambia County Healthy Start  
Escambia County School District Health Wellness Committee  
EscaRosa Suicide Prevention Coalition  
Episcopal Children Services  
Extended Hands Community Outreach  
FAIMH Miami Chapter  
Faith Journey Abundant LIFE Ministries  
Faith Lutheran Church  
Faith Nursing  
Families First Network  
Family Café  
Family Enrichment Adoption Center  
Family Healthcare Foundation  
Family Integrity CBC  
Family Network on Disabilities  
Family Service Agency  
Family Support Services of North Florida  
Fatherhood Taskforce  
Federation of Families of Florida  
Feed & Fortify Community Organization  
Feed and Instruct The Hungry Neighborhood Center  
Feeding Empty Little Tum mies  
Feeding Northeast Florida  
Fellsmere Community Action Team (FACT) ( )  
First Baptist Church of Ocala  
First Step Food Bank  
FLITE Center  
Florence Fuller Child Development Center  
Florida Assisted Living Association (FALA)  
Florida Association of Infant Mental Health  
Florida Asthma Coalition  
Florida Behavioral Health Association  
Florida Breastfeeding Coalition  
Florida Center for Behavioral Health Improvement and Solution  
Florida Coalition For Children  
Florida Coalition To End Homelessness  
Florida Conference of Black State Legislators  
Florida Council on Aging (FCOA)  
Florida Covering Kids & Families Coalition  
Florida Department of Children and Families  
Florida Department of Health  
Florida Department of Health Baker County, Community Programs  
Florida Department of Health Broward County  
Florida Department of Health Indian River County  
Florida Department of Health Pasco  
Florida Department of Health St. Lucie County  
Florida Department of Health Sumter County  
Florida Department of Health WIC  
Florida Diagnostic & Learning Resource Services (FDLRS) Gateway  
Florida Diagnostic & Learning Resource Services (FDLRS) Springs - Child Find  
Florida Foster and Adoptive Parent Association  
Florida Guardian ad Litem  
Florida Head Start Association  
Florida Hispanic American Chamber of Commerce  
Florida KidCare Coalition Miami Dade  
Florida KidCare Taskforce Broward County  
Florida Parents and Teachers Association  
Florida Road Races  
Florida Suncoast Safe Kids Coalition  
Florida's Children First  
For the Children  
Fresh Ministries  
Friends of the Children  
Friends of Children Advocacy Center of Brevard  
Friends of The Riverwalk  
Fort Lauderdale Chamber of Commerce  
Generation Church  
Gigi's Playhouse  
Girl Scouts of West Central FL  
Giving Closet Project  
Glades Initiative  
Glades Planned Approach to Community Health  
Good Samaritan Network  
Grace Grows  
Graceway Village  
Guided Path Foundation  
Gulf Coast Jewish Community Center  
Habitat for Humanity  
Hands for Homeless  
Hands of Mercy Everywhere  
Hands of Mercy Everywhere Maternity Group Home  
Hanley Foundation  
Hardee Help Center  
Heartland For Children  
He Got UP!  
Head Start of Brevard  
Head Start of Orange, Osceola, Seminole County  
Health and Hope Clinic  
Health Council of SE FL and Lake Okeechobee Rural Health Network  
Health Council of Southeast Florida  
Health Council of South Florida  
Healthy Beginnings of Palm Beach County  
Healthy Families Florida  
Healthy Families Pasco-Hernando Advisory Council  
Healthy Living United Center  
Healthy Mothers Healthy Babies of Broward  
Healthy Mothers Healthy Babies of PBC  
Healthy Start Coalition Miami Dade  
Healthy Start Coalition of Brevard County  
Healthy Start Coalition of Broward County  
Healthy Start Coalition of Flagler & Volusia Counties  
Healthy Start Coalition of Hardee, Highlands and Polk Counties  
Healthy Start Coalition of Manatee County  
Healthy Start Coalition of Miami-Dade

Healthy Start Coalition of Okaloosa and Walton Counties  
 Healthy Start Coalition of Pasco County  
 Healthy Start Coalition of Pinellas County  
 Healthy Start Coalition of Sarasota County  
 Healthy Start Coalition of Southwest Florida  
 Healthy Start of North Central Florida  
 Healthy Start of Okeechobee  
 Healthy Start of Orange Osceola, Brevard County  
 Heart Gallery  
 Heartland for Children  
 Hebni Nutrition Consultants  
 Help Me Grow of Orange Osceola Seminole County  
 Hernando County Community Alliance  
 Hernando County Community Anti Drug Alliance  
 High Point Neighborhood Family Center  
 HIS Compassion Inc.  
 His House for Her  
 Hispanic Health Initiative  
 Hispanic Outreach Center  
 Home Safe PBC  
 Homeless Coalition of Palm Beach County  
 Homeless Education Assistance Resource Team  
 Homeless Helping Homeless  
 Hope 2 Restoration  
 HOPE Family Services  
 Hope Helps  
 Hope Resource Center  
 Human Potential Healthcare  
 Human Services Network (Meals on Wheels South Florida)  
 Hunger and Homeless Coalition of Collier County  
 Hunger Fight  
 Hunter House of Hope  
 I Am Woman Proverbs 31  
 I.M. Sulzbacher Center for the Homeless  
 ICU Baby  
 I'm a Star Foundation  
 Immigrant Resource Center of Miami  
 IMPOWER Post Adoption  
 Independence Landing  
 InPower Events  
 Inter-Agency Network of Palm Beach County  
 Inter-Cultural Advocacy Institute  
 Interfaith  
 Israel's House Social Service Agency  
 J. York  
 J.E.B. Stuart Middle School  
 Jacksonville Business Connection  
 Jacksonville Chamber of Commerce  
 Jacksonville Housing Authority  
 Jacksonville Urban League  
 Jasmine Project  
 Jay Ministries  
 Jewish Family Community Services  
 Jim Dotson Foundation  
 JoAnn's Cottage  
 Journey Institute  
 Jubilee Center of Broward  
 Junior Achievement of Palm Beaches & Treasure Coast  
 Junior Achievement of Tampa Bay  
 Junior League of Pensacola  
 Juvenile Welfare Board of Pinellas County  
 K9s For Warriors  
 K Country  
 Keiser University of Port St. Lucie  
 Keiser University of West Palm Beach  
 Kids Central  
 Kids First of Florida  
 Kids Hope Alliance  
 Kind Mouse Productions  
 Kindergarten Readiness (KRC)  
 Kinship Children's Home Network  
 Kinship Children's Home Pinellas  
 Kinship with KCI  
 Kiwanis Club Northeast Miami Dade  
 Kiwanis Club of Riviera Beach  
 Kiwanis of Northeast Miami Dade  
 Kristi House  
 Lake Cares  
 Lake County Shared Services Network  
 Lake Mary Community Center  
 Okeechobee Rural Health Network  
 Lake Wales Care Center  
 Lakeview Center/Families First Network  
 Langley Health Services  
 Latin Times  
 Latino Center on Aging  
 Lauderdale Manor Family Resource Center  
 Laurel Manor Recreation Center  
 Leading Management Solutions  
 LeadingAge Florida  
 Leesburg Food Bank  
 Less Fortunate Still Matters Foundation  
 Liberty Manor for Veterans  
 Lifestyles Over 50  
 Life Enrichment Center  
 Light of the World Clinic  
 Lighthouse for the Visually Impaired and Blind  
 Lighthouse Ministries  
 Live Healthy Miami Gardens  
 Love a Senior Company  
 Lutheran Services Florida  
 Lutheran Services Foundation  
 Lutheran Social Service of Northeast Florida  
 Lynn University  
 Magnolia Media Co.  
 Magnolia Project  
 Manantial De Bendicion Asambleas De Dios  
 Manifestations Worldwide  
 March of Dimes Broward  
 March of Dimes Florida  
 March of Dimes Northeast Florida  
 March of Dimes South FL  
 Marion County Children's Alliance  
 Marion County Disability Alliance and Parents Helping Parents of Florida  
 Marion Oaks Recreation Center  
 Marion Senior Services  
 Marketing Solutions  
 Martin County Parks and Recreation  
 Martin County School District  
 Martin Luther King Memorial Foundation  
 Mary & Martha House  
 Matthew W. Gilbert Middle School  
 Max Fischer Boys and Girls Club  
 Meals On Wheels of Polk County  
 Meals on Wheels PLUS of Manatee  
 Melbourne County Chamber of Commerce  
 Melbourne PAL  
 Metro Mommy Agency  
 Metropolitan Ministries  
 Miami Dade Family Learning Partnership  
 Miami Moms Collective  
 Mid Florida Homeless Coalition  
 Ministerio Mana de Salvacion  
 Mision La Milagrosa Catholic Church  
 The Mission Winter Haven  
 Moore Haven COGOP  
 Mothers Against Drunk Driving  
 Mothers of Minors  
 MUJER  
 Multi-Cultural Hispanic Christmas Festival  
 Mustard Seed Ministries of Fort Pierce  
 My Central Florida Families  
 My Mommy Wisdom  
 NAMI Broward County  
 NAMI Florida  
 NAMI Jacksonville  
 NAMI Miami-Dade County  
 NAMI of Marion County  
 NAMI Pasco  
 NAMI Pinellas County  
 Nassau Education Foundation Across the Decades  
 NASW Broward Unit  
 Nathaniel's Hope  
 National Youth Advocate Program  
 NEFL Healthy Start Coalition  
 Nelson Outreach Ministries  
 New Covenant United Methodist Church  
 New Life Village  
 New Town Success Zone  
 New Vision for Independence  
 North Florida Regional Chamber of Commerce

