



2022 ANNUAL REPORT



Better Together



Earning the trust of those we serve



MISSION

To be the trusted health plan of choice for customers, members, partners, and our employees.



VISION

To be trusted in the community for our unwavering commitment to high-quality, affordable health care.



VALUES

Customer focus
Excellence
Stewardship
Integrity
Diversity

3,000 team members strong



One team of Medica and Dean Health Plan employees



Living in communities across the country



Empowering each other to be our best for those we serve



Supporting the health and wellness needs of our neighbors



Better together

Earning trust means making sure those we serve get the care they need.

That starts by putting those who need care at the center. It means seeing and addressing their needs. It means understanding their lived experiences and speaking their languages. And it means recognizing and dismantling barriers that often stand in the way of good health.

We can't do this alone. The vision of person-centered health care can only be realized by working with providers, community organizations, members, and other stakeholders. We are better – and healthier – together.

In 2022, Medica and Dean Health Plan deepened our partnerships with providers. We worked actively with each partner to identify new ways to promote access and equity for everyone we serve. And we supported our community partners that work to make care available to underserved groups and communities.

This report features stories of how we're working together to make sure everyone in search of good health knows they're welcome and understood by those of us entrusted to care for them.

John Naylor
President & CEO

Good health is a state of complete physical, social, and mental well-being, and not merely the absence of disease or infirmity.

— World Health Organization Constitution

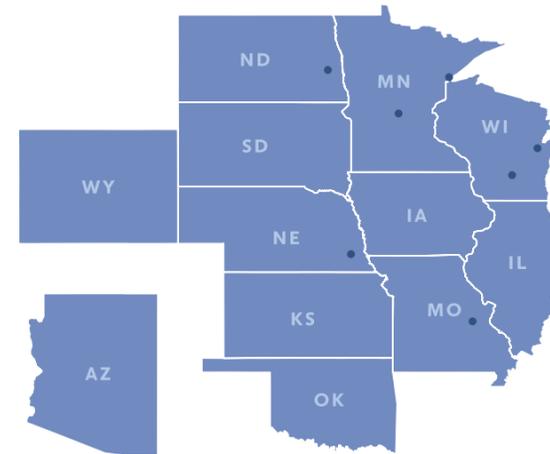


You're not just covered,
you're cared for.



Covered

SERVICE AREA



MEMBERSHIP



166,000 Medicare + Medicaid	416,000 Individual + Family	856,000 Employer-based

Cared for



2.2 million
Calls



16.5 million
Claims paid



5,000
Members receiving
care management
support

Together



100,000
Network
providers



25
Care system
partners



250
Community
partners

One team

Medica and Dean Health Plan

We've come together by honoring our respective cultures, building on each other's strengths, and embracing a common mission to earn trust through every interaction.





Good beginnings

Every expectant parent hopes for a risk-free pregnancy and a healthy child. But this can also be a time of uncertainty, especially for families underserved by the health care community.

We're working to help ensure every parent experiences the joy and wonder of bringing a newborn into the world.



Community care

When we set out to develop a program to improve birth outcomes for expectant Black, Latina, and Indigenous moms, we partnered with two Madison, Wisconsin, community providers that could make a difference for our members.

Harambee Village is a doula organization that works to eliminate race, class, gender, and sexuality-based disparities. Roots4Change Cooperative (*Raíces para el Cambio*) addresses inequities in maternal and child health care for Latina and Indigenous moms and babies. It's led by Latina and Indigenous doulas and community health workers.

In 2022, moms in our BadgerCare Plus Medicaid plan got care and support from Harambee Village and Roots4Change doulas who knew their cultures and spoke their languages. The doulas were with them from pregnancy through birth and early in each baby's life, helping bridge gaps and barriers. We plan to expand the program in 2023.



Investing in moms and babies

We contributed to the new CHI Health Children's Hospital & Medical Center NICU Team Center to support a unit designed for new mothers to learn about nursing and receive education and support. We also made a meaningful contribution to support the new CHI Moms and Babies Clinic at the CHI Health Creighton University Medical Center in Omaha. Our funding supports the clinic's effort to increase doula care for women of color. Doulas provide physical, educational, and emotional support during childbirth and help bridge cultural barriers to improve health outcomes for moms and babies.

