

AmeriHealth Caritas Louisiana

RAISING THE BAR

2017 – 2018 REPORT TO THE COMMUNITY



AmeriHealth Caritas Louisiana
is an AmeriHealth Caritas company.





Table of Contents

Raising the Bar for Care in Louisiana	4
A Message From the Chairman and CEO	7
A Message From the Market President	8
Community Wellness Centers: Creating a Healthier Louisiana	10
Giving a Boost to Louisiana's Moms and Children	12
Connecting Members to the Quality Care They Need	14
Keeping Louisiana's Culture Alive	16
Improving Resources for Louisiana's Providers	18
Giving More to Our Members	20
The AmeriHealth Caritas Louisiana Health Policy Fellowship: Creating Tomorrow's Health Care Leaders	22
Happier Associates, Healthier Communities	24
Rebuilding Louisiana, Rebuilding Lives	26



Raising the Bar for Care in Louisiana

AmeriHealth Caritas Louisiana has provided its members access to quality health care since Medicaid managed care was first introduced in Louisiana. We serve more than 206,000 members in all 64 parishes and have earned the **Multicultural Health Care Distinction** from the National Committee for Quality Assurance (NCQA), an independent health care accreditation organization. AmeriHealth Caritas Louisiana is part of Healthy Louisiana, the state's Medicaid managed care program.

AmeriHealth Caritas Louisiana's corporate culture allows associates to learn, grow, and engage in meaningful work that helps the communities in which they live and serve. We provide our associates with opportunities to help the community through our work each day, and through volunteer opportunities throughout Louisiana. These are just a few reasons why AmeriHealth Caritas Louisiana ranks as one of the **Best Places to Work** by the Greater Baton Rouge Business Report for the third year in a row.¹

A National Focus: AmeriHealth Caritas Family of Companies

AmeriHealth Caritas Louisiana is part of the AmeriHealth Caritas Family of Companies, one of the nation's leaders in health care solutions for those most in need. Operating in 11 states and the District of Columbia, AmeriHealth Caritas serves more than 5.3 million Medicaid, Medicare, and Children's Health Insurance Program (CHIP) members through its integrated managed care products, pharmaceutical benefit management and specialty pharmacy services, and behavioral health services.

Source:

1. "The 2018 Best Places to Work," *Greater Baton Rouge Business Report*, September 26, 2018, <https://www.businessreport.com/business/awards/2018-best-places-work>.



© 2018 Guerrero, LLC / Photo by Cassandra Davis

A Message From the Chairman and CEO

For more than 35 years, AmeriHealth Caritas has provided care and support to the underserved. Our mission — to help members get care, stay well, and build healthy communities — is more than just a motto. It is our foundation.

We began as a small health plan in West Philadelphia, serving just 35 people. From this community, our member-first philosophy allowed us to grow into one of the nation's leading managed care providers. Today, AmeriHealth Caritas helps more than 5.3 million members across 11 states and the District of Columbia.

While the company has expanded and evolved, one thing has remained the same: our focus on our members and communities.

We are proud to continue that legacy through AmeriHealth Caritas Louisiana, a part of the AmeriHealth Caritas Family of Companies. As part of Healthy Louisiana, AmeriHealth Caritas Louisiana has been helping people since the state introduced Medicaid managed care. Backed by a national health care leader, AmeriHealth Caritas Louisiana continues our mission by bringing first-in-class service to your area.

All the best,

Paul Tufano
Chairman and CEO
AmeriHealth Caritas

A Message From the Market President



Since the start of Medicaid managed care in Louisiana, AmeriHealth Caritas Louisiana has been helping people get care. From the daily work our Care Managers do for our members, to our hands-on Care Crew volunteers, and our pioneering Make Every Calorie Count program, we continue to lead the state in groundbreaking quality care, showing time and again that care is the heart of our work.

Today, that commitment to quality care continues. Our Report to the Community highlights our dedication to continually improving the health of the state we call home. As a proud member of the Association

of Community Health Plans, we are driven by a common mission of providing health care to our state's most vulnerable populations. Working with Louisiana providers, we have designed an integrated care collaboration plan focused on our common goal of providing primary and specialty care access to the underserved, while emphasizing wellness, quality, and good stewardship of public funds.

We have expanded our evidence-based model, our focus on access and technology, our relationships with providers and community programs, and our whole-person approach to care. Each of these factors contributes to the complete picture of care and allows us to address the physical and social determinants of health affecting each member.

