



Care. Above All Else.

2024 COMMUNITY IMPACT REPORT

Table of Contents

Message from Meridian's CEO	3
At-A-Glance	4
Giving Back	5
Local Approach	6
Equitable Care	12
Commitment to Members	13
Commitment to Providers	14
Keep In Touch	17





WELCOME

Patty Graham

We are proud to share our 2024 Community Impact Report, which highlights the powerful role that payers, providers and community partners play – not just in delivering equitable care, but in uplifting entire communities. None of this would be possible without the selfless dedication of our team members and the trust they've built in the communities we serve.

This year, we deepened our commitment to improving whole health outcomes across Michigan through strategic investments, innovative programs, and solution-focused partnerships. Our uniquely local approach and commitment to the communities we call home is exemplified in the passion our over 400 Michigan-based employees bring to their work every day.

Through strategic partnerships across Michigan, we are going beyond traditional medicine and addressing what matters most to individuals, families, and our members, encompassing physical, mental, emotional, and social health. Together, we're reducing barriers to care such as maternal infant health and disparities, safe housing, community engagement in preventive care, and more.

It's been an incredible year of partnerships, community impact, and getting to know you during events held around the state in neighborhoods and local gathering spots as we continue working towards ensuring a healthier Michigan for all. That's why we do this work. Thank you for being an essential part of this journey. Your trust and partnership inspire us each day to go beyond care.

Warmest Regards,

A handwritten signature in cursive script that reads "Pmgraham". The ink is dark and the signature is fluid and elegant.

Patty Graham
Plan President & CEO, Meridian of Michigan

MERIDIAN'S 2024 IMPACT AT-A-GLANCE

Meridian of Michigan offers health insurance plans for all stages of life through Meridian (Medicaid), MeridianComplete (Medicare-Medicaid Plan or MMP), Wellcare (Medicare), and Ambetter from Meridian (Health Insurance Marketplace).



MERIDIAN BY THE NUMBERS

\$763K
CONTRIBUTED
BY MERIDIAN

to community organizations,
events, and initiatives in 2024



65K+
MEALS PROVIDED
through food
bank partnerships



513K+
MANAGED
CARE
MEMBERS



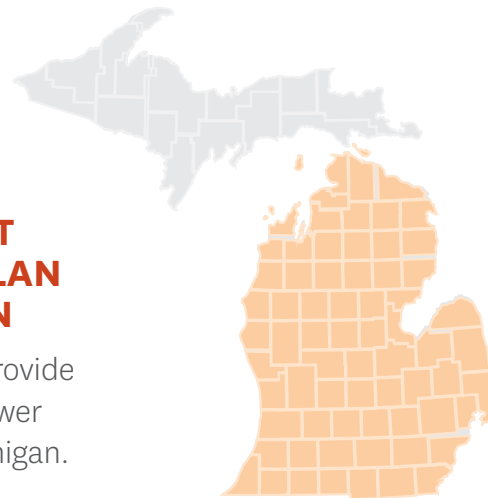
COMMUNITY EVENTS

In 2024, Meridian served communities through hosting a remarkable **229 events**, spanning across **32 unique counties** within **9 distinct prosperity regions**. With an impressive turnout of **over 146,421 attendees**, Meridian provided **5,699 vital health services** and addressed **16,794 health-related social needs**. Thereby demonstrating Meridian's commitment to serving and improving the lives of Michiganders.



THE LARGEST MEDICAID PLAN IN MICHIGAN

Meridian plans provide
services in the lower
peninsula of Michigan.



PROVIDERS AND HOSPITALS

MEDICAID

7.2K+
PCP
44.2K+
Specialists
145
hospitals



MEDICARE

6.5K+
PCP
32.4K+
Specialists
65
hospitals

MMP

5K+
PCP
37.7K+
Specialists
139
hospitals

AMBETTER

4.9K+
PCP
39.9K+
Specialists
92
hospitals

THERE ARE **1,900+** MERIDIAN AND CORPORATE CENTENE EMPLOYEES IN MICHIGAN.