We're also supporting two organizations that partner with the clinic. The Malone Center supports maternal health by providing affordable, safe, and culturally competent perinatal services. It opened a new branch at the CHI Clinic to serve Black, Indigenous, and other traditionally underserved communities. CHI has also partnered with I Be Black Girl (IBBG), an Omaha-based reproductive justice organization, to create a training pipeline for doulas. We provided a grant to IBBG to support its efforts in advancing birth justice.





Breaking down barriers

When we have chest pains, we call the doctor or go to the ER. But other conditions – ones that can have a huge impact on the quality of life – often hide beneath the surface. They can include everything from trauma and unresolved grief to depression and anxiety, substance use, eating disorders, and many other mental health issues.

Stigma, denial, fear, cultural attitudes, and confusion in finding care all help hold these conditions under the surface. We're working to break down those barriers.



More than half of people with mental illness don't receive help for their disorders.
— American Psychiatric Association

Finding a way to recovery

Helping kids with complex mental health issues find the right care can be confusing. But our Family Support Care Management Program gives parents and their children access to dedicated Care Advocates who help navigate the system, connect to resources, and provide education on treatment options.

Tom is a high school student who came to our attention after he was admitted to an inpatient psychiatric unit for substance use and mental health issues. One of our Care Advocates, in partnership with the hospital staff, Tom, and his family, put together a care team. The team developed a recovery plan that included helping him get into residential and outpatient treatment programs. The Advocate even helped his parents get therapy so they could support Tom on his road to recovery.

In 2022, our Family Support Program helped more than 150 families.



Finding a voice

Imagine being a young child who's experienced trauma, but has no way to give voice to it. With that in mind, we've provided nearly \$100,000 in grant funding to Omaha-based Project Harmony to develop an Expressive Arts Therapy program over the last two years.

The program helps children who struggle to articulate their trauma by providing alternative means of communication through mediums such as paint or clay. Project Harmony therapists encourage children to write down their feelings or draw pictures. They also teach simple coping skills – deep breathing, counting, and positive affirmations – to help the kids manage anxiety.

After several group sessions, a young girl who'd been holding in her fears and anxiety broke down in tears. For the first time, she began to share fears and feelings about starting middle school and being able to make friends.

She found her voice.

Our grant has allowed Project Harmony to train more than 20 therapists and offer 35 Expressive Arts groups in local schools, reaching more than 600 children.



