



Together We Are
Empowering Our Communities
2023 Community Impact Report



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A Message

from Eric Schmacker, Plan President and CEO

As I sit down to write this message, I am reminded of the challenging times we have navigated together. The past few years have been characterized by uncertainty, pain, and struggle, with the pandemic and economic pressures weighing heavily on all of us, especially our valued Members. They have faced more than just health concerns; the need to nourish their families, maintain their homes, and cope with the demands of daily life has added to their burdens.

These challenges have been intensified by today's stressors and social determinants of health, highlighting the necessity of a holistic approach to wellness more than ever. In response, we developed the Community Investment Program, a testament to the cooperation, resilience, and spirit that define our community.

I firmly believe in the transformative power of unity, and this program embodies that conviction. Our aim has always been to support Community-Based Organizations that provide essential resources to our Members and those in need. We thrive because of these partnerships and our shared commitment to transforming the health of the community, one person at a time.

It is with immense pleasure and pride that I announce the awardees and celebrate their remarkable achievements in 2023. Their efforts have brought hope and sparked meaningful change for many of our Members and individuals across our state.

Thank you for standing with us—then, now, and in the future.



OUR MEMBERS ARE AT THE CENTER OF ALL WE DO!



On A Mission

Niki King, Vice President, Community Solutions

As the Vice President of Community Solutions, it fills my heart with immense pride to introduce to you our inaugural Community Impact Report. Let me first express my deepest gratitude to each and every one of our applicants and awardees for trusting and embarking on this journey with us.

The Community Investment Program represents the heart and spirit of SilverSummit, anchoring our unwavering commitment to ensuring our Members have access to whole-person care.

Our investment approach stands as a testament to our belief that SilverSummit Members deserve the best. Whether it's addressing food insecurity, providing housing support, or increasing access to care, we strive to invest in programs that deploy evidence-based interventions that have proven to be effective and result in positive outcomes.

So, I invite you to dive into this report, understand the work we are doing, and feel the impact. On the corresponding page, we illustrate that addressing our Members' whole person needs does in fact lead to better health outcomes. We use data as our North Star and correlate our giving strategies with those community resources that will ultimately improve and enhance our Member's lives.

Here's to another year of making a difference—together.

Health-Related Social Needs (HRSN) are non-medical, economic, and environmental conditions that both directly and indirectly impact one's health. Studies indicate that services received outside of the provider's office, like housing, can contribute to improved health outcomes. Our internal data validates those findings.



Housing Support

Members who engaged in our Housing Program were more likely to have seen their primary care provider.*



Workforce Development

Members who engaged in our Workforce Development Program were less likely to go to the ER for non-emergent issues.

Areas of Opportunity



Justice-Involved

This population has a 14.4% higher incidence of substance use disorder than our Workforce Development population and 2.67% higher than our Housing Program population.



Members who engaged in our Justice-Involved Programs tend to go to the ER more often while less frequently visiting their Primary Care Provider.*

*Compared against demographically similar SilverSummit Members who DID NOT engage in services.



SilverSummit Healthplan's Community Investment Program Empowers Nevada's Non-Profit Organizations to Enhance Local Communities

SilverSummit Healthplan (SSHP), a subsidiary of Centene Corporation, goes beyond traditional Medicaid insurance.

Since 2017, we've been dedicated to serving the people of Nevada, focusing not just on health coverage but also on our Members' well-being. Our Community Investment Program reflects our commitment to addressing societal challenges by investing in local communities to promote health care and innovation. This initiative enhances access to education, healthcare, and housing while creating job opportunities and supporting Nevada's non-profits.

At SilverSummit, we're not just investing in healthcare; we're investing in future generations.



Eric Schmacker



Andre Cisne



Dr. Steven Evans

Eric Schmacker, Plan President and CEO

Andre Cisne, Plan Chief Financial Officer

Steven Evans, MD, Chief Medical Officer



Nicole M. King



Nicole Figles



Sarah E. Fox

Nicole M. King, Vice President, Community Solutions

Nicole Figles, Vice President, Population Health

Sarah E. Fox, Vice President, Network Development



Shirish S. Limaye



Jennifer Tonges



Keri Kelley

Shirish S. Limaye, Vice President, Operations

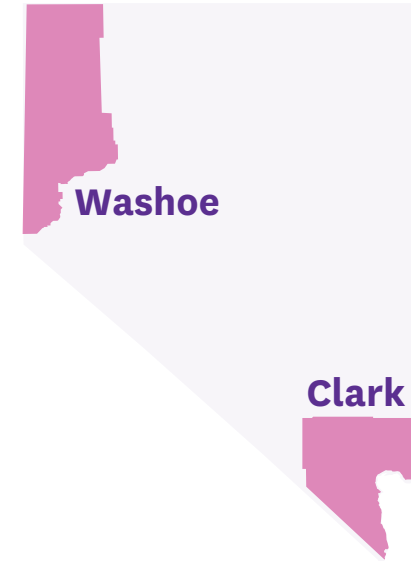
Jennifer Tonges, Vice President, Quality Improvements