GIVING BACK

We're proud to spotlight some of our many community partners across Michigan who collaborate with us to make a meaningful impact in the communities we serve. Together, we are going beyond just healthcare to address basic quality of life needs such as housing and food insecurity, recognizing the strong connection between social drivers to overall health and well-being. Organizations include:

- Affirmations Community Center
- Albion Health Care Alliance
- Alternatives For Girls
- Ascension St. John Foundation
- Benton Harbor Area Schools (Berrien County)
- Berrien County Foster Adoption Network (BCFAN)
- Birth Detroit Inc.
- Black Mothers' Breastfeeding Association (BMBFA)
- Bronson Health Foundation
- Cherry Health
- Children Trust Michigan
- City of Ypsilanti
- Corewell Health Foundation
- Cradle Kalamazoo
- Detroit Eastern Market
- District Health Department #10
- Envolve Vision Van
- Faith Redemption Center COGIC (Wayne County)
- Family Health Center, Kalamazoo
- Food Bank Council of Michigan
- Food Bank of Eastern Michigan
- Friends of Parkside
- Genesee County Maternal Infant Health Network
- Genesee County Prevention Coalition
- Genesee County Sheriff
- Gleaners Community Food Bank of Southeastern Michigan
- Grand Rapids Pride Center
- Great Start Collaborative (all counties)
- Greater Flint Health Coalition
- Habitat for Humanity Detroit
- Hamilton Community Health Network
- Hispanic Center of Western Michigan
- Jackson County Suicide Prevention Coalition
- Juneteenth Jubilee Detroit
- Kalamazoo Coalition for the Unhoused
- Kalamazoo PRIDE
- MIU Men's Health Foundation
- Neighborhood Service Organization
- Plymouth-Canton Community Schools
- Residents in Action, Jackson
- Ruth Ellis Center
- Salvation Army of Metro Detroit
- Samaritas
- Sick Cell Disease Association of America – Michigan Chapter
- Southeast Michigan Perinatal Quality Improvement Coalition (SEMPQIC)
- St. Clair County Community Services Coordinating Body
- Stand With Trans
- Unite to Face Addiction Michigan
- Wayne County Women's Commission
- Wayne Mobile Health Unit
- Wayne State College of Nursing
- Words of Hope 4 Life
- Wrapped in Love Doula and Lactation Services

Michigan
employees completed

1,064

volunteer hours
of service in 2024.

LOCAL APPROACH

AMBETTER HEALTH DAY

It was an incredible day at an Ambetter Community Health Fair in October on Detroit's Riverfront at A.B. Ford Park and Community Center. Hundreds of community members and our Marketplace enrollees came out and received vision, diabetes, blood pressure screenings, and more. We even saved a life, by instructing a member with a dangerously high blood pressure check reading to go to the emergency. We learned that the member did go to emergency, where they were admitted, treated, and released. This is a great example of achieving exactly what we set out to do for our members and communities at these events, providing the right care, at the right time.



FROM |  **meridian**



166
total attendees



13
community-based partners attending



93
blood pressure screenings



84
vision screenings



55
glasses given out



2
diabetic retinal exams



ENVOLVE VISION VAN

667 vision screenings

193 Rx glasses

provided to Ypsilanti and Wayne-Westland Schools



SALVATION ARMY BED & BREAD

1,100 winter items

such as coats, hats, gloves distributed in Detroit



SAMARITAS

50 foster care children

received gifts donated from Meridian to the Christmas Wish Program

ALTERNATIVES FOR GIRLS

Caring for our members and the greater community takes more than just traditional medical care – it requires collaborative effort to address quality of life needs such as stable housing, education, employment, transportation, and community support. Meridian and the Centene Foundation launched a partnership in 2023 with Alternatives For Girls to open an onsite early-childhood education center (ECEC) in Detroit's Dr. Maya Angelou Village. This affordable housing complex is open to at-risk and low-income singles and families. Residents have access to the soon to be open Still I Rise ECEC, food and household pantry, onsite therapy with a licensed therapist, as well as wraparound trauma-informed case management services to help secure healthcare, transportation and other daily needs to help them live healthier and balanced lives.



“Improving health means looking beyond the doctor's office. It means investing in the whole person and the community around them. Our partnership with Meridian and the Centene Foundation is a powerful example of what's possible when organizations come together to remove barriers and create opportunity. We're proud to open our newest early childhood education center, Still I Rise, where thanks to this partnership, we'll help bridge educational gaps and support young children and families in Detroit. **”**

—Tonya Adair, Alternatives For Girls
President & CEO

NEIGHBORHOOD SERVICE ORGANIZATION (NSO)

At Meridian, we recognize the inherent worth and dignity of every person. Meridian continued to support the work of the Neighborhood Service Organization, an integrated health and human services agency based in Detroit, to break the cycle of homelessness and bridge care gaps through NSO's medical respite program for unhoused individuals.

