



CareSource® Impact Report 2024



CONTENTS

Getting to the HEART of the Matter A note from Erhardt	03
Leading the Industry with HEART	05
Volunteers Put the HEART into Our Mission	06
Putting Our HEART to Work	08
HEART Beats: Partnerships and Collaborations that support our mission	10
Giving with HEART: CareSource Foundation Investments Make a Difference	12
HEARTfelt Commitment: Championing Our Military and Veterans	14



Executive Leadership

Erhardt Preitauer
President & CEO

Sanjoy Musunuri
Executive Vice President,
Strategy & Business Development

Ed Stubbers
Chief Legal Officer

Jennifer Dougherty
Chief Human Resources Officer

Fred Schulz
Chief Operating Officer

Devon Valencia
Chief Information Officer

Scott Markovich
Executive Vice President,
Markets & Products

Larry Smart
Chief Financial Officer

Dr. David Williams
Executive Vice President
& Chief Medical Officer

Getting to the **HEART** of the Matter

A note from Erhardt



At CareSource, **leading with heart** isn't just a motto — it's the foundation of everything we do. As I reflect on the past year, I am struck by the strength and commitment of our team to the mission that has guided us for more than three decades: to make a **lasting difference in the lives of our members**.

We are driven by purpose, not profit — delivering whole-person care with compassion, dignity, and innovation. This year, we expanded access to care, deepened community partnerships, and leveraged new technologies to drive better outcomes. From investments in social determinants of health and maternal health and enhancing behavioral health services — **we are driving change where it matters most**.

We're proud of the progress captured in this year's Impact Report — **progress made possible** by the trust of our members, the strength of our community partnerships, and the dedication of our employees.

Our nonprofit status allows us to make bold choices — to reinvest in communities, partner with purpose, and put people before profits. In 2024, that translated into millions of dollars invested, thousands of volunteer hours contributed, and measurable progress toward a more equitable health care system.

Our team exceeded expectations, not just meeting regulatory standards, but **raising the bar** on what managed care can achieve— and we're even more excited about what's ahead.

Thank you for your continued support and belief in our mission. Together, **we are transforming lives and redefining what it means to care**.

Erhardt Preitauer, CEO

The CareSource *Difference*

What is CareSource?

Nationally recognized for leading the industry in providing member-centric health care coverage

CareSource's managed care business model was founded in 1989 and is one of the nation's largest Medicaid managed care plans today

Headquartered in Dayton, Ohio, the company has built a legacy of providing quality health care coverage for Medicaid consumers. Incentives are aligned with the payor, with shared upside and downside risk scenarios

In addition to Medicaid coverage, CareSource has a diverse offering of insurance plans including Medicare Advantage and Health Insurance Marketplace.

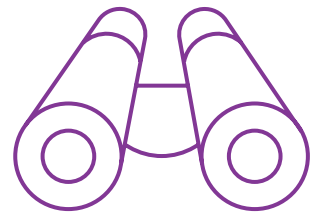


CareSource **serves more than 2 million members** supported by a **growing workforce of 5,300**



Mission

To make a lasting difference in our members' lives by improving their health and well-being.



Vision

Transforming lives through innovative health and life services.



Products

Medicaid, Specialty / Complex Populations, Marketplace and Medicare Advantage

Leading the Industry with **HEART**

We are a nonprofit managed care organization nationally recognized for providing quality health care to more than 2 million members across 10 states. Founded in 1989, we administer one of the largest Medicaid managed care plans in the U.S.

CareSource provides Medicaid, Medicare, and Health Insurance Marketplace products to members in Arkansas, Georgia, Indiana, Kentucky, Massachusetts, Michigan, North Carolina, Ohio, West Virginia and Wisconsin. We expanded health care services for service members, veterans, and their families.

Strategic partnerships, joint ventures and acquisitions are extending CareSource's model of care to more people in more places at a time when it has never been more needed. CareSource is pioneering change in behavioral health with innovative solutions for special and complex populations to ensure those most in need get the advocacy, assistance and support required to thrive.

Our mission and vision are at the HEART of everything we do, what we refer as our "heartbeat." They are the cornerstones of CareSource's success.