**CONTINUED ON NEXT PAGE**

North Central FL Early Steps  
 Northeast Florida Area Agency on Aging (ElderSource)  
 Northwest Florida Health Network  
 Northeast Florida Healthy Start Coalition  
 NorthStar Family Resource Center  
 Northwest Community Consortium  
 Northwest Florida Health Network  
 Nurse-Family Partnership  
 NW Focal Point Senior Center  
 Oasis Pregnancy Center  
 Office of Housing and Human Services  
 OIC of South Florida  
 Okeechobee County Family Health  
 Okeechobee Healthy Start Coalition  
 Omega Lamplighters, Pensacola Chapter  
 On Point with Rachel Tourgeman  
 One Community Now  
 One Voice for Volusia  
 Opening Doors  
 Operation PAR  
 Operation Restoring Hope  
 Orange Bowl Committee  
 Orlando Dream Center  
 Orlando Refugee Task Force  
 Osceola Council on Aging  
 Osceola County Chamber of Commerce  
 Our Father's House Soup Kitchen  
 Our Village Okeechobee  
 Outreach Autism Services Network  
 Pace Center for Girls of Hillsborough  
 Pace Center for Girls of Polk  
 Pahokee Community Center  
 Palm Beach County Action Alliance for Mental Health  
 Panama City Rescue Mission  
 Parenteen Moments  
 Partnership for Strong Families  
 Pasco County Commission on Human Trafficking  
 Pasco Kids First  
 Pathways 2 Prosperity  
 Peaceful Zion Baptist Church  
 Pearl Project  
 People Helping People in Hernando County  
 Personal Enrichment Through Mental Health Services (PEMHS)  
 Pinellas County Schools Health Advisory Committee  
 Pinellas County Urban League  
 Place of Hope  
 Placement Counselors Corp.  
 Pleasant City Community Center  
 Plumb Elementary School  
 Ponce De Leon Elementary School  
 Positive Spin  
 Prince of Peace Lutheran Church  
 Project Hope of Marion County  
 Project LINK  
 Quigley House  
 RAMAL Educational and Social Services  
 Ready For Life Pinellas  
 Rehabilitation College of Healthcare Sciences  
 Restored Hope  
 Revitalize Arlington  
 Ronald McDonald House Charities South Florida  
 Run Club  
 Safe Children Coalition  
 Safe Future  
 Safe Kids Central Florida  
 Safe Children Coalition Family Support Services of SunCoast  
 Safe Kids Coalition of Northeast Florida  
 Safe Kids North Central Florida  
 Safe Kids of Broward County  
 Safe Kids of Palm Beach County  
 Safe Kids Orlando  
 Salvation Army Northwest Community Center  
 Salvation Army Sharing Center of Central Florida  
 Sant La Haitian Neighborhood Center  
 Sarah's Kitchen of the Treasure Coast  
 Saving Mercy  
 SAYS - St. Augustine Youth Center  
 Second Chance Society  
 Seminole County Chamber of Commerce  
 Senior Services/Aging Resources  
 Seniors in Service of Tampa Bay  
 Shalon's Hope  
 Shared Services Council of Okeechobee  
 Si Events  
 Sickle Cell Foundation of Palm Beach County  
 Skyway Elementary School  
 Soup Kitchen  
 South Dade One Voice Coalition  
 South Florida PBS  
 South Florida Science Center and Aquarium  
 South Lake Ministries  
 South Santa Rosa Interfaith Ministries  
 Southeast Florida Behavioral Health Network  
 Southeastern Diabetes Education Services  
 Southern Christian Leadership Foundation  
 Southside Community  
 Spring of Blessing Church  
 St. Johns Family Integrity Program  
 St Petersburg Area Chamber of Commerce  
 St Pete Free Clinic  
 Sugar Sand Park Community Center  
 Sulzbacher Center for the Homeless  
 Sulzbacher Village for Women and Children  
 Sumter C.A.P. Community Action Partnership  
 Sumter County Children's Alliance  
 Sumter County Healthy Start  
 Sun Coast Osteopathic Foundation  
 Sunshine Center  
 Survive and Thrive Advocacy Center  
 Survivor Pathway  
 Suwannee River Area Health Education Center  
 Sylvia Thomas Center  
 Tobacco Free Coalition  
 Tabernacle Missionary Baptist Church  
 Talbot House Ministries of Lakeland  
 Tampa Bay Breast Feeding Task Force  
 Tampa Bay Healthcare Collaborative  
 Tampa Bay Network to End Hunger Pasco Work Team  
 Tampa Housing Funding Corporation  
 Telemundo  
 The Edwinola  
 Three Virtues  
 Timber Trace Elementary  
 Touch of Magic  
 Transitional Living of North Central Florida (Center for Independent Living of North Central Florida)  
 Treasure Coast Food Bank  
 Tree House Tallahassee  
 Tri City Senior Referral Network  
 TriCounty Community Resource Center  
 Trinity Church Peacemakers Project  
 True Fast Ministries  
 U.B. Kinsey School of Arts  
 UF Health Marketing and Community Relations  
 UF IFAS Extension  
 Unicorn Children's Foundation  
 United Against Poverty Indian River  
 United Way of Broward County  
 United Way of Marion County  
 United Way of West Florida  
 University of North Florida College of Health  
 University of South Florida College of Public Health  
 Urban League of Broward County  
 Urban League of Orange County  
 Urban League of Palm Beach County  
 URChurch  
 Victorious Living  
 Victory Kids Sports  
 Vita Nova  
 Vive City Chapel  
 Voices for Children Broward County  
 Voices for Children of Tampa Bay  
 Voices Institute  
 WaterSmart Palm Beach County  
 Way Truth and Life Youth Outreach  
 Well Florida Council  
 WeLuvtheKids  
 Wheelchairs 4 Kids  
 Women, Infants and Children (WIC), of Miami-Dade  
 Women in Distress of Broward County  
 YMCA of Orlando  
 YMCA of the Suncoast



