

2022 COMMUNITY IMPACT REPORT

Helping Arkansas Live Better

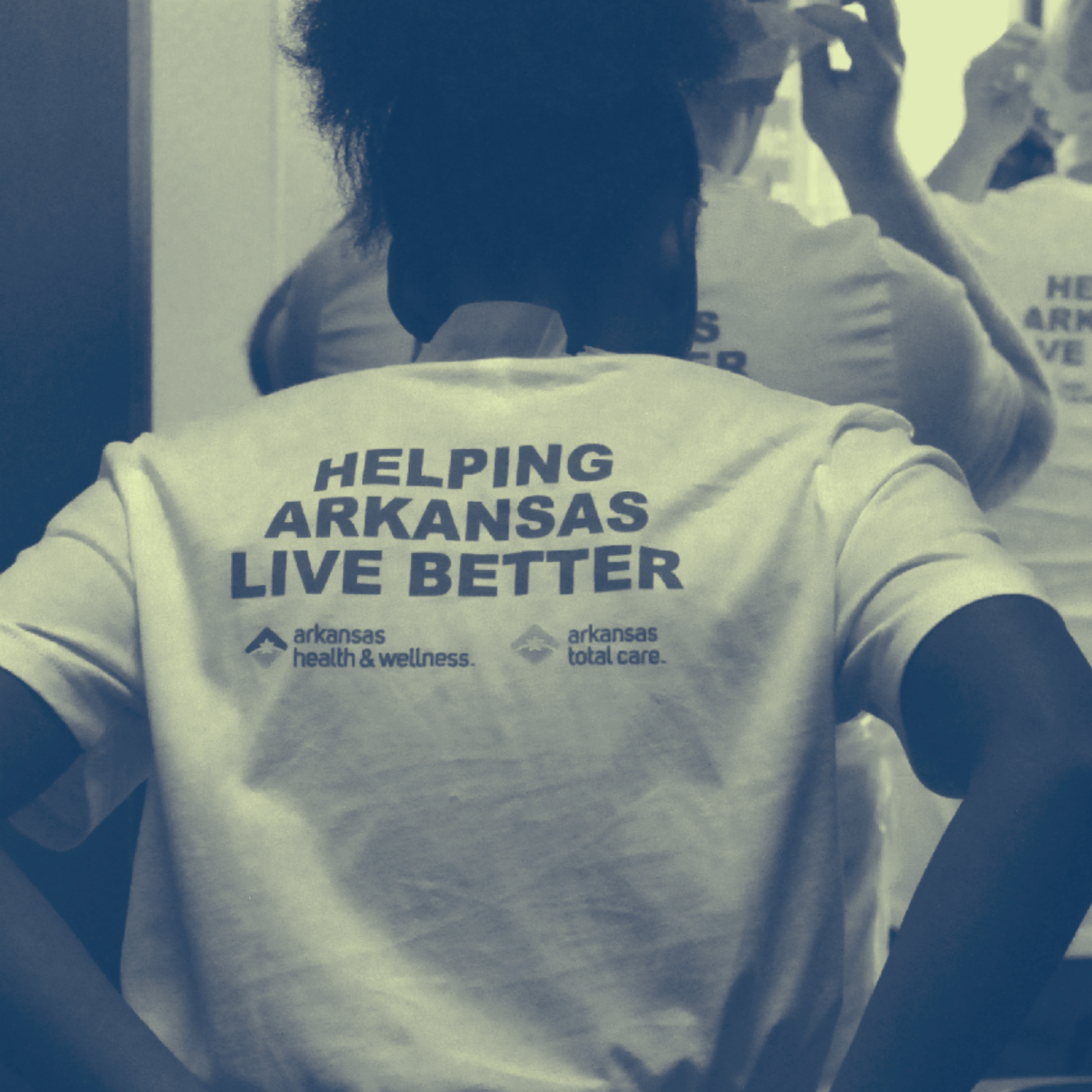


arkansas
health & wellness™



arkansas
total care™

QualChoice®
HEALTH INSURANCE



Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are health insurance companies that deliver quality healthcare throughout Arkansas. Committed to helping Arkansas live better, we support active local community involvement in all 75 Arkansas counties, with more than 500 employees statewide. Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are wholly and partially owned subsidiaries of Centene Corporation, a leading multi-national Fortune 25 healthcare enterprise offering Medicaid, Medicare, Marketplace, and specialty services.