As a health plan awarded "Commendable" accreditation status by the NCQA, we provide our members with the high-value care they deserve. AmeriHealth Caritas Louisiana is committed to Louisiana's communities, reflected in our Community Wellness Centers and outreach programs like "On the Move." We also live where we work, with our associates coming from the same communities we serve, and are proud to have been included on the Greater Baton Rouge Business Report's Best Places to Work list for the third year in a row.

Helping members get the care they need, when they need it, is of the highest importance to me and to AmeriHealth Caritas Louisiana. Our associates strive every day to help ensure health equity for our members across the state. The work to create more fair and comprehensive health care is ongoing, and with efforts from our associates, our providers, and our community partners, we can continue to set higher expectations for care. Together, we can raise the bar for health care in Louisiana.

All the best,

A stylized, handwritten signature in black ink, likely belonging to Kyle Viator.

Kyle Viator
Market President,
AmeriHealth Caritas Louisiana



Community Wellness Centers: Creating a Healthier Louisiana



Creating healthier communities is a pillar of AmeriHealth Caritas Louisiana's mission. One way we work toward that goal is with our Community Wellness Centers. Since 2017, AmeriHealth Caritas Louisiana has introduced these resource hubs to areas of the state where they can have the greatest positive impact. Community Wellness Centers offer robust programs of fun and educational activities, workshops, health screenings, and seminars for all ages. They serve as an up-close presence in the community, giving our public-facing associates a space to do what they do best — provide health assistance to people in need.

"AmeriHealth Caritas is proud to invest in communities across the state of Louisiana," said Paul Tufano, Chairman and CEO of AmeriHealth Caritas. "We believe in meeting people where they are by providing quality health care support services to communities where our members live and raise their families."

In October 2018, the organization held a ribbon-cutting ceremony at its most recent **Community Wellness Center in New Orleans' Gentilly neighborhood**. Since opening, the center has already begun offering many vital services community members have requested, including information about obtaining benefits, care management, computer workstations, and cooking and nutrition workshops. The ceremony featured remarks from prominent members of Louisiana's health care community, including Paul Tufano, Louisiana Department of Health Secretary Dr. Rebekah Gee, and AmeriHealth Caritas Louisiana Market President Kyle Viator.

"Opening a second Community Wellness Center is further evidence of how we've become part of the fabric of the communities we serve," Viator said. "This facility will be a valuable resource hub for our local members and the community as a whole, supporting residents of New Orleans and connecting them to important programs and services. We look forward to working together to create healthier neighborhoods throughout this wonderful city."

AmeriHealth Caritas Louisiana opened its **first Community Wellness Center in Shreveport** in July 2017, bringing assistance and resources to an area in great need of support. The center offers a robust program of fun and educational activities, workshops, and seminars for all ages. Several local dignitaries attended the Shreveport grand opening, including Louisiana Governor John Bel Edwards, who congratulated AmeriHealth Caritas Louisiana on its continued support for the state's citizens.

"Improving health outcomes for Louisiana's citizens has been one of my administration's leading priorities," Gov. Edwards said. "This Community Wellness Center will provide Shreveport families with the tools necessary to maintain a healthy lifestyle and teach children to adopt healthy habits early in life. I want to thank AmeriHealth Caritas Louisiana for opening this beautiful facility and sharing my vision for a healthy Louisiana."



Partners in Wellness

AmeriHealth Caritas Louisiana has worked with several organizations in the area to promote wellness and increase access to much-needed services. One such program, **Partners in Wellness**, brings cancer detection and prevention information directly to Louisiana's communities. A collaboration between AmeriHealth Caritas Louisiana and the Feist-Weiller Cancer Center at Louisiana State University Health Shreveport, **Partners in Wellness** travels across North Louisiana with a mobile cancer screening unit to provide tests to detect prostate, colorectal, breast, and cervical cancer. The **Partners in Wellness** mobile unit has scheduled screenings each month at the Shreveport Community Wellness Center.

A National Focus: Community Centers

AmeriHealth Caritas Family of Companies' Community Centers can be found in many of the areas we serve, including the District of Columbia, Louisiana, and South Carolina. These strategically placed centers are resource hubs for care coordination and support, and are just another way AmeriHealth Caritas contributes to building health-conscious and healthy communities across the nation.

Paul Tufano (center left), Chairman and CEO of AmeriHealth Caritas, cuts the ribbon on the Shreveport Community Wellness Center with Louisiana Gov. John Bel Edwards (center right).

Pictured left to right: Kyle Viator, Market President of AmeriHealth Caritas Louisiana; Dr. Rebekah Gee, Secretary of the Louisiana Department of Health; and Paul Tufano, Chairman and CEO of AmeriHealth Caritas, attend the ribbon-cutting ceremony at the New Orleans Community Wellness Center.

