

# 2020/2021 COMMUNITY IMPACT REPORT

Working Together  
to Help Arkansas  
Live Better





Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are health insurance companies that deliver quality health care throughout Arkansas. Committed to Helping Arkansas Live Better, Arkansas Health & Wellness and Arkansas Total Care support active local community involvement in all 75 Arkansas counties, with more than 700 employees statewide. Arkansas Health & Wellness, Arkansas Total Care, and QualChoice are wholly and partially owned subsidiaries of Centene Corporation, a leading multi-national Fortune 50 healthcare enterprise offering Medicaid, Medicare, Marketplace, and specialty services.

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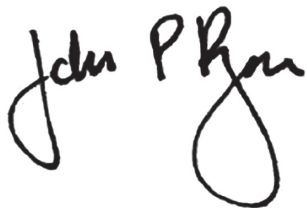
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# CEO Welcome

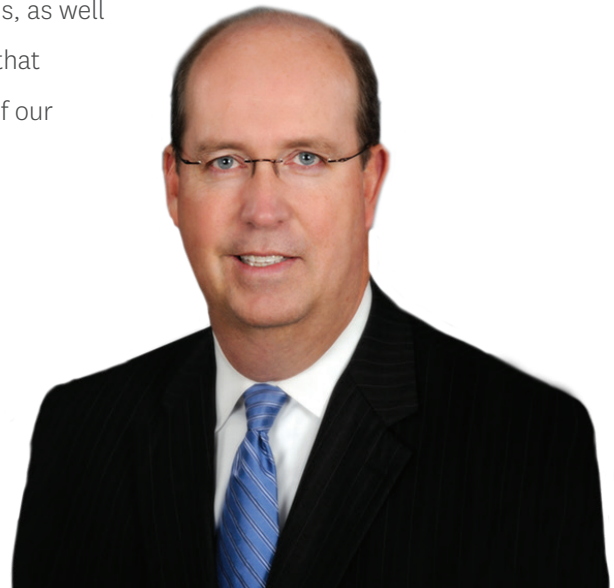
Welcome to our 2020/2021 Community Impact Report, the story of how we work to fulfill our purpose: Helping Arkansas Live Better. We believe healthier individuals create more vibrant communities. For this reason, we strive to improve the whole health of the individual not only by providing high quality, affordable healthcare, but also by our commitment to the communities in which we live.

Our pledge to improve the lives of all Arkansans starts with community involvement. From the health services provided at our featured health fairs, to our partnerships with local organizations, we are able to directly impact the health of those who need it.

As CEO, I am proud of the work we do in our local communities, as well as the dedication of our partner organizations. I truly believe that we are better together and look forward to the continuation of our steadfast commitment to Helping Arkansas Live Better.



President and CEO  
Arkansas Health & Wellness, Arkansas Total Care, QualChoice



## Executive Community Board Members



### John Ryan

President and CEO,  
Arkansas Health & Wellness

American Heart Association  
The Allen School  
CARTI Foundation  
Arkansas Healthcare  
Transparency Initiative



### Jamie Gilmore

Vice President, Compliance

Chairman of the Board  
of Commissioners  
The West Pulaski  
Fire Protection District



### Christi Lemery

Senior Director of Marketing  
& Communications

Executive Board Member  
Arkansas Symphony Orchestra



### Chris Perry

Plan Chief Financial Officer

Board Member and Treasurer  
River City Ministry



### Dr. Jason Dare

Medical Director

Co-Chairman of the Board of Directors, MedCamps of Arkansas Board Member: Camp Aldersgate  
Leadership Board Member, Arthritis Foundation, Arkansas Chapter



# Community Sponsorships and Partners



# Arkansas Foodbank

## 2020 Foodbank donation

COVID-19 has had an impact on everyone, including organizations that work to fight against food insecurity. That's why, in 2020, Arkansas Health & Wellness donated \$100,000 to the Arkansas Foodbank to help with COVID-19 relief. With this donation, the Arkansas Foodbank was able to acquire and distribute more food across the state to those in need, providing much-needed relief to the individuals most affected by COVID-19.

Arkansas ranks second in the nation for food insecurity, meaning that approximately one in five Arkansans are struggling to get enough food. The Arkansas Foodbank is the largest hunger-relief organization in the state, serving 33 of Arkansas' 75 counties and feeding more than 280,000 people every year. The Foodbank works year-round to provide hunger relief where it's needed most — among children, families, and seniors.

Our support has helped the Arkansas Foodbank improve the nutritional quality of the food they provide. In recent years, the Foodbank has been able to work with other community partners, such as UAMS, to host nutrition workshops for its agencies. These nutrition workshops have helped connect 30 agencies to the resources they need to teach families how to shop smarter, make healthier food decisions, and cook more affordable meals. Arkansas Health & Wellness is proud to partner with the Arkansas Foodbank in helping Arkansas live better.







## Arkansas Foodbank Volunteer Efforts

In October 2020, the QualChoice business services team combined team building and volunteerism by spending their time helping the Arkansas Foodbank feed Arkansans. While there, the team learned about the history of the Arkansas Foodbank and how their assistance will help make a difference in addressing food insecurity in the state.

The Arkansas Foodbank receives many non-perishable donations in bulk, including pasta. The QualChoice team's role was to weigh and package pasta donations so they could be sent to Foodbank locations across the state.

The team had a wonderful time getting to work together in person for such a worthy cause. Thank you to our volunteers!

Bryan Meldrum	Angie Collier
Melisa Chesney	Cynthia Moore
Karla Bellisle	Reggie Eskridge
Awit Antoun	Leslie Blackwood
Michelle Brown	Shannon Bennett
Barrie Torrey	Theresa Sherrod
Amy Brady	



# American Heart Association



## Going Red for Women

Arkansas Health & Wellness, Arkansas Total Care, and QualChoice Health Insurance joined the American Heart Association once again to participate in Go Red for Women, a movement designed to empower women to end cardiovascular diseases.

Heart disease is the leading cause of death in women, killing approximately one in five women in the United States every year. The Go Red for Women movement seeks to increase awareness surrounding heart health and support global change to help women live longer healthier lives.

## 2020 American Heart Association Heart Walk®

Arkansas Health & Wellness has been a longtime supporter of the American Heart Association's Central Arkansas Heart Walk.

In April 2020, in an effort to protect each other and maintain social distancing amid the COVID-19 pandemic, the Heart Walk was hosted virtually. Participants were invited to walk around their houses or neighborhoods, cook heart-healthy meals, move more, and just have fun. They were also encouraged to post videos on social media along the way.

April has been designated as Move More Month, and Ambetter from Arkansas Health & Wellness was proud to be the 2020 #ARHeartWalk Healthy Selfie Sponsor to celebrate.





**COVID-19  
Community  
Assistance**

## COVID-19 Communications Materials



**Fact:**

As COVID-19 cases keep rising, more and more people, are being **admitted to the hospital**. Children under the age of 12 can't be vaccinated.

In 2020, we as a nation were faced with an unprecedented pandemic. As COVID-19 swept across our country, people were encouraged to stay home, wear masks, and get vaccinated.

We at Arkansas Health & Wellness and Arkansas Total Care helped combat COVID-19 by keeping our members educated about current CDC and provider recommendations, as well as offering tips and tricks that would keep themselves and their families healthy during this time. We also encouraged our employees to work from home; this new normal led to our brand-new flexible schedules and allowed many positions to remain remote.



**FACT:**

The COVID-19 vaccine has been approved and is **safe for children ages 5 or older**.



**FACT:**

According to the CDC, allergic reactions to the COVID-19 vaccine in children are **very rare**. Talk with your child's doctor or pharmacist about any allergies your child has.



**Fact:**

The Delta variant causes **more infections and spreads faster** than other forms of the virus that causes COVID-19.




## COVID-19 Vaccination

### Now Approved for Children Ages 5 & Older

**What You Need to Know**

The Centers for Disease Control and Prevention (CDC) has approved the Pfizer-BioNTech Coronavirus vaccine for children ages 5 and older. Getting a COVID-19 vaccine is the best protection against getting and spreading the coronavirus. It can help protect other family members who cannot get vaccinated or are at greater risk for health problems. The best thing you can do for your child, family and community is to get all eligible members of your family vaccinated.

Arkansas Total Care wants to help you stay safe. To learn more about the COVID-19 vaccine or to find a vaccine location, visit [ArkansasTotalCare.com](http://ArkansasTotalCare.com) or speak to your Care Coordinator.

ARTC21-H-088




## COVID-19 Vaccination

### Now Approved for Children Ages 5 & Older


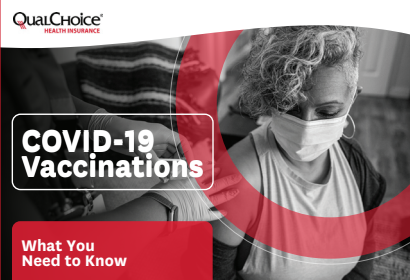
**What You Need to Know**

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Ambetter from Arkansas Health & Wellness wants to help you stay safe. To learn more about the COVID-19 vaccine or to find a vaccine location, visit [HealthyArkansas.gov](http://HealthyArkansas.gov).

AMB21-AR-H-163

We continue to encourage our members, providers, and employees to keep implementing healthy habits, including practicing social distancing, washing their hands regularly, and receiving their vaccines and boosters.

## COVID-19 Vaccinations

**What You Need to Know**

Coronavirus (COVID-19) is a fast-spreading virus that can cause serious illness, breathing problems and death. The Centers for Disease Control and Prevention (CDC) strongly recommends that everyone who is able get a COVID-19 vaccine. These vaccines help you stay healthy. They also slow the spread of COVID-19, making from the best thing you can do to keep yourself and others healthy.

Everyone 12 years of age and older and who is not immunocompromised can get a COVID-19 vaccine. After you get the vaccine, you may have some side effects like headache, tiredness and chills. These reactions are normal and the side effects should go away in a few days.


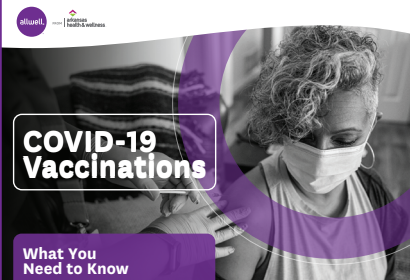
The vaccine is free of charge to all people living in the United States. If you don't have health insurance, or if you are not yet a full U.S. citizen, you can still get the vaccine free of charge.

**Delta Variant**

The Delta variant is a new strain of the COVID-19 virus. It causes more infections and spreads faster than earlier versions of the virus. The best thing you can do to keep from getting sick is to get vaccinated. Vaccines are also effective against the Delta variant. It will increase the chance that you will not need to be admitted to the hospital. Please be aware, if you are fully vaccinated and become infected, you might be able to spread the virus to others, so if you test positive for COVID-19 be sure to quarantine according to CDC guidelines.

QualChoice wants to help you stay safe. To learn more about the COVID-19 vaccine or to find a vaccine location, visit [HealthyArkansas.gov](http://HealthyArkansas.gov).

QA21-AR-C-001

## COVID-19 Vaccinations

**What You Need to Know**

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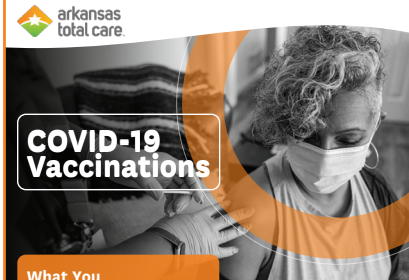
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Allwell from Arkansas Health & Wellness wants to help you stay safe. To learn more about the COVID-19 vaccine or to find a vaccine location, visit [HealthyArkansas.gov](http://HealthyArkansas.gov).

HRB3-AR-073

ALL21-AR-H-070

## COVID-19 Vaccinations

**What You Need to Know**

Coronavirus (COVID-19) is a fast-spreading virus that can cause severe illness, breathing problems and death. The Centers for Disease Control and Prevention (CDC) strongly recommends that everyone who is able get a COVID-19 vaccine. You can get these vaccines at most pharmacies and some clinics by getting a shot. These shots help you stay healthy. They also slow the spread of COVID-19, making them the best thing you can do to keep yourself and others healthy.

Everyone 12 years of age and older and who is not immunocompromised can get a COVID-19 shot. After you get the shot, you may have some side effects like headache, tiredness and chills. These reactions are normal and the side effects should go away in a few days.

The shot is free of charge to all people living in the United States.

**Delta Variant**

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Arkansas Total Care wants to help you stay safe. To learn more about the COVID-19 vaccine or to find a vaccine location, visit [ArkansasTotalCare.com](http://ArkansasTotalCare.com) or speak to your Care Coordinator.

ARTC21-H-277

## Thanking Frontline Workers

### Little Rock Solid Waste Division

Ambetter was privileged to be able to give back to the hard workers of the Little Rock Solid Waste Division in June 2020. We wanted to show our support to this sometimes-overlooked group of essential workers, especially during the COVID-19 pandemic. That's why we teamed up with a local Jimmy John's franchise to provide more than 100 lunches to the city's frontline sanitation workers. The owner of the franchise hand-delivered the food for us, and the sanitation workers were touched to have been thought of.

"The Little Rock solid waste crews are grateful for the kind gesture of lunch provided by Ambetter and delivered by the franchise owner of Jimmy John's."

Little Rock Solid Waste Division



"This is amazing and a blessing. We are thankful to Ambetter from Arkansas Health & Wellness."

Jo Myrick, Operation Restore program manager



## Encouraging Growth

### City Connections Gift Card Donation

In June 2020, Ambetter donated 100 Amazon gift cards to City Connections to reward individuals participating in the Operation Restore program.

City Connections is a faith-base, nonprofit organization dedicated to uniting the Little Rock area by cultivating partnerships with more than 300 organizations to build a stronger community. Operation Restore is one of City Connections' primary initiatives, connecting individuals who have completed rehabilitation programs to a network of more than 25 employers. Our gift cards went straight to the hardworking people who are participating in the Operation Restore program to get their lives back.

## Thanking Frontline Workers

### Arkansas Children's Hospital

The Social Work Department of the Arkansas Children's Hospital provides around-the-clock support, resources, and placement to individuals and families every day. We are grateful for the important work these social workers do, and we wanted to thank them for their compassion toward children and families. So, in July 2020, we partnered once more with Jimmy John's to provide free lunch to more than 50 social workers.



“On behalf of the Arkansas Children's Hospital Social Work Department, we would like to thank Ambetter for providing [us] with lunch. It is very much appreciated.”

Arkansas Children's Hospital Social Work Department



## Thanking Frontline Workers

### Baptist Health

We were pleased to provide lunch for more than 70 cardiology employees at Baptist Health in Little Rock. These frontline workers serve others around the clock, and it was our privilege to be able to return the favor in some small way by providing Chick-fil-A meals.



“Huge thank you to Arkansas Health & Wellness for the amazing gratitude lunch. Our team was super appreciative, and we cannot thank you and your organization enough for thinking of us.”

Amber Edwards, RN, BSN, Clinical Supervisor



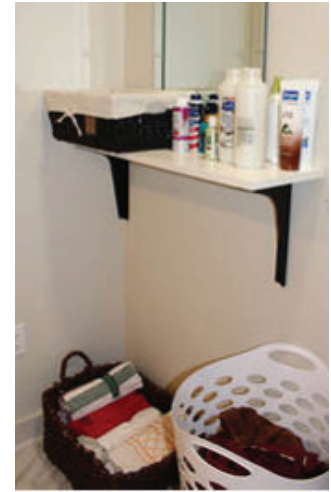
## Lucie's Place

Lucie's Place provides LGBTQ+ young adults who are experiencing homelessness in Central Arkansas with safe living environments, job training, and counseling services to ensure lifelong stability and success. They also work to promote equality and acceptance for LGBTQ+ young adults.

Arkansas Health & Wellness was able to provide Lucie's Place's staff and residents with 100 Walmart gift cards and 100 phone cards to help them provide these services.

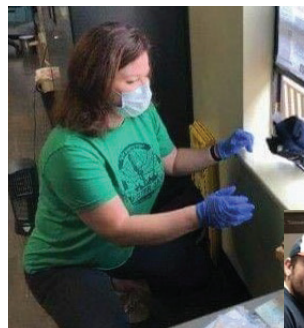
"Thank you so much. The Wal-Mart cards are going to be so helpful with food and supplies for our members. The phone cards are going to be a big help with members. Contacting via phone is helpful for them to reach us during this time with COVID, as well as helping with case management they are receiving [and] any other needs. Thank you so much from Lucie's Place."

**Andrea Zekis, Interim executive director**



## 7hills Homeless Center

In the past month, Arkansas Health & Wellness provided 7hills Homeless Center with non-perishable food, 190 bottles of water, coffee, creamer, coffee cups, plastic cutlery, trash bags, and traps. This shelter serves over 500 homeless people in the Fayetteville area every month. They also provide case management and other services for those trying to get back on their feet. The donations from our organization were appreciated by the staff and residents.







## Healthy Connection

### Part of the Helping Arkansas Campaign

In May of 2020, Ambetter donated a \$35 Walmart gift card to Healthy Connections' 180+ employees. The donation was to thank frontline workers for providing COVID-19 testing to the community.

Healthy Connections has more than eight clinic locations throughout Arkansas that serve local communities. The Walmart gift cards were donated during National Nurses Week to boost morale and help secure personal protective equipment for Healthy Connections' frontline workers, which has been hard to come by throughout the pandemic.

By providing this money to help frontline workers battle COVID-19, we at Ambetter continue to help Arkansans live better one day at a time.



## Supporting the Little Rock Cares COVID-19 Emergency Relief Fund

The impact of COVID-19 has been felt by every Arkansan. In an effort to provide further support to our community, Arkansas Health & Wellness, together with Arkansas Total Care, donated \$15,000 to the City of Little Rock's Little Rock Cares COVID-19 Emergency Relief Fund. This fund has helped provide food relief to Arkansas residents in need, as well as personal protective equipment to healthcare professionals and first responders based in Little Rock, throughout the pandemic.

"We are extremely grateful for this donation to the Little Rock Cares Emergency Relief Fund," Little Rock mayor, Frank Scott Jr., said. "The COVID-19 crisis, unfortunately, is not behind us. These funds will assist us in continuing to ensure our first responders and healthcare workers receive the necessary equipment to continue meeting the needs of Little Rock residents and patients who need health services in our city."

Little Rock Cares is committed to helping feed its community. Arkansas Health & Wellness and Arkansas Total Care share that commitment, which is why we partnered with Jimmy John's to provide lunches to the essential workers of the Little Rock Solid Waste Division. These outreach efforts, as well as our \$100,000 contribution to the Arkansas Foodbank, reaffirms our continued commitment to serving the community we call home.

"We are proud to continue our support of the Little Rock Cares Fund and all Arkansans with this donation during the COVID-19 crisis. It is critical that we continue to care for those who are most vulnerable during this time. Together we can help Arkansas live better."

**John Ryan, President and CEO,  
Arkansas Health & Wellness, Arkansas Total Care**

## Giving Back to Jericho Way Union Rescue Mission

DePaul USA's Jericho Way is the only day resource center for homeless people in Central Arkansas. Every weekday, this center serves an average of 150 homeless individuals in the city. In addition to serving meals during breakfast and lunch, Jericho Way works to help visitors find housing, get case management help, wash clothes, have access to showers, get transportation assistance, and more.

With the help of Bridget's Cooking Club in Little Rock, we were able to provide lunch to the 50+ staff at Jericho Way.



## Giving Back to Our House

Our House is a nonprofit social services organization that strives to empower families and individuals facing homelessness to succeed in work, school, and life through hard work and active participation in the community. Our House gives these families and individuals opportunities for a better tomorrow by providing housing, career development, childcare services, transportation, clothing, case management services, and more.

In 2020, we donated 100 \$25 Amazon gift cards to the Our House community and residents. This donation helped these families and individuals get the diapers, disinfectants, hand sanitizer, toilet paper, and other important items they need during the COVID-19 pandemic.

“This is such an unexpected blessing. We really appreciate Ambetter from Arkansas Health & Wellness. It has been great working with you all. Thank you!”

Rachael Borne, Our House Career Center Manager



**OUR HOUSE**

## Arkansas Health & Wellness Virtual Back to School Support Event

The COVID-19 pandemic has taken a toll on all of us in some way. But when schools closed, households that were already struggling to make ends meet took an even bigger hit as their children lost access to school meals. As a continuation of our commitment to changing lives and strengthening Arkansas, Arkansas Health & Wellness partnered with nonprofit organizations and schools across the state to help meet these families' needs. All employees were invited to support the AHW Virtual Back to School Support Event during August to help children start school prepared and equipped to learn. Our Virtual Back to School Support Event was available from August 3rd to August 31st on AR Net. Participation was voluntary, and employees contributed directly to the online wish list to help these schools.

Out of 488 Arkansas elementary schools, the schools selected for this assistance were in more impoverished areas, with more minority students, and lower overall test scores.

## Cleveland County School District

The Spread Gratitude campaign would like to recognize the Cleveland School District in Rison. During the pandemic, the district provided breakfast and lunch to more than 300 people a day, regardless of enrollment at their school district. Our Outreach team acknowledges the school district for their efforts to support the community by providing bottled water and fresh fruit and vegetables to their staff and students.

“Special thanks to Ambetter from Arkansas Health & Wellness for helping us provide our students with fresh fruit and vegetables.”

Quote from a person in the school district

The staff was very thankful for these contributions as they helped the school continue to provide breakfast and lunch to anyone in need. One week before our donation, the entire town was without power for a week due to a recent bout of storms. Being without power for a week, the district lost its refrigerated food supply. Our donation came just in time to help this community in need.

Arkansas Health & Wellness contributed 2,000 sets of headphones with microphones and 2,000 bottles of hand sanitizer to the following schools:

- Amboy Elementary
- Bale Elementary
- Baseline Elementary
- Boone Park Elementary
- College Station Elementary
- Craighead School District
- David O. Dodd Elementary
- Harris Elementary
- Mabelvale Elementary
- Stephens Elementary
- Western Hills Elementary

Each of these schools received 200 sets of headphones with a microphone and 200 bottles of hand sanitizer. The schools expressed their gratitude and were overjoyed with the contributions made by Ambetter from Arkansas Health & Wellness.

Thank you! We appreciate your generosity, and we are making good use of our earbuds and sanitizer.

April Dawn Agnew, Third Grade, Stephens Elementary



## Stephens Elementary School

We at Arkansas Health & Wellness donated earbuds and hand sanitizer to Stephens Elementary School, as well as other schools around Arkansas, to help students maintain their health while still achieving success in their academics.



With sincere gratitude, we are so appreciative of the earbuds gifted to our students on behalf of Arkansas Health & Wellness. This blessing was truly right on time! Our students were able to utilize the earbuds for testing! I am so happy that our students have earbuds to support them with pursuing and achieving academic excellence at Stephens Elementary.

Pakita Shutes, Academic Interventionist/Testing Coordinator,  
Stephens Elementary



David O Dodd - Principal Melina Modica



Harris Elementary School - 9/30/20



Boone Park Elementary - Christen Valley



Baseline Elementary School - 9/30/20

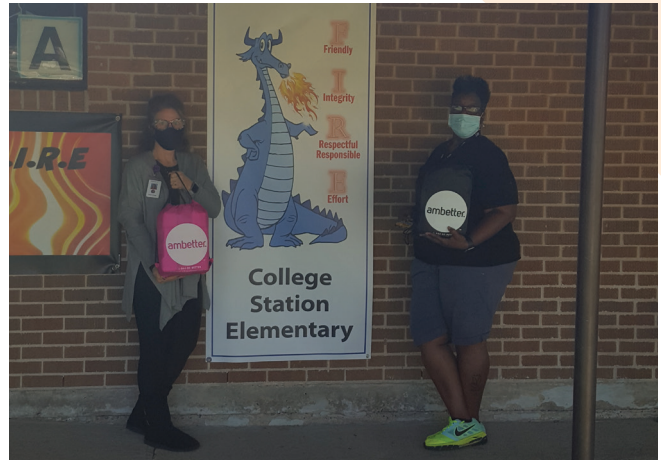


Amboy Elementary School - 9/28/20





Western Hills - Principal Shannon Smith



College Station Elementary - 9/30/20



Living Services



Mabelvale Elementary - 9/30/20



Bale Elementary - School Teachers



## Donations

In March 2020 through December 2021, the Arkansas Health & Wellness Outreach team donated additional sources to the community to relieve COVID-19 stress.




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## Organizations received donations

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### 11 CLINICS

- Arkansas Children's Hospital
- Baptist Health Little Rock
- Healthy Connections (8 Clinics)
- Washington Regional Medical Center



### 11 SCHOOLS

- Amboy Elementary
- Bale Elementary
- Baseline Elementary
- Boone Park Elementary
- College Station Elementary
- Craighead School District
- David O. Dodd Elementary
- Harris Elementary
- Mabelvale Elementary
- Stephens Elementary
- Western Hills Elementary



### 9 Non-Profits

- 7Hills Homeless Shelter
- BCD Inc., Hoover Treatment Center
- City Connections
- Feed First USA
- Genesis Homeless Shelter
- Habitat for Humanity
- Jericho Way/Project of Depaul
- Lucie's Place
- Our House



## Sponsorships

It is important to recognize and support those who are doing good for Arkansas. We know that, in order to maximize the impact of good deeds, it is necessary to work together in support of those who are also helping to make a difference.

We do this by providing monetary donations to other organizations in support of their most impactful programs.

The following are just a few of the great organizations we are proud to support. donations.

Arkansas Enterprises for the Developmentally Disabled, Inc.	Francis A. Allen School for Exceptional Children
American Cancer Society, Inc.	Greenbrier Revolution Team
American Heart Association	Habitat for Humanity of Central Arkansas
Arkansas Advocates for Children & Families	Little Rock Christian Academy
Arkansas Autism Foundation Bost, Inc. Partnership	Mobile Video Game Station
Arkansas Hunger Relief Alliance, Inc.	National Association of Social Workers
Arkansas Food Bank	NEA Baptist Charitable Foundation
Arkansas Symphony Orchestra Society, Inc.	NWA Sunshine School
Arkansas Wrestling Association	Omegas of Greater Little Rock, Inc.
Association of People Supporting Employment First	Pathfinder, Inc.
Baptist Health Foundation	Pediatrics Plus Community Connections
Better Community Development	Polk County Development Center, Inc.
B.R.A.V.E. of Pine Bluff	River City Ministry of Pulaski County, Inc.
Building Bridges Development and Community Services, Inc.	Ronald McDonald House Charities of Arkansas, Inc.
Capitol Advisors Group	Saline County Medical Foundation
Care Link	St. Bernard's Medical Center
Central Arkansas Young Life	St. Vincent Development Foundation
CHI St. Vincent Golf Classic	Sunshine School & Development Center
CHS Booster Club	The Arc for the River Valley
Community Health Centers of Arkansas	The First Tee of Central Arkansas
Community First Alliance, Inc.	The Gregory Kistler Treatment Center, Inc.
Cystic Fibrosis Foundation	The Pack Shack
Developmental Disabilities Provider Association	Tyler Dannaway Foundation
Easter Seals Arkansas	World Services for the Blind
F.E.E.D. First USA	

## Feeding Healthcare Heroes at Washington Regional Medical Center

The Washington Regional Medical Center is one of the only nonprofit, community-owned, and locally governed healthcare systems in Northwest Arkansas. With primary care, urgent care, and specialty clinics located throughout Northwest Arkansas, Washington Regional works to provide Arkansans with the quality care they deserve.

To show our gratitude to the heroes of Washington Regional, we provided lunch to more than 50 respiratory department members. The meals were catered by Herman's Ribhouse in Fayetteville.



Special shoutout for today's catering order, Ambetter from Arkansas Health & Wellness!

Washington Regional Medical Center



Danielle, one of Washington Regional's Registered Respiratory Therapists, holding up a Philly cheesesteak lunch from Herman's Ribhouse.

## Doing Good with Genesis House

Genesis House is a day shelter for the homeless that has been serving the Siloam Springs community for more than 10 years. With a mission to enhance the quality and dignity of individuals by breaking the cycle of homelessness, Genesis House offers shower and laundry facilities, telephone and fax services, a food pantry, and counseling services to those in need.

In 2020, to help Genesis House reach more people, we donated non-perishable food and personal hygiene products, such as shampoo, conditioner, soap, toothbrushes, toothpaste, and more. Genesis House was able to distribute these donations to more than 20 families, including 60 children.

Thank you so much.  
You guys are awesome.

Genesis House





## Supporting Healthcare Workers at CHI St. Vincent and UAMS

As our communities continue to face the spread of COVID-19, Arkansas healthcare workers show endless bravery and tenacity by working to create vaccination clinics and tending to rapidly filling hospital units. These healthcare workers put themselves and their loved ones at risk to help those most vulnerable to COVID-19. We recognize the important work these heroes do, and we want to do what we can to express our gratitude.

We showed our appreciation and support to the nursing staff of CHI St. Vincent Infirmery by delivering 80 Ambetter bags filled with goods like hand sanitizer, lip balm, and more. We also wanted to give thanks to the UAMS Emergency Department by delivering 75 lunch boxes and seven pizzas to the nursing staff there.

We are immensely grateful for the healthcare workers who strive daily to help Arkansas live better.

# COVID Vaccine Awareness in the Community

## Supporting Vaccination Efforts

As COVID-19 has continued to impact our communities, we know we have to do our part to support vaccination efforts. To accomplish this goal, we have worked to educate our community about the dangers, symptoms, and lasting effects of contracting COVID-19. We've also created timely educational materials based on CDC- and provider-backed recommendations for staying safe and healthy during this unprecedented pandemic.

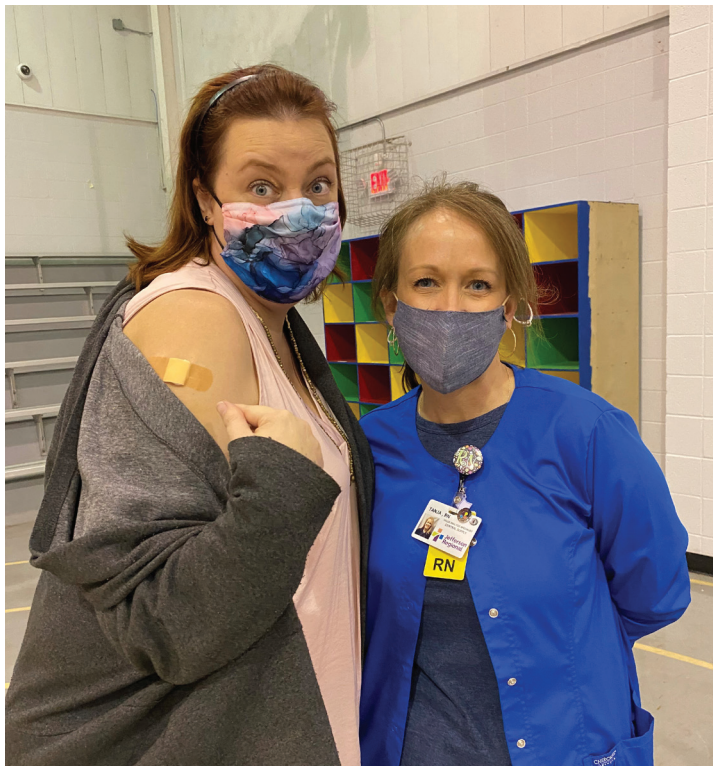
Going beyond mere education, Ambetter from Arkansas Health & Wellness supported several community vaccination events in 2021. These events served to inform members of our vulnerable community about the benefits of getting a COVID-19 vaccine or booster shot. They also helped disprove myths surrounding the vaccines.



## The Advancing Health Literacy Program of Pine Bluff

Michelle Miller, a community relations representative for Arkansas Health & Wellness, represented Ambetter at a 2021 vaccination event hosted by the Advancing Health Literacy Program of Pine Bluff. The event provided attendees with information on COVID-19 and the vaccines available for it.

Miller encouraged attendees to get vaccinated during the event by offering prizes to those who received a vaccine or booster shot. Miller even showed her support for the cause by getting a COVID-19 booster while attending the event.



Michelle Miller attended on 11/19/21 and got booster





## Promoting Vaccines with Pro Football Hall of Famer Drew Pearson

In September 2021, former Dallas Cowboys wide receiver and recent Pro Football Hall of Fame inductee Drew Pearson partnered with Ambetter to show his support for the COVID-19 vaccination effort. Pearson visited the city of Pine Bluff to encourage the community to do their part in protecting themselves and others from COVID-19 by getting vaccinated.



Wendy Talbot, Chief Experience Officer at Jefferson Regional Medical Center, hosted the vaccination event with support from our community relations representative, Michelle Miller. The event was open to all members of the community who were eligible to receive a COVID-19 vaccine or booster. Miller gifted those who received a vaccine with Ambetter swag while Pearson signed autographs for the community.

Thank you for coming down to Pine Bluff to promote the Drew Pearson vaccine event. We really appreciate the opportunity to partner with you all on this event. Our community was very excited about his visit (as you probably could tell!). We appreciate all you are doing to help promote the vaccine!

**Wendy Talbot, Chief Experience Officer,  
Jefferson Regional Medical Center**





Kalye Gibson, a freshman at Pine Bluff High School, tries on Pearson's championship ring. (Pine Bluff Commercial/I.C. Murrell)

Within 30 minutes of Pearson's arrival at the Watson Chapel Family Clinic, the University of Arkansas at Pine Bluff spirit team showed their support with a cheer dedicated to the Hall of Famer:

"D-R-E-W! Welcome to Arkansas!" was chanted in the same cadence as the team's traditional "U-A-P-B! Golden Lions!" cheer.

Pearson stated that he is fully vaccinated and did not hesitate when the time came to do his part in supporting the community's immunization efforts.



The UAPB spirit team performs their routine for Pearson as their coach, Karen Blunt, looks on supportively. (Pine Bluff Commercial/I.C. Murrell)





Joyce Campbell, a program outreach coordinator for the city of Pine Bluff, hugs Drew Pearson as Dorothy Oliver, a coordinator for the city's Advancing Health Literacy Program, looks on. (Pine Bluff Commercial/I.C. Murrell)

Hopefully people will listen and say, "Hey, if Drew Pearson can get vaccinated and still be okay, then maybe you can as well."

Drew Pearson, 2021 Pro Football Hall of Fame inductee



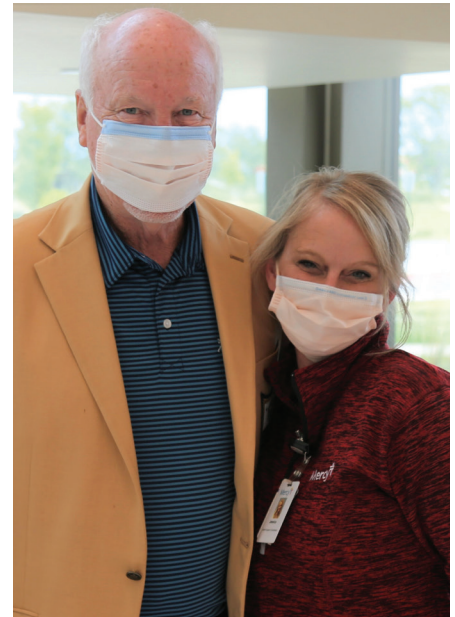


## Promoting Vaccines with Pro Football Hall of Famer Cliff Harris

In October 2021, several Arkansas health clinics, in partnership with Ambetter, hosted Pro Football Hall of Famer Cliff Harris for a vaccination campaign. Harris, who grew up in Arkansas and played as a safety for the Dallas Cowboys, helped promote the COVID-19 vaccine at the CHI St. Vincent Little Rock Diagnostic Clinic, Healthy Connections in Hot Springs, the Arkansas Minority Health Commission, and UAMS in Little Rock.

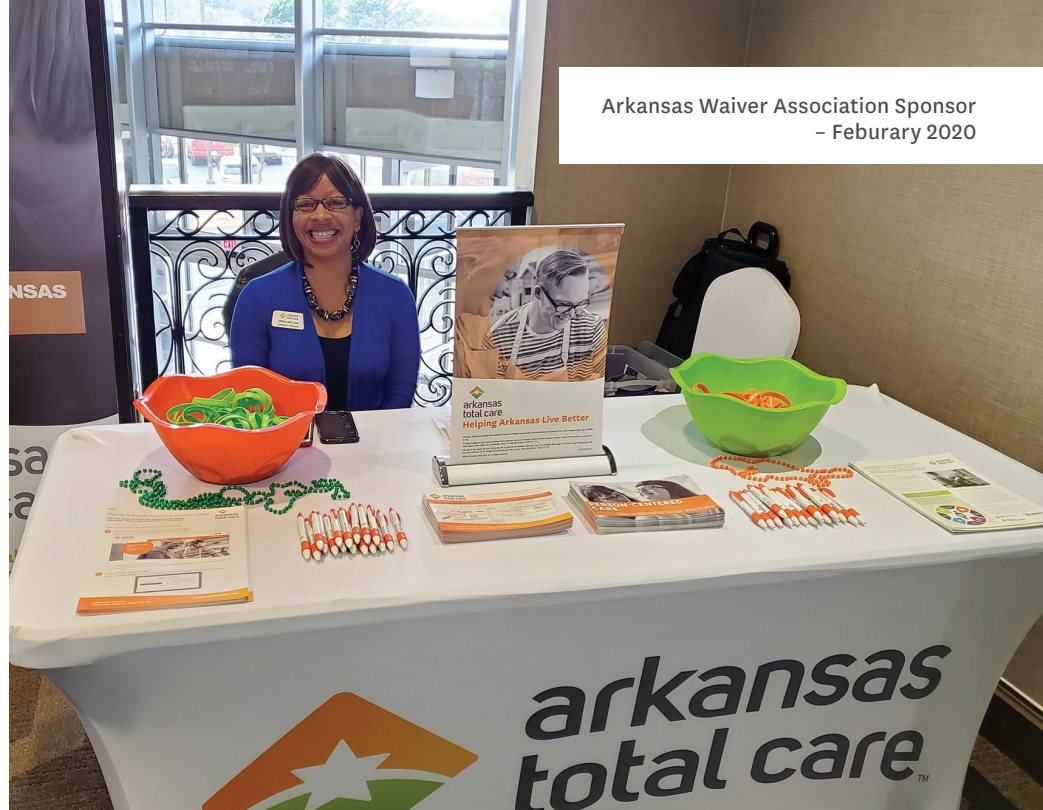
I played for the Cowboys for 10 years and just went into the Hall of Fame. When you have an opportunity to leverage that platform, people coming out and hearing and believing what you're saying, I think it's the right thing to do. I know it's the right thing to do.

**Cliff Harris, 2020 Pro Football Hall of Fame inductee**



A Fayetteville native, Harris visited Northwest Arkansas to help encourage people to get immunized against COVID-19. Harris' visit inspired Arkansans to follow his lead and get vaccinated.

Community  
Outreach Efforts  
2020-2021





# Volunteer Champion Program



## First Arkansas Gives Back Fundraiser

In 2021, Arkansas Health & Wellness and Arkansas Total Care's Outreach team created the Arkansas Gives Back fundraising initiative. Through this initiative, employees across the company were given the opportunity to donate funds to be used in supporting two local nonprofits: F.E.E.D. First USA and the Better Community Development, Inc.'s Hoover Treatment Center.



Employees across the health plan came together and donated a total of more than \$5,000 to the cause. With the health plan's pledge to match every donation up to \$5,000, we were able to raise a total of \$10,025 for our selected nonprofit organizations. Arkansas Health & Wellness was able to split the total and donate just over \$5,000 each to F.E.E.D. First and the Hoover Treatment Center.

F.E.E.D. First USA is a nonprofit organization based in Central Arkansas. With a mission aimed at eliminating child hunger one meal at a time, F.E.E.D. First provides enrichment, education, and food to those who need it most. Our donation helped provided F.E.E.D. First with much-needed support to continue its meaningful work within the community.

The Hoover Treatment Center is a key part of Better Community Development's mission to provide outpatient and residential care to those with substance abuse problems. Our 2021 donation helped ensure that the Hoover Treatment Center could continue providing the important resources and care its patients need.

This is the most successful company-wide fundraising effort to date, and we are grateful to all who participated in helping Arkansas live better.

## Volunteerism

During a time when people had limited contact with each other, our employees still found time and ways to help Arkansas live better! By participating in fundraisers, drive-through lunches, back-to-school programs, and so much more, we as a company have continued to support and give back to our community in a helpful and meaningful way.



April 2021: Julio Diaz and Carl Herigner, Care Coordinators at Arkansas Total Care, volunteered at Special Olympics in Jonesboro! They managed the bocce ball courts which involved taking score, making sure everyone was socially distanced, handing out medals, and, most importantly, cheering for the athletes. The pair has been volunteering with Special Olympics for several years, and they have built relationships with many of the athletes. They say making sure athletes have fun and feel encouraged is the most important aspect of volunteering with this organization.

## Second Arkansas Gives Back Fundraiser

Later in 2021, Arkansas Health & Wellness and Arkansas Total Care held a second fundraising effort for Arkansas Gives Back. This round of fundraising benefitted two important organizations: Big Brothers Big Sisters of America and the National Alliance on Mental Illness (NAMI). The generous employees of our company donated a total of \$810 for the cause, which we matched dollar for dollar.

Big Brothers Big Sisters is an organization dedicated to helping children realize their potential and build better futures. They accomplish this goal by pairing adult volunteers (“Bigs”) with children and young adults (“Littles”) across the country. Cultivating positive relationships between these groups helps create a lasting impact on the lives of our nation’s youth. We were happy to be able to donate \$810 to the Arkansas division of Big Brothers Big Sisters.

NAMI Arkansas operates as a statewide nonprofit organization to create a network of local groups that provide support, education, and advocacy for Arkansans living with mental illness. Approximately 5% of Arkansans have a serious mental illness, and our \$810 donation helped our local NAMI organization create more opportunities for those Arkansans to receive the resources and support they need.





# Centene United Way Campaign

Every year, Centene health plans around the country fundraise to support United Way. United Way improves communities by connecting caring individuals to amplify their fundraising power and problem-solving skills. Their efforts improve the health, education, and financial stability of those in the regions they serve, making more equitable communities for all. Their 2.8 million volunteers are involved in tutoring programs, beautification projects, and programs that help the displaced and homeless. Their extensive network of 9.8 million donors contribute to these efforts – and 68.8% of all funds are used for their core focus projects – to improve education, income, and health. When we work together with United Way, our fundraising and volunteer efforts are magnified, leaving a lasting impact on the communities we serve.



**\$25,532**

**Total Donation  
2020**

**\$23,171**

**Total Donation  
2021**





# About Us

# Company Overview

## About Arkansas Health & Wellness, Arkansas Total Care and QualChoice

Founded in 2014, Arkansas Health & Wellness and Arkansas Total Care are managed care companies that operate in the Medicare, Medicaid, and Marketplace spaces. Joining the Centene family of companies in 2019, QualChoice Health Insurance was founded in 1994 and works with employers, brokers, and individuals to provide insurance solutions.

Committed to Helping Arkansas Live Better, Arkansas Health & Wellness and Arkansas Total Care support active local community involvement in all 75 Arkansas counties, with more than 700 employees statewide. Arkansas Health & Wellness, Arkansas Total Care, and QualChoice Health Insurance are wholly and partially owned subsidiaries (respectively) of Centene Corporation, a leading multi-national healthcare enterprise offering both core Medicaid, Medicare, and specialty services. More information on Arkansas Health & Wellness, Arkansas Total Care, and QualChoice Health Insurance can be found at [ARHealthWellness.com](http://ARHealthWellness.com), [ArkansasTotalCare.com](http://ArkansasTotalCare.com), and [QualChoice.com](http://QualChoice.com), respectively.



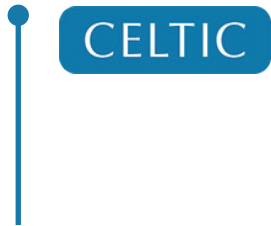
## About Centene Corporation

Centene Corporation, a Fortune 25 company, is a leading healthcare enterprise committed to helping people live healthier lives. The Company takes a local approach – with local brands and local teams – to provide fully integrated, high-quality, and cost-effective services to government sponsored and commercial healthcare programs, focusing on under-insured and uninsured individuals. Centene offers affordable and high-quality products to nearly 1 in 15 individuals across the nation, including Medicaid and Medicare members (including Medicare Prescription Drug Plans) as well as individuals and families served by the Health Insurance Marketplace, the TRICARE program, and individuals in correctional facilities. The Company also provides a variety of specialty services focused on treating the whole person. Centene focuses on long-term growth and the development of its people, systems, and capabilities so that it can better serve its members, providers, local communities, and government partners.

**CENTENE**<sup>®</sup>  
*Corporation*

# Our History in Arkansas

Celtic Insurance Company Founded.



NovaSys Health Formation. Providing third-party administration services for companies including Arkansas State Employees, Arkansas Public School employees, and the AR Health Networks program.



1949

1987

1996

2010

Celtic Insurance Company begins doing business in Arkansas.



NovaSys Health acquired by Centene.

Centene's first health plan in Arkansas is formed, offering Ambetter on the Health Insurance Marketplace and, as a plan for the medicaid expansion program, Arkansas Works.



Arkansas Total Care, a Provider-Led Arkansas Shared Services Organization (PASSE), is formed to serve individuals with IDD/BH needs.



QualChoice L&H and QCA Health Plan acquired by Centene.



2014

2017

2018

2019

2020



Ambetter product is launched by Centene as an offering on the Health Insurance Marketplace in several states including Arkansas.

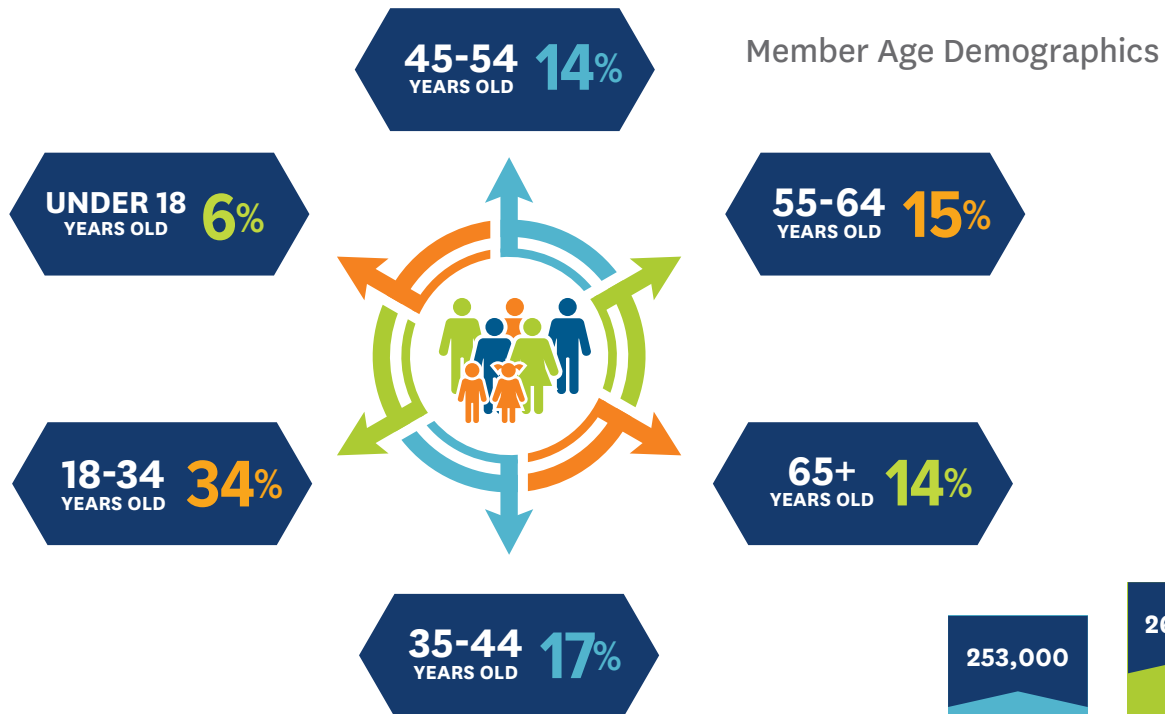


Allwell, a Medicare Advantage product, is offered in Arkansas in 7 counties, currently in 45 counties.



Wellcare acquired by Centene. Wellcare by Allwell and Wellcare Medicare Advantage products offered in Arkansas.

# Population & Demographics





**600+**

employees in the  
state of Arkansas



**91%**

Customer Service  
Satisfaction from  
the year of 2021



**85%**

Health Care Quality  
Satisfaction from  
the year of 2021





## Partner Hospital

Arkansas Childrens Hospital (AR)  
Arkansas Childrens Northwest  
Arkansas Heart Hospital  
Arkansas Methodist Hospital  
Arkansas Surgical Hospital  
Ashley County Medical Center  
Baptist Health Fort Smith  
Baptist Health Medical Center  
Baptist Health Medical Center – Arkadelphia  
Baptist Health Medical Center – Heber Springs  
Baptist Health Medical Center – Little Rock  
Baptist Health Medical Center – North Little Rock  
Baptist Health Medical Center – Stuttgart  
Baptist Health Medical Center Conway  
Baptist Health Van Buren  
Baxter Regional Medical Center AR  
Bradley County Medical Center  
Chambers Memorial Hospital  
CHI St.Vincent Hospital Hot Springs  
CHI St.Vincent Infirmary  
CHI St.Vincent Morrilton  
CHI St.Vincent North  
Chicot Memorial Medical Center  
Choctaw Nation Health Care Physicians  
Christus St Michael Health System.  
Conway Behavioral Health  
Conway Regional Medical Center  
Crossridge Community Hospital  
Dallas County Medical Center  
Dardanelle Hospital  
Dardanelle Hospital Yell County  
De Queen Medical Center

**13,209**  
PROVIDERS

**98**  
HOSPITALS

Delta Memorial Hospital  
DeWitt Hospital and Nursing Home  
Drew Memorial Hospital  
Eureka Springs Hospital  
Eureka Springs Hospital Commission  
Executive Surgery Center of Little Rock, LLC  
Five Rivers Medical Center Inc.  
Forrest City Medical Center  
Freedom Behavioral Hospital Of Central  
Arkansas LLC  
Freeway Surgery Center  
Fulton County Hospital  
Great River Medical Center  
Harris Hospital  
Helena Regional Medical Center  
Howard Memorial Hospital  
Izard County Medical Center  
Jefferson Regional Medical Center  
Johnson Regional Medical Center  
Lawrence Memorial Hospital  
Leo N Levi Memorial Hospital Association  
Little River Memorial Hospital  
Magnolia Regional Medical Center  
McGehee Hospital  
Medical Center Of South Arkansas  
Mena Regional Health System  
Mercy Hospital - Ozark  
Mercy Hospital - Paris  
Mercy Hospital Berryville  
Mercy Hospital Booneville  
Mercy Hospital Fort Smith  
Mercy Hospital Northwest Arkansas  
Mercy Hospital Waldron  
National Park Medical Center

North Arkansas Regional Medical Center  
North Metro Medical Center  
Northeast Arkansas Baptist Memorial Hospital  
Northwest Medical Center  
Ouachita County Medical Center  
Ozark Health Medical Center  
Ozarks Community Hospital of Gravette  
Piggott Community Hospital  
Pinnacle Pointe Hospital  
Rivendell Behavioral Health Services of Arkansas  
Riverview Behavioral Health  
Saline Memorial Hospital  
Siloam Springs Regional Hospital  
SMC Regional Medical Center  
Sparks Regional Medical Center  
Springwoods Behavioral Health Hospital  
Springwoods Behavioral Health Services  
St Bernards Hospital Inc  
St Marys Regional Medical Center...  
St. Anthonys Hospital  
St. Bernards Behavioral Health Unit  
St. Bernards Medical Center  
Stone County Medical Center  
The Bridgeway  
Unity Health Harris Medical Center  
University of Arkansas for Medical Sciences  
Valley Behavioral Health  
Vantage Point of Northwest Arkansas  
Wadley Regional Medical Center at Hope  
Wadley Regional Medical Center Texarkana  
White County Medical Center  
White River Medical Center  
Willow Creek Womens Hospital



[ARHealthWellness.com](http://ARHealthWellness.com) | [ArkansasTotalCare.com](http://ArkansasTotalCare.com) | [QualChoice.com](http://QualChoice.com)

**2020/2021  
COMMUNITY  
IMPACT  
REPORT**



**arkansas  
health & wellness.**



**arkansas  
total care.**

**QualChoice<sup>®</sup>**  
HEALTH INSURANCE