Keri Kelley, Senior Director, Compliance

Together We Are

STRENGTHENING COMMUNITIES THROUGH TARGETED, FOCUSED INVESTMENTS

Funded
32
Organizations



\$9,305,629
— SilverSummit 2023 Community Investment —





Housing Support Services

Life Changes	\$ 854,200
Puentes	\$ 150,000
RISE Homes	\$ 220,192
The Salvation Army	\$ 130,000
Total	\$ 1,354,392



Justice-Involved Community Reentry Services

Freedom House	\$ 200,000
Karma Box	\$ 200,000
Life Changes	\$ 150,000
Step 1	\$ 73,987
WestCare	\$ 100,000
Total	\$ 723,987



Maternal Child Health Services

Baby's Bounty	\$ 500,000
Comagine Health	\$ 327,000
Community Health Alliance	\$ 150,000
Count the Kicks	\$ 75,000
Total	\$ 1,052,000



Youth Recreation and Prevention of At-Risk Behavior Services

Communities in Schools	\$ 100,000
Donna Street	\$ 182,602
Hope Means Nevada	\$ 1,510,000
Total	\$ 1,792,602



Nutrition Education and Reducing Food Insecurity Services

Catholic Charities	\$ 600,000
Community Health Alliance	\$ 150,000
The Just One Project	\$ 1,124,250
Total	\$ 1,874,250



Increase Access to Healthcare Services

Cure 4 The Kids	\$ 100,000
Nevada Health Centers	\$ 500,000
Northern Nevada Food Bank	\$ 50,000
Northern Nevada HOPES	\$ 200,000
Puentes	\$ 50,000
REACH Community Health Center	\$ 500,000
Southern Nevada Infectious Disease Society	\$ 100,000
UNLV Medical Clinic	\$ 150,000
Total	\$ 1,650,000



Workforce Development Services

Boys & Girls Club	\$ 132,428
Nevada Women's Fund	\$ 100,000
Total	\$ 232,428



Access and Utilization of Preventative Care Services

Hope Christian Health Center	\$ 100,000
Immunize Nevada	\$ 110,000
Pinnacle Medical Group	\$ 100,000
Nevada Primary Care Association	\$ 208,170
Project ECHO/UNR	\$ 107,800
Total	\$ 625,970



DRIVING MEMBERS HEALTH IMPROVEMENT THROUGH INNOVATION



Dr. Steven Evans,
Chief Medical Officer

“ At the heart of driving improvement in healthcare is the courage to innovate. Through projects like Project Guardian and Project Accelerate, we’re not just adapting to change, we’re creating it—pioneering new ways of delivering healthcare that saves lives and improves patient experiences. ”

Project Guardian/Project Accelerate

Two Innovative Initiatives Transforming Lives, directed by Dr. Steven Evans

Project Guardian, established by Dr. Steven Evans, Chief Medical Officer, aims to address the healthcare provider shortage by enabling remote health monitoring for individuals throughout our state. Utilizing a cloud-based system, allows healthcare providers to track patient health through technology that syncs with a dedicated app. Should an issue arise, a nurse is immediately alerted and coordinates with the patient and/or doctor to address it. This innovative approach provides patients with essential health-monitoring devices, marking a significant step towards integrating technology in healthcare to improve patient accessibility and care.



Enrollment

2,185

Patients activated the service

2,160

Patients are actively being monitored



Usage Statistics

966

Adherence tasks triggered on average, per month

360

Vital alerts are triggered per month

132

Incidents are escalated per month

122

Interventions arise out of escalations per month

Project Accelerate is a groundbreaking collaborative initiative that targets reducing Nevada's average diagnosis and treatment wait time for breast cancer treatment from 68 days to a remarkable 30 days or less. Under the leadership of Dr. Steven Evans, the program seeks to guarantee ultrasounds or mammograms within three days of identifying a potential issue. Crucial results are swiftly communicated to clinicians, ensuring patients are seen by specialists within three to five days. By prioritizing speed without sacrificing quality of care, Project Accelerate has the potential to save between five and 10 lives annually, significantly improving survival rates.

463 Total patients in Project Accelerate



67

Total biopsies conducted



23

Positive biopsies



12.9 Days

Average time from a biopsy to starting treatment

Project Accelerate achieved a 72% reduction in 'time to treatment' for women with breast cancer

*Data results are approximate due to ongoing testing and pending appointments

Project Accelerate received a phone call from a patient's son saying he was thankful that we were watching out for his mother and that we were able to get her into care faster than he could have otherwise.