Giving a Boost to Louisiana's Moms and Children

Children are the future of Louisiana, and AmeriHealth Caritas Louisiana wants to help ensure they start with every possible advantage — and that begins with taking care of mom before the baby arrives.

Babies' bodies develop throughout a pregnancy, so it's important to make sure mothers-to-be can carry their children to full term. Premature birth and low birth weight can be dangerous for babies, and are responsible for 17 percent of infant deaths.¹ According to the March of Dimes'® 2017 Premature Birth Report Card, Louisiana ranked 49 out of 50 states for premature births, with 12.6 percent of all babies in the state born early.²

AmeriHealth Caritas Louisiana's prenatal and postpartum programs are designed **to reduce the likelihood of preterm labor and improve the health outcomes for both mothers-to-be and infants.** By working with



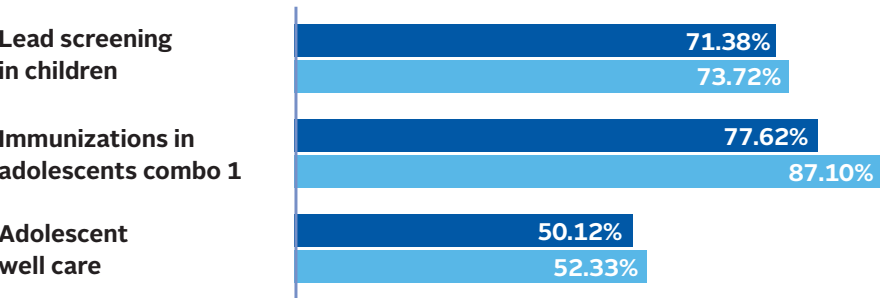
An AmeriHealth Caritas Louisiana member receives gifts at a community baby shower at the Shreveport Community Wellness Center.

members before, during, and after their pregnancy, we can help give new moms and babies the best chance for a healthy start.

Once a member's baby has arrived, we continue to support her, coordinating postpartum care and helping mom to provide her infant with everything they need. As children grow, AmeriHealth Caritas Louisiana is there to support them with our Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) programs.

One way we support young members is through the Pediatric Preventive Health Care (PPHC) program, designed to improve the health of members under age 21. The program increases adherence to EPSDT program guidelines through the identification of growth and development needs,

Healthcare Effectiveness Data and Information Set (HEDIS®) Measures
HEDIS is a widely used tool for measuring performance in health care.



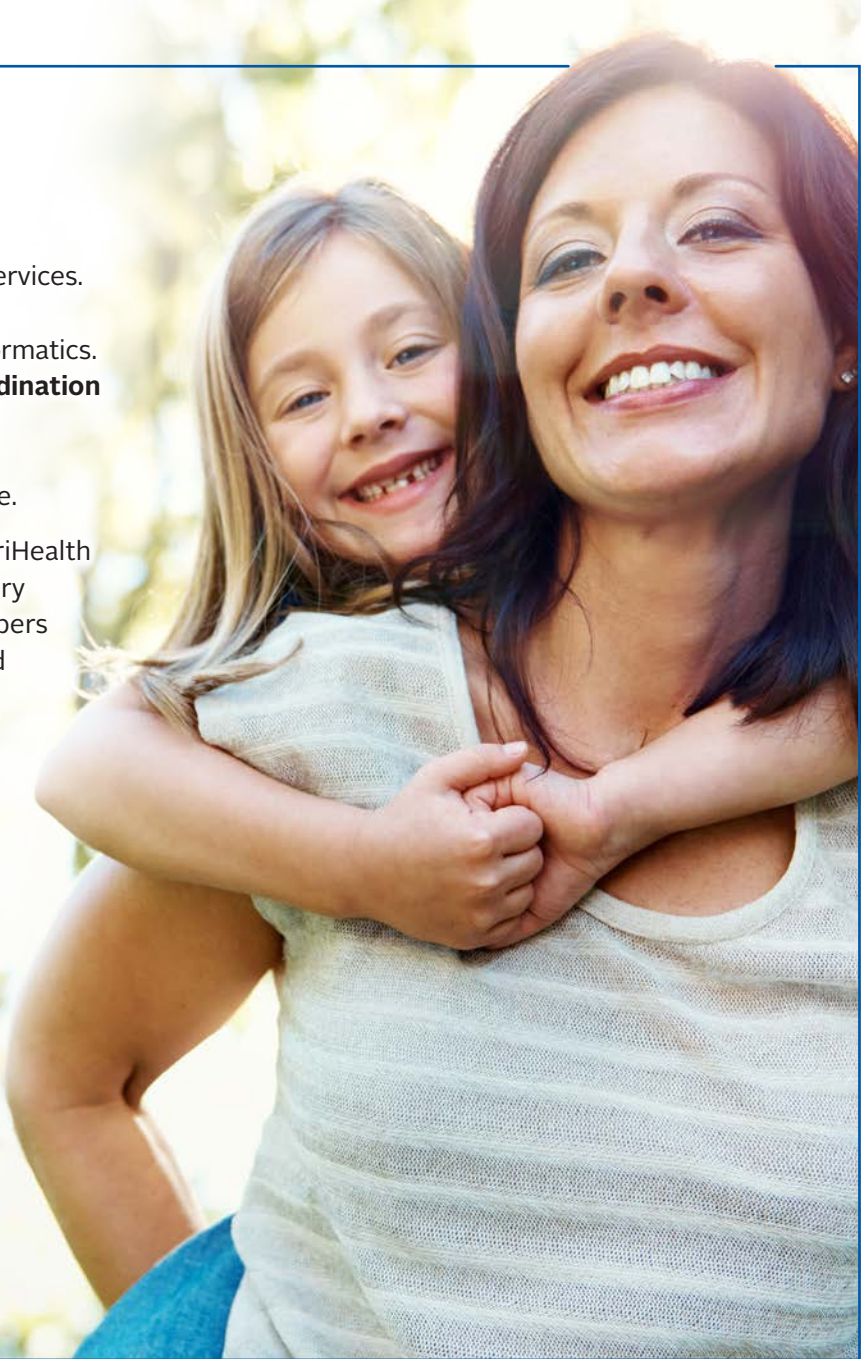
■ HEDIS 2017 Quality Compass
50th percentile benchmark