Medical respite programs provide a safe, clean, and medically supportive environment for individuals experiencing homelessness who are too ill to return to shelters or the streets, but not ill enough to remain in a hospital. Although medical respite programs are expanding nationwide, with more than 75 programs in 30 states, the demand for beds in Detroit for those facing housing instability meaningfully exceeds the 45 beds available. With an estimated 1,725 homeless on any given night in the city, according to point-in-time data collected by the Homeless Action Network of Detroit, the shortage of beds highlights a significant gap in meeting the needs of those without shelter.

The NSO medical respite program in Detroit is supported by a variety of partners, including through a multiyear grant from Meridian and the Centene Foundation. In 2024, NSO's medical respite program received a total of 258 referrals and successfully connected individuals to permanent housing, social services, job training and other community resources. This holistic approach not only meets immediate healthcare needs but also guides individuals on their journey toward sustainable housing and overall well-being.

“Medical respite care is more than recovery, it's a bridge to stability, dignity, and long-term wellness. Our partnership with Meridian and the Centene Foundation is transforming how we serve individuals experiencing homelessness, integrating healthcare and housing through our Continuum of Care model. Together, we're not just treating illness — we're restoring hope and rebuilding lives.”

— Linda Little, President & CEO,
Neighborhood Service Organization

DAY OF HOPE EVENT

In August, Meridian was the presenting sponsor of NSO's annual Day of Hope at Cass Park, an event designed to provide access to resources for unhoused people and families. This is an example of how we are leveraging our collective impact to bring services and resources directly to the community.



700 individuals reached with supportive housing and wraparound services

200 bus passes distributed

52 haircuts completed

34 mobile showers provided

30 households engaged with CAM Detroit services

15 full housing intakes completed onsite

HABITAT FOR HUMANITY DETROIT

Meridian in partnership with Habitat for Humanity Detroit continued working to provide safe, decent, and affordable housing for families. Our staff donated 229 volunteer hours to working on homes in the east side neighborhood of Morningside. Projects ranged from painting to installing siding. This builds on our financial commitment to helping to revitalize neighborhoods and create healthier environments where families can thrive, foster community connections, and build equity, showcasing the transformative power of homeownership.

229

Hours volunteered on
Habitat home build
projects.



“Habitat for Humanity Detroit is immensely grateful for the incredible partnership we have built with Meridian. Our efforts in the community rely heavily on the support from companies like Meridian who share a strong commitment to our mission and are willing to work side-by-side with us as we build homes, community, and hope. The collaboration with Meridian is not just changing neighborhoods; it is genuinely changing lives. We look forward to a lasting partnership as Meridian and Habitat Detroit continue to join forces to build the future of Detroit.”

— Mary Ellen Kearney, Director of Philanthropy,
Habitat for Humanity Detroit



Food Insecurity

Hunger, nutrition, and health are deeply connected. Access to nutrient-rich food contributes to a person's overall well-being and gives children the fuel they need to learn, grow, and thrive. In 2024, our employees dedicated a total of 589 hours volunteering at local food banks and social service organizations such as in the Salvation Army of Metro Detroit's kitchen, Gleaners Community Food Bank, and the Greater Lansing Food Bank. We also volunteered with The Michigan Urban Farming Initiative, which operates a community garden in Detroit's North End community.



More than
1.4 Million
people are food insecure in
Michigan, according to Feeding
America's Map the Meal Gap,
and nearly
1 in 6
of them are children.

FOOD BANK COUNCIL OF MICHIGAN

Meridian and the Centene Foundation awarded a \$1 million grant to the Food Bank Council of Michigan (FBCM). FBCM is a cooperative network of the state's regional food banks dedicated to alleviating hunger and food insecurity. The grant will support efforts in Prosperity Region 8, which includes Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren counties. This two-phase initiative will run through December 2028. Phase One, launching in 2025, will designate and upgrade two existing food pantries to serve as Nourish MI Pantries equipped to deliver food as medicine interventions. The initiative aims to strengthen local food access while also building capacity for In Lieu of Services (ILOS) operations for all participating Medicaid health plans. Phase Two, taking place from 2026 to December 2028, will continue the efforts of Phase One by expanding the program, designating and upgrading five additional Nourish MI Pantries across Prosperity Region 8. It will also fund the Fresh Food Pharmacy (FFP) program at Grace Health, a federally qualified

health center in Battle Creek. The funding for FFP helps eligible Medicaid enrollees with diet-sensitive chronic conditions access nutritious food and health education, while also supporting efforts to build a long-term sustainability strategy for the program. Eligible patients of Grace Health with chronic conditions can shop at the onsite pantry and participate in health coaching support.

