



Our Communities. Our Commitment.

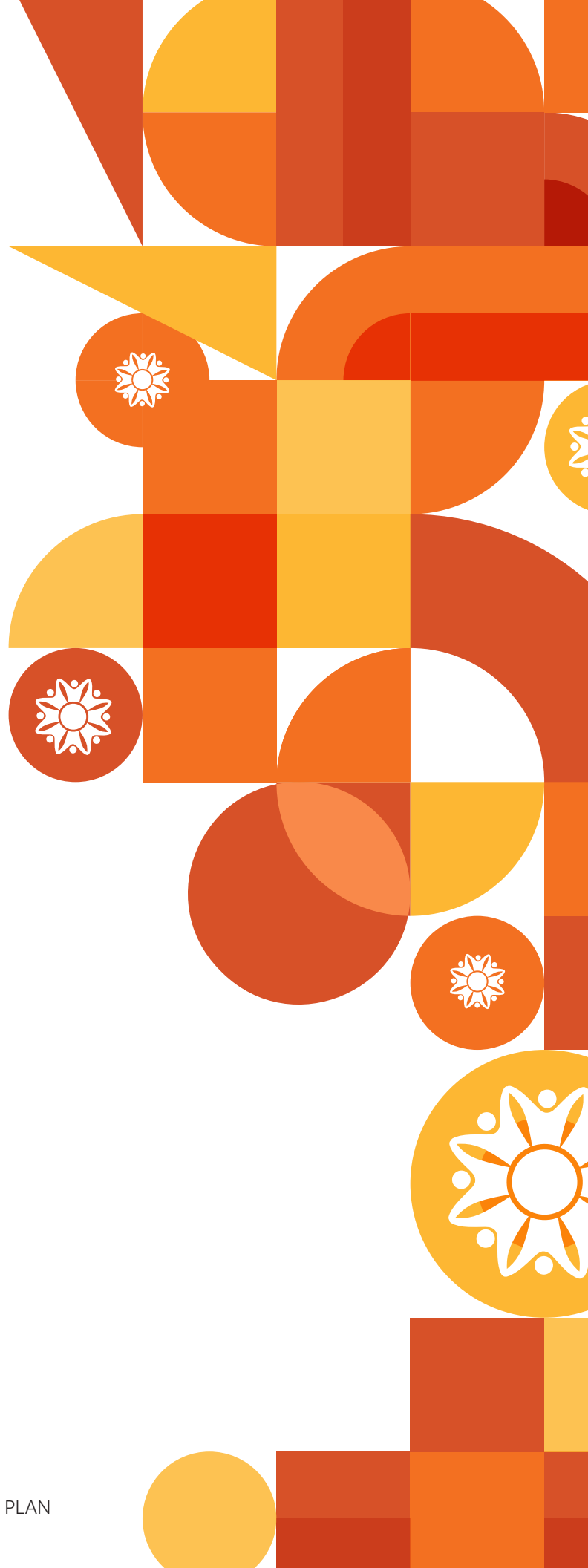
2023 COMMUNITY IMPACT REPORT



**sunflower
health plan.**

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CEO WELCOME

*Michael Stephens,
Sunflower Health Plan President & CEO*

Like the flower for which we are named, Sunflower Health Plan (“Sunflower”) is deeply rooted in Kansas.

Since opening our doors in 2013, our authentic commitment to the communities we serve is exemplified by our dedication to population health and the overall wellbeing of the people we work with and live beside. **We believe that as good citizens of our state, it’s our responsibility to look after Kansans in all the ways we are able.**

Sunflower recently celebrated the honor of serving Kansans for 10 years by organizing a variety of service projects with and for our teams. Our solid employee engagement allows us to better serve our members and providers. Sunflower is grateful to the State of Kansas for its creative and thoughtful design of the Medicaid program. Thank you also to our providers for meeting the needs of our members and collaborating with us on ways to address the social determinants that create the foundation of health. We’re proud to lead in provider satisfaction and always welcome feedback to better support our state and provider partners.

