



Working  
**together** to  
**strengthen** our  
community



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

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# CEO's Welcome

**Chris Coffey**

CEO, Sunshine Health



Welcome to our 2018 Corporate Investment Report, the story of how we — working in concert with more than 240 community partners — are making our communities stronger, healthier, safer and more viable.

I joined Sunshine Health as CEO in July 2018, moving from Kansas, where I was president of our Centene plan there. I'm honored to be leading a health plan that is about more than providing care for our approximately 1 million members. We care about making life better for all of Florida's 21 million residents.

*Cultivating a healthy community* means supporting one another through difficult times. With the help of groups like the Florida Coalition for Children and the Children's Home Society, we had the opportunity to help foster families in the Panhandle enjoy the holidays after Hurricane Michael.

*Cultivating a healthy community* means pulling together in the aftermath of the profound tragedy at Marjory Stoneman Douglas High School in Parkland. Working with school officials and first responders, we set up counseling lines for students and families struggling with grief and fear.

*Cultivating a healthy community* means making sure we all have access to needed healthcare. And it means working together to remove obstacles that keep people from being able to prioritize their health. We are grateful to all of our community partners who are working every day to address the social determinants of health.

We look forward to continuing to work together to strengthen our communities.

**Dr. Nelson Adams, Chair of Sunshine Health Board of Directors, was honored at the St. John Community Development Corp. gala for his retirement after 31 years of service.**

From left: Sunshine Health CEO Chris Coffey, Vice President of Operations Gail Daley, Dr. Adams, CFO Monica Navarro, Member Advocate Katherine Llopiz and Director of Operations Mark Reed.







Walk a Mile with a Child,  
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## Board Chair's Welcome

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

Chair of Sunshine Health Board of Directors

Some 10 years ago, I was leading an organization called Access Health Solutions when Centene Corporation reached out about expanding its footprint to Florida. That was the beginning of Sunshine Health.

It's been a productive and rewarding decade. We have been able to bring healthcare solutions to Florida residents when and where they need them most. Partnering with community groups, we help members overcome barriers that keep them from going to the doctor. We support and educate women about prenatal care to make sure their babies get a healthy start at life — a personal passion of mine as I've been delivering babies for 40 years.

Serving as chair of this board is an honor. Sunshine Health employees dedicate themselves to their jobs and their communities. Here's to the next decade of making our members, and our communities, stronger.



Dr. Adams is also President  
and CEO of Metro-Miami  
Ob-Gyn Associates.

# Giving Back

Sunshine Health is proud to partner with more than 240 organizations throughout Florida to give back to the communities we call home, including:

2018 First 1000 Days Florida Summit  
 4Kids of South Florida  
 Abyssina Missionary Baptist Church  
 Adoption 2 Action  
 Adoption Exchange Association  
 African American Club of Pasco County  
 Agency for Persons with Disabilities  
 Aging & Disability Resource Center of Broward County  
 Aging True  
 Alzheimer's Association  
 Area Housing Commission  
 Ascension | St. Vincent's HealthCare  
 Baptist Health  
 Big Bend Community Based Care  
 Boys & Girls Club of Bay County  
 Boys & Girls Club of Northeast Florida  
 Boys & Girls Club of the Emerald Coast  
 Boys & Girls Club of the Big Bend  
 Brevard County Foster Parent Assoc.  
 Brevard Family Partnership  
 Bridge A Life  
 Broward 211  
 Broward County Public Schools  
 Broward Healthy Start  
 Capital Area Community Action  
 Capital Area Healthy Start  
 Caregiver Coalition of Northeast Florida  
 Caregiver.com  
 Caregiver's Helping Hand  
 CARES Claude Pepper Senior Center  
 Caroline Oaks Senior Apartments  
 Carver-Lincoln Association for Youth  
 Catholic Charities of Central Florida  
 Catholic Charities of Northwest Florida  
 Central Florida Boys & Girls Club  
 Central Florida Community Planning & Development  
 Central Florida Urban League

Central Healthy Start Coalition  
 Child Abuse Prevention Task Force  
 ChildNet Broward and Palm Beach  
 Children First  
 Children's Home Network  
 Children's Home Society of Florida  
 Children's Legal Services  
 Children's Network of SW Florida  
 Children's Safety Village of Central Florida  
 Children's Service Council of Palm Beach County  
 Church of Oakland  
 Church World Service  
 Clara White Mission  
 Clay Action Network  
 Coalition for the Homeless of Central Florida  
 Communities Connected For Kids  
 Community Based Care of Central Florida  
 Community Partnership For Children  
 Community Action Network  
 CRC Educational & Community Resources, Inc.  
 Daily Bread Daniel Cantor Senior Center  
 Daniel Kids Memorial Institute  
 Darnell Cookman Middle School  
 De Hostos Senior Center  
 Delta Sigma Theta Sorority  
 Devereux  
 Duval County Health Dept.  
 Duval Medical Society  
 Early Education and Care, Inc. (Bay County)  
 Early Learning Coalition of Pasco Hernando  
 Eckerd Connects Raising Hope  
 ElderSource of Northeast Florida  
 Florida Assisted Living Association  
 Families First Network  
 Family Integrity Program

