



oklahoma
complete health

2024- 2025

Impacting Oklahoma

Community Investment Report

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Message from our CEO

Last April, Oklahoma Complete Health began serving Oklahomans as part of the SoonerSelect health plans. We are Oklahomans serving Oklahomans. We invest in and support Oklahomans where they live and serve people and communities across the state's 77 counties.

Oklahoma Complete Health provides a wide range of health care coverage through SoonerSelect, Children's Specialty Program, Ambetter of Oklahoma and Wellcare Oklahoma. Additionally, we are the sole provider for the Children's Specialty Program for children and youth in foster care and juvenile justice custody.

Providing high quality care is possible because our 400 plus employees who work hard each day to put the needs of our members first.

Here at Oklahoma Complete Health, we partner with more than 26,000 providers and 238 hospitals to ensure our members receive the care and support they need.

The health of our members often depends on what happens outside of a doctor's office, so we partner with hundreds of community-based organizations.

For example, in 2024, we were able to:



Provide \$147,000+ in grants and sponsorships to organizations across the state



Participate in more than 320 events across the state



Volunteer more than 383 hours to support Oklahomans

Being part of the Oklahoma community is a priority. We know that it takes a collaborative approach – between our organization, employees, providers and community partners – **to truly transform the health of Oklahoma communities, one person at a time.**



Oklahoma Complete Health
President and CEO, Clay Franklin

2024 AT A GLANCE

320+

Events + Presentations

\$147K+

Sponsorship + Grants

320K+

Total Members

426

Total Employees

77

Counties Impacted

Our Mission

Transforming
the health of the
communities we
serve, one
person at a
time.



Supporting Oklahoma Communities

Children's Specialty Program

The Children's Specialty Program is customized to improve the physical health and behavioral health outcomes of foster care and adoptive populations.

The program is designed for:

- Children in foster care
- Young adults (18-26) who aged out of foster care
- Juvenile justice-involved children
- Children and families receiving adoption assistance
- Eligible American Indian/Alaskan Native members



"Foster families tend to immediately feel alone once they start becoming overwhelmed with the long list of expectations needed to take care of our most vulnerable children. We are appreciative of Oklahoma Complete Health for being such a valuable partner as we prioritize the support needed to empower foster families across our state."

Sarah Herrian

Executive Director of Foster Care Association of Oklahoma.



Supporting Oklahoma Communities

Funding for Foster Care

Oklahoma Complete Health made a \$75,000 investment in the recruitment, training, and retention of foster and adoptive families. This funding allows the Foster Care Association of Oklahoma (FCAO) to continue to grow the Foster Parent Mentoring Program.

Since 2021, Oklahoma Complete Health has donated **\$150,000** to launch the Foster Parent Mentoring Program. The program was created to meet the needs of the foster families just starting out.

Since its creation, the program has served **200 foster families**.

The additional funding from Oklahoma Complete Health will continue to provide support and resources to foster parents starting their journey within the 12-month mentor program.

Oklahoma Complete Health also provided funding to bring **four foster children dreams** come true as part of the organization's Dream Big program.



Back to School

Oklahoma Complete Health wanted to help **foster families all over the state**. The organization was excited to support the event by giving out backpacks to hundreds of students. The event helped