■ HEDIS 2017 AmeriHealth
Caritas Louisiana
performance

and coordination of appropriate health care services. The PPHC combines scheduled written and telephonic outreach with state-of-the-art informatics. **AmeriHealth Caritas Louisiana's Care Coordination program** advocates provider and community program partnerships, and creative outreach strategies to facilitate member access to care.

From newborns to great-grandparents, AmeriHealth Caritas Louisiana stays with its members every step of the way. We do more than help members plan their health care: We help them plan and live healthier lives.

AmeriHealth Caritas
Louisiana provides
care for nearly
93,000
CHILDREN,
representing more
than 45 percent of
our members.



A National Focus: Bright Start®

Bright Start is the signature prenatal care program for the AmeriHealth Caritas Family of Companies, offered in six states and the District of Columbia. Through Bright Start, AmeriHealth Caritas guides members through their pregnancies, reminds them to make and keep appointments, encourages them to make healthy decisions, and helps them deliver happy babies.

Members who work with Bright Start are connected with a Care Manager who learns about the member's medical history, lifestyle, and general health. We provide information tailored to the expectant mother's specific needs. Members can contact their Bright Start representative throughout their pregnancy to ask questions and get help. In addition, our Pregnancy Tracker mobile app allows members to create customized pregnancy action plans, set reminders for appointments, and get health information at the touch of a button.

Sources:

1. "Premature Birth," Centers for Disease Control and Prevention, November 5, 2018, <https://www.cdc.gov/features/prematurebirth/index.html>.
2. "2017 Premature Birth Report Cards," March of Dimes, <https://www.marchofdimes.org/mission/prematurity-reportcard.aspx>.

Connecting Members to the Quality Care They Need

For many people in Louisiana, the biggest obstacles to better health are access to resources and a strong support system. We know that a helping hand can make all the difference in a member's treatment. That's why AmeriHealth Caritas Louisiana's Care Managers and Rapid Response and Outreach Team work hand in hand to help ensure our members get the care they need and the support they deserve.

Renee, an AmeriHealth Caritas Louisiana member, was in need of that support. Her struggles with weight had a daily impact on her well-being. Not only was she unable to participate in the activities she once enjoyed, her weight made it more difficult to manage the osteoarthritis in both of her knees. "There are so many things that I can't do that I miss doing," Renee said. "I miss dancing. I miss running. Every now and then I'll walk my dog, but I pay for it, pain-wise."

Renee's Care Manager had been working with her for several years, checking in each month to offer support and make sure her needs were met. She was very familiar with Renee's health challenges and continually worked with her to find care solutions that would fit with her life. When AmeriHealth Caritas Louisiana launched **Make Every Calorie Count**, the Care Manager knew she had found the perfect match.