I invite you to look through this Community Impact Report, which details our commitment to improve the lives of Kansans — regardless of whether they were members of our health plan.

Sunflower’s investment in our communities is at the root of our mission to transform the health of the community, one person at a time.

Respectfully,

A handwritten signature in black ink that reads "Michael Stephens". The signature is fluid and cursive, with a long, sweeping underline.

Michael Stephens
Sunflower Health Plan President & CEO


SUNFLOWER'S 2022 IMPACT AT-A-GLANCE

~\$100K
CONTRIBUTED BY
SUNFLOWER



to community organizations,
 events, and initiatives in 2022

1,500+
MEMBERS SERVED



with Farmers
 Market Voucher Program

\$14,407
GIVEN TO LOCAL
PRODUCE GROWERS



across 9 markets in
 the state of Kansas

KanCare | **sunflower health plan.**

105 COUNTIES
COVERED ACROSS THE
STATE OF KANSAS.

ambetter. FROM | **sunflower health plan.**
Insured by Celtic Insurance Company

91 COUNTIES
COVERED ACROSS THE
STATE OF KANSAS.


wellcare By **allwell.**

47 COUNTIES
COVERED ACROSS THE
STATE OF KANSAS.

Since 2022,
29,660
 Sunflower members
 have completed
 SDoH screens.



249,930
MEMBERS

<p>PROVIDERS</p> <p>14,572 INCLUSIVE-FOR-ALL MEDICAL PROVIDERS</p>		<p>HOSPITALS</p> <table border="0"> <tr> <td>121 MEDICARE</td> <td>187 MEDICAID</td> <td>124 EXCHANGE</td> </tr> </table>	121 MEDICARE	187 MEDICAID	124 EXCHANGE
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THERE ARE **519** SUNFLOWER AND CORPORATE CENTENE EMPLOYEES IN THE STATE OF KANSAS.

*As of March 2023

GIVING BACK

Sunflower is proud to give back to the communities we call home. Over the past 10 years, we've partnered with 300+ organizations throughout Kansas, providing \$2M in sponsorships to address the needs of our members in areas such as food access, transportation, employment, housing, and access to needed care. Organizations include:

- ACH Child and Family Services
- American Diabetes Association
- American Heart Association
- Arthritis Foundation
- Association of Community Mental Health Centers of Kansas, Inc.
- Autism Society (Heartland)
- Brain Injury Association
- City-Cowley County Health Department
- Community Care Network
- Families & Children Together
- Family Health Care KC
- Family Service and Guidance Center of Topeka, Inc.
- FD Dandridge Insurance, LLC/Kansas State Fair
- Four County
- Genesis Family Health Center
- GraceMed Health Clinic
- Greater Kansas City Black Nurses Association
- Harvesters Food Bank
- Hays Larks Baseball Association
- Health Partnership Clinic, Inc.
- Healthcore Clinic
- Interhab
- Junior Achievement of Kansas and Greater Kansas City
- Kansas Chamber of Commerce
- Kansas Children's Discovery Center
- Kansas City Teen Summit
- Kansas Food Bank
- Kansas Health Care Association
- Kansas Health Matters
- Kansas Home Care & Hospice Association
- Kansas Hospital Association/Healthworks
- Kansas Medical Group Management Association
- Kansas Pharmacists Association
- Kansas University Endowment Association
- Kansas Youth Empowerment Academy
- Kept Woman of God
- Lead Horse LLC
- LeadingAge
- Left Brains Association
- Mental Health Association of South Central Kansas
- Metropolitan Council of Community Mental Health Centers, Inc.
- National Alliance on Mental Illness Kansas, Inc.
- Oral Health Kansas, Inc.
- Resurrection Catholic School
- Royale Cohesive Network – 913 Day
- Safe Kids Kansas
- Self-Advocates of Kansas (SACK)
- Shoes from the Heart
- University of Kansas Rural Health Center
- Vibrant Health – Wyandotte County
- Western Kansas Birthkeeping LLC

Sunflower
employees completed
approximately

500

volunteer hours
of service in 2022.