“At the Food Bank Council of Michigan, our mission is to create a food-secure state through advocacy, collaboration, and innovative solutions. This partnership with Meridian and the Centene Foundation exemplifies that commitment by bringing lasting, fresh food access to rural communities in a way that’s both sustainable and designed to improve health outcomes. Together, we’re not only addressing hunger today but laying the groundwork to solve it for tomorrow.”

— Dr. Phil Knight, Executive Director,
Food Bank Council of Michigan

PRIDE

We were proud to support Pride Week events in Grand Rapids, Battle Creek and Kalamazoo. The events, which attracted a total of over 38,000 people, provided entertainment, health screenings, and community resources from multiple vendors. By participating, Meridian demonstrates its commitment to improving healthcare for all.



RUTH ELLIS

We had a great time volunteering and serving dinner to LGBTQ+ youth and young adults of color at the Ruth Ellis Center in Highland Park. The Ruth Ellis Center's mission is to create opportunities and a supportive environment for LGBTQ+ young people. Services include permanent supportive housing and safety-net programs, fully integrated primary and behavioral healthcare and case management, skill-building workshops, HIV prevention programs and family support programs.



HERITAGE FESTIVALS

Over 50,000 people attended the Grand Rapids Hispanic Festival, hosted by the Hispanic Center of Western Michigan, Aug. 2-4 at Calder Plaza. The festival, which featured food, activities, and live entertainment, helps to support its programs and initiatives like preschool services to translation and language services. We also participated in Juneteenth Jubilee Detroit in recognition of the African American emancipation experience and to celebrate our shared history and progress while acknowledging the inequities and disparities that still exist today – specifically in healthcare and health outcomes. Meridian staffed a vendor table and provided Medicaid benefit and resource information at both events.



HEALTH EQUITY

Improving Maternal Health Outcomes

We're creating a healthier future for all moms and babies through data-driven clinical support and holistic programs that recognize and meet the social and behavioral healthcare needs of expecting parents before, during, and after birth.

START SMART FOR YOUR BABY

Start Smart for Your Baby is an extensive, award-winning education, care management, and outreach program for pregnant members, new moms, and their babies. It helps lower the risks of premature births and admissions to neonatal intensive care units. Members enrolled in the program receive educational resources plus tips to support them throughout their pregnancy such as what to pack for the hospital, baby gear they will need, coping with postpartum depression, and more.

5,296

Members
engaged

MAE

In July, we launched a partnership with Mae to provide a culturally responsive solution to address the specific clinical, social, and cultural needs of Black expectant mothers during pregnancy and postpartum to increase perinatal care.

Black women are three times more likely to die from complications related to childbirth than white women. By partnering with Mae and other maternal-focused groups, we are working to change that narrative, ensuring every birth is a safe, happy and healthy one.

DOULAS

Community-based doulas play a vital role in improving maternal health outcomes, particularly for individuals at higher risk. These trained professionals provide person-centered support throughout pregnancy and the postpartum period, offering education, information, and physical and emotional care. Research shows that doula support can lead to better health outcomes, including lower rates of cesarean sections, preterm births, and postpartum depression, as well as increased breastfeeding success.



WAYNE MOBILE

We officially launched our partnership with Wayne Mobile Health to provide community preventive and women health services directly in neighborhoods, with the goal of improving maternal health outcomes in metro Detroit.

This past year, Meridian and the Centene Foundation provided Wayne Mobile with a \$1.1 million grant to support this community outreach effort. The Wayne Mobile Health team works closely with Meridian to bring services to its members but women with any insurance or lack thereof can receive care. Meridian staff provides onsite assistance with SDOH needs and linkage to community resources.

Services were provided at four locations (Faith Redemption Center Church of God in Christ, Durfee Innovation Society, Adams Butzel Recreation Center, and Aya House - Remembering Cherubs) and to date, 211 individuals have received care.

COMMITTED TO MEMBERS

Healthy Rewards

MY HEALTH PAYS®

Rewards members for completing activities such as yearly wellness exams, annual screenings, tests and other exams to protect their health. Members can also use these rewards to help pay for utilities, transportation, phone service, childcare, education, and rent.