Family Oriented Concept Unified to Serve (FOCUS)  
 Family Resources  
 Family Support Services of North Florida  
 Federation of Families of Florida  
 Feed & Fortify  
 Feeding America  
 Feeding NEFL  
 Florida Adoption Information and Independent Living Resource Center  
 Florida Alcohol and Drug Abuse Association  
 Florida Assisted Living Association  
 Florida Children's System of Care  
 Florida City Senior Center  
 Florida Coalition for Children  
 Florida Council on Aging  
 Florida Covering Kids & Families Statewide Coalition  
 Florida Dept. of Children and Families  
 Florida Dream Center  
 Florida Faith Symposium  
 Florida Foster and Adoptive Parent Association  
 Florida Guardian ad Litem Foundation  
 Florida Health Care Association  
 Florida Housing Finance Corporation  
 Florida KidCare Coalition of Broward County  
 Florida KidCare Coalition of Miami Dade  
 Florida Parent Teachers Association  
 Florida State Foster/Adoptive Parents Association  
 Florida United Methodist Children's Home  
 Florida's Children First  
 Frederica Wilson/Skyway Elementary School  
 Gould's Park Senior Center



**779**  
 volunteers  
**1,061**  
 volunteer hours



**\$95,000**  
 employee  
 fundraising



**240+**  
community  
partners



**260**  
community  
events

- Guardians For New Futures
- Gulfport Multipurpose Senior Center
- Harbour Village
- Healthy Babies Initiative
- Health Council of SE Florida
- Health Planning Council of Southwest Florida
- Healthy Families
- Healthy Start Coalition of Bay, Franklin & Gulf
- Healthy Start Coalition of Brevard
- Healthy Start Coalition of Broward County
- Healthy Start Coalition of Escambia County
- Healthy Start Coalition of Hardee, Highlands and Polk counties
- Healthy Start Coalition of Miami-Dade
- Healthy Start Coalition of Pasco
- Healthy Start Coalition of Pinellas
- Healthy Start Coalition of Sarasota
- Healthy Start of Orange County
- Heart Gallery Big Bend
- Heart Gallery of Pinellas and Pasco
- Heartfelt Harvest
- Heartland For Children
- Healthy Start of Osceola County
- Hialeah Gardens Senior Center
- Hillsborough County Sheriff's Office
- His House Children's Home
- Hispanic Health Initiatives
- Home Care Association of Florida
- Human Trafficking Summit
- I Am Changed Foundation Inspiring Self Success
- Immigrant Resource Center
- International Rescue Committee
- Jacksonville Florida Headstart & Early Headstart
- Jacksonville Housing Authority
- Jacksonville Urban League
- James Jones Legacy Foundation
- Jessie Trice Community Health Center
- John Hopkins All Children's Hospital Healthy Start
- Juvenile Welfare Board
- Kids Central, Inc.
- Kinship Children's Home Network
- Kinship Programs
- Latino Center on Aging
- LeadingAge Florida
- Legacy Health and Wellness Ministries
- LifeShare
- Lifestyles After 50
- Little Havana Activities and Nutrition Centers of Dade County
- Lutheran Services Florida
- Lutheran Social Services Jacksonville
- Magnolia Project
- Malcolm Ross Senior Center
- Mandarin Senior Center
- March of Dimes Florida Chapter
- Marion County Children's Alliance
- Matthew W. Gilbert Middle School
- Metropolitan Ministries
- Miami Dade College
- Miami Dade Foster and Adoptive Parent association
- Miami Gardens Focal Point Senior Center
- Mildred & Claude Pepper Senior Center
- My JumpStart to the Real World
- National Alliance on Mental Illness, Pinellas County, Inc.
- National Latino Peace Officers Association
- NEFL AHEC
- NEFL Behavioral Health Services
- Network for Strengthening Families
- New Town Success Zone
- Northeast Florida Healthy Start Coalition
- Northwest Florida Area Agency on Aging
- Northwest Focal Point Senior Center
- Northwest Jacksonville Community Development Corporation
- Nuevo Sendero
- Oasis Pregnancy Care Centers
- One Senior Place
- OneBlood
- Operation PAR, Inc.
- Orange Bowl Committee
- Orange County Government
- Orange County Public Schools
- Orlando Serve Foundation
- Osceola Council on Aging
- Our Kids of Miami Dade
- PACE Center for Girls
- Partnership for Strong Families
- Pasco County Commission on Human Trafficking
- Pasco County Foster Parent Association
- Pasco Kids First
- Pasco Sheriff's Office
- Perrine Senior Service Center
- Plumb Elementary PTA
- Police Athletic League of Jacksonville
- Polk State College
- Puerto Rican Chamber of Commerce of Central Florida
- Representative Traci Davis
- Safe Children Coalition
- Safe Kids Florida
- Safe Kids NE Florida
- Salon Talk - Human Trafficking
- Salvation Army
- Salvation Army Sharing Center of Central Florida
- Screenagers-Central Fl. BH Network
- Senior Expo
- Senior Roundtable
- Sharing & Caring of Crestview and Niceville
- Skyway Elementary
- South Miami Senior Center
- Southern Women's Expo
- Spirit of Life Lutheran Church
- St. John Bosco Senior Center
- Step Up for Children
- Storybook Village
- Strong Youth, Strong Communities
- Suncoast Charities for Children
- Supportive Housing Summit
- SW Focal Point Senior Center
- Tallahassee Senior Centers
- Tallahassee Urban League
- Tampa Bay Healthcare Collaborative
- Teen Challenge
- Tender Loving Care
- The Prince Hall Shriners
- Title 1 Migrant Education Program
- Trinity Security Allies, Inc.
- United Cerebral Palsy
- United Way
- United Way Suncoast
- University of South Florida
- Urban League of Broward County
- Vita Nova
- Voices Institute, LLC
- Volunteer Florida
- Women in Distress Broward
- YMCA Pasco