LOCAL INVOLVEMENT



14

GEDs obtained since
January 2022



19

Kansans redeemed GED
vouchers from Sunflower



53

GED vouchers issued
(4 are required to earn a GED)



1,047

individuals offered
resources for employment



Community Access

Sunflower works with local providers to help members who want to move from a nursing facility back to the community. This support includes finding housing and household supplies, scheduling needed appointments, delivery of equipment, coordination of needed services and other activities to support a successful transition. As part of Sunflower's commitment to supporting members to live their best quality of life, we use partner agencies across the state to coordinate successful discharge and independence in the community.

GROW (GED, Rides, Opportunities and Work) is a program to help Sunflower members improve their quality of life by supporting their goals for employment. Members can receive GED test vouchers to gain their GED. They have access to additional transportation for job fairs and interviews. Members are also connected with a team of employment specialists to help them along their journey to employment.

Education

Sunflower partners with Kansas Association for Youth service/leadership clubs to bring social inclusion projects to middle and junior high schools across Kansas. Sunflower is also involved in National Health Literacy Month and maintains a partnership with Kansas Children's Discovery Center.

Transportation

Sunflower provides transportation to non-emergency medical visits as a covered benefit under KanCare, including mileage reimbursement for members to use their chosen drivers. In addition, we provide 3 round trips per year for members in the Frail/Elderly (FE) and Physical Disability (PD) waiver programs to attend local events and social activities. Sunflower also helps members set community participation goals and to find events and activities to attend, using this transportation benefit. Sunflower also provides rides to new moms and children to access WIC benefits.

A few community partners Sunflower has met with as part of the Sunflower Connections Tour include:

Kansas Food Bank

- The KS Food Bank’s mission is to provide comprehensive and compassionate HungerCare whenever and wherever it is needed.

GraceMed Health Clinic

- GraceMed is a FQHC with 16 locations in Wichita, Topeka, McPherson and Clearwater, KS and serves a large portion of the Medicaid population.

Mental Health Association of South-Central Kansas

- MHASCK serves approximately 10,000 individuals/families every year, with 60% utilization coming from the counseling center alone.

KS Children’s Discovery Museum

- The museum is a 15,000 sq ft hands on children’s museum. It includes indoor exhibits exploring science, art, building and more. It also includes designated areas for babies and toddlers and a 4.5 acre certified Nature Explore Outdoor Classroom.

Compassion Fatigue Training

Sunflower recognizes the impact that the past few years have had on providers across the state. Compassion Fatigue training helps providers identify warning signs of burnout and develop skills to prevent and minimize compassion fatigue symptoms. Sunflower has presented the training 8 times in the past 2 years to a variety of different providers, including all of the Kansas foster care agencies, a Community Mental Health Center (CMHC), the quarterly CEO forum, state partners (including DCF and KDHE) as well as internal departments at Sunflower Health Plan.

Impact Through Events

SUNFLOWER CONNECTIONS TOUR

In addition to regularly participating at events to support community members, Sunflower also hosts events specifically to advance relationships with diverse stakeholders including providers, legislators, and community-based organizations.

With over 25 events per year across Kansas, the *Sunflower Connections Tour* fosters community engagement, promotes health education, and strengthens the connections between Sunflower and the broader healthcare ecosystem. The tour strives to empower individuals, improve healthcare delivery, and ultimately enhance the well-being of the communities it serves.

DENTAL AND VISION CARE FOR KIDS

Sunflower partnered with Adventure Dental and Vision in Kansas City, Kansas for a special event, where 42 children enrolled in Sunflower received dental and vision care. Adventure Dental and Vision’s call center efficiently scheduled appointments, providing a convenient “one-stop-shop” experience for members. The partnership between Sunflower and Adventure Dental and Vision ensured a wide range of Medicaid-eligible glasses were available, exceeding the typical limited choices.