# Sunshine Health Contributes \$20 Million to Help Students Achieve Dreams

Every child deserves the opportunity to learn in the school that gives them the best chance to thrive, regardless of income or where they live. Step Up for Students is a nonprofit that is dedicated to providing these opportunities, especially for children who might not otherwise have them.

Sunshine Health supports this mission and proudly contributed \$20 million in 2021 to the organization, funding scholarships for 2,625 Florida students. The K-12 scholarships give students the opportunity to reach their potential and engage in the best learning environments for their individual needs by attending private or out-of-district public schools.

The program helps students like Yonas Worku, above, who graduated in 2021 as valedictorian from Bishop John Snyder High School in Jacksonville. He is now studying computer science at the University of Florida. “Education is the key to getting anything that he wants,” says his mother, Zinash Tekleweld.

These scholarships are a big part of Sunshine Health’s commitment to making investments that improve Floridians’ access to education, food, jobs, housing and other [social determinants of health](#).

Step Up For Students manages the Florida Tax Credit Scholarship Program and three other scholarships for Florida schoolchildren. Over the years, Sunshine Health has funded 8,738 scholarships by contributing more than \$59.5 million to the nonprofit.





## Orange Bowl Gives Families a Back-to-School Boost

Sunshine Health is a big fan of the Orange Bowl, and we're not just talking about the football game that is part of the College Football Playoffs. The Orange Bowl Committee has deep roots in South Florida and a strong commitment to helping youth and the community as a whole. We're proud to join them to promote the well-being of children and families.

At the ninth annual Sunshine Health Orange Bowl Family Fun & Fit Day, our employees handed out school supplies to 300 children. Kids who attended the event at Carter Park in Fort Lauderdale got free backpacks, pencil pouches, pencils, sharpeners, rulers and haircuts. They also got football tips from professional instructors. The event gave hundreds of families a boost as many children were returning to in-person classes for the first time since the pandemic began.

“The special partnership shared between Sunshine Health and the Orange Bowl Committee means a great deal to us, as both organizations have a longstanding history of meaningful charitable investment throughout the South Florida community,” said Orange Bowl CEO Eric Poms. “The annual Sunshine Health Orange Bowl Family Fun & Fit Day is a great example of our collaborative efforts, as it provides much-needed resources to assist South Florida families with their back-to-school planning each year.”

We also sponsored the Orange Bowl Youth Football Alliance. In this program, the Orange Bowl mascot and staff visit different South Florida youth football parks for contests and giveaways. Our public service announcements at these events reminded families about the importance of getting vaccinated against COVID-19. Sunshine Health also was an associate sponsor of the popular City of Fort Lauderdale Orange Bowl Downtown Countdown on New Year's Eve, the AutoNation Orange Bowl Basketball Classic and the Orange Bowl Cheer Championships.



# Bridging ‘Digital Divide’ for Florida Children in Foster Care

Children in foster care often don’t have laptops or Wi-Fi. That makes it harder for them to attend online classes, conduct virtual job searches and go to telehealth appointments.

Sunshine Health and partners donated 500 laptops and 1,700 Wi-Fi hotspots to foster care agencies across Florida to distribute to youth in need.

“We wish to extend a heartfelt appreciation for the donation of so many computers and hotspots for our children in foster care throughout Brevard County,” said Phil Scarpelli, CEO of the Brevard Family Partnership. “On a personal note, working with our partners at Sunshine Health has been an absolute blessing, as they selflessly contribute to the success of our mission as we serve at-risk children who are so deserving.”

Sunshine Health teamed up with its parent company, Centene Corporation, as well as AT&T, Connected Nation, Dell Technologies and Intel for this effort, called the K-12 Digital Divide Program.



**500** + **1,700**  
laptops                      Wi-Fi hotspots

Sunshine Health and partners donated to foster care agencies across Florida to distribute to youth in need.

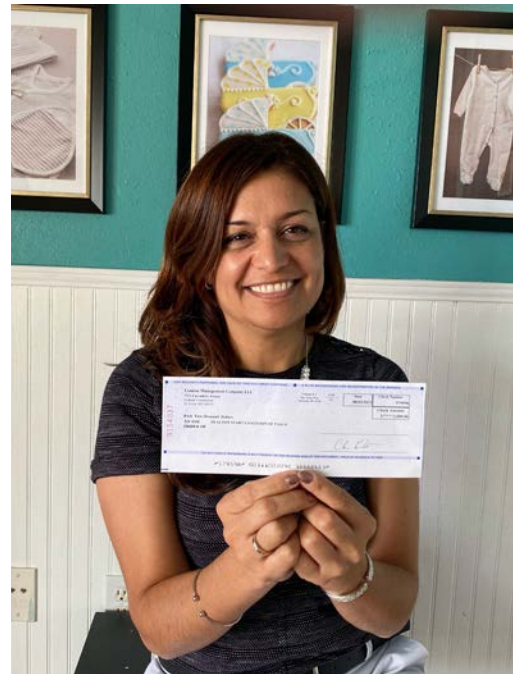
# Community Connections Program Builds Partnerships Addressing Social Determinants of Health

Sunshine Health’s Community Connections team builds partnerships with community-based organizations to support the social safety net. Our work addresses the social determinants of health, which are factors such as poverty, food insecurity, education, employment and other circumstances that influence health risks and outcomes. Community Connections Grants are a key strategy for strengthening Florida communities.