20+ therapists



35 art groups

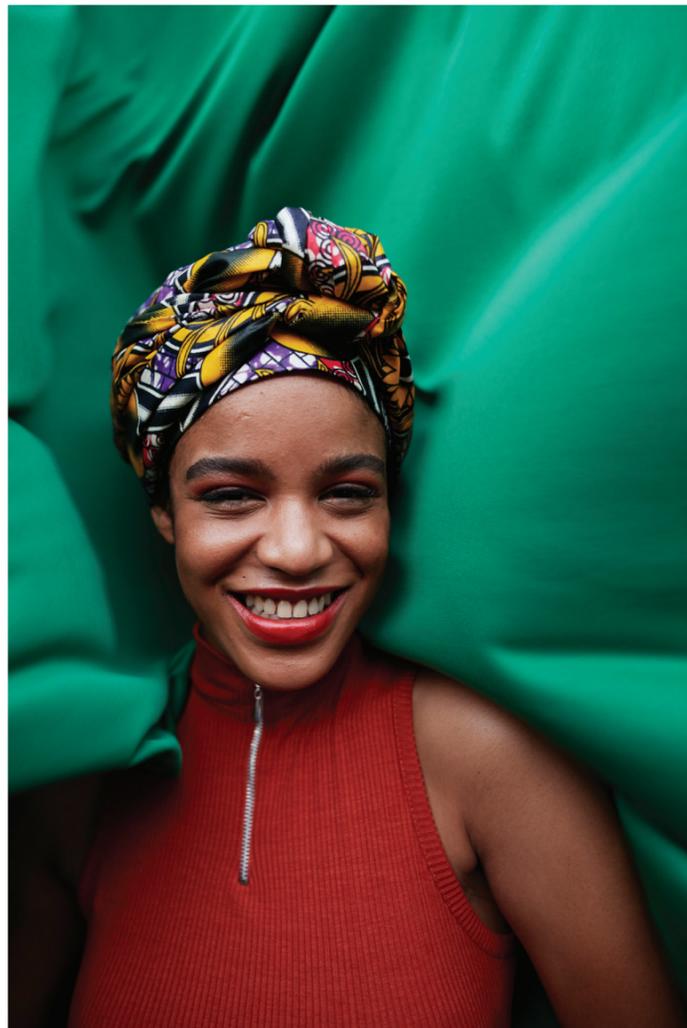


600+ children



Shining new light

You'll find signs that read "All Are Welcome" at plenty of clinics. And that's always the goal — to make sure every individual gets the care they need, on their terms. But some people face barriers to care because they feel invisible, overlooked, or misunderstood. We're working to create a health care environment that lives up to the promise that all are welcome, understood, and cared for.



Health is about so much more than going to the doctor. It's about what happens in the community.

— Charlie Mandile, M.P.H., HealthFinders Executive Director

It happens in the community

Providing health care where people feel seen means ensuring patients have providers who speak their language and understand their life experiences.

In 2022, the Medica Foundation awarded a \$200,000 Esther Tomljanovich Strategic Grant to HealthFinders Collaborative, a Rice County, Minnesota, health center. The grant supports the organization's work to bring holistic care to Latino and Somali communities in southeastern Minnesota. It's helped HealthFinders expand access to Spanish-speaking mental health practitioners and provide cultural effectiveness training for area health care providers.

HealthFinders also knows the importance of getting out into the community. It's offered group classes on substance use to more than 400 people at schools, jails, and community settings. And its success in reaching Latino and Somali communities has resulted in additional funding for this work from the Minnesota Department of Health and Human Services.



Age-friendly care

When it comes to older adults' medical needs, it's vital to understand how treatment decisions align with their values and preferences. Age-friendly care puts patients at the center.

Age-Friendly Health Systems is an initiative of the John A. Hartford Foundation and the Institute for Healthcare Improvement (IHI). The organizations have established evidence-based practices (known as the 4Ms) that center on what **matters** to older adults. That understanding then guides care decisions around **medications, mentation, and mobility**.

We've adapted the 4Ms to our care management protocols for older adults with complex care needs. That means listening to their priorities and then working with them to create care plans consistent with their goals.

While there are nearly 3,000 age-friendly health care organizations, we were one of the first health plans to adopt this approach. Given that, IHI has invited us to partner in adapting the 4M's framework to support health plans in obtaining age-friendly designation.





Bringing care to where it's needed

The COVID pandemic highlighted how millions of U.S. families juggle multiple priorities and challenges just to stay on track. And while the pandemic has receded, those challenges haven't changed. The demands of single parenting, transportation, and school and work schedules often prevent kids from getting the health care they need. The pandemic also taught us that the traditional model of "coming in" for care has its limits. To help change that, we joined with a range of partners to bring care to children.

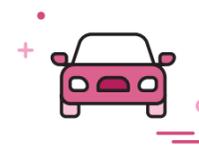
A few steps from your front door

Transportation issues and time pressures often stand in the way of kids getting the care and immunizations they need. Meeting families where they're at can help ensure more equitable access to pediatric preventive care.

In 2022, we provided \$200,000 to help Hennepin Healthcare expand its mobile pediatric unit, bringing care to seven to 10 kids a day in the Twin Cities.

Brianne's baby Ro'Zhyai was born three months premature, putting her at higher risk of catching COVID or RSV during clinic visits. Now, the mobile unit pulls up to Brianne's front door, which lets Ro'Zhyia get monthly vaccines and care in a safe, convenient setting.

"It's very helpful," says Brianne. "I love it."



We'll meet you at school or in the park

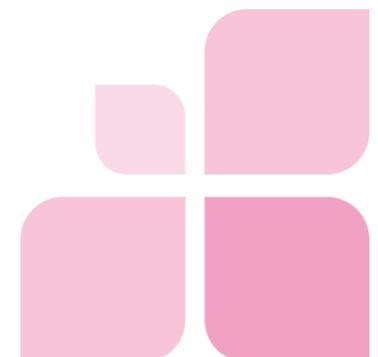
From March 2021 to the end of 2022, we partnered with SSM Health to support a mobile vaccine clinic that administered 36,000 vaccines. We hosted nearly 100 clinics in schools from five districts in and around Madison. And we held dozens more in area parks and community centers, aiming to reach Latino and Black residents, as well as those living in more rural areas.