The federal government has rated CareSource one of the best health plans for patients with complex health care needs who are eligible for Medicare and Medicaid benefits. The 2024 rating by the federal Centers for Medicare and Medicaid Services awarded CareSource **4.5 out of 5 stars for quality**, a level achieved by fewer than 15% of participating health plans nationwide.



We are proud to see our mission-driven approach and commitment to our members' health and well-being recognized by the federal government. We are deeply committed to improving the health and quality of life of our members dealing with the most challenging health conditions.

Dr. David Williams,
Executive Vice President
and Chief Medical Officer

Volunteers Put the **HEART** into Our Mission

Our strategy is to continually mature CareSource towards a sustainable inclusive culture that represents our employee and member populations and to ensure we are the employer of choice in health care.



Our employee value proposition – At CareSource, the difference is you – reflects our belief that each unique member of our team can make a positive impact on our culture and a lasting difference in our members' lives. We value our employees and recognize that outstanding member care is only possible through our outstanding people. We strive to build and nurture an environment where all our employees feel safe, included, motivated and recognized.

– **Jennifer Dougherty, Chief Human Resources Officer**

11,441 total hours
volunteered by CareSource
employees in support of
470 community-based
organizations

470 community-based organizations
supporting social areas including: food
security, access to care, children and families,
maternal and infant health, education,
housing, social connectivity, and more.

Across 25 states: AR, CA, FL, GA, ID, IL, IN, KS, KY, MA, MI, MN, MO, MS, NC, NJ, OH, OK, PA, SC, TN, TX, WI, WV, VA

The difference is you!

The Culture Advocacy Council was formed to acknowledge and further promote our culture of belonging throughout our organization. Employees' unique characteristics, when fostered correctly, can create an innovative and successful business culture.



Following Hurricane Helene's landfall in Georgia, CareSource's Life Services team offered resources and support to members impacted by the storm. Efforts focused on providing critical resources including food, housing assistance, emergency financial aid, utility support and debris cleanup.



Each year, CareSource Employee Resource Groups (ERGs) sponsor a book drive, Pages of Possibility, to raise funds for and purchase books to distribute to at risk members. In 2024, the ERGs, in collaboration with 12 community partners, distributed more than 1,400 books across three states.



The Children's Hunger Alliance (CHA) presented CareSource with their 2024 Community Impact Award at the organization's annual Menu of Hope luncheon in Columbus, Ohio. CareSource was recognized for investing \$1.2 million in CHA since becoming a partner in 2007. In the spring of 2024, 18 CareSource volunteers spent an hour of their morning packing over 700 weekend meal boxes in conjunction with CHA. Overall, the volunteer team filled 3.5 pallets at six meals per box for a total of 4,200 meals.

We give where we live

We provide every employee with 12 hours of paid time each year to volunteer for local community services programs and projects during business hours. We believe this investment in our employees delivers a meaningful impact on the health and well-being of the places where we live and work.

Recognition for our work

CareSource received a score of 100 on the Human Rights Campaign Foundation's 2023-2024 Corporate Equality Index, the nation's foremost benchmarking survey and report measuring corporate policies and practices.



Putting Our **HEART** to work

CareSource Foundation (Foundation) is helping to improve workforce pipelines by providing students with intellectual and developmental disabilities opportunities to gain skills and credentials for gainful employment. With a \$30,000 grant for The Tartan Transition Option in Post-Secondary Education (TOPS) program at Sinclair Community College (Sinclair) in Dayton, Ohio, Tartan TOPS students participate in courses at Sinclair's Dayton campus and internships in the community, the same as any other student.

There are no course fees for the program, making it a popular and affordable option for students and families. Foundation grant funding is used to underwrite student navigational support in the form of tutors, advisors and mentors.

Tartan TOPS Program participants graduate with career skills which foster more independence and increased self-advocacy skills.

To date, students have been placed with various firms in the Dayton area, including police departments, schools and law firms.



CareSource's commitment has enabled Tartan TOPS to expand from an 18-month initiative to a two-year degree program, serving 75 students and graduating 42 to date. Their support has directly contributed to students' academic success, career readiness, and personal growth.