2,453

members completed the Notification of Pregnancy enrolling them in the Start Smart program



414

members completed the Notification of Pregnancy and enrolled in Start Smart Case Management



12

community baby showers held across Kansas

INTERHAB SEQUENTIAL INTERCEPT MODEL (SIM) PROJECT

The Sequential Intercept Model (SIM) for persons with Intellectual or Developmental Disabilities/ Behavioral Health (IDD/BH) is a statewide initiative to identify and provide solutions for needed services for persons with IDD who have significant/challenging behavior and/or co-occurring mental illness. Sunflower partnered with Kansas Department for Aging and Disability Services (KDADS) and InterHab to hold a statewide SIM summit in November 2022. Sunflower is now working with InterHab, KDADS, IDD and BH providers to identify potential pilot projects to address the need for IDD/BH crisis services.

SUPPORTING KANSAS MOMS

Sunflower endeavors to improve the whole health of our maternal population and invests in ways to remove members' barriers to healthy pregnancies and deliveries. The Start Smart for Your Baby program (SSFB) aims to improve obstetrical and pediatric care services and reduce pregnancy-related complications, premature deliveries, low birth weight deliveries, and infant disease. Nurse Case Managers engage members in accessing medical and behavioral healthcare, wellness programs, medical equipment, and educational resources like car seat safety and Women Infants and Children Nutrition (WIC) to fully equip them to manage their health leading up to delivery. Every member enrolled in SSFB receives clinically informed health education materials promoting prenatal care, postpartum care, newborn care, and healthy lifestyle habits.

Sunflower is proud to support Start Smart for Your Baby, joining in a national program that last year achieved:



89%

of high-risk pregnancies correctly identified by predictive model



3%

neonatal admissions decrease over last four years



92%

of members surveyed found Start Smart for your Baby helpful

Member Days at Farmers Markets

In 2016, Sunflower started a farmers market voucher program to educate members on the importance of eating healthy foods. We partner with nearly a dozen community farmers markets across the state to host “Member Days,” where Sunflower members can redeem their vouchers for fresh, locally grown produce, with the goal of increasing healthy behaviors and reducing the risk for disease among Kansans.

At our farmers markets events, Sunflower team members present \$10.00 produce vouchers to members and talk with them about healthy eating and other lifestyle choices, such as seeing their primary care physician for regular check-ups. Highlighting our tenacity towards improving the health of Kansans, the farmers market program remained in operation during the COVID-19 pandemic, showing members that no matter the obstacles, their health remains our priority.

Sunflower’s farmers market initiative also supports local growers and their communities. Member Days often double the traffic at a grower’s booth – and may double the income they receive for the day.



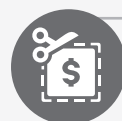
\$14K

redeemed for fresh fruit and vegetables in 2022



7 YRS

partnering with local growers



1,500+

members received Sunflower vouchers in 2022



YOUR TRUSTED PARTNER

Project ECHO

Sunflower has been a Project ECHO Hub site since 2019. Project ECHO® (Extension for Community Healthcare Outcomes) is a self-paced lifelong learning and guided practice model that revolutionizes medical education and exponentially increases workforce capacity to provide best-practice specialty care and reduce health disparities.

Through training and simulations, hundreds of participants gained valuable knowledge and resources to better serve patient needs in the following areas:

- Fundamentals of Addiction Treatment
- Foster Care
- Supporting and Integrated Life for Members with Intellectual and Developmental Disabilities
- Cancer
- Behavioral Health
- Aging
- Preventative Health
- Care Coordination
- Quality of Life and Nursing Facilities

What our Partners are saying

“I have had great rapport with the care coordinators at Sunflower. They respond quickly to my questions and provide all the necessary documents in a timely manner. They participate in all the support team meetings for our individuals as well.”