ACCESS AND UTILIZATION OF PREVENTATIVE CARE SERVICES



Jennifer Tonges,
Vice President, Quality Improvement

“ Access to preventative care services is paramount. We strive to improve our Members’ health through the promotion of innovative technology and programs. Partnering with providers, we identify health issues early, leading to more effective treatments. ”



251

SilverSummit
Members Served

Development of a chronic disease management program

With SilverSummit's investment, patient compliance improved

- Oversaw a 32% increase in diabetes compliant patients (A1c<9)
- Also managed a 58% increase in hypertension compliance patients (blood pressure reading of 140/90 or less)

5,946

Community
Members
Served



Successful
Hire

Director of
Health Center
Informatics

Implementation of a population health management tool for community health centers to improve health outcomes

NVPCA deployed Community Investment funds to lead a statewide initiative focused on enhancing healthcare quality for nearly 60,000 Nevadans who encounter barriers to accessing medical services. NVPCA implemented a population health management system, allowing health centers to receive targeted patient alerts to improve care delivery and health outcomes.



55 medical professionals across seven unique sessions, totaling attendance of 187

Project ECHO Nevada is a provider-centric telehealth platform designed to share knowledge while addressing emerging, chronic, and complex conditions

- SilverSummit funded the first statewide Gender Affirming Care Program of physicians training physicians to serve this unique and underserved population



Maternal Child Health Services



Nicole Figles,
Vice President, Population Health

“ Our professional care coordination and case management teams strive to provide complete support to our pregnant Members and their families. This demonstrates our commitment to enhancing Maternal and Child Health Services. ”



BABY'S BOUNTY®

Expansion of the Diaper Bank program to Washoe County



• 840,000 wipes distributed

6,400

Community Members Served

420k

Diapers Distributed

91%

Of parents can frequently change diapers and reduce infections

98%

Report significantly reduced stress

At Baby's Bounty, we recognize and actively address the challenges low-income families face in providing clean diapers for their babies due to the high cost of supplies. Our Diaper Bank is vital, alleviating family stress, improving childcare and health outcomes, as well as decreasing statewide medical costs. Without clean diapers, babies face a higher risk of infections and other health issues.

- Kelly Maxwell, Executive Director, Baby's Bounty



COMMUNITY HEALTH ALLIANCE

254

Children Vaccinated

Increased utilization of childhood vaccinations



- 1,996 COVID-19 vaccinations
- 11,319 Routine immunizations

2,746

Flu Vaccinations





Improving outcomes for preterm and low birth weight babies in Hispanic and Black populations

Comagine Health forged a transformative path towards improving maternal child health in Clark County by strategically deploying two community health workers with advanced technology to locate and engage hard-to-reach pregnant SilverSummit Members. Comagine Health weaves together a network of care for expectant mothers, regardless of their circumstances, to give their babies the best start.

Success Rates Among People Enrolled in Program

||||||| 91%

Had pregnancy outcome improvements

||||||| 81%

Established a medical home



Established healthcare coverage

Improving Experiences: A Member's Journey



Despite facing daunting challenges, Sarah, a resilient single mother of two, discovered life-changing support.



Battling inadequate prenatal care and a history of preterm births, Sarah overcame these hurdles with help.



She successfully navigated 13 core services, including food security, postpartum care, and essential social services.



Sarah was empowered with vital knowledge on child nutrition, stress management during pregnancy, and eviction prevention.



Today, she's on a promising path toward stable employment and reliable medical care.



Youth Recreation and Prevention of At-Risk Behavior Services



Andre Cisne,
Chief Financial Officer

“As a board member of Hope Means Nevada and CFO at SilverSummit Healthplan, my unwavering commitment is to inspire hope in Nevada’s youth. Encouraging them to lead hopeful lives and raising awareness about teen suicide is not merely a mission but a heartfelt vow.”



Integrated Student Support program to raise graduation rates and employable workforce

1,153

Students
Served



||||| 95%

of Students
graduated

||||| 99%

of Students advanced
to next grade

||||| 98%

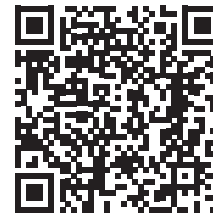
of Students met career
readiness goal

||||| 98%

of Students met college
readiness goal



saw a **30% increase**
in text support line



View campaign assets

To address the increasing teen suicides in the state of Nevada, Hope Means Nevada was awarded \$1.5 million to fund a multi-channel prevention campaign targeted to Nevada teens struggling with suicidal ideation