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CEO Welcome

Welcome to our 2022 Community Impact Report, the story of how we work to fulfill our purpose: Helping Arkansas Live Better. We believe healthier individuals create more vibrant communities. For this reason, we strive to improve the whole health of the individual not only by providing high-quality, affordable healthcare, but also by our commitment to the communities in which we live.

Our pledge to improve the lives of all Arkansans starts with community involvement. From the health services provided at our featured health fairs, to our partnerships with local organizations, we are able to directly impact the health of those who need it.

As CEO, I am proud of the work we do in our local communities, as well as the dedication of our partner organizations. I truly believe that we are better together and look forward to the continuation of our steadfast commitment to helping Arkansas live better.



President and CEO
Arkansas Health & Wellness, Arkansas Total Care, QualChoice

Leadership Board Members



John Ryan

Plan President and CEO

- Governor’s Appointee to the Arkansas All-Payer Claims Database Board
- Volunteer 2023 Fundraising Chair, Pinnacle District Quapaw Area Council Boy Scouts of America
- Pleasant Valley CC Board of Governors, BOG Secretary/Executive Committee
- Board Member, Arkansas Chapter of the American Heart Association
- Board Member, Arkansas Chapter of the American Cancer Society



Chris Perry

Plan Chief Financial Officer

- Board Member and Treasurer, River City Ministry



Jamie Thomason

Senior Manager, Sales Operations

- Board Member and Treasurer, Crows Station Volunteer Fire Department



Dr. Patricia Knott

Medical Director

- Commissioner, Arkansas Spinal Commission
- Board Member, Arkansas Tobacco Control



Christi Lemery

Vice President, Communications

- Executive Board Member, Audience Development Committee Chair, Arkansas Symphony Orchestra
- Board Member, Big Brothers Big Sisters of Central Arkansas



Dr. Jason Dare

Medical Director

- MedChamps Co-Chair, Board of Directors, Camp Aldersgate
- Leadership Board Member, Arthritis Foundation, Arkansas Chapter

Community Sponsorships and Partners

Arkansas Minority Health Commission

In 2022, Arkansas Health & Wellness partnered with the Arkansas Minority Health Commission (AMHC) to provide wellness resources, education, and COVID-19 support. Our Community Outreach Representatives attended over 80 outreach events and helped serve 1,733 community members.

AMHC services included screenings for COVID-19, blood pressure, cholesterol, glucose, A1C, HIV, height, weight, and BMI. AMHC followed up with patients who had abnormal results and shared county-level resources to help them get additional care.

AMHC's goal is to help create equitable access to healthcare and prevent diseases and conditions affecting minority populations in the state.

COVID-19 Wellness Event



Back-to-School Backpack Drive





F.E.E.D. First USA

Eliminating Child Hunger, One Meal at a Time

Through health fairs, a back-to-school backpack drive, Coffee for the Cause, and a Christmas dinner, Arkansas' health plans came together to raise over \$1,300 to support F.E.E.D. First USA's goal of ending child hunger while providing positive enrichment and educational development through new experiences.

F.E.E.D. First USA's vision is that no child goes to bed hungry. By combining our efforts, we can help build a blueprint for facilities across the state and throughout the US to end child hunger.

Our company works in communities where need is great, striving to make sure our impact is even greater. The youth of Little Rock deserve nutritious meals, the ability to participate in innovative enrichment activities, and access to necessary educational support in a safe and secure environment.

Spring Into Wellness Health Fair



American Heart Association

Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are proud supporters of the American Heart Association, an organization that has been leading the fight against heart disease and stroke for nearly 100 years. The American Heart Association funds more medical research related to heart disease and stroke than almost any other organization, second only to the federal government. In addition to funding lifesaving research, the organization maximizes local resources, encouraging all to improve their heart health. By coordinating educational programs in the community and harnessing the power of grassroots advocacy, they demonstrate ways to improve the health of individuals while ensuring policies are in place that make it easier for Arkansans to adopt healthy behaviors.