— Executive Director of Heartstrings
Community Foundation

“We would like to thank you for your participation and dedication at our Annual Community Baby Shower. Without vendors, we could not make this event possible and appreciate you taking time out of your schedule to share your resources!”

— Dickinson County Health Department Staff



“At Wichita Habitat for Humanity, we bring people together to build homes, communities, and hope. Sunflower Health Plan’s gift of \$2,500.00 supports that mission in its entirety. Thank you for your generous gift that brings your employees together to build alongside Amy and Isaac. Together they are building a home. Together we are building a community. And through your support of RiverFest, you are building hope for Amy and Isaac’s future. Thank you for making a difference in our community.”

— Executive Director Habitat for Humanity

DEDICATED TO OUR MEMBERS

Specialty Expertise



12K+

Kansans in LTSS programs have selected Sunflower as their MCO

LONG-TERM SERVICES & SUPPORTS

Since 2013, Sunflower has supported seniors, children, and adults with disabilities who require long-term supports and services. We have a designated team of care managers trained in Person Centered Thinking principles who offer person-centered care planning and service coordination supports for these members. Sunflower also has contracts and partnerships with Centers for Independent Living and other community-based service providers to assist members with transitioning to and living in their communities, including self-directing their care when they choose.



The satisfaction of our LTSS Care Management has been

95%

or higher for 6 consecutive years

MCO OF CHOICE FOR IDD MEMBERS

We have alternative payment models and partnerships with IDD providers in our network to increase employment outcomes and to offer key supports for persons with IDD who have high-risk, challenging behavior.

We provide support for the Self-Advocacy Coalition of Kansas conference, Autism Society of the Heartland resource fair, Disability Mentoring Days and other community activities. Sunflower has provided leadership in developing the Shared Living Model of residential service delivery as well as in supporting individuals with IDD and Autism.



53%

KanCare members on the IDD waiver who receive home and community based services have chosen Sunflower as their MCO

FOSTER CARE EXPERTISE

Sunflower has a dedicated foster care case management team that serves approximately 6,300 members in foster care, aged out foster care or adoption support. The team has extensive history in case management in areas like community mental health, Serious Emotional Disturbances (SED) waiver, foster care and adoption support. The team's experience and knowledge allow Sunflower to provide unique opportunities to better support and aid the children and families of Kansas. Sunflower provides each foster care agency a dedicated case manager, allowing for increased synergy between the agency and Sunflower to better meet the needs of this vulnerable population.

Supporting Kansas Children

SUNFLOWER PARTNERS WITH PRO FOOTBALL HALL OF FAME TO FOCUS ON YOUTH MENTAL HEALTH

The Pro Football Hall of Fame and Sunflower, in partnership with Olathe School District, KidsTLC and Big Brothers Big Sisters, hosted the “Strong Youth Strong Communities” (SYSC) Youth Summits in Olathe in April 2023. Led by Hall of Famers Darrell Green, Anthony Muñoz, Aeneas Williams, Isaac Bruce and former UNC Women’s Basketball player Iman McFarland, 850 students, ages 13-18 from Olathe middle schools and KidsTLC, attended the summits. As Kansas has an alarming rate of student suicides, the summits focused on mental health and suicide prevention, with the pro athletes sharing real-life stories, life lessons and methods for success.



SUNNY’S KIDS CLUB

Sunny’s Kids Club program promotes healthy eating, exercise and education for children up to age 12. Each Kids Club member gets a club membership card and activity book. Sunny’s web page features books and fun activities. As of May 2023, Sunny’s Kids Club had about 3,200 members.



YOUTH COMMUNITY PROGRAM SUPPORT

Youth members ages 5 to 18 can receive a \$50 credit per year for programs, like YMCA, Boys and Girls Clubs, Girl Scouts or Scouts BSA. Sunflower families use this to help their kids access youth sports, swim and weight programs and develop academic, leadership and citizenship skills that could influence their adult lives.