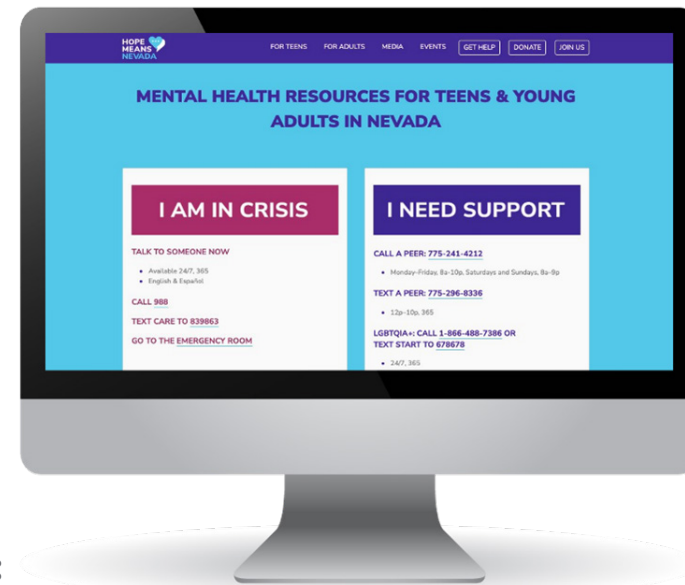
The imprint of the effort:

103%

Increase in prevalence of
Google searches around
mental health in Nevada

500k

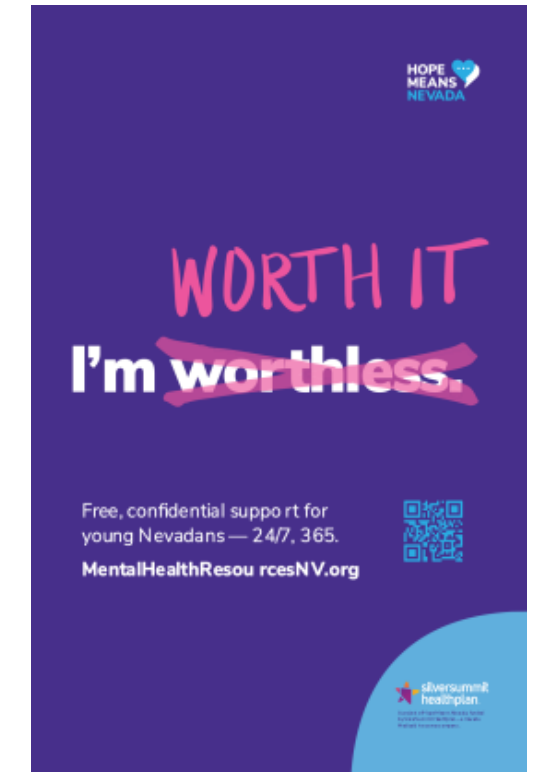
Sessions on the
resource portal



The exposure from this campaign reached far and wide:

- Over 207 million impressions were recorded
- Hope Means Nevada's website saw a surge of over 184,000 users

— 1,200+ Individuals Received Immediate Support —



From 2021 to 2022, this campaign contributed to a **13% reduction in suicide rates among individuals aged 5 to 24 years old***



Campaign reached as many males as females. Generally, males are a difficult population to engage in mental health services.

Source: Hope Means Nevada*



INCREASE ACCESS TO HEALTHCARE SERVICES



Sarah Fox,
Vice President, Network Development

At SilverSummit Healthplan, our mission extends beyond mere business - it strikes at the heart of human compassion. We challenge healthcare norms, striving to make a genuine impact, because we believe in the inherent value of every individual's health. To us, it's not just about providing care but ensuring timely and accessible care to each and every Member.



Pediatric rheumatologist recruitment

- Successfully assisted with recruitment of Dr. Saumya Joshi, Pediatric Rheumatologist



In the not so distant past, Nevada families had to journey out of state for specialized pediatric care due to the lack of a single pediatric rheumatologist. With the funding from the Community Investment Program, Cure 4 The Kids successfully recruited Dr. Joshi, Pediatric Rheumatologist. Dr. Joshi is now one of the only pediatric rheumatologists in southern Nevada.



Establish a community health center to increase access to care

- 46,606 community members served

3,500

SilverSummit Members served through Community Health Center, Mobile Clinic and Outreach locations



“Representatives from the LVMPD Hispanic Alliance were pleased to be invited to the grand opening of the new REACH clinic located in downtown Las Vegas, where they strive to provide equitable healthcare, concern, and services to underserved populations within our valley. We are grateful to all who are helping ensure a united, equitable, stronger, and more resilient Las Vegas. We are grateful for SilverSummit’s partnership.”