CHOOSE TOMORROW

Meridian’s suicide prevention effort called “Choose Tomorrow” seeks to save lives by supporting members who may be contemplating suicide. Suicide and suicide attempts can have lasting emotional, mental, and physical health impacts, as well as economic consequences. It remains a significant public health challenge across the U.S., affecting people of all ages and walks of life. In Michigan, suicide is the 11th leading cause of death, according to the most recent data from the Centers for Disease Control and Prevention.

Using an evidence-based predictive risk model, Choose Tomorrow identifies members who may be at risk of suicide. Data for Meridian Medicaid members shows a decrease overall in suicide claims once the health plan has members engaged. Meridian also provides the program to members in our Marketplace plan.

“ I really appreciate you taking the time to help me – I feel like this is the most help I’ve gotten from anyone in a long time. ”

— Anonymous Choose Tomorrow member



54K+

My Health Pays incentives earned in 2024, totaling over \$1.2M



424K+

non-emergent rides provided in 2024 for Medicaid and Dual Members



COMMUNITY HEALTH WORKERS

Community health workers and community engagement teams are crucial for addressing social drivers of health because they build trust within communities where they live, connecting people with services, health education, offering advocacy, and identifying social and economic barriers to health such as transportation, food insecurity, and lack of access to care.

2,603

Members were connected to Health Related Social Needs (HRSNs)

68

Community Health Workers

COMMITTED TO PROVIDERS

We understand the vital role providers have in keeping our members healthy. Meridian was founded in 1997 by an OB-GYN who wanted to provide better preventative care to underserved communities, especially to mothers and babies. While our company has grown and changed substantially with the evolving healthcare landscape, one thing remains unchanged: supporting providers in providing compassionate, high-quality, culturally sensitive care that addresses the physical, mental, and social needs of our members.

COREWELL HEALTH FOUNDATION SOUTHWEST MICHIGAN

We supported the Corewell Health Foundation Southwest Michigan's annual gala, held in June in Three Oaks, MI. The theme of the gala was "Investing in healthy beginnings: brighter futures for mothers and infants." Gala proceeds will benefit the Center for Wellness' maternal and infant health Initiative focused on walking the journey of parenthood with clients in the community. We are proud to support this important work of Corewell, which is fostering healthy beginnings, and helping mothers and infants move toward a stronger and healthier future.



BRONSON HEALTH FOUNDATION

We sponsored a NICU tent and 10 walkers from Meridian to support the Bronson Health Foundation: Bronson Children's Hospital Run & Walk, held in September in Kalamazoo. Funds raised at the Run & Walk help sustain art and music therapy, child life, programs for NICU families, and more. These services, which typically are not covered by insurance, provide comfort, support and peace of mind during what can be very challenging times for babies, children and families.



HENRY FORD ST. JOHN HOSPITAL

We continued our support of the hospital's **Pediatric Renovation and Expansion, Your Child, We Care Campaign**. The new Shery L. Cotton Pediatric Emergency Department, made possible through a donation from Meridian, opened at Henry Ford St. John Children's Hospital and began treating patients in January of 2024. In the first year, the hospital's dedicated pediatric emergency care team served more than 15,000 patients. Through this partnership, Meridian and other donors are helping to improve care and comfort for young patients and their families.

“ We are grateful for our partnership with Meridian and their support of the Your Child, We Care Campaign. Gifts from community partners, like Meridian, will help us to expand and improve access to incredible child and family-centered healthcare for metro Detroit children for decades to come. ”

— Marcus DeGraw, MD, Chief of Pediatrics,
Henry Ford St. John Hospital

NATIONAL HEALTH CENTER WEEK

We celebrated National Health Center Week by supporting the incredible work of health centers across Michigan and attending 11 events in eight different counties. In all, we supported events at nine health centers including sponsoring a booth at the Family Fun Day held at the Hamilton Community Health Network's main clinic in Flint and the Family Health Center's Back to School Bash in Kalamazoo. Each center provides essential healthcare services to thousands of people, ensuring access to quality care. We are grateful to the healthcare workers who are making a difference every day.



Michigan health centers
serve over

715,000

patients annually.



6,500

people served



3,000

free meals



4,000

free items including
backpacks



2,000

vaccines, wellness visits, vision
and oral screenings given

KEEP IN TOUCH

Connect With Meridian's Leaders



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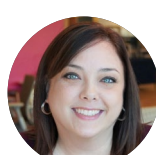


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