## We Serve in the Community

Go to a public event like Feria Telemundo in Tampa or Children's Week in Tallahassee, and you will find Sunshine Health employees behind tables, handing out everything from Ambetter sunglasses to Sunshine Health bookbags.

They are members of our Community Affairs team, and their mission goes far beyond distributing swag at community events.

They serve as brand ambassadors to our providers, members and community partners. They help connect members with community resources and check in on providers to ensure they have the information they need to serve our members effectively and efficiently.

While the Provider Partnership Management (PPM) team is our primary conduit to providers, the Community Affairs team supplements their efforts, logging 1,600+ provider visits in 2018.

They also forge connections with nonprofit groups that support underserved populations to remove barriers to health.

The team concentrates on building relationships with organizations whose missions align with ours, such as Healthy Start and March of Dimes.

The Community Affairs team's expertise comes from each representative understanding the unique regions where they live and serve.









## Strong Youth, Strong Communities

Sunshine Health hit the road with NFL Legend Darrell Green and the Pro Football Hall of Fame in August 2018, sharing stories of overcoming obstacles to achieve goals and listening to teens' concerns as part of Strong Youth, Strong Communities (SYSC) sessions.

SYSC is a partnership between Centene and the Pro Football Hall of Fame. The events were supported by Urban League affiliates across Florida and dozens of community partners. Joining Green were fellow Hall of Famers Anthony Muñoz and Aeneas Williams, and University of North Carolina star basketball player Iman McFarland.

### **Jacksonville**

McFarland, speaking to 150+ teens at the Ritz Theatre and Museum in Jacksonville, said she was a “student-athlete” not an “athlete-student.”

“That sport was a vehicle to get into college,” McFarland told the teens. She is now Chief Operations Officer of the 21st Century Expo Group.

Anthony Muñoz, who played in two Super Bowls with the Cincinnati Bengals, inspired the kids with his stories of perseverance.

“There’s a passion there to make a difference and to change lives — and that’s why we’re part of the team,” Muñoz

Continued on Next Page



said of SYSC.

In the second part of each session, the teens divided into smaller groups with Green, McFarland, Muñoz or Williams. They talked about how what they heard related to their lives. In the Jacksonville group of 15- and 16-year-old boys, Edward from Lee High School shared the lesson he would take home: “Do things for yourself. Your actions are for you.”

## Orlando

Teenage energy permeated the gym as 1,800 Jones High students shuffled in at 2 p.m. on a Friday. Jones High School has a rich history in the black community. It was the first public school for African-American students in Orlando.

Breakout sessions were larger than entire SYSC groups usually are. In a session of about 300 kids, who were at first reluctant to speak, Williams listened while a female officer hugged students who had the courage to speak.

One teen said her sister, who had a



6-month-old baby, was murdered.

Another spoke of never meeting her dad and being afraid her mom would die from drugs, leaving her alone. One young man spoke of how it is hard to do well in school when his friends don't take it seriously.

After the sessions, all 1,800 students came back into the auditorium. Some wiped away tears while others, restless as Friday drew to a close, joked amongst themselves.

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## Fort Lauderdale

SYSC's last Florida stop was Aug. 25 in Fort Lauderdale, where the Urban League of Broward County hosted the event in the Sunshine Health Community Empowerment Center. More than 250 teens with groups like the Pace Center for Girls and the Palm Beach Urban League attended.

During an exercise with Green, it was clear the teens didn't give up their Saturday afternoon to get autographs. Few could name the legendary athletes in front of them. They were there for a chance to learn from adults who had achieved their dreams.