Sunshine Health awarded 54 grants totaling \$200,000 to community groups across the state in 2021. The grants went to Healthy Start coalitions, homeless groups, food banks, youth organizations and more. The grants fund food delivery and drive-thru pickups, rent and utility assistance, outreach to address social isolation and other programs focused on healthy birth outcomes, educational support and the impact of COVID-19.

“These funds are greatly appreciated not just by us, but by those who we serve in the community,” said Barbara Wheeler, executive director of the Mid Florida Homeless Coalition, which received a grant to help people with housing-related expenses not covered by other sources.

“A special thanks to Sunshine Health for believing in our mission and making our community a better place,” said Regan Quick, Director of Development for Voices for Children, which supports abused and neglected children in Hillsborough County through the Guardian ad Litem program. The organization used its \$2,000 grant from Sunshine Health to provide 18 children in foster care with educational and recreational items designed to enhance their well-being.



# *The 2021 Sunshine Health Community Connections grants went to these community partners:*

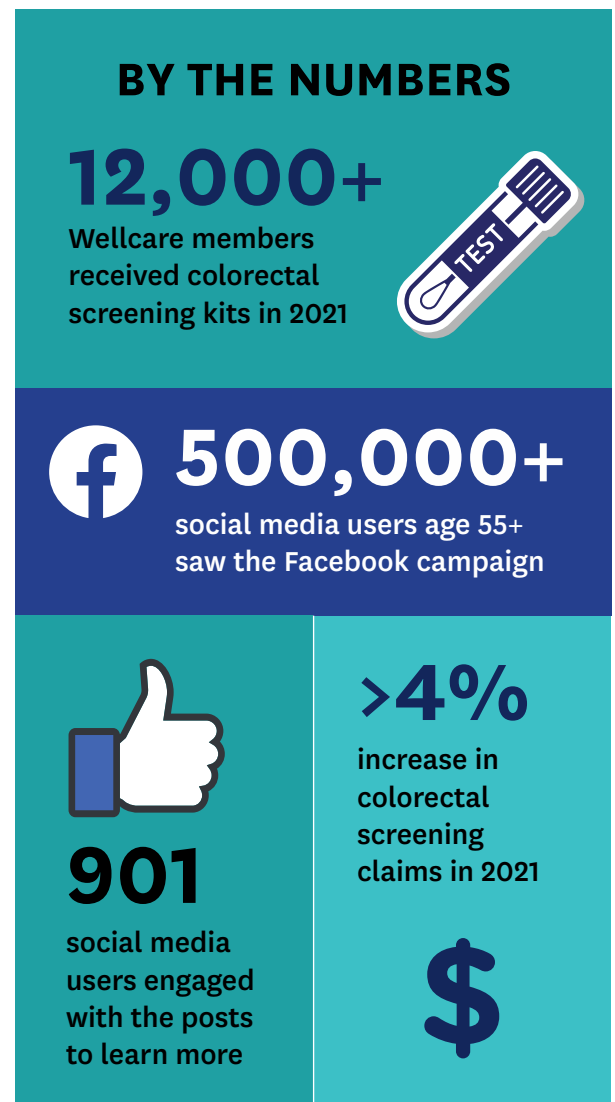
Bridge to Hope	Human Services Network/Meals on Wheels South Florida	Ronald McDonald House Charities South Florida
Broward Partnership for the Homeless	Hunger and Homeless Coalition of Collier County	Sarah's Kitchen of the Treasure Coast
CAAIRE For Youth	ICU Baby	Second Chance Society
Central Florida Hope Center	I.M. Sulzbacher Center for the Homeless	South Santa Rosa Interfaith Ministries
City Rescue Mission	Jewish Family Community Services	Southeastern Diabetes Education Services
Community United Services/Parent University	Junior League of Pensacola	Southside Community
Daily Bread	Lighthouse for the Visually Impaired and Blind	Spring of Blessing Church
Emergency Care Help Organization (ECHO)	Mid Florida Homeless Coalition	St. Petersburg Free Clinic
Family Service Agency	Moore Haven COGOP	Survivor Pathway
Good Samaritan Network	Mustard Seed Ministries of Fort Pierce	Talbot House Ministries of Lakeland
Hands for Homeless	Northeast Florida Area Agency on Aging (ElderSource)	The Kind Mouse Productions
Healthy Living United Center	Okeechobee County Family Health - Healthy Start Coalition	The Less Fortunate Still Matters Foundation
Healthy Start Coalition of Brevard	Opening Doors	Transitional Living of North Central Florida/Center for Independent Living of North Central Florida
Healthy Start Coalition of Flagler & Volusia Counties	One Community Now	United Against Poverty Indian River
Healthy Start Coalition of Miami-Dade	Orlando Dream Center	Voices for Children
Healthy Start Coalition of Pasco	Our Father's House Soup Kitchen	Voices for Children Broward County
Healthy Start Coalition of Southwest Florida	Panama City Rescue Mission	
Hebni Nutrition Consultants	Partnership for Strong Families	
HIS Compassion	Positive Spin	

# American Cancer Society and Wellcare Partnership

Colorectal cancer is the third leading cause of cancer-related deaths in men and women in the United States, but often does not show signs or symptoms in early stages. This makes early detection incredibly important.

To engage more members in life-saving preventive care, Wellcare mailed at-home colorectal cancer screening kits to Medicare members to make it easier for them to take an active role in their health. As part of the campaign, Wellcare joined forces with American Cancer Society to spread awareness of screenings on social media and to encourage Floridians to take action by scheduling their colorectal screenings. The Facebook campaign reached more than 500,000 people across state.

Source: American Cancer Society







# Advocating for Children in Tallahassee – Virtually!

One of our favorite events to attend each year is Children’s Week. We love to see the smiles on the kids’ faces as they descend on the Capitol Courtyard. And we love to have the chance to see and meet with the dozens of other organizations that help advocate for Florida’s Children.

Children’s Week events went virtual in early 2021 because of the pandemic, but we were still honored to participate and support them.

Instead of having the annual “Celebration of Hands” in the Capitol Rotunda, we sponsored the display at Tallahassee Community College’s Center for Innovation, a short walk from the state Capitol. Our field marketing team collected over 400 hands from community partners across the state for this event. The display represents the children that form our state’s future, reminding advocates, educators and lawmakers that every decision we make affects Florida Children.

Children’s Week was also able to offer dozens of virtual workshops on child advocacy, so Sunshine Health and other child advocates were still able to learn and collaborate. We were happy the event continued virtually, but we sure are excited to return to in-person in 2022!





# Training Healthcare Heroes During a Pandemic

Healthcare workers are in high demand during the pandemic, and especially in rural areas.

Tallahassee Community College took on this problem with a program to train Gadsden County residents and start them on healthcare career paths.

The program was financed with a \$85,000 investment from Sunshine Health, which allowed the students to attend the college and become certified nursing assistants and home health aides. A total of 60 students ranging in age from their 20s to their 60s started the program, with 49 completing it. Most trained during the pandemic in 2020 and 2021.