Some highlights:

- About 92% of students in the Madison Metropolitan School District (ages 5-11) completed their COVID vaccine series at mobile clinics
- Many parents who brought their children to community events also rolled up their sleeves to get vaccinated
- During a community event, a man who'd been putting off his vaccination came forward to get it so he could visit his elderly parents for the first time in more than two years

By early 2023, 32% of U.S. children ages 5-11 had received the recommended two-dose COVID vaccine series. More than 60% still had not received their first vaccine dose.

— Centers for Disease Control and Prevention





Meeting essential needs

Looking to secure a home, finding stable employment, and ensuring there's food on the table can all take precedence over getting health care. But thanks to our plans' benefits and our support for community partners, we're helping people meet those basic needs. And that security frees them up to make health care a priority.



Beyond benefits

Preventive screenings, annual dental visits, well child visits, vaccinations, and prenatal/postpartum visits help keep us healthy. And these services are all covered at no cost for our Medicaid members. But they only work when members use them. That's why we offer our Medica ChoiceCareSM PMAP and MinnesotaCare members rewards when they complete the services.

Members can choose from more than 100 retailers to receive a gift card as reward for getting needed care. We also offer all adult members no-cost memberships to the One PassTM fitness program and the GEDWorks high school diploma equivalent program. These programs provide members with incentives to improve and maintain their wellness, as well as help them with social drivers of health.



Basic needs for healthy babies

Stable housing and support while in recovery are critical to ensuring pregnant moms have healthy babies. We helped fund Project Child, a Hennepin County program that helps pregnant women move into stable housing and keep on track in their recovery. And once the baby is born, Project Child provides practical items for the new family – cribs, diapers, food, and more.

The stability of a home, the security of support, and help with basic needs let parents focus on the joys and challenges of raising a healthy child.



Multicultural health award

In 2022, the National Committee for Quality Assurance awarded Medica with the Multicultural Health Care Distinction for our Medicaid plans. The award is given to organizations that meet or exceed standards in providing culturally and linguistically appropriate services.

Our team

In 2022, Medica and Dean Health Plan officially became a single team that's focused on doing what's best for our members and neighbors.



We now serve approximately 1.5 million members across 12 states. Our team is diverse, but we're united in our mission to earn the trust of every member we serve.



Our team works closely with the communities we serve. We have hub locations in Minnetonka, Madison, and Omaha, and team members in 22 states.



Our team works with our care system partners to provide integrated, innovative, and value-based care. In addition to learning from each other, we're strengthening how we collaborate with our partners. That includes sharing data, information, and insights. It also means working together on clinical initiatives.



And we love to show up to support our neighbors across all of the communities we serve.



We learned that WEA Trust was shutting down its health plan operations in western Wisconsin, leaving about 8,000 state employees without access to the Mayo Clinic Health System. Our strong relationships with Mayo and the State of Wisconsin allowed us to step in and provide coverage.



We to show up

Where we show up says a lot about our priorities



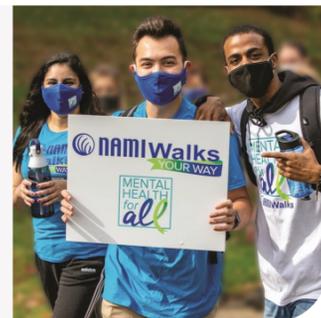
During our annual Employee Giving Campaign, Medica President and CEO John Naylor and members of the Medica Pride Employee Resource Group volunteered at YouthLink, a Minneapolis nonprofit that helps homeless youth.

Our Black Excellence Employee Resource Group got an early start on Juneteenth. Its members jumped into action to help Minneapolis emergency homeless shelter Bridge for Youth at its Block Party by introducing Double Dutch jump roping, hopscotch, and more.



Madison team members worked a phone-a-thon and sort-a-thon in support of Second Harvest Heartland's Share Your Holidays event. Their efforts, along with support from the Medica Foundation, helped Second Harvest meet its goal of providing more than 5 million meals.