- Rachel Skidmore
Community Engagement Manager
Las Vegas Metropolitan Police





Enhancing community health and reducing hospital readmissions

Willow Street Health Center opened for patient care on December 12, 2023

The Willow Street Health Center, funded by the Community Investment Program, marks a major step in community health. Offering a wide range of services and a whole-person care model, it aims to support recently discharged patients and those needing primary care. By focusing on vulnerable patients, the Willow Street Center seeks to reduce hospital readmissions and promote long-term health. This expansion in northern Nevada targets issues like diabetes and chronic diseases, enhancing health outcomes and quality of life for the community.



Expanding primary care and mental health programs in northern Nevada

The clinic successfully opened in May 2024

Funding supported a new 43,000 square-foot clinic to offer adult primary care, chronic disease prevention, case management, and the expansion of Mental and Behavioral Health programs.

- The new clinic will serve an additional 12,000 new patients in northern Nevada



983

SilverSummit
Members served
by HOPES in 2023



JUSTICE-INVOLVED COMMUNITY REENTRY SERVICES



Nicole King,
Vice President, Community Solutions

“As the Vice President of Community Solutions, I am deeply moved by my team’s unwavering commitment to serving those involved with the justice system. Our mission centers on offering our Members a chance to step up, begin anew, and reignite hope.”



252

Clients Transitioned
to Stable Housing



Reducing recidivism among our Justice-Involved Members

- 413 clients participated in the Freedom House Program

61%

of Members successfully
completed the program



WestCare

WestCare has observed favorable outcomes for our clients and programs through our participation in the SSHP Community Investment Program. By virtue of the accessibility and integration of the SSHP personnel—administration, management, and case managers—our organization was granted prompt access to a multitude of supplementary resources and benefits tailored to the specific requirements of each client.

Residential treatment and transitional services

- Achieving a 78% success rate for being substance-free for 30 days with a 100% recidivism reduction rate
- 78% connected to Primary Care Providers

78%

stability rate for
living situations



Transitioning justice-involved individuals back into society



Life Changes successfully acquired the Healing Home through funds from the Community Investment Program. The Healing Home offers a safe and supportive environment, helping Members reintegrate into society.

- Members can embrace a new beginning with Life Changes' Healing Home, a sanctuary for justice-involved men transitioning from incarceration to their communities
- The Healing Home reentry team consists of community health workers, peer recovery support specialists, and the SilverSummit Care Team
- Additionally, primary care and mental health services are available as needed



The program offers treatment, support, and goal-setting to help residents reintegrate successfully



94

Program Enrollees

Supporting those with substance misuse issues to achieve a drug-free life in society

Step 1 is a transformative program offering a safe and supportive living environment for previously incarcerated adult males. Through connection-building, goal-oriented therapy, and community involvement, Step 1 focuses on substance misuse rehabilitation and reintegration into society.

88%

Remained in counseling

85%

Secured full-time employment





Empowering recovery through fitness and nutrition

Karma Box is a comprehensive program designed to support individuals battling substance use disorders (SUD). This peer-led intervention leverages evidence-based physical and nutritional education to help participants with their recovery journey.

The program is structured around four key modules:



Recreation enhances well-being



Exercise plans to promote physical health



Wellness and nutritional knowledge



Volunteering to promote personal growth

G.R.I.T. Program (Grow, Refine, Integrate, and Thrive)





HOUSING SUPPORT SERVICES



Nicole King,
Vice President, Community Solutions

At the core of our efforts is a profound belief in the power of shared humanity. We aren't merely offering shelter; we are creating sanctuaries of hope, restoring dignity, and nurturing untapped potential. Our goal is to provide stability and security to those vital Members of our society who are often overshadowed by homelessness and housing insecurity.



63%

of Members used
healthcare benefits



Offered housing assistance and case management

75%

of Members retained
stable housing

59%

of Members gained
employment



56%

Achieved permanent
housing



Transitional housing services
for aged-out foster youths

- Provided housing for 41 youths and food accessibility through SNAP and The Just One Project

95%



young adult program
participants maintained
employment

R.I.S.E. Homes

“Thank you so much. If it weren’t for your help, my family would be on the street. There is no help out there. Y’all are heaven sent.”

- Natasha T. (Rental Assistance Recipient)



37

SilverSummit
Members Served

The Salvation Army

The SilverSummit Community investment program contributed to The Salvation Army's programming by providing crucial funding, allowing Members struggling with homelessness, mental health, and addiction a safe, secure place to call home. As they get back on their feet, help with employment, documents, and case management services are provided.

Offers Members housing assistance and case management



- 50% received job assistance
- 49% received mental health services

75%

Obtained
employment

30%

Took over
rental payments



Spike was one of the pioneering SilverSummit Members to successfully complete The Salvation Army's Vocational Program at Owens Campus.