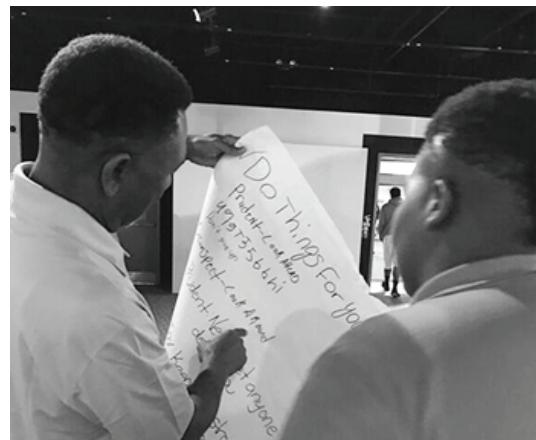
In Green's breakout session of 17- and 18-year-old boys, a Dillard High School football player said he's worried for some of his friends. "While we are spending all this time playing video games, we could be reading books, getting a 4.0 and going

to college. ... You have to try hard even when you're tired, on and off the field."

When one teen said, "I'm just afraid I'm not going to make it," his friend stood up and reassured him, "I think what they said is, we're building our own standards. We can make it."

At the end of the Florida tour, Green put three marks in the win column.

"These kids have an intellect. We're here to wake it up. To plant the seed. If we get that seed planted they can decide what they want to do for the rest of their lives."



## Urban League

In addition to Strong Youth, Strong Communities, Sunshine Health partnered with Urban League affiliates throughout Florida on a number of events in 2018, including:

- Supporting the Urban League of Broward County in events for new and expecting moms, giving them health information, connecting them with community resources and more.
- Partnering with the Jacksonville Urban League on "Building Safer Communities! Our Block, Our Community, Our Responsibility." This event brought together

community members of all ages to discuss proactive ways to make their community safer.

- A member of our Community Affairs Team sits on the Jacksonville Urban League Community Forum Committee. The group seeks to bridge the gap between law enforcement and the community to implement youth crime prevention strategies.
- "Team Baby" prep camp for new moms in Jacksonville, in partnership with Jacksonville Urban League and the Northeast Florida Healthy Start Coalition.



## No One Eats Alone

More than 900 middle school students rushed into the cafeteria at Darnell-Cookman School of the Medical Arts in Jacksonville on Feb. 9, 2018, for “National No One Eats Alone Day,” a Centene-sponsored initiative created by the nonprofit Beyond Differences.

The day was created to teach students inclusiveness, especially during lunch, which can be the most difficult part of the school day for kids who feel like they don’t fit in.

The students, in grades 6-8, were excited as they scrambled to sit with students they don’t know at our request. We joined them to get their conversations started, but we didn’t need to — the kids were happy to make new friends.



**49%**

of students in grade 12 reported being bullied at least once in the past month

**57%**

of the time, bullying will stop when a bystander intervenes

**24%**

of bullying occurs in the cafeteria

Source: [stopbullying.gov](http://stopbullying.gov)



thank you for helpin



ch of dimes  
march for babies



**285**  
volunteers

**285**  
hours

**\$35,158**  
total fundraising

## March of Dimes

Sunshine Health once again teamed up with the March of Dimes to support March for Babies events throughout Florida to raise awareness of the importance of preventing premature births.

March for Babies raises money to treat infants in the neonatal intensive care unit (NICU); to fund programs that support mothers and families; and to pay for research to prevent premature births.

“Approximately one out of every 10 babies born in Florida is born too soon — a rate that isn’t improving,” said Debra Smyers,

Sunshine Health’s Senior Vice President of Strategic Initiatives and a board member of the Broward March of Dimes.

“At the walks each year, our employees meet former March of Dimes babies who are growing and thriving, and we know we are making a difference,” she said. “But we’ve got to do more.”

Sunshine Health was the presenting sponsor of the Broward March for Babies and also supported walks in Jacksonville, Orlando, Pensacola and Tampa. Statewide, Sunshine Health employees raised \$35,158 for the cause.



*“Sunshine Health employees flood our streets with smiles and passion on march days. We can’t thank them enough for their support.”*

**Guillermo Formoso**, March of Dimes Broward Board Chair







## Orange Bowl Committee

To support healthy, active lifestyles, Sunshine Health supports the Orange Bowl Committee and its year-round efforts to improve the health of the community through youth sports and wellness activities for all ages.

The Orange Bowl Family Fun & Fit Day presented by Sunshine Health is a free annual community event that includes a day of family fun and fitness. Held on Aug. 4, 2018, at the Betty T. Ferguson Recreational Complex in Miami Gardens, it featured a youth football clinic, more than 60 vendors, food trucks, music,

games, bounce houses and face painting for kids. The event also includes a big back-to-school component. Children received free haircuts and backpacks filled with school supplies.

With an increasing rate of childhood obesity, Sunshine Health partners with the Orange Bowl Committee to support activities that include exercise, play and team building.

The Orange Bowl Youth Football Alliance is home to more than 13,000 football players and cheerleaders in eight South Florida leagues.







# Florida Coalition for Children

The Florida Coalition for Children (FCC) was a crucial community partner to Sunshine Health in 2018.

The nonprofit organization, located in Tallahassee, advocates on behalf of all of Florida's abused, abandoned, neglected and at-risk children and supports agencies and individuals throughout the state who work on children's behalf.