The Gadsden Connect Scholarship Program gave these students a chance to begin new careers in and around Gadsden County, where the unemployment rate exceeds the state average.

“Sunshine Health provided a silver lining at a time when the Gadsden County community needed it most,” said Kimberly A. Moore, VP for Workforce Innovation at Tallahassee Community College. “Their investment not only created hope, but also served as the motivation that changed the lives of 49 local residents and their families.”

“This scholarship has not only put me in a better position for employment, but also helped me to further pursue my nursing degree. I would not be able to do this without the Sunshine Health scholarship.”



**Pier Hawkins,**  
CNA graduate



This CNA class began their studies in July 2021. From left: Jesse Ruiz, Dequanasha McNealy, Elizabeth Aviles, Vanessa Rodriguez, Ewanya James, Melanie House, Allison Stout, Marisela Ramirez and instructor Lovey Harris



**Deborah Farmer,**  
CNA graduate

“The program provided me training in the skills and techniques needed to do the job of a nursing assistant. It also has put me on the path of fulfilling a lifelong goal of becoming a healthcare professional.”



# **In the Community**

# Ambetter and Buccaneers Keep Tampa Bay Healthy On and Off the Field

Ambetter from Sunshine Health has teamed up with the Tampa Bay Buccaneers to provide health and wellness activities for the entire community.

In 2021, we were at 3 Bucs games and also supported their Treasure Chests 5K, part of the NFL's Crucial Catch cancer initiative, and teamed up with them on sweepstakes for jerseys and tickets and partnered in an important COVID-19 Public Service Announcement (see Page 10 for more on the PSA).

#GoBucs!



“Ambetter from Sunshine Health is pleased to have the Bucs join us in our commitment to improving the health of everyone in the communities we serve.”

We support the team’s commitment to events that help families stay healthy and active.”

**Charlene Zein**, Senior Vice President, Ambetter from Sunshine Health

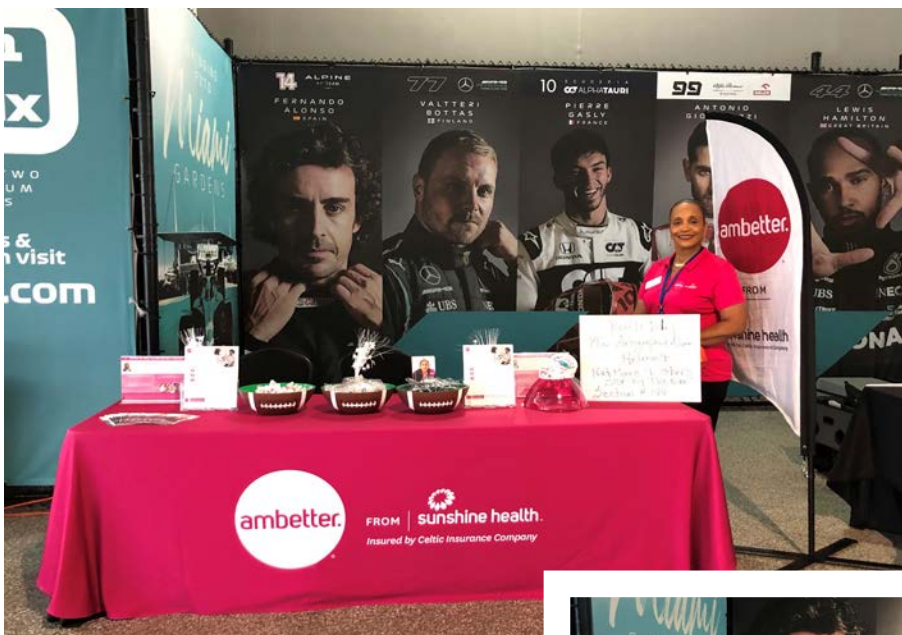


# Proud Partner of the Miami Dolphins

Ambetter from Sunshine Health is a proud partner of the Miami Dolphins. We teamed up with the Dolphins for several fun events.

We hosted a socially distanced Movie Night for families at the Hard Rock Stadium in May, a Dolphins Draft Party in April, and Dolphins' training camps in August.

We were also offered COVID-19 vaccines at the public Dolphins' preseason training camps. Read more about that on Page 11.





# Thanksgiving Meals

Ambetter from Sunshine Health presented the Thanksgiving meal distribution at Hard Rock Stadium on Nov. 23.

Together the team distributed 1,000 meal boxes from Feeding South Florida to community members. In coordination with Feeding South Florida, Break the Cycle, Miami Gardens churches and local dignitaries, the event provided meal boxes consisting of a turkey, fresh produce and sides to feed families of four to six people.

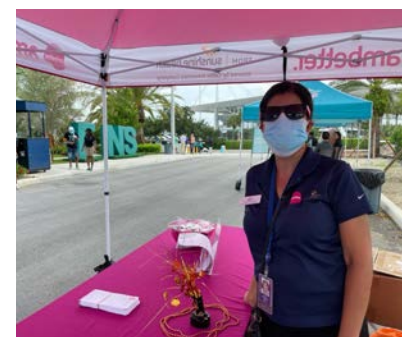


“We’re proud to partner with the Miami Dolphins and Feeding South Florida to ensure thousands of South Florida families can fill their pantries and have a great Thanksgiving.”

Nathan Landsbaum,  
President and CEO,  
Sunshine Health



**1,000**  
meal boxes  
distributed



# CARD Conference

The Center for Autism & Related Disabilities (CARD) is the largest autism-related conference in the state of Florida and is rapidly gaining recognition throughout other states and countries.

For 2021, CARD was a virtual event and featured over 72 presenters and 55 sessions. The event presented autism research and education for professionals and parents of individuals with autism and other developmental disabilities.






Children's Medical Services (CMS) Health Plan participated as a sponsor of the event, as well as provided information about CMS in a breakout chat room during the three-day event.



**72** + **55**  
presenters sessions

# Healthy Start

Children’s Medical Services Health Plan and Ambetter from Sunshine Health presented the following virtual baby showers in 2021:

 <b>County</b>	 <b>Drive-Thru Cars</b>	 <b>Registered Moms</b>	 <b>Families That Participated Virtually</b>	 <b>Prize Winners</b>
Sumter	50	69	29	10
Hernando	80	162	26	20
Citrus	100	60	41	20
Lake	25	36	25	15

## World’s Greatest Baby Showers

We are proud sponsors of Healthy Start Coalitions’ World’s Greatest Baby Showers throughout Florida.

The World’s Greatest Baby Showers celebrate our communities’ newest and tiniest residents. With the help of local vendors, participants are linked to valuable information about family friendly services, career opportunities and baby friendly products. Healthy Start provides gifts and prizes to pregnant and postpartum women. Since 1997, the World’s Greatest Baby Showers have prepared hundreds of families for parenthood.