Through Make Every Calorie Count, qualified members are given tools to help them manage their weight, including a daily logbook, pedometer, and tape measure. Most importantly, members using Make Every Calorie Count are eligible to receive a fitness club membership at no cost to them. As soon as her Care Manager told her about the program, Renee signed up with a local participating fitness club and started participating in water aerobics that same week.

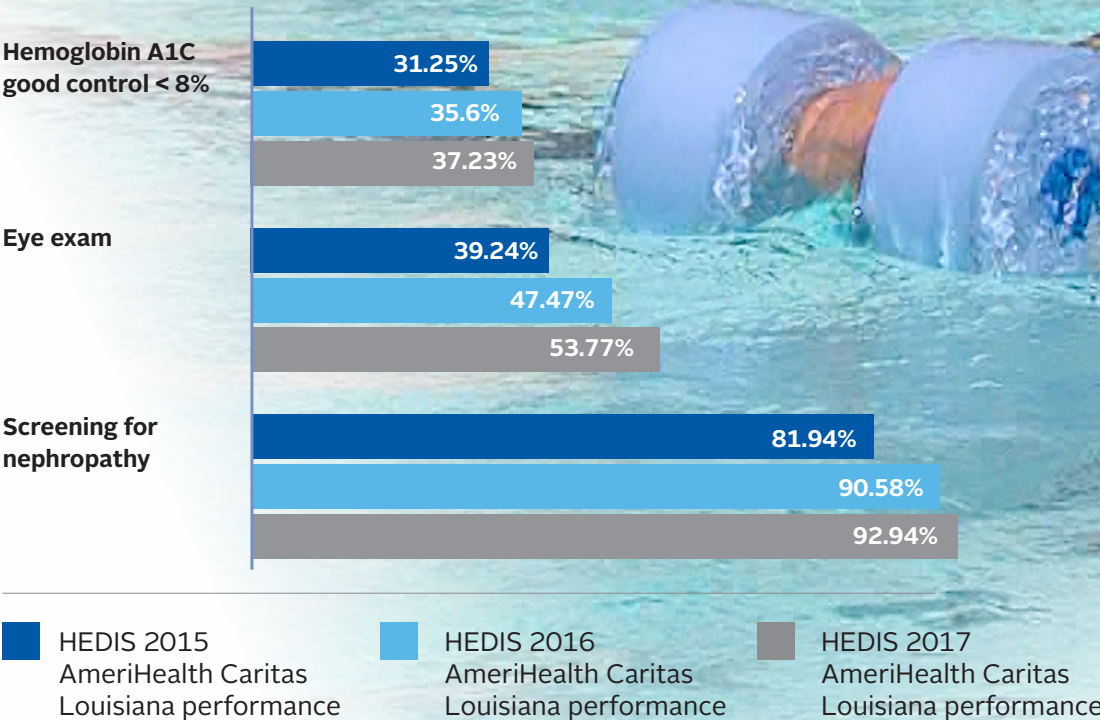
"I'm Wonder Woman in the water," she said. By exercising in the gym's pool, she was able to relieve the pain on her knees and engage in exercises she hadn't done in years. "I can do the running man. I can do jumping jacks. I can swim. There's so much life that I have in the water."

Care Managers like Renee's take a special interest in our members and are key to our whole-person model of care. By taking a vested interest in each individual, our Care Managers and Rapid Response and Outreach Teams are able to find solutions that address the particular needs of each member.

Since signing up for Make Every Calorie Count, Renee has made huge strides in reaching her health goals. She has lost 50 pounds since beginning the water aerobics routine and continues to work toward her ideal weight.

Today, Renee credits her health plan with giving her the tools to take control of her health. "I'm with AmeriHealth Caritas Louisiana," she said. "And I know what they did for me."

HEDIS measures



Renee, an AmeriHealth Caritas Louisiana member, has taken control of her health through Make Every Calorie Count.

Keeping Louisiana's Culture Alive

Louisiana is home to a diverse mix of people, languages, cultures, and religions. Keeping that variety alive is important to Louisiana's unique character, and being able to work with people across cultural boundaries is important to keeping the state healthy.

AmeriHealth Caritas Louisiana is committed to providing culturally and linguistically appropriate services (CLAS) to the people of Louisiana. We offer translation services in 16 languages and collect race, ethnicity, and language (REL) data about our members to help ensure we are equipped to meet their needs. We are proud to be one of seven AmeriHealth Caritas companies to receive the NCQA Multicultural Health Care Distinction and we continue to expand our care services for those in need in Louisiana.

A National Focus: Culture and Diversity

AmeriHealth Caritas Family of Companies celebrates the rich cultures and diverse populations of each community we serve. To help us better serve our members and improve population health, all AmeriHealth Caritas health plans collect REL data.