As the Training Sponsor for the FCC's Rally in Tally, we supported groups advocating for children as Florida's lawmakers headed into the 2018 session.

As title sponsor of the FCC's annual conference in Boca Raton in July, we joined more than 600 people from groups advocating for Florida's children to share best practices, resources, training and supports. And, at that conference, we had the honor of being named FCC's

Corporate Partner of the Year!

With the FCC, we also hosted One Voice IMPAACT's inspirational youth performances at several events.

After Hurricane Michael devastated the Panhandle, we worked with the FCC on an Amazon Wish List to ensure foster children at the Children's Home Society received gifts and food over the holiday season.

It's also the little things, like FCC President and CEO Kurt Kelly stopping by our holiday celebration for employees, or helping us pass out Sunshine Health bags at the DCF Child Protection Summit in Orlando.

We look forward to partnering with the FCC on more great initiatives benefiting Florida's children.





## Guardian ad Litem

Sunshine Health supports Florida Guardian ad Litem by providing training, support and resources, because a child with a GAL volunteer is more likely to perform better in school, spend less time in foster care and find a safe, forever home.

There are 21 local GAL programs in 20 judicial circuit courts and more than 12,000 GAL volunteers in Florida. These volunteers serve as the voice of the child in the courtroom by assessing safety, well-being and risk through interventions and by achieving or ruling out reunification with the parent.

Neiko Shea, Vice President of Sunshine Health's Child Welfare Specialty Plan, serves as a Florida GAL Foundation Board member. She had the honor of presenting the 2018 Florida GAL "I Am the Child" award to the Florida Bar Appellate Practice Session at the Florida GAL Disabilities Conference. The Appellate Practice Session encourages attorneys to do pro bono work to serve the children in the program.

Other events included the 19th Judicial Circuit GAL Program in Fort Pierce for a Partners in Permanency Presentation to educate and train GAL volunteers.





## Children's Week

Sunshine Health was proud to once again be in Tallahassee in 2018 to celebrate Children's Week, an annual event designed to remind lawmakers to keep Florida's children at the forefront of their minds as they make decisions during the Legislative session.

Dozens of community partners, educators, lawmakers, corporate supporters, parents, teachers, volunteers, healthcare providers and nonprofit organizations came together to help make sure all of Florida's children have a chance at a happy and healthy future.

### Highlights:

- The week kicked off Jan. 21 with the "Hanging of the Hands." More than 40,000 paper hands were sent in by children from 500 schools, childcare centers and individuals across state. We worked with volunteers to string the hands across the Capitol Rotunda. It's an amazing, tangible reminder of the importance of our shared work.
- Sunshine Health was the spotlight sponsor of "My JumpStart to the Real World," a day of learning sessions and motivation put together by One Voice IMPAACT and the Florida Coalition for Children. Approximately 150 teenagers, many of whom are aging out of foster care, learned life skills, such as how to buy health insurance and how to be their own advocate. "It was inspiring," said Neiko Shea, Sunshine Health's Vice President of Child Welfare Programs. "The teens came ready to work and armed with questions about what they'll need to do to transition to adulthood. We're honored to be part of their support system."
- Sunshine Health's Community Relations team set up in the Capitol Courtyard to hand out goodie bags and offered a face painting booth.



*“Hosting an outdoor event in January, and having that much participation from partners and 3,500 children showing up, is really amazing and shows what a very powerful event Children’s Week is.”*

**Jason Zaborski**, Children’s Week statewide coordinator





TRANSFORMING THE HEALTH OF THE COMMUNITY



**Florida Adoption Information Center:** Sunshine Health supported Florida's Adoption Information and Independent Living Resource Center's Winter Statewide Training with the Daniel Memorial Institute.



**4KIDS of South Florida:** Sunshine Health's Child Welfare Specialty Plan team was honored to be part of 4KIDS of South Florida's GALentine's Brunch, benefiting young women in foster care.



**Camelot Community Care and Duke University:** Sunshine Health's Neiko Shea and Toby Pina teamed up with executives from Camelot Community Care and trainers from Duke University for, "Together Facing the Challenge," in Fort Lauderdale. The weeklong training on evidence-based Therapeutic Foster Care focused on in-home interventions and the important role of supervision and coaching in helping parents work effectively.

Florida AIDS WALK



35  
volunteers

140  
hours

## ONE PERSON AT A TIME



**DCF Foster Parent Recruitment Forum:** Sunshine Health was a proud partner of the Florida Department of Children and Families' Foster Parent Forum in the Panama City district. The district often has more than 500 children needing placement but only about 60 homes in which to place them. Life Management Center of Northwest Florida attended with their Giving Trees. The group makes the trees and places them at businesses, where patrons can pick off tags and follow instructions to help local foster families; for example, sending gift certificates for pizza or purchasing groceries for families.



**Brevard Family Partnership:** We were proud to sponsor the Brevard Family Partnership's Foster Parent Appreciation Picnic in Melbourne.