# Food Bank and Pantry Partnerships

Sunshine Health is a proud supporter of His Compassion Food Bank and the Central Florida Hope Center, just two of our many Food Bank/Pantry partnerships.

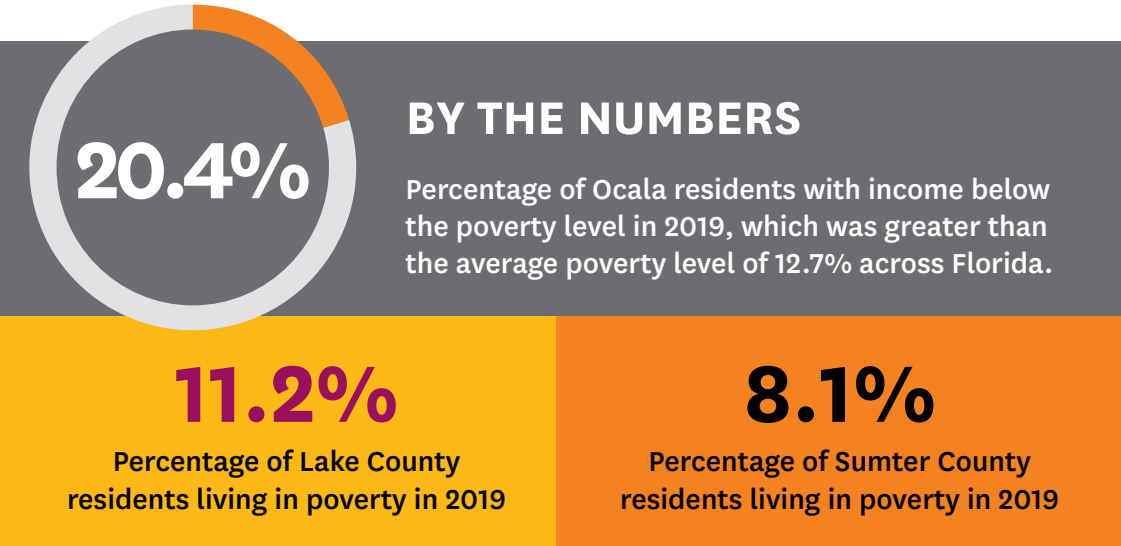
**His Compassion** serves one of the largest areas in Central Florida including Marion, Alachua, Citrus, Sumter, Levy, Putnam and Lake counties. In 2021:

- Over 19 million pounds of food distributed
- 128 agencies received 9,326 pallets of food for distribution
- 600-800 families served weekly
- 466,000 boxes of food given
- Over 32,000 volunteer hours logged

“On behalf of His Compassion food bank, we want to thank Sunshine Health for your sponsorship of \$2,000 on June 2, 2021. This sponsorship will help to sustain all outreach, remote healthy foods deliveries, drive-thru food distribution events and supplies to over 30,000 people and 112 agencies. The members, board and staff of the His Compassion food bank extend our appreciation to the Centene Corporation.”

— Samuel Herren, Esq. Chief Executive Officer for His Compassion

**Central Florida Hope Center** is an all-in-one solutions center providing assistance with food, homeless prevention, jobs placement and free counseling.





# Family Café

The Family Café is an event for individuals with disabilities and their families. It offers an opportunity for collaboration, advocacy, friendship and empowerment.

- 9,000 Children’s Medical Services (CMS) Health Plan flyers were included in bags handed out to all at the event .
- Coloring books printed by CMS Health Plan.
- Breakout room at the Virtual Event to provide more information on the CMS Health Plan.



# Diaper Drive-Up

We were proud to support the Junior League of Pensacola on their Diaper Drive-Up, where they distributed 31,700 diapers and 65,000 wipes to 658 children in need. They were also one of our Level 1 Community Connections Grant winners (Page 21).



## BY THE NUMBERS

**42,500+**

Pasco County students live in households that struggle to put food on the table. Many at-risk students won't eat at all between lunch on Friday and breakfast Monday.

**56.78%**

of children in Pasco County qualify for free or reduced-price meals.



**\$150,000+**

One Community Now raised for Pack-A-Sack Food 4 Kids.

# Hunger Walk

Ambetter from Sunshine Health was a sponsor of the One Community Now — Hunger Walk.

One Community Now raised over \$150K for their Pack-A-Sack Food 4 Kids so no Pasco County child would go hungry over weekends. Thousands were in attendance.

One Community Now was also a Level III Sunshine Grant recipient.

“Hunger hurts our children, it hurts their ability to learn, it hurts their grades, it hurts their tummies, it hurts their brains — but most important, Hunger Hurts our Future!” said One Community Now. “Childhood hunger is a problem that threatens our children and our future.”

All proceeds from the Hunger Walk go toward feeding children through the One Community Now Pack A Sack 4 Kids program to help address chronic hunger among school-aged children.

# Walk to End Alzheimer's

Ambetter from Sunshine Health is a proud supporter of the Alzheimer's Association.

Over 200 people participated in the Walk to End Alzheimer's December 2021 event.

Held annually in more than 600 communities nationwide, the Alzheimer's Association Walk to End Alzheimer's is the world's largest fundraiser for Alzheimer's care, support and research. This event calls on participants of all ages and abilities to join the fight against the disease.

The Walk to End Alzheimer's is full of flowers, each carried by someone committed to ending this disease.



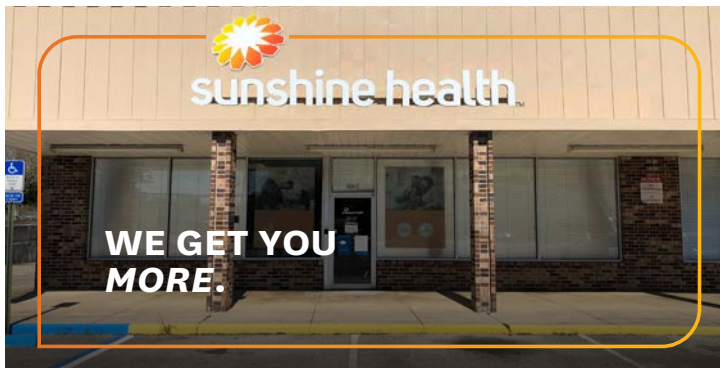
**200+**  
participants

# Welcome Rooms

---

★ Our 11 Welcome Rooms throughout the state were created with the community in mind. Everyone is invited to access area health information, customer service, computers, internet, phone service and other local resources. Community organizations are especially welcome to reach out to use this space.