At every touch point, we encourage members to self-report their REL data, which allows us to map out member demographic profiles, analyze HEDIS data to identify disparities, and tailor more systematic and targeted health initiatives in specific locations and populations.

Through our focus on CLAS and diversity, seven of AmeriHealth Caritas' health plans have received the NCQA Multicultural Health Care Distinction. In 2010, affiliate health plans in South Carolina and Pennsylvania were among the first in the nation to receive the accolade, reflecting our long commitment to providing high-quality, appropriate services to our members.

AmeriHealth Caritas Louisiana supports
members who speak more than
15 non-English languages,
including Vietnamese, Arabic, Portuguese, and
French. Spanish is the primary language for 81.23
percent of non-English-speaking members.

देख-भाल
الرعاية
ATENCIÓN
SOINS
CARE
ЗАБОТА
CARINHO
건강관리
FÜRSORGE
ຄວາມເອົາໃຈໃສ່
QUAN TÂM
PANGANGALAGA
ケア
关怀
OPIEKA
مراقبت



AmeriHealth Caritas Louisiana associates participate in a NAMI Walk for the National Alliance on Mental Illness.

Improving Resources for Louisiana's Providers

AmeriHealth Caritas Louisiana plays a key role in providing care to members, but we wouldn't be able to do that without our provider partners. The primary care providers, specialists, hospitals, and other health centers across Louisiana are necessary to improving the health of our communities, and we want to give them the resources they need to help provide the best care.

PerformPlus®, our value-based provider quality incentive program, was developed to incentivize providers to deliver timely, appropriate care and positive patient outcomes. PerformPlus includes a suite of unique programs to enhance member outcomes, reduce unnecessary costs, and promote accountable care. Through PerformPlus, AmeriHealth Caritas Louisiana saw several improvements in 2017, including a **6.3 percent decrease** in potentially preventable emergency room admissions, a **10.4 percent increase** in Breast Cancer Screening HEDIS measure compliance, and a **13.2 percent increase** in Upper Respiratory Infection HEDIS measure compliance.

Quality Enhancement Program (QEP)

The QEP is a reimbursement program that provides incentives for high-quality, cost-effective care. Providers are scored on various metrics, and can receive enhanced payments for providing quality, cost-effective care. In 2017, the QEP grew from 70 to more than 700 providers, affecting more than 169,000 members. AmeriHealth Caritas Louisiana has invested more than \$5 million dollars in QEP provider reimbursement programs since the health plan began serving Louisianans in 2012.

Perinatal Quality Enhancement Program (PQEP)

The AmeriHealth Caritas Louisiana PQEP advocates for and encourages the delivery of healthy babies, improving perinatal outcomes in Louisiana. Like the QEP, the PQEP encourages efficacious and responsible care through enhanced payment benefits. By the end of 2017, the PQEP had helped 57 OB/GYN groups deliver cost-effective and high-quality care to our pregnant members, managing 1,660 births.

Comprehensive Primary Care Plus (CPC+)

In partnership with the Centers for Medicare & Medicaid Services, the CPC+ program is a five-year, multipayer advanced medical home model. Primary care practices that participate in the program are incentivized to more effectively use data and care management protocols to drive health outcomes. Participating providers who deliver preventive care, engage members, and help them achieve their health goals can receive performance-based incentive payments, which in turn create better and more comprehensive care for members. AmeriHealth Caritas Louisiana gives participating providers access to unique dashboards and real-time data to offer the most accurate and optimized care to members. AmeriHealth Caritas Louisiana is one of only three Louisiana health plans that participates in the CPC+ program.



"AmeriHealth Caritas Louisiana supports our efforts to educate their members on the numerous services available to assist them in meeting their medical goals for their children. Whether it's transportation to their appointments, helping to schedule an annual well checkup, or education on childhood immunizations, having this type of assistance from a health plan is vital to meeting quality measures set by the Louisiana Department of Health."

— Dr. Harish Anand
Pediatric Kid-Med, Gretna, Louisiana

Helping ensure access to care

AmeriHealth Caritas Louisiana has invested nearly \$4 million in enhanced payments to participating Louisiana providers as part of our enhanced reimbursement program. The program was created in response to the Medicaid expansion, and encourages providers to build relationships with members and increase their access to care. Launched July 1, 2016, the enhanced reimbursement program covers preventive care visits, evaluation and management visits, and preventive health services.

A National Focus: Value-Based Contracting

AmeriHealth Caritas Family of Companies is dedicated to giving its providers the tools they need to help them deliver the best care possible. The PerformPlus suite of products incentivizes providers to deliver timely, appropriate care and positive patient outcomes.