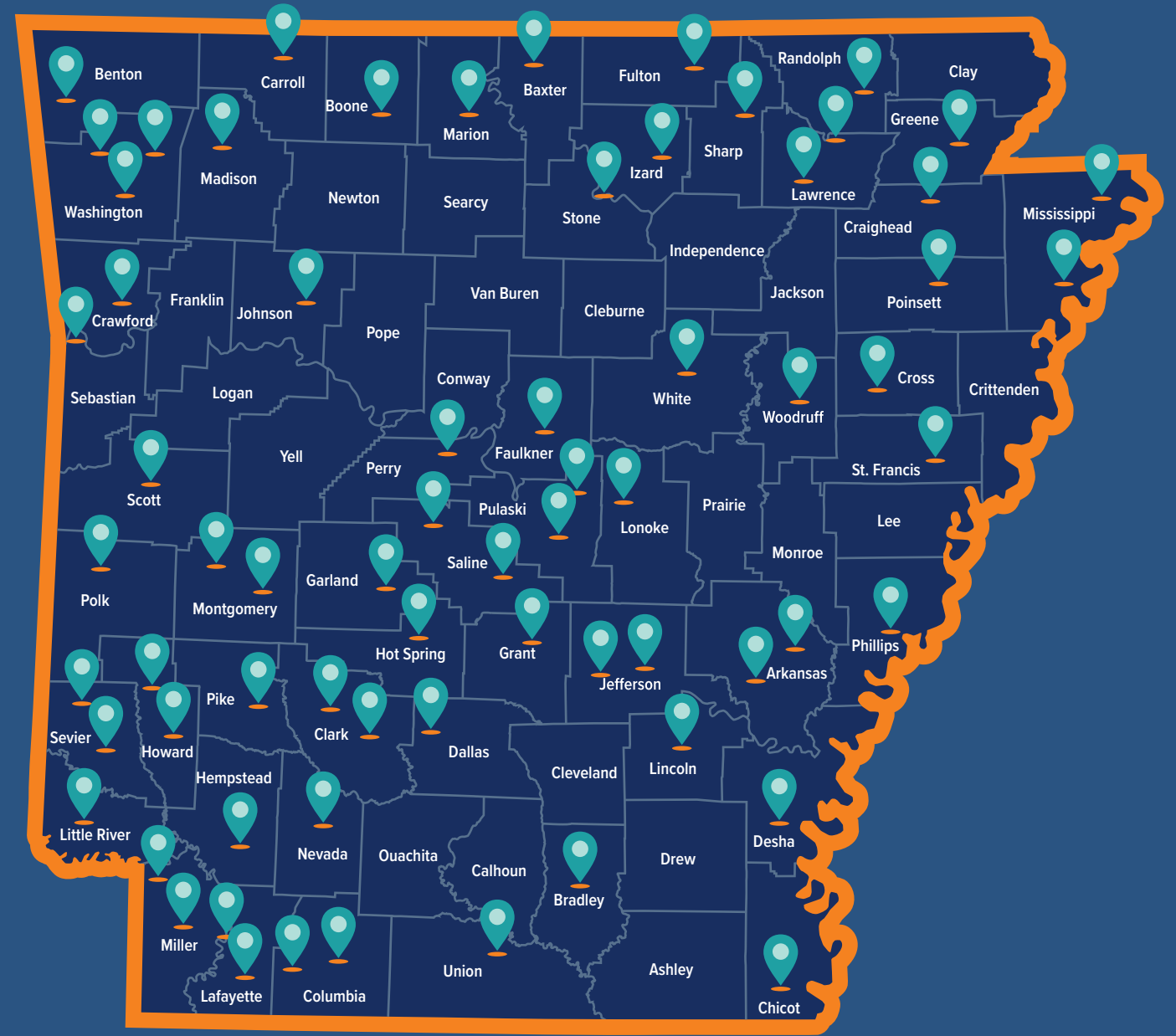


A longtime supporter of these efforts, our Arkansas health plan sponsored Go Red for Women, the Central Arkansas Heart Walk, and the Central Arkansas Heart Ball in 2022. Go Red for Women is a national movement that educates women about the warning signs of heart disease and stroke and empowers them to improve their heart health. According to the association, cardiovascular disease is the leading cause of death in women, causing one in three deaths each year. The Central Arkansas Heart Walk brings together teams of walkers to fundraise and share a day of healthy activity. With the option for each team to set its own contribution targets, individual fundraising goals and corporate team goals amplify the power of individual gifts, funding research that leads to longer, healthier lives. The Central Arkansas Heart Ball features live and silent auctions. It also honors the rising class of Central Arkansas Sweethearts, high school sophomore girls who participate in education and volunteer activities throughout the year. The ball serves as a celebration following an ambitious year of fundraising, bringing together donors, heart and stroke experts, and community leaders.

Community
Outreach

2022 Community Events and Stats

Since the COVID-19 pandemic, the Arkansas Health & Wellness Outreach team has been able to visit more counties than ever before. The Outreach team is responsible for a number of community events including health fairs, baby showers, and volunteer opportunities. Check out the territory map to see the scope of our reach in Arkansas.



Baby Showers

As COVID-19 gathering restrictions eased, we found ourselves able to host baby showers for our members again. In 2022, we hosted several showers across Central Arkansas to provide expecting parents helpful information regarding prenatal, delivery, and postnatal care. Members who attended also received door prizes such as diapers, wipes, onesies, pack and plays, and car seats.



Pine Bluff, AR

The Pine Bluff baby shower was the first large event of the year where we had the chance to celebrate our expecting Ambetter members. The event was focused on education, providing free resources, and partnership with local vendors to support expecting members.

During the event, we welcomed an obstetrician and a pediatrician to speak, played several games, and shared a space for people to get to know one another.

Conway, AR

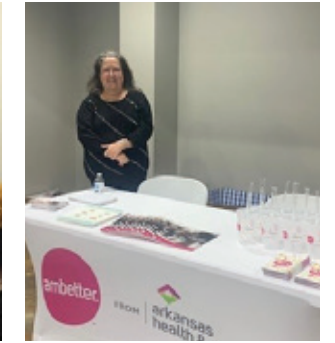