“Feeling grateful for SilverSummit Healthplan. After a scary accident, they were like family. My case manager and Kevin supported my healing and sobriety journey. Great healthcare, caring people, real dedication. Thank you, SilverSummit Healthplan.”

-Edward



Nutrition Education and Reducing Food Insecurity Services



Keri Kelley,
Senior Director, Compliance

“ At SilverSummit Healthplan, we believe in putting compassion into action. We recognize the profound impact that unmet basic needs, such as food insecurity, have on the health and well-being of society’s most vulnerable. Therefore, we are actively dedicating our resources to address this issue. To us, serving our Members means addressing their needs with empathy and resilience. ”





Addressing food insecurity among our Members

- The Just One Project – at two SilverSummit no-cost Farmers Markets



240
Households
Served



8,676 Pounds of food
distributed

COMMUNITY HEALTH ALLIANCE



3,500

*Community Health Alliance provided more than
3,500 prescription food provisions*



Secured a passenger
minivan to support
service delivery
and outreach



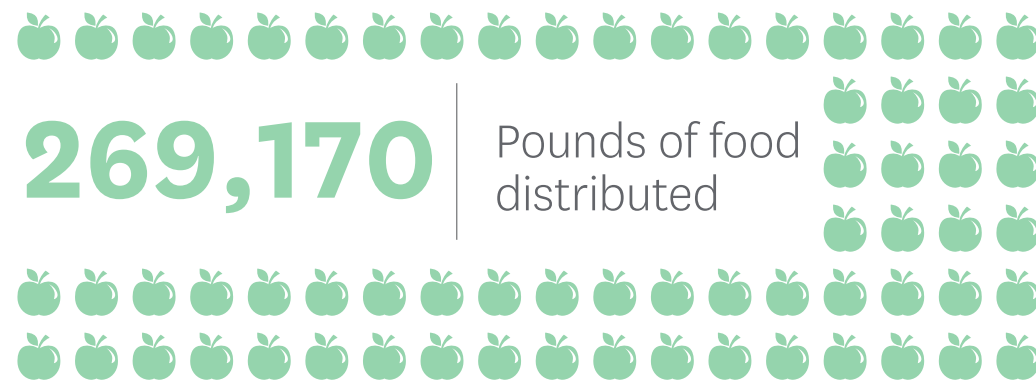


600+

Families served per month

Providing dignity and choice in food assistance

Client Choice Pantry is an innovative approach to food assistance, empowering clients to select their own groceries. It offers a variety of meats, dairy, fresh produce, non-perishable items, and culturally specific food options. By uplifting spirits and honoring the dignity of every client in need, the Client Choice Pantry makes a meaningful impact.