PerformPlus' value-based contracting has led to many improvements nationally in 2017, including:

8.6 PERCENT
DECREASE
in potentially preventable
admissions.

2.3 PERCENT
DECREASE
in potentially preventable
readmissions.

7 PERCENT AVERAGE
IMPROVEMENT
of half of all key quality indicators.

Giving More to Our Members

Caring for the community isn't a 9-to-5 job. Our Care Managers, Rapid Response and Outreach Team members, and other staff are committed to helping the people of Louisiana all day, every day, and many of our associates volunteer their time to worthy causes across the state.

AmeriHealth Caritas Louisiana is proud to support our associates in their efforts to create a healthier Louisiana, and we encourage all our team members to dedicate some time every year to giving back to the community. Through **Care Crew**, our national associate volunteer program organized through AmeriHealth Caritas, our associates have the opportunity to find causes important to them and give their time to support these organizations.

“Through our Care Crew program, we are able to celebrate our associates who live our mission outside of our office walls and in their personal lives,” said Nancy Gervais, Senior Community Health Navigator. “Volunteering brings my life full circle. As I grow professionally and personally, volunteering with organizations that serve our members keeps my roots strong and nourished.”



(Left) AmeriHealth Caritas Louisiana associates volunteer their time to support the community through Care Crew.

In 2017, AmeriHealth Caritas Louisiana Care Crew members volunteered 975 hours supporting 121 activities across the state, including:

- Healthy Hoops®, our basketball-themed asthma and fitness awareness event.
- On the Move, our health education program.
- Wellness Days, a collaboration with 10 primary care provider groups in the state.
- Volunteers in Public Schools, a program that supports underperforming students.
- The Greater Baton Rouge Food Bank, where associates packed more than 15,000 pounds of food in one day.

In total, the Louisiana Care Crew's 2017 work had an estimated monetary value of more than \$24,000.¹

Source:
1. Based on Independent Sector's 2017 estimated value of volunteer time of \$24.69 per hour. “The Value of Volunteer Time/State and Historical Data,” Independent Sector, April 19, 2018, https://www.independentsector.org/resource/vovt_details.



(Above) Care Crew volunteers collect supplies and pack disaster preparedness bags for the Baton Rouge area community.

A National Focus: Care Crew

AmeriHealth Caritas launched Care Crew, a national associate volunteer program, to outstanding success in April 2017. Designed to elevate the company's commitment to social responsibility, Care Crew has enabled AmeriHealth Caritas' 6,400 associates to volunteer for a variety of important causes in their communities.

Care Crew 2017 numbers:

1,406	members
11,101	volunteer hours
91	volunteer projects
1,100	volunteer activities

Monetary value of 2017 volunteering estimated at
\$267,978

The AmeriHealth Caritas Louisiana Health Policy Fellowship: Creating Tomorrow's Health Care Leaders

AmeriHealth Caritas Louisiana's commitment to leading the state to better health outcomes doesn't stop with our members. We nurture the next generation of health care professionals through the AmeriHealth Caritas Louisiana Health Policy Fellowship, a joint effort between the health plan and the Louisiana State University Health Sciences Center-New Orleans (LSUHSC-NO) School of Public Health.

Launched in 2016 by Peggy Honoré, DHA, the AmeriHealth Caritas-General Russel Honoré Endowed Professor at LSUHSC-NO School of Public Health, and funded by an endowment from AmeriHealth Caritas Louisiana, the fellowship provides medical students the opportunity to gain a working knowledge of health policy at various stages through research, analysis, advocacy, development, and implementation.

Professor Honoré presented completed certificates to six fellows in 2017: Emilie Bourgeois, Bryan Cass, Trevor Flynn, Joseph Grace, William Kemp, and Grayson Pool. Their work included time with U.S. Congressmen Steve Scalise and Dr. Phil Rowe, U.S. Senator Bill Cassidy, the Congressional Research Service, and on projects dealing with health care legislation, prescription drug importation, and veterans' health issues.

In addition to the fellowship, in 2017 AmeriHealth Caritas Louisiana and LSUHSC-NO created a unique rotation program for medical students. The four-week program brings medical students and residents to AmeriHealth Caritas Louisiana to learn about population health management. Students are given firsthand experience in the operation of a Medicaid managed care organization. Rotation participants see how we work to support our members and, in turn, learn ways to work with health plans to achieve the best outcomes.

“As a physician, I know that health care professionals who understand the impact of public policy on their work are better equipped to deliver quality care to their patients,” said Dr. Rodney Wise, Chief Medical Officer at AmeriHealth Caritas Louisiana. “We are honored to support this effort, and excited to see it continue to grow.”