In November 2022, the Arkansas Health & Wellness team hosted a baby shower for Conway Ambetter members at the Willow Event Center.

These events provide education and community resources for our pregnant members, including speakers, information packets, and giveaways to promote and support prenatal health. Nurse Case Managers were also on hand to answer any questions members might have.

Member feedback was overwhelmingly positive. One member, Melissa, took the time to express her appreciation in an email, writing:

“Just wanted to let you all know that was an amazing shower! Thank you to all who worked at putting it together and securing prizes, food, and speakers to help me get ready for my little girl’s arrival! Thank you to all who worked at the shower, making sure it was a wonderful and welcoming environment! Thank you so very much!”

“Thank you to all who worked at the shower, making sure it was a wonderful and welcoming environment!”



Community Health Fairs

In 2022, our Community Outreach team hosted two community health fairs in Little Rock and Springdale. Each fair included 25 vendors who helped provide vaccines, preventive care, and screenings for vision, dental, and hearing. The fairs also included mental health and substance abuse providers.



Healthy Connections Clinic

As we continued to navigate the COVID-19 pandemic, Arkansas Total Care found ways to support the vaccination effort. We also helped provide information about additional wellness and community resources, as well as member support. In 2022, our Outreach team coordinated over 40 events at the 16 Healthy Connections clinic sites across the state. Our team provided timely vaccine information to members of our vulnerable community about the benefits of getting a COVID-19 vaccine or booster shot.

To support efforts beyond education, Arkansas Total Care sponsored several community vaccination events. These events served to inform community members about the benefits of getting a COVID-19 vaccine or booster shot. They also helped disprove myths surrounding the vaccines.

Autism Walk

In November, Arkansas Total Care sponsored an Autism Involves Me (AIM) walk event. AIM seeks to increase inclusiveness and resources for families raising children with autism. The organization started as a small parent support group and has become a cornerstone in Northwest Arkansas. AIM's mission is to empower and support families who are impacted by autism by promoting inclusivity and acceptance through advocacy. With AIM, we are helping to create a world where people with autism are celebrated.