SilverSummit Van Usage



Food deliveries per month to senior families

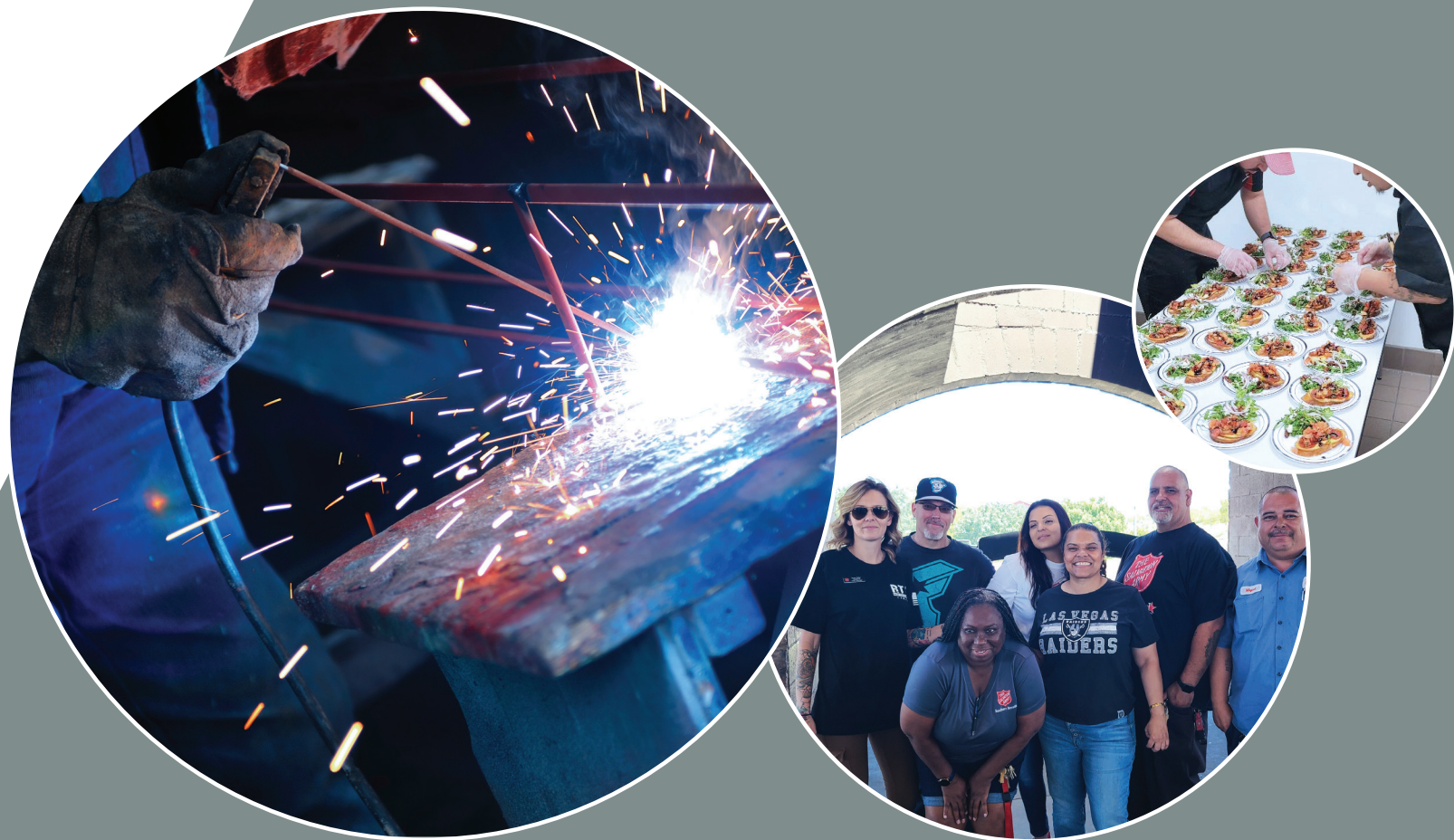


- 15+ Social service deliveries
- 25+ Diaper deliveries per month
- Transport of the Elevating Families Team to various locations throughout the month



“Without the support of SilverSummit, we would not have been able to open our Neighborhood Center and Client Choice Pantry in central Reno. Thanks to their generosity, our neighbors in need in that area have access to fresh fruit, vegetables, meats, dairy products, and more on a monthly basis. Our client choice pantry model offers everyone who comes through our doors the opportunity to select foods that they find most appealing, increasing the value of the experience by making it more approachable and dignified.”

- Marie Baxter, CEO, Catholic Charities of Northern Nevada



Workforce Development Services



Eric Schmacker,
Plan President and CEO

“At SilverSummit Healthplan, we believe in empowering lives. We don’t just provide health coverage, we create bridges to opportunities. We connect Members with valuable community resources, and nurture the development of skills for meaningful employment. This isn’t just healthcare—it’s life care.”



20

SilverSummit Members awarded an average scholarship of \$5,000 each

Dedicated to educating the women of northern Nevada



"Because of this scholarship for the first time in my life, I haven't had to stress over where I'm going to live or how I'm going to feed myself."

- Recent Scholarship Recipient

Two former SilverSummit scholarship recipients have successfully earned their degrees in healthcare as a result of the scholarship award.



BOYS & GIRLS CLUB



75%

of 12th grade Members applied for post-secondary education



To improve academic success and the opportunity for employability

- Established a dedicated Career Developer position within the Clubhouse Operations Team



563

Teens served ages 13-18

75%

of 11th and 12th grade Members participated in money management program



SilverSummit Member Engagement



Shirish Limaye,
Vice President, Operations

“

At SilverSummit, we don't just provide a health plan, we create a community of care, connection, and support. Because health is about more than just medication, it's about meaningful connection every day.

”

COMMUNITY AND OUTREACH EVENTS



MEMBER ENGAGEMENT AND CONNECTIONS





Program Information from Other 2023 Community Investment Recipients



Funding supported the community performing arts program, the HHEP Academy. The goal is to prevent youth from entering or having further involvement in the justice system through performing arts.



Funding supported an Infectious Disease Fellowship Training Program to address the nationwide shortage of infectious disease physicians.



The Children's Cabinet provided rental assistance and supportive services to SilverSummit families, ensuring they remained housed.



The funding supported a subscription and the implementation of Stanson Health Software. To improve the quality of care for all Members. The software will link with their practice management system and alert providers during patient care of services relevant to quality and HCC coding.



The funding supported a dedicated Community Health Worker to reach out to Members to close HEDIS gaps and increase doctor visits.