The 2017 AmeriHealth Caritas Louisiana Health Policy Fellowship recipients.



Happier Associates, Healthier Communities

Each day, our associates demonstrate an unmatched level of commitment and passion as they support our members, our providers, our community, and each other. They lead the way in helping people in Louisiana get the care they need to live healthier, more fulfilling lives. Along with helping members, associates are empowered to take care of their own health through workplace wellness programs and robust associate benefits.

We provide our more than 200 Louisiana associates with complimentary flu shots; healthy lifestyle reimbursement programs; access to low-cost, healthy snacks; and no-cost lunch-and-learn seminars on emotional, financial, and physical health. Associates also have access to an employee referral program, consultations with a registered dietitian, adoption assistance, and personal and professional development opportunities. We provide support for breast-feeding mothers, and also offer various programs to help associates quit smoking, lose weight, and eat healthier. AmeriHealth Caritas Louisiana has a tuition reimbursement benefit to encourage associates to learn and grow in their professions.

Exceeding expectations

- AmeriHealth Caritas Louisiana was named one of the Best Places to Work for the third consecutive year by the Greater Baton Rouge Business Report.
- We exceeded our \$20,000 financial goal for last year's United Way campaign, with more than half of associates pledging donations.
- In 2017, we were recognized as an Outstanding Community Partner by Shreveport's Community Coalition.¹
- We were recognized as an Outstanding Community Partner by the United Way of Northwest Louisiana.²
- AmeriHealth Caritas Louisiana was recognized with Bronze status by the American Heart Association for its efforts to create a heart-healthy workplace.³

Sources:

1. United Way of Northwest Louisiana Annual Breakfast Meeting, March 28, 2018.
2. Capital Area United Way Annual Meeting, July 26, 2018.
3. "Congratulations to the Workplace Health Achievement 2018 Recognized Organizations," American Heart Association, <https://www.heart.org/-/media/files/professional/workplace-health/2018-index-recognitions-v4.pdf>.

“Our associates tell us that working for AmeriHealth Caritas Louisiana is more than just a job. It's about working on behalf of our members each day and helping to make our communities healthier.”

— Kyle Viator, Market President,
AmeriHealth Caritas Louisiana



Rebuilding Louisiana, Rebuilding Lives

Care is the heart of our work, and this is embodied by our associates every day. Whether in the office or out in the field, AmeriHealth Caritas Louisiana team members do everything they can to help meet our members' needs and give them the support and attention they deserve. For many associates, our company's philosophy extends into their personal lives, and they bring our mission of care beyond our members — and even beyond our borders.

When Hurricane Harvey hit the people of League City, Texas, in 2017, AmeriHealth Caritas Louisiana Quality Performance Specialist Mike Pizzolatto was there to answer the call. Along with a team of more than a dozen volunteers, Mike drove 300 miles with a caravan of supplies for the hurricane victims, including personal products and hundreds of pounds of food. "Over the next two days, we cooked more than 3,000 meals for the area residents and local law enforcement," Mike said.

Mike is just one of many associates who have gone above and beyond to help our neighbors in their times of need. Following the 2016 flooding in Louisiana, AmeriHealth Caritas Louisiana dedicated itself to helping its members and communities recover from the devastating storms. The company worked with Catholic Charities of the Diocese of Baton Rouge to help address both the physical and mental well-being of people impacted by the flooding.

Thanks to the volunteer work of our associates, AmeriHealth Caritas Louisiana was able to donate \$50,000 to the Catholic Charities of the

Diocese of Baton Rouge, which was used to expand an integrated mental health program into their flood recovery initiative. This funding supported those most needing behavioral health interventions, incorporating mental health services into the recovery program, making it easier for people to get help. In addition to the donation, AmeriHealth Caritas Louisiana volunteers collected supplies and created disaster preparedness bags for community members.

We are part of Louisiana's community, and each of us takes pride in improving our environment and enriching our neighbors. Our Louisiana associates volunteered nearly 1,000 hours in 2017, helping prepare food, increase health education, and offering support for the best possible reason — because they wanted to make a difference.

"I don't volunteer because I'm asked to, or because it's required of me," Mike said. "I do it because that's just the person that I am. Caring for each other is what humans are supposed to do."



Mike Pizzolatto, Quality Performance Specialist, preparing food for flood victims in League City, Texas.



2017 – 2018 REPORT TO THE COMMUNITY

AmeriHealth Caritas Louisiana
P.O. Box 83580
Baton Rouge, LA 70884
1-888-756-0004
www.amerihealthcaritasla.com