10K+

members earned rewards through My Health Pays in a single month



2X

Since 2022 Sunflower has more than doubled the number of completed Health Risk Screenings allowing for early intervention



Healthy Rewards

MY HEALTH PAYS

My Health Pays® rewards members when they complete healthy activities like a yearly wellness exam, annual screenings, tests and other services to protect their health. Members have used these rewards to help pay for utilities, transportation, phone service, childcare, education, and rent. Nearly 77% of our membership have an active account with Sunflower to earn rewards on their reloadable My Health Pays card.

HEALTHY SOLUTIONS FOR LIFE

Healthy Solutions for Life offers innovative, evidence-based approaches to help members manage chronic disease and lifestyle issues. The program addresses barriers to positive health behaviors, assists to improve compliance with health screening recommendations, educates members about medications, promotes healthy nutrition habits and regular physical activity, and provides specialty consults for co-morbid conditions. Members are identified for the program through reports or referrals. Condition-specific health coaching focuses on members with respiratory conditions, cardiac conditions, or diabetes. Lifestyle coaching programs focus on helping members to manage tobacco usage, stress, nutrition, exercise or weight.

In early 2023
approximately

270

Sunflower members
were engaged in the
Healthy Solutions for
Life program.

COMMITTED TO QUALITY

At Sunflower, we believe that whole-person care leads to increased well-being and better health outcomes. That's why we've developed many prevention initiatives and support services to meet our members' social, physical and mental health needs.



Sunflower's Quality Improvement Team continually monitors for our members' missing care needs. Our focus is to improve the quality of care for members by closing gaps. These feed into measures, such as:

- Cervical Cancer Screening
- Chlamydia Screening
- Breast Cancer Screening
- Diabetic A1C
- Prenatal and Postpartum Care
- Well-child Visits and Immunizations



We use member-preferred contact methods, like text messages, to **remind members of the importance of necessary screenings.**



Other initiatives on which Sunflower focused heavily in 2022 were our partnerships with local provider organizations. Notably, these included local Federally Qualified Health Clinics (FQHC) where **we held pediatric days offering well-child visits and immunizations.**



Sunflower also **partnered with Diagnostic Imaging of Kansas City and their mobile mammogram unit** to share public events in the eastern area of the state to screen members who were due for mammograms and other care.

OUR COMMITMENT:

- Improve the delivery of holistic, integrated, person-centered, and culturally appropriate care to all members.
- Increase employment and independent living supports to increase independence and positive health outcomes.
- Increase telehealth usage for services like speech therapy, monitoring health indicators, pairing rural healthcare providers with remote specialists.
- Make it easier for members to access substance treatment by improving provider claims and payment experience.
- Improve overall health and safety of KanCare members.



5%

Postpartum care rate increased nearly 5% from 2019 – 2021



2X

Immunizations for adolescents - Combo 2 has increased each year from 2019-2021 and Sunflower had the highest rates of all MCOs in 2021 for this measure



We believe local partnerships enable meaningful, accessible healthcare.

ABOUT SUNFLOWER HEALTH PLAN



WHO WE ARE

Sunflower Health Plan, a subsidiary of Centene Corporation, is a managed care organization (MCO) that provides healthcare services and Kansas state-sponsored health insurance plans through local, regional and community-based resources.

Sunflower Health Plan has a commitment to improving the health of the community one individual at a time through affordable and reliable health care plans.

We do this through our focus on the individual, whole health and local involvement.

FOCUS ON INDIVIDUALS

We believe treating people with kindness, respect and dignity empowers healthy decisions and that healthier individuals create more vibrant families and communities.

WHOLE HEALTH

We believe in treating the whole person, not just the physical body.



ACTIVE LOCAL INVOLVEMENT

Sunflower has a commitment to deliver results for the people we serve. We partner with physicians, specialists, hospitals and other providers to ensure each member receives the right care, at the right time, in the right setting.





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