In September, Medica team members gathered at Minnehaha Falls in Minneapolis for NAMIWalks Minnesota. The event, put on by NAMI Minnesota, was the first in-person walk since COVID. Our team of 126 employees and family members raised \$4,600.



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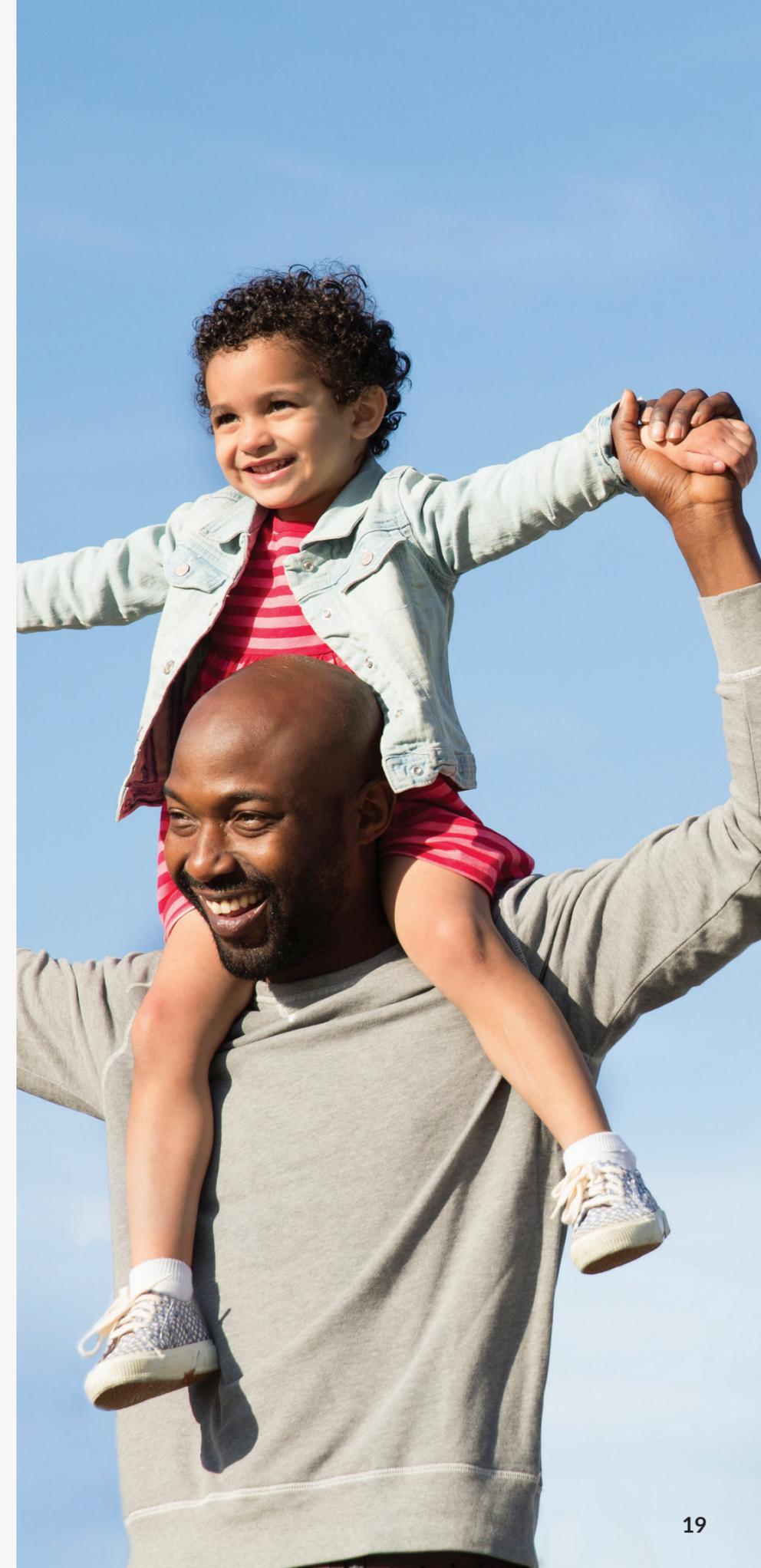
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