**DCF Child Protection Summit:** As a sponsor of the Florida Department of Children and Families (DCF) Child Protection Summit in Orlando, we learned from and shared with other child welfare groups. The team joined with Pat Smith of DCF and Kurt Kelly from Florida Coalition for Children (FCC) to help hand out bags between training sessions.



**ChildNet Broward:** We joined more than 250 others at ChildNet Broward's Care for Kids Luncheon. Foster parents spoke about hardships and payoffs and shared knowledge about how to better support foster children and their families.



United Way  
**\$57,644**  
employee fundraising



## TRANSFORMING THE HEALTH OF THE COMMUNITY



**Florida Senior Day in Tallahassee:** The Allwell from Sunshine Health team spent the day in Tallahassee for Florida Senior Day. Hundreds of seniors came out for entertainment and information in the courtyard of the old Florida State Capitol Building.



**Ready for Life:** Eckerd Connects Rockin' 50s Bowl-A-Thon was held in September 2018 to support Ready for Life, an organization that helps youth ages 16-28 transition from foster care to independent living. Sunshine Health had a great time sponsoring the Directors for Living team and bowling for kids.



OneBlood  
Employee Blood Drive

**60 pints**



**Wear Red Day for Heart Health:** Employees joined in the Wear Red Day, raising awareness of the importance of heart and cardiovascular health.



## ONE PERSON AT A TIME



**Florida Dream Center and the Juvenile Welfare Board of Pinellas County:** More than 250 people attended the 2018 FOCUS 5th annual Faith-Based Symposium, focusing on community-building strategies and family strengthening. Sunshine Health was a three-time sponsor of the event, coordinated by the Florida Dream Center and the Juvenile Welfare Board of Pinellas County. Guest speaker was Zachary Gibson, Chief Child Advocate and Director of the Governor's Office of Adoption and Child Protection.



**Johns Hopkins All Children's Hospital:** With the Healthy Start Coalition of Pinellas, Bon Secours and First United Methodist Church, Sunshine Health employees made boppy pillows for new moms.



**Caregiver Expo 2018:** Caregivers in the Jacksonville area had the opportunity to get a massage, visit a hairstylist, get a health screening and sample food from local restaurants at the Caregiver Expo. Sunshine Health sponsored the event, featuring Jacksonville Jaguars player Donovan Darius, who shared his experience serving as his mother's caregiver.



**Latino Center on Aging Conference:** Sunshine Health supports the Latino Center on Aging (LCA), attending the Alzheimer's Conference in Miami Lakes in May. The LCA and the Town of Miami Lakes Elderly Affairs Committee hosted the conference in Spanish to educate residents about the disease and resources.



**Boys & Girls Clubs of Northeast Florida:** Ambetter from Sunshine Health had a great time supporting the Boys and Girls Clubs of Northeast Florida's Collard Green Festival in Jacksonville. Families picked fresh fruits and vegetables from a Ready 4 Veggies bus and collard greens from the farm. The kids enjoyed bounce houses, a petting zoo, a mural project and more.



Feeding  
America  
Food Drive

**2,076 lbs.**  
**\$1,411** online  
donations





**Walk a Mile with a Child:** Dr. Nelson Adams' event benefits minority medical students in South Florida to promote, educate and support local physicians and the community. Sunshine Health was honored to support this cause.



**Miami-Dade Maternal Mental Health Symposium:** Sunshine Health care managers learned and shared the latest in postpartum depression and screening at the Miami-Dade Maternal Mental Health Symposium at Jackson Memorial Hospital Diagnostic Treatment Center. Sunshine Health was a proud sponsor of the informative event for Healthy Start Coalition of Miami-Dade.

Making Strides Against Breast Cancer



79  
volunteers

79  
hours

\$1,421  
employee fundraising



**PACE Center for Girls:** Female artists and performers in the Tallahassee area showcased their talent at the Celebration of Women and Girls, raising funds for the PACE Center for Girls and the Oasis Center for Women and Girls. The event included the Tallahassee RollerGirls, the Hand Balancers, the PACE Drum Band and other talented performers.



## ONE PERSON AT A TIME



**Florida Medical Association:** Sunshine Health's Dr. Jeffrey Martorana spoke at the Florida Medical Association meeting in Orlando about what it means to be a Sunshine Health doctor. Senior Vice President of Strategic Initiatives Debra Smyers and Senior Vice President of Network Development and Contracting Mark Barrett talked about the shift to Value Based Purchasing.



**Northeast Florida Healthy Start Coalition:** Sunshine Health partnered with the Northeast Florida Healthy Start Coalition for the Magnolia Project Community Baby Shower in October. The event supported new and expecting mothers, and was attended by State Rep. Tracie Davis and Miss Black Teen Florida U.S. Ambassador Tori Williams.



**National Association of Community Health Centers Community Health Institute and Expo:** We met with fellow healthcare leaders in Orlando to learn about the latest in delivering care effectively and efficiently.



