

# Meet CareSource



## Our Mission

At CareSource, we are driven by an unwavering mission: to make a lasting difference in our members' lives by improving their health and well-being.

## Our Experience

Since 1989, CareSource has faithfully and responsibly provided dependable health insurance coverage for our members, helping them clear a path and break down barriers that keep them from realizing their potential. From compassionate care for our members, to innovative partnerships with health partners and vendors, CareSource offers the expertise needed to improve the health and well-being for those we serve.

- Comprehensive, member-centric health and life services for our diverse membership
- Independent nonprofit with local, community-based model
- One of the largest Medicaid plans in the nation
- Consumer-centric model of care
- Multi-state presence

## Our Model

CareSource is a health insurance company focused primarily on public programs including Medicaid, Medicare Advantage, Dual Eligible and the Health Insurance Marketplace. While others in health care focus on maximizing profits, CareSource puts people before profit. Our best-in-class administrative cost ratio allows us to enrich our benefits and invest more in the care of our more than 1.8 million members. We partner with states and the federal government to increase quality, decrease costs and ensure our members have easy, affordable access to health care.

Highlights of our business model include:

- Low administrative costs around six percent (compared to 10 to 13 percent nationally)
- 90 percent of revenue spent on member care
- More than 200,000 health partners and more than 712 hospitals in our networks

## Strong Partnerships

- Innovative data-sharing tools and flexible web-based services that make it easier for health partners to do business with CareSource and focus on patient care
- An intense focus on community partnerships to better address the social determinants of health and the needs of the communities we support
- Population health models that personalize our members' wellness journey through a variety of programs and interventions
- Dedicated field-based teams to partner with our members and our health partners



## Our Services

CareSource has programs to improve the health and well-being of our members across all markets and products. The programs we offer may vary between markets.

### Medicaid

Health coverage for low income people, families and children, pregnant women, the elderly, people with disabilities and those receiving home and community-based services (HCBS). Medicaid and Medicaid Expansion programs vary by state.

### Health Insurance Marketplace

Qualified health plans offered through the Health Insurance Marketplace providing low-cost comprehensive coverage for individuals and families.

### Dual Eligible/MyCare Ohio

Primary, acute, behavioral health and long-term care services for those who are dually eligible for Medicaid and Medicare.

### Medicare Advantage

Plans that provide all of the Medicare benefits for doctors and hospital coverage (Parts A & B), combined with Medicare prescription drug benefits (Part D).

## CareSource Foundation

Since its 2006 inception, the CareSource Foundation has awarded more than \$14.5 million in grants to nonprofit organizations in our service area. Areas of focus include critical health trends and community health concerns such as childhood obesity and issues of the uninsured.

## Awards and Recognitions

Accolades include awards in areas such as member services, organizational leadership, clinical programs and workplace diversity.

- Modern Healthcare Best Places to Work in Healthcare – 2015
- Wellness Council of America (WELCOA) Gold Level Well Workplace
- CareSource University named Training Magazine's Top 125 Training Organizations in America (ranked 28)
- Ohio Association of Health Plans Pinnacle Awards – Life Services Program (2016), Medication Therapy Program (2013) and Care4U Case Management Program (2013)
- Ranked third on the Top 75 Largest Private Companies in the Dayton Area by the Dayton Business Journal

## Operational Excellence

CareSource maintains NCQA Health Plan Accreditation to improve the quality of care and service offered to our members. Our work requires a keen focus on our members' needs and improving their lives by providing quality health and life services. Quality is at the heart of our work. Whether it is ensuring our members are getting preventive screenings and immunizations or controlling chronic illness, we measure our success through the outcomes that are achieved and the improvement in our members' health.

