

# YEAR 1 HIGHLIGHTS:

Feb. 1, 2023 – Feb. 1, 2024



**100,000+**  
members served



**4,440**  
AmeriHealth Caritas Ohio  
babies born



**96,429**  
member calls handled  
by our Contact Center



**993**  
Voice of the Customer  
survey responses



**175,000**  
contracted providers



**98%**  
of clean claims  
processed in 21 days



**23,935 non-emergency medical transports**  
providing doctor and social service visits



**304**  
members received housing help  
while experiencing an episode  
of homelessness or housing  
insecurity



**17,510**  
meals delivered to new  
moms, diabetic members,  
those coming home from  
the hospital, and their  
families

## Community service and investments



Team members assembled tote bags with AmeriHealth hats, gloves, and other items for Columbus Recreation and Parks community holiday parties.



Associates donated enough items to pack nearly 150 personal hygiene kits. Mid-Ohio Food Collective will distribute them to our neighbors in need.

AmeriHealth Caritas Ohio associates are dedicated to giving back to the communities where we live, work, and learn.

Staff meetings frequently have a service opportunity to support organizations who also support our members.

## Events and sponsorships with community partners

### Sponsorships of programs for children and families, including:

- Access Tuscarawas
- Black Women Cultivating Change
- Cleveland Metro Schools
- Community Baby Showers
- County Offices of Reentry
- East Toledo Family Center
- Cuyahoga Housing Authority
- Meigs Co. Farmers' Market
- Ohio Association of Area Agencies on Aging (o4a)
- Ohio Rural Health Association
- Passion Works Studio
- Su Casa Hispanic Center



Volunteering at Salvation Army Akron & Summit County, Ohio's Red Shield Pantry, associates packed and distributed food bags for 200 families.

### A population health approach

AmeriHealth Caritas Ohio plans and tracks events and sponsorships to ensure investments reflect the member population including geographic location and population health stream.

In just one year, we supported more than 260 community events across Ohio



Scan with your phone to learn more about the Mobile Wellness & Opportunity Center