**Healthy Start Coalition of Bay, Franklin and Gulf counties:** We joined in the Walk to Remember Panama City, a beautiful tribute to babies who died too soon. Sunshine Health met with families who stopped by our table to write the names of their angels — children, brothers, sisters, grandchildren — on angel ornaments.



Hurricane Michael Relief Effort

**250**

volunteers bought items from Amazon Wish List and created holiday cards.



Toll-free, 24-hour crisis hotline. We're here for you.



# Community Response Initiatives

Tragic events in 2018 inspired a spirit of helping and service throughout our communities.

Here are a few ways we had the opportunity to help after 17 students and employees were killed at Marjory Stoneman Douglas High School in Parkland:

- Established a 24-hour crisis hotline available for anyone in Florida to speak to a licensed professional.
- Disseminated information on coping with tragedies from trusted resources like the National Child Traumatic Stress Network.
- Funded a licensed clinician at the Parkland Community Resource Center.
- Offered free provider trainings to

those working with survivors and first responders.

After Hurricane Michael devastated the Florida Panhandle, we were able to:

- Join forces the Florida Coalition for Children to make sure foster kids at the Children's Home Society had gifts and food for the holiday season.
- Provide Trauma Exposure training for first responders.
- Contribute to the Florida Disaster Fund/Volunteer Florida with relief funds.
- Donate medical supplies to Calhoun Liberty Hospital.

Thank you to all of our community partners. We couldn't support our community the way we do without them. See a full list on Pages 6-7.



# About Sunshine Health



# We Serve On Community Boards

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

A sampling:



**Wendy Bailey**

*VP Pharmacy  
Operations*

Florida Coalition  
Against Domestic  
Violence



**Mark Barrett**

*SVP Network  
Development &  
Contracting*

Children's  
Home Network



**Ray Bautista**

*VP Finance*

Healthy Start  
Coalition



**Gail Daley**

*VP Operations*

Habitat  
for Humanity



**Jennifer Jacobs**

*SVP Long Term Care*

South Florida  
Institute on Aging



**Sophie Lamisere**

*VP Medical  
Management*

Miami-Dade  
Chamber of Commerce



**Jeff Martorana**

*VP Medical Affairs*

Juvenile Diabetes  
Research Foundation



**Monica Navarro**

*CFO*

Charter Review  
Commission



**Tamela Perdue**

*SVP Government  
Relations &  
Compliance*

Volunteer Florida



**Neiko Shea**

*VP Child Welfare*

Statewide Guardian  
ad Litem Foundation

Broward Children &  
Families Association

Broward Healthy  
Start Coalition



**Paul Smith**

*Director of Operations,  
Child Welfare &  
Healthy Kids*

Brown's Harbor

Children's Harbor



**Debra Smyers**

*SVP Strategic  
Initiatives*

March of Dimes  
Broward

# We Serve Our Members Through Seven Products

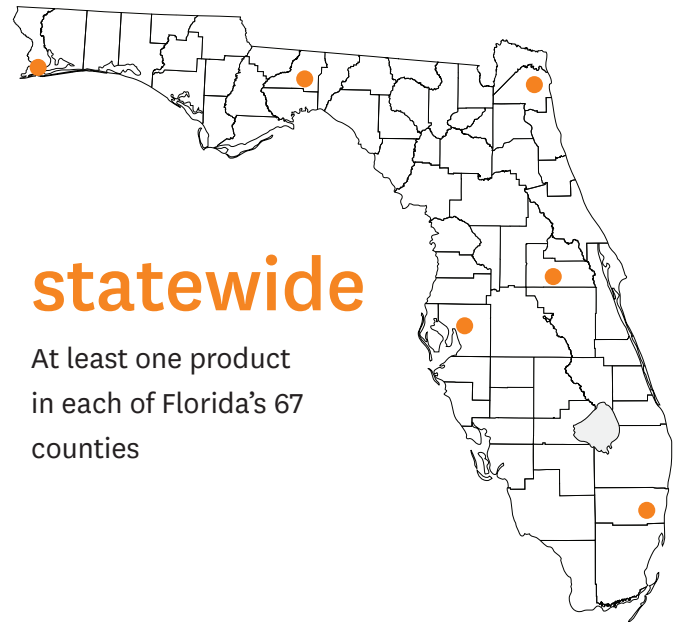
Sunshine Health is one of Florida's largest health plans and a wholly-owned subsidiary of Centene, a leading multi-line healthcare enterprise offering Medicaid, Marketplace, Medicare Advantage and specialty health plans.

**2,300 employees**

**9 offices**

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

● Office locations



**statewide**

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

**1 million members**

**7 products**

**Medicaid**

**Long Term Care**

**Child Welfare Specialty Plan**

**Healthy Kids**

**Ambetter (Marketplace)**

**Allwell (Medicare HMO and HMO SNP)**



# 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 children under the age of 21, pregnant women and people with disabilities or chronic medical conditions.

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.

*In 2018, Sunshine Health care managers helped more than 70,000 members with personalized care plans.*



**Florida Association of Community Health Centers (FACHC):** The FACHC conference in Fort Lauderdale included pharmacy roundtables, opioid prescribing practices and more. The Sunshine Health team had a great time meeting with our health center partners.