**☀️ REGION 1**  
 Escambia County  
 2620 Creighton Road  
 Suite 401  
 Pensacola, FL 32504  
 1-850-473-2801

**▲ REGION 2**  
 Leon County  
 2525 S. Monroe St.  
 Unit 1  
 Tallahassee, FL 32301  
 1-850-523-4301

**✚ REGION 3**  
 Marion County  
 2724 NE 14th St.  
 Ocala, FL 34470  
 1-352-840-1102

**✖ REGION 4**  
 Duval County  
 5115 Normandy Blvd., Unit 1  
 Jacksonville, FL 32205  
 1-904-348-5267

**■ REGION 5**  
 Pasco County  
 5035 US Hwy. 19  
 New Port Richey, FL 34652  
 1-727- 834-2301

**▼ REGION 6**  
 Hillsborough County  
 200 West Waters Ave.  
 Tampa, FL 33604  
 1-813-470-5651

**◇ REGION 7**  
 Orange County  
 6801 - W. Colonial Drive  
 Suite E  
 Orlando, FL 32818  
 1-407-253-7602

**◀ REGION 8**  
 Lee County  
 4901 Palm Beach Blvd.  
 Suite 80  
 Ft Myers, FL 33905  
 1-239-690-5722

**🏠 REGION 9**  
 Palm Beach County  
 4278 Okeechobee Blvd.  
 West Palm Beach, FL  
 33409  
 1-561-337-3564

**▼ REGION 10**  
 Broward County  
 1299C NW 40th Ave. #12C  
 Lauderhill, FL 33313  
 1-954-400-6451

**▶ REGION 11**  
 Miami-Dade County  
 9552 SW 160th St.  
 Miami, FL 33157  
 1-786-573-7801

# NCQA Awards

---



**Sunshine Health**  
Long Term Care



**Sunshine Health**  
Medicaid



**Ambetter**  
Marketplace

# A Commitment to Quality

## **Pat Fowler**

Vice President of Quality Improvement

Sunshine Health is deeply committed to ensuring our members have access to quality healthcare.

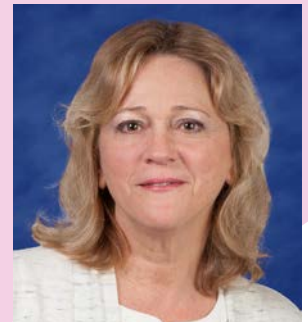
Our 3,600 employees keep quality and customer service at the forefront of what they do each and every day. The result is not only better healthcare for each member we serve, but also innovation that helps us continue to raise the bar for what quality healthcare means.

In 2021, the Centers for Medicare & Medicaid Services released Star Ratings for Medicare Health Plans. After years of hard work and careful planning, our HMO Medicare contract reached a 4.5 Stars quality ranking out of 5 possible stars! This positions us as one of the nation's top health plans for managing and caring for our Medicare beneficiaries. The Wellcare HMO plan serves over 131,000 Medicare members across Florida.

We also received a distinction for our Long Term Care plan and accreditation for our Medicaid and Ambetter plans from the National Committee for Quality Assurance (NCQA).

In 2022, we look forward to resuming in-person events to once again bring services to people in their communities, helping to overcome barriers and close care gaps. But we will also continue the virtual healthcare supports and services we developed and expanded in 2020 and 2021.

Our partnership with our large network of doctors is key to delivering quality healthcare. Through provider training and support, we build relationships with our providers to ensure they have the support to take care of our members. Field teams are assigned by region, allowing them to understand the local environment and issues which could be barriers to our members' care.



**“Our commitment is to provide our members consistent, quality healthcare. Our Quality Improvement team doesn’t do it alone — our providers and our community partners help us ensure our members have access to the best possible care and are engaged in their health outcomes.”**

# About Us

---



# A Plan For Life

Medicaid, Specialty, Marketplace and Medicare health plans.



Managed Medical Assistance (Medicaid)

Serious Mental Illness (SMI) Specialty Plan

Comprehensive Long Term Care (LTC)

Child Welfare Specialty Plan (CWSP)



**Children's Medical Services Health Plan**

(CMS)

Providing services to children who have special healthcare needs.



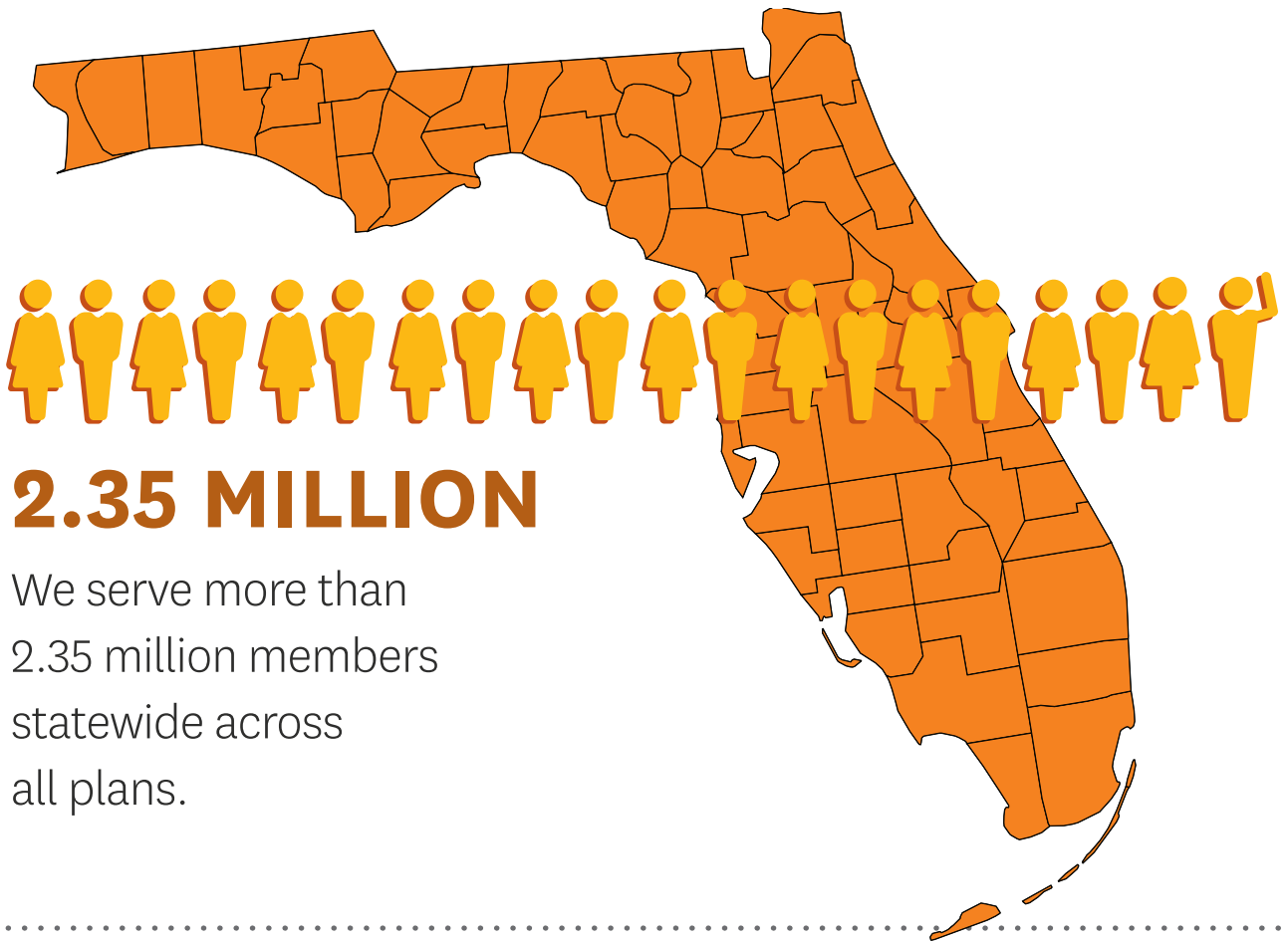
**Ambetter**  
(Marketplace)

Offering access to essential health benefits through the Health Insurance Marketplace.