Steven L. Johnson, Ph.D.
Sinclair President and CEO



Opportunities for Ohioans with Disabilities

For the second year in a row, CareSource was recognized in 2024 by Opportunities for Ohioans with Disabilities (OOD) for being an Ohio Inclusive Employer for our commitment to supporting individuals with disabilities in the workplace.

We're Creating a Workplace *without* Limitations



At CareSource, we believe in building a culture of belonging for everyone. We embrace talent from all backgrounds and work alongside advocacy organizations to become a model employer.

– **Erhardt Preitauer, President & CEO**

Mr. Preitauer serves as the 1st Vice Chair on the Easterseals Board of Directors. Their national affiliate network provides essential services to children and adults with disabilities, older adults, veterans, and their families.

HEART Beats:

Partnership and Collaboration

that Support Our Mission



CareSource partnered with The Villages of Indiana, Children's Village Childcare Center, early Learning Indiana, Familia Dental, Indiana Immunization Coalition and the Marion County Public Health Department to host a free Wellness Day to help ensure local children were healthy and ready to start the school year. "Providing free medical exams and screenings to underserved populations is crucial to advancing good health care," said Shannon Schumacher, president and CEO of The Villages of Indiana. "It's not just about treating illnesses; it's about early detection, prevention and fostering a sense of well-being in communities that often face barriers to health care."

CareSource Culinary Medicine and Nutrition Program in Dayton, Ohio, provides support to many of the local YMCA members who have been diagnosed with diabetes. Healthy eating and lifestyles are key, but many members face barriers like physical limitations, lack of knowledge about nutrition and limited cooking skills.

Walter Lowe, a proud CareSource member, is glad he joined the program. "I can feel the improvements that I am making as a result of the exercise and taking part in the cooking classes. This whole experience has been tremendous, and I have CareSource and the YMCA to thank," he explained.



In partnership with the University of Cincinnati and The Ohio State University, CareSource was excited to host an Exhibition Game for Mental Health, supporting adolescent and young adult mental health and suicide prevention initiatives. Held preseason, the men's basketball teams from each university played for fans with all proceeds benefiting mental health providers and charities within each school's footprint, as well as Jay's Light, a fund started by Dayton Coach Anthony Grant and wife Chris to help mothers, fathers, teens and young adults find resources to help with mental health struggles.



HAP CareSource donated \$65,000 to the Greater Lansing Food Bank in support of this important partnership providing weekly mobile food distributions throughout the seven mid-Michigan counties to families in need.

— “ —

When CareSource saw the power and impact of the inaugural game and events in Dayton last year, we immediately felt more people should hear the life-changing messages around mental health and breaking the stigma.

Scott Markovich,
EVP, Markets and Products

Giving with **HEART**: CareSource Foundation Investments *Make a Difference*

In alignment with CareSource and Foundation priorities, The CareSource Foundation approved a \$300,000 grant for Nevada Primary Care Association (NVPCA) in late 2024, allowing for a Nevada Grant Challenge to invest in and help expand primary care and behavioral health services in rural areas of Nevada. In collaboration with local partners, NVPCA approved and distributed funding for these projects:

- First Person Care Clinic Tele-Behavioral Health
- First Person Care Clinic - Mobile Unit Startup
- Nevada Health Centers- Tele-Behavioral Health
- Nevada Health Centers Primary Care Services
- Hope Christian Health Center Medical Outreach Program – Primary Care Services
- Hope Christian Health Center Medical Outreach Program – Behavioral Health Services
- Hope Christian Health Center Medical Outreach Program- Vehicle to support Mobile Outreach Clinic



With an investment of \$180,000, CareSource is bringing innovative hybrid care solutions to Columbus, Ga. In partnership with OnMed, the industry's leading tech-enabled health equity solution, OnMed CareStation is available to the public at the Valley Healthcare System facility, a federally qualified health center (FQHC) that provides care to medically underserved areas. The station leverages technology, innovation, a fully integrated set of diagnostic tools, and traditional medicine to deliver an awesome patient and clinician experience to the Chattahoochee Valley Market.