Resources include information on early intervention providers, therapy clinics, respite programs, medical needs, applied behavior analysis clinics, and birth injury support. Programs include grants to help offset some of the financial burden that a family incurs while also being beneficial to the individual with autism; grants to help support teachers and therapists in local public schools as they serve children with special needs; events that focus on families being included in social adventures while connecting with others; and educational conferences for parents, caregivers, and educators that cover a wide array of topics surrounding care for people with autism.

Donations help provide basic supplies, therapeutic supplies, classroom tools, curricula, and sensory-sensitive events that allow children and their families to enjoy a safe, judgment-free experience that they might not have access to otherwise.



UCP Trunk or Treat

United Cerebral Palsy of Arkansas (UCP) works to help people with cerebral palsy and other disabilities, supporting the families and communities involved. UCP serves children and adults across Arkansas, offering the resources and assistance needed to help these individuals live without limitations.



De Queen Block Party



Malco Member Appreciation



Dave & Buster's Little Rock



Festival of Chairs



Jonesboro Member Appreciation



De Queen Outreach Event



Hope Workshop – Alzheimer's Arkansas





Volunteer Champion Program

Our employees have the ability to take part in a multitude of volunteer opportunities to help Arkansas live better. By participating in fundraisers, charitable giving, food pantries, wellness programs, and so much more, our company has continued to support and give back to our community in a helpful and meaningful way.

Each year, health plan employees can receive up to eight hours of paid time off to volunteer at any 501(c)(3) organization registered in the state of Arkansas. We partner with a number of organizations that have open volunteer opportunities for both groups and individuals.

Stewpot

In 2022, a group of Care Coordinators dedicated time to volunteer at the Stewpot in Little Rock on the first Wednesday of each month. The Stewpot's mission is simple: "Feed whoever comes through the door. No questions asked." Their goal is to provide diners with a meal, plus snacks for the rest of the day. Our volunteers help prepare and distribute the food as well as make financial contributions. They feed about 150 people each day.

"Feed whoever comes through the door. No questions asked."



The Crisis Intervention Center

A few members of our team volunteered with the Crisis Intervention Center in Fort Smith. The Crisis Intervention Center offers a safe space for survivors of domestic abuse, sexual assault, and human trafficking. They have a residential facility equipped to hold 30 adults at a time with their children. They help with professional services for physical exams, counseling, job placement, and locating housing. This location serves the need for temporary housing while they help locate everything their clients need to move forward and be successful. The Center's services are free for individuals. Our team wrapped gifts for the children in the Crisis Intervention Center and assembled gift bags for the parents. It was a wonderful way to support an organization that supports survivors.





Arkansas Foodbank

In December, Arkansas Health & Wellness team members gathered at the Arkansas Foodbank to volunteer their time and efforts in eliminating food insecurity in Arkansas. Our volunteers sorted and cleared many pallets of food into 20-pound boxes and packaged them up to be shipped to food pantries all over the state. The Foodbank kept filling the warehouse while the team kept emptying it back out.

The mission of the Arkansas Foodbank is to strengthen the community by making sure hunger needs are met with sufficient access to nutritious food. We have been a longtime partner of the Arkansas Foodbank and were excited to continue the tradition of volunteering for them.





Donations

City Connection Donation

In 2022, Arkansas Health & Wellness donated \$10,000 to City Connections in sponsorship of their September Food Packing Party.

City Connections is a faith-based, nonprofit organization dedicated to uniting the Central Arkansas area by cultivating partnerships to aid in building a stronger community. They help bring people of faith together to serve and multiply impact through active service.

With the \$10,000 donation from Arkansas Health & Wellness, City Connections was able to acquire the necessary ingredients and supplies to make over 28,000 servings of food and refill the food pantry shelves at their 86 distribution partner locations throughout Central Arkansas. This donation will directly impact children and senior citizens in the community who struggle with food insecurity and lack access to nutrient-rich foods.