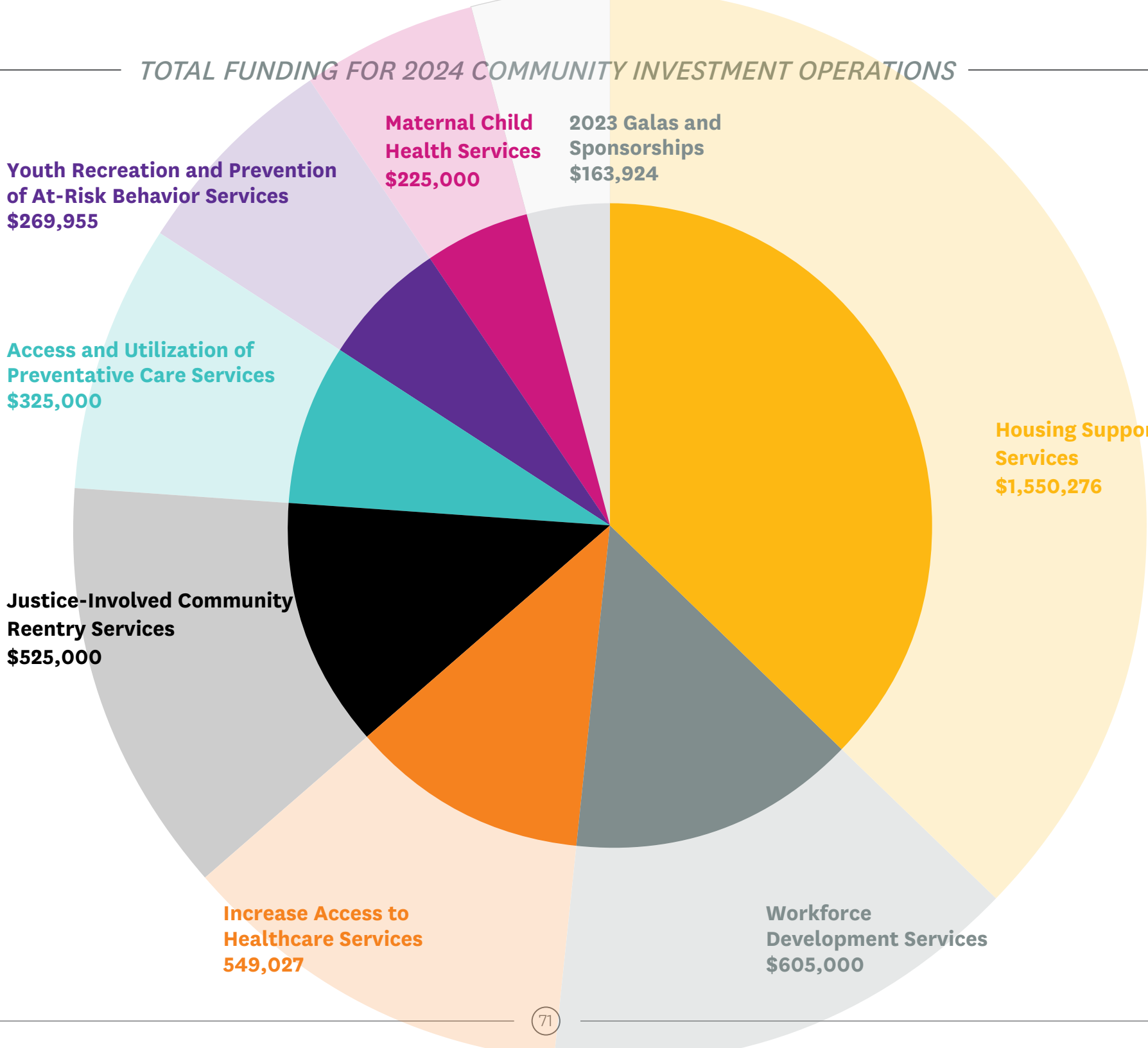


The funding was designated to develop a series of carefully curated DEIA+ trainings. Immunize Nevada invites healthcare professionals, community members, and coalition members to participate in these sessions. The initiative aims to assist vulnerable populations in navigating the complex healthcare system by focusing on eliminating barriers caused by cultural incompetence.

\$4,163,182

The 2024 Community Impact Report, outlining the results of these investments, will be published in the first quarter of 2025. This report will showcase how the organizations served our Members, and the communities across the state of Nevada.

TOTAL FUNDING FOR 2024 COMMUNITY INVESTMENT OPERATIONS





SilverSummit Healthplan extends heartfelt gratitude towards its dedicated Staff, compassionate Providers, and the unwavering Community-Based Organizations who relentlessly work to serve our Members. Your efforts have not only made a difference, but have left an indelible impact on the community we serve. We look forward to continuing the journey of health and wellbeing.

TOGETHER WE ARE creating a healthier tomorrow, one Member at a time.



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