CareSource Foundation awarded a \$144,000 grant to Bring Change to Mind (BC2M) to help scale up the BC2M Middle School Club pilot program from 10 Indiana schools to 40. BC2M helps create positive shifts in campus culture, encourage more help-seeking behavior, and support a willingness to engage in mental health conversations among students.



Photo provided by Dolly Parton Imagination Library of Ohio

Recognizing the value of reading and its impact on better school performance and improved speech and listening skills, CareSource joined forces with Ohio First Lady Fran DeWine for Dolly Parton's Imagination Library of Ohio. Although books are free to families, it is not free to the community. Each book is \$2.60. Ohio's Local Program Partners pay 50% of each book mailed in their assigned area. Dolly Parton's Imagination Library of Ohio provides a 50% match, ensuring participating families do not have to pay to participate.



With a Foundation grant of \$9,000 in 2024, and expanding CareSource efforts to foster reading skills for members in North Carolina, CareSource distributed more than 1,750 books to children across both states helping to build positive relationships between caregivers and children.



CareSource is a proud partner of Reach Out and Read, a national nonprofit that supplies books to children during pediatric checkups and well-

child visits. Endorsed by the American Academy of Pediatrics, this literacy effort fosters healthy relationships and creates moments that matter. CareSource has invested \$316,000 since 2021 to support the distribution of over 30,000 books through well-child visits.

CareSource, along with the CareSource Foundation contributed \$533,000 to Integrated Services for Behavioral Health, a nonprofit behavioral health provider in central and southeast Ohio. Funding will be used to break down barriers and expand access to the Community Health Worker (CHW) training program. Issued by the Ohio Board of Nursing, CHW certification prepares individuals to screen and educate clients and patients about a variety of health issues, address social determinants of health, chronic disease management and trauma-informed care.



CareSource co-sponsored the Bowen Health Clinic Empowerment Art Competition in Ft. Wayne, In., recognizing eight Northrop High School students for their exceptional creativity and skill. Winning pieces are displayed in Bowen Health Clinic, a nonprofit Community Mental Health Center providing mental and behavioral health care, addiction recovery treatment, and life skills coaching services. "Supporting these young artists not only enriches their educational experiences, but also strengthens the fabric of the communities we serve," said Steve Smitherman, president of CareSource Indiana. "This partnership with Bowen Health Clinic is part of our ongoing commitment to innovative and comprehensive health solutions that extend beyond traditional care."

HEARTfelt *Commitment*: Championing Our Military and Veterans



CareSource Military & Veterans (CSMV), an organization dedicated to improving health care access, delivery and outcomes for service members, retirees, veterans and their families, sponsored the Military Influencer Conference (MIC) in Atlanta in October 2024. The MIC is a premier event for those who shape and support the military community. Selene Martin, CSMV associate vice president of corporate affairs, moderated a panel of leaders dedicated to providing innovative solutions aimed at addressing the challenges facing military families. CSMV's sponsorship is an investment in our efforts to improve the quality of life for our military community.

CareSource Military & Veterans (CSMV) is dedicated to improving health care access, delivery and outcomes for service members, retirees, veterans and their families

Members of the military and veteran community have many of the same health care and social determinants of health needs as current CareSource members

CareSource serves about **30,000 military-affiliated members** through current membership, programs and services

3.6 million children of active-duty service members and veterans depend on Medicaid to meet their health care needs

Approximately 7% of all veterans enrolled in the VHA health system are enrolled in Medicaid and Medicare



CareSource was named to the Military Times **Best for Vets: Employers 2024**.

The Military Times Best for Vets: Employers survey is the most comprehensive annual ranking of the country's best employers and organizations with military-connected employment programs, benefits and support efforts, highlighting efforts to recruit, retain and support the veteran community.



Being recognized on The Best for Vets: Employers list for 2024 is an honor and a testament to our commitment to supporting those who have served. We are dedicated to creating a workplace that values the skills, resilience and leadership that military-affiliated employees bring.

Jennifer Dougherty,
Chief Human Resources Officer

Leading with 

2024 Impact Report


CareSource[®]