**Wellcare**  
(Medicare)

Offering Medicare beneficiaries quality health insurance to improve whole health with extra benefits.



**2.35 MILLION**

We serve more than  
2.35 million members  
statewide across  
all plans.

## Medicaid

Medicaid is the government benefits program for people whose income is insufficient to pay for private health insurance. Most of our Medicaid members are people with disabilities or chronic medical conditions, children under the age of 21 or pregnant women. Sunshine Health works to connect children with needed care, including regular well-child visits, immunizations and preventive screenings. We work to engage our pregnant members in prenatal care as soon as possible to improve birth outcomes and offer a variety of programs that provide extra supports and services for women with high-risk pregnancies. Our case management program provides members with disabilities or complex medical conditions personalized care and services to help them achieve and maintain optimal health. This program also supports recently hospitalized members to ensure they transition home smoothly and understand their medications and treatment plans.

# Child Welfare Specialty Plan

Sunshine Health is proud to offer Florida’s only Child Welfare Specialty Plan designed for children in and adopted from the state’s child welfare system. We provide physical and behavioral healthcare to children who have experienced life-altering trauma. By coordinating with state agencies, community based care providers and other critical child welfare system partners, we provide unique, high-touch care so these children have consistent, quality healthcare even as their living situations fluctuate. Our integrated care coordination approach involves partnering closely with Community Based Care Integrated Health (CBCIH), the organization that represents the 19 Community Based Care lead agencies that manage the state’s child protection services. These lead agencies have care coordinators that help us serve our members at a local level. CBCIH enables us to share critical health and child welfare information among the many organizations involved to ensure every person making decisions for children has all the necessary information.





## Children's Medical Services Health Plan



Operated by Sunshine Health on Behalf of the Florida Department of Health

Children's Medical Services (CMS) Health Plan, operated by Sunshine Health on behalf of the Florida Department of Health, is for children with special healthcare needs. It provides a comprehensive system of care that is centered around the family. The CMS Health Plan is for children who are under age 21 and eligible for Medicaid. These children may need extensive healthcare services, including working with several different providers at once, or working with state agencies or finding local community resources. The CMS Health Plan for KidCare is for children under age 19 who are eligible for Florida KidCare and have special healthcare needs that require extensive preventive and ongoing care. Our team of nurses and social workers will work with a child's parents and doctors to identify health needs and help find the resources available to meet them. CMS Health Plan helps schedule doctor visits, medical tests and procedures, along with finding behavioral, developmental and social services.



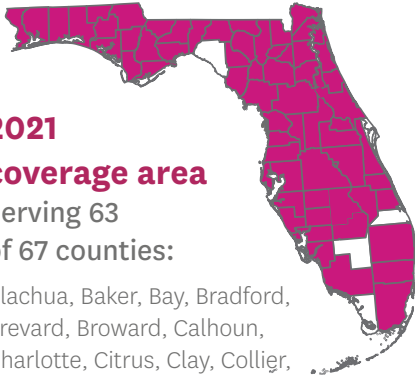
# Serious Mental Illness Specialty Plan

Sunshine Health's Serious Mental Illness (SMI) Specialty Plan works to treat the whole member, addressing serious mental illness and physical health. The services include coordinated behavioral, medical, pharmacy and support services. The team of providers consists of behavioral and medical providers, licensed health clinicians and pharmacists. SMI Specialty Plan also connects members to social support services that are critical to good health, such as access to healthy foods, secure housing and reliable transportation to appointments. In addition to the benefits offered to Medicaid members, expanded benefits are available to SMI Specialty Plan members, including up to \$35 of over-the-counter (OTC) items mailed at no cost to the member, and up to \$2,500 per lifetime for housing assistance with prior authorization. The SMI Specialty Plan served members in all counties of Florida in 2021.

---

## Long Term Care

Sunshine Health's Comprehensive Long Term Care (LTC) plan is for people ages 18 and older who have complex healthcare needs and are also eligible for Medicaid. Sunshine Health is Florida's largest LTC provider. We strive to help members live — and thrive — in their communities by offering care management and supportive services tailored to each member's unique needs. We provide person-centered care planning that focuses on the member's goals — whether that's transitioning out of a nursing home, being able to use a walker instead of a wheelchair or enjoying activities outside of their home more often. Our LTC plan is nationally recognized for its success in transitioning our members from nursing homes back to the community to live more independently. Sunshine Health LTC recently earned NCQA LTSS distinction.



## 2021 coverage area

Serving 63  
of 67 counties:

Alachua, Baker, Bay, Bradford, Brevard, Broward, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Miami-Dade, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Union, Volusia, Wakulla, Walton, Washington.



# Marketplace



FROM |  **sunshine health**<sup>™</sup>  
*Insured by Celtic Insurance Company*

Ambetter from Sunshine Health is one of the largest Marketplace health plans in Florida, offering several coverage options designed to fit different needs and budgets. Ambetter provides targeted care management to support members with complex health needs, such as diabetes, heart disease or cancer. These programs provide personalized care and support services to help members achieve the best health possible. We also provide our members with telehealth services through Teladoc to make it more convenient for them to access care when they need it. To promote preventive screenings and well visits, we also offer My Health Pays<sup>®</sup>, an incentive program that rewards members for taking a more active role in their health. Our Member Services team calls with reminders and schedules appointments for members who have missed recommended screenings.



By  
**allwell.**<sup>™</sup>

## Medicare

Wellcare and Wellcare by Allwell are Federal Medicare Advantage plans that serve people 65 and older, people under 65 with certain disabilities and people with End Stage Renal Disease. In Florida, Wellcare and Wellcare by Allwell offer Health Maintenance Organization Plans (HMO), Dual Eligible Special Needs Plans (DSNP) for people who are eligible for both Medicare and Medicaid, Preferred Provider Organization Plans (PPO), and Chronic Illness Special Needs Plans (CSNP). All plans provide more coverage than original Medicare, like dental, vision, hearing and transportation. All plans include prescription drug coverage and an extensive network of quality healthcare providers. Plans are available in all Florida counties except Monroe. Wellcare and Wellcare by Allwell also cover many preventive services like screenings, vaccines, and annual wellness visits.





**Connect with us  
on our social media channels!**

**@SunHealthFL**

**SunshineHealth.com**

P.O. Box 459089  
Fort Lauderdale, FL 33345-9089

© 2022 Sunshine Health. All rights reserved.

SH\_4227