# Sunshine Health's Child Welfare Specialty Plan Membership



Children visit a primary care  
physician each year



Only 5 star rated health  
plan on state report card  
for children's dental care

(Services received in 2017)



WellChild Visits  
in the 3rd, 4th, 5th  
and 6th years of life



# Child Welfare

Approximately 40,000 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 so they can have dependent 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 state's child welfare system have experienced life-altering trauma. Some of them have never seen a pediatrician for a wellchild visit, 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 needs.

Our coordinated care approach involves partnering closely with Community Based Care Integrated Health (CBCIH), the organization that represents the 19 lead agencies that managed the state's child protective services. These 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 have all the necessary information.



**Florida State Foster/Adoptive Parent Association:** Sunshine Health attended the Florida State Foster and Adoptive Parent Association quarterly meeting in Gainesville. Strategies were taught for healing trauma in vulnerable children. At left, 4-year-old Ashlynn enjoys Geoffrey Fitzhugh Perry's violin playing. Perry and the Guitar Center offer music lessons to foster and adopted children.

# Sunshine Health's Long Term Care Plan Membership



LTC members stated they would tell friends and family to join Sunshine Health

Source: Post call survey



Rated satisfaction with their case manager and Long Term Care services with the health plan

Source: 2018 LTC CAHPS survey



# 1,865

Sunshine Health LTC members were assisted in transitioning from nursing homes to family homes and other community options in 2018



# 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.

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

We strive to help members live — and thrive — in their communities by offering care management and supportive services tailored to members' unique needs.

We provide person-centered care planning that focuses on the member's goals — whether that's leaving 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. In 2018, Sunshine Health assisted 1,865 members in transitioning from nursing homes to family homes and other community options.



**Caregiver Symposium with South Florida Institute on Aging:** Sunshine Health was honored to kick off the Caregiver Symposium with the South Florida Institute on Aging in Fort Lauderdale. The day was spent learning and sharing various resources for caregivers.



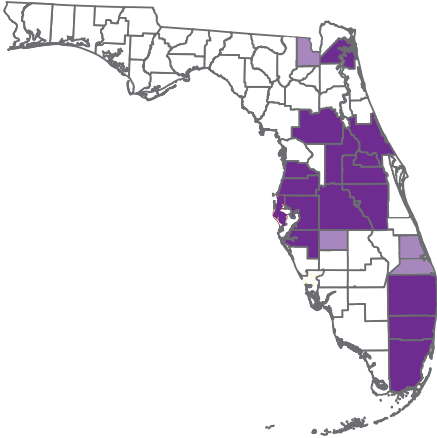
# Allwell

Allwell from Sunshine Health provides Medicare Advantage plans with robust benefits at competitive prices.

We offer Medicare Advantage plans for seniors 65 and older, and other people eligible for Medicare. We also offer an HMO SNP plan for people who are eligible for both Medicaid and Medicare to enable better care coordination.

In 2018, Medicare Advantage (HMO) plans were available in 16 counties. Medicare Advantage (HMO SNP) plans were available in 20 counties.

-  Medicare Advantage HMO SNP
-  Medicare Advantage HMO + HMO SNP



## 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.

**Pasco County Foster and Adoptive Parent Association:** We had a great time with more than 100 children at the Reelin’ 4 the Kids fishing derby at Lake Tarpon’s Anderson Park. The little ones made some big catches at the event, which was put on by the Pasco County Foster and Adoptive Parent Association in Tarpon Springs.



# Ambetter

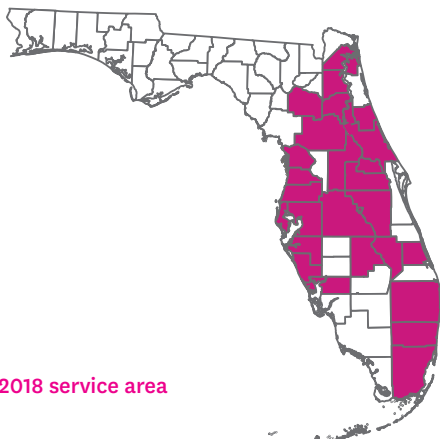
Ambetter from Sunshine Health is one of the largest Marketplace health plans in Florida with more than 400,000 members in 2018. Ambetter offers several coverage options designed to fit different needs and budgets.

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 them achieve the best health possible.

We also provide our members with access to telehealth services through Teledoc to make it more convenient for them to access care when they need it.

To promote preventive screenings and well visits, we also offer a member 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.

# 400,000+ members



Alachua, Broward, Charlotte, Citrus, Clay, Duval, Hernando, Hillsborough, Lake, Manatee, Marion, Miami-Dade, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Lucie, Volusia



3-Star overall rating



3-Star rating for clinical quality management



4-Star rating for plan efficiency, affordability and management



[sunshinehealth.com](https://sunshinehealth.com)



@SunHealthFL

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