Junior Achievement

In April, QualChoice employees participated in the Junior Achievement of Arkansas (JA) Turkey Bowl fundraiser benefitting JA's student entrepreneurship program. JA helps young people by creating programs that help connect what they learn in school with life outside the classroom. The organization helps them gain a better understanding of how the world works, how to invest in their futures, and how to pursue their dreams.



Arkansas Gives Back 2022 Fall Charitable Campaign

In September, Arkansas Health & Wellness and Arkansas Total Care's Outreach teams participated in the Arkansas Gives Back fundraising initiative. Through this initiative, employees across the company were given the opportunity to donate funds to be used in support of two local charities: Community Health Centers of Arkansas (CHCA) and Arkansas Rural Health Partnership (ARHP). Employees across the health plans came together and donated over \$1,800 to these causes.

CHCA is a nonprofit organization that has helped expand access to affordable and quality care in Arkansas for more than 40 years. Funding is put toward providing training and technical assistance for community health centers to improve delivery of care.

ARHP was founded by rural hospital leaders who knew the importance of access to quality care. They provide training and education to healthcare professionals, expand the healthcare workforce, and enhance the infrastructure and capacity in hospitals/clinics in rural areas.

Our company is so grateful to all who participated in helping Arkansas live better. Thank you for your continued support.



Organization Donations



\$1,000,000+

In 2022, the Arkansas Health & Wellness organization and individual employees donated more than \$1 million and COVID-19 resources to support the community.



Centene United Way Campaign



Every year, Centene's health plans hold nationwide fundraisers in support of United Way. In 2022, the Arkansas health plans came together to raise \$38,499 in support of Heart of Arkansas United Way's mission to improve communities by connecting caring individuals to amplify fundraising power and problem-solving skills. United Way's efforts improve the health, education, and financial stability of those in the regions they serve, making more equitable communities for all.

United Way's 2.8 million volunteers are involved in tutoring programs, beautification projects, and programs that help displaced and unhoused individuals. With just 10% of fundraising going to overhead fees to run United Way globally, 90% of all charitable donations go back into their services, meaning their extensive network of 9.8 million donors contributed directly to health, education, and equity. When we work together with United Way, our fundraising and volunteer efforts are magnified, leaving a lasting impact on the communities we serve.



About Us

Company Overview

Arkansas Health & Wellness, Arkansas Total Care, and QualChoice

Arkansas Health & Wellness and Arkansas Total Care are managed care companies that operate in the Medicare, Medicaid, and Marketplace spaces. Joining the Centene family of companies in 2019, QualChoice Health Insurance was founded in 1994 and works with employers, brokers, and individuals to provide insurance solutions.

Committed to helping Arkansas live better, Arkansas Health & Wellness and Arkansas Total Care support active local community involvement in all 75 Arkansas counties, with more than 500 employees statewide. Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are wholly and partially owned subsidiaries (respectively) of Centene Corporation, a leading multi-national healthcare enterprise offering core Medicaid, Medicare, and specialty services. More information on Arkansas Health & Wellness, Arkansas Total Care, and QualChoice can be found at ARHealthWellness.com, ArkansasTotalCare.com, and QualChoice.com, respectively.

Centene Corporation

Centene Corporation, a Fortune 25 company, is a leading healthcare enterprise committed to helping people live healthier lives. The company takes a local approach — with local brands and local teams — to provide fully integrated, high-quality, and cost-effective services to government-sponsored and commercial healthcare programs, focusing on under-insured and uninsured individuals. Centene offers affordable and high-quality products to nearly 1 in 15 individuals across the nation, including Medicaid and Medicare members (including Medicare Prescription Drug Plans) as well as individuals and families served by the Health Insurance Marketplace, the TRICARE program, and individuals in correctional facilities. Centene also provides a variety of specialty services focused on treating the whole person. Centene focuses on long-term growth and the development of its people, systems, and capabilities so that it can better serve its members, providers, local communities, and government partners.



Our History in Arkansas

Celtic Insurance Company is founded.

NovaSys Health is formed, providing third-party administration services for companies including Arkansas State Employees, Arkansas Public School employees, and the AR Health Networks program.



Celtic Insurance Company begins doing business in Arkansas.



NovaSys Health is acquired by Centene.

Centene's first health plan in Arkansas is formed, offering Ambetter on the Health Insurance Marketplace and, as a plan for the Medicaid expansion program, Arkansas Works.

Arkansas Total Care, a Provider-Led Arkansas Shared Savings Entity (PASSE), is formed to serve individuals with IDD/BH needs.

QualChoice Life and Health and QCA Health Plan are acquired by Centene.



Ambetter is launched by Centene as an offering on the Health Insurance Marketplace.



Allwell, a Medicare Advantage product, is offered in Arkansas in seven counties, currently in 45 counties.

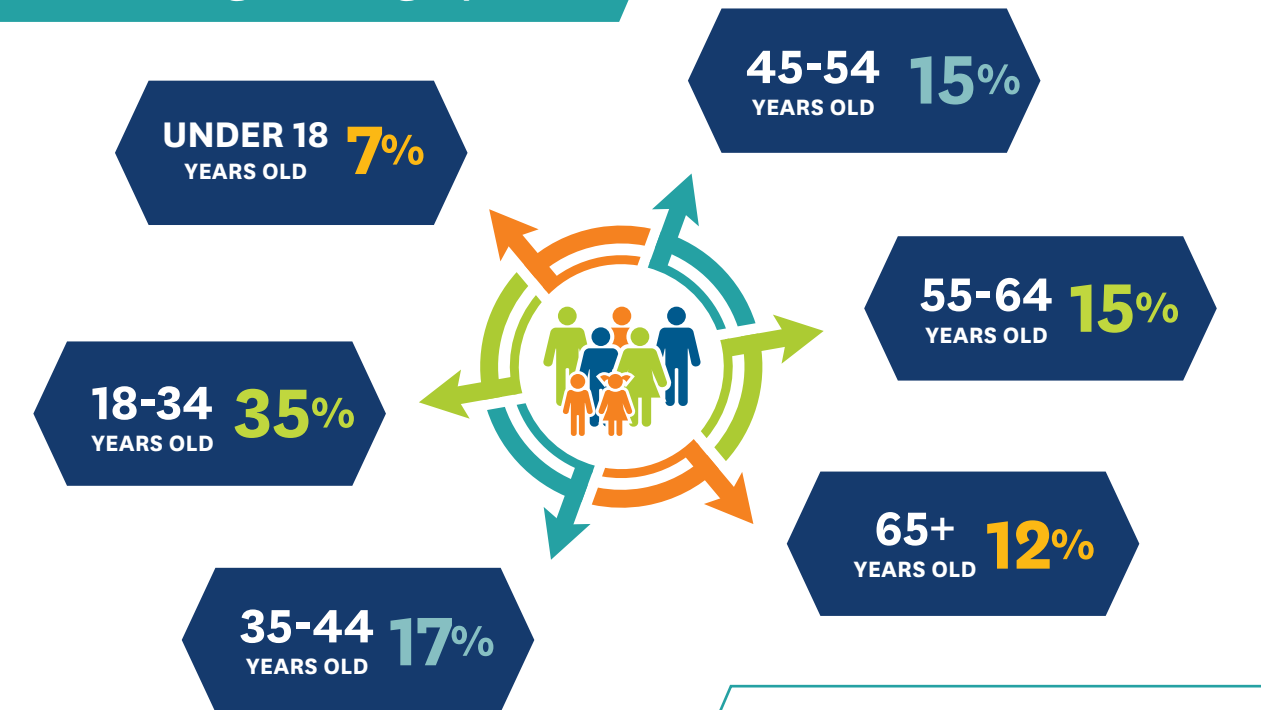


Wellcare is acquired by Centene. Wellcare by Allwell and Wellcare Medicare Advantage products are offered in Arkansas.

Population & Demographics



Member Age Demographics



Membership Growth



16,855
PROVIDERS



125
HOSPITALS



Partner Hospital

Advanced Care Hospital of White County
Arkansas Childrens Hospital
Arkansas Childrens Northwest
Arkansas Heart Hospital
Arkansas Heart Hospital Encore
Arkansas Methodist Hospital
Arkansas State Hospital
Arkansas Surgical Hospital
Ashley County Medical Center
Baptist Health Fort Smith
Baptist Health Medical Center
Baptist Health Medical Center Arkadelphia
Baptist Health Medical Center Heber Springs
Baptist Health Medical Center Little Rock
Baptist Health Medical Center North Little Rock
Baptist Health Medical Center Stuttgart
Baptist Health Medical Center Conway
Baptist Health Medical Center Little Rock
Baptist Health Van Buren
Baptist Memorial Hospital

Baptist Memorial Hospital – Desoto
Baxter Regional Medical Center
Bradley County Medical Center
Brentwood Hospital
Chambers Memorial Hospital
CHI St Vincent Little Rock
CHI St. Vincent Hospital Hot Springs
CHI St. Vincent Hot Springs Rehabilitation
CHI St. Vincent Morrilton
CHI St. Vincent North
CHI St. Vincent Rehabilitation Hospital
Chickasaw Nation Division Of Health
Chicot Memorial Medical Center
Choctaw Nation of Oklahoma
Christus Dubuis Hospital of Hot Springs
Christus Dubuis Hospital of Fort Smith
Christus St Michael Health System
Christus St Michael Rehabilitation Hospital
Conway Behavioral Health
Conway Regional Medical Center

Conway Regional Rehabilitation Hospital
Cornerstone Hospital Little Rock
Crossridge Community Hospital
Dallas County Medical Center
Dardanelle Regional Medical Center
Delta Memorial Hospital
DeQueen Medical Center
DeWitt Hospital and Nursing Home
Drew Memorial Hospital
Encompass Health Rehabilitation Hospital of Texarkana
Eureka Springs Hospital
Five Rivers Medical Center
Forrest City Arkansas Hospital
Fort Smith Emergency Hospital, Llc
Freedom Behavioral Hospital of Central Arkansas
Fulton County Hospital
Great River Medical Services
Harris Hospital
Healthsouth Rehabilitation Hospital
Healthsouth Rehabilitation of Jonesboro
Helena Regional Medical Center
Howard Memorial Hospital
Izard County Medical Center
Jefferson Regional Medical Center
Johnson Regional Medical Center
Lakeland Behavioral Health System
Lawrence Memorial Hospital
Leo N Levi Hospital
Little River Memorial Hospital
Magnolia Regional Medical Center
McGehee – Desha County Hospital
Medical Arts Clinic
Medical Center of South Arkansas
Memorial Medical Center of East Texas
Mena Regional Hospital
Mercy Family Medicine Booneville
Mercy Hospital Berryville
Mercy Hospital Paris
Mercy Hospital Carthage
Mercy Hospital Fort Smith
Mercy Hospital Northwest Arkansas
Mercy Hospital Ozark
Mercy Hospital Waldron

Mercy Rehab Hospital
Methodist Counseling Clinic
National Park Medical Center
NEA Baptist Memorial Hospital
North Arkansas Regional Medical Center
North Metro Medical Center
Northwest Medical Center - Bentonville
Ouachita County Medical Center
Ozark Health Medical Center
Ozarks Comm. Hospital
Ozarks Community Hospital of Gravette
Ozarks Healthcare
Piggott Community Hospital
Pinnacle Pointe Hospital
Poplar Bluff VAMC
Regency Hospital of Springdale
Rivendell Behavioral Health Services of Arkansas
Riverview Behavioral Health
Russellville Holdings
Saline Memorial Hospital
Sevier County Medical Center
Shriners Hospital For Children
Siloam Springs Regional Hospital
SMC Regional Medical Center
Southeast Rehab Hospital
Southern Plains Medical Center Of Garvin County
Springwood BHS
St Bernards Medical Center
Stone County Medical Center
The Bridgeway
Timber Ridge Ranch Neuro Rehabilitation
Unity Health – Newport
University of Arkansas for Medical Sciences
Valley Behavioral Health
Vantage Point of Northwest Arkansas – Harrison
Wadley Regional Med Center
Wadley Regional Medical Center at Hope
Washington Regional Medical Center
White County Medical Center
White River Medical Center
Willow Creek Women’s Hospital
Woodridge of West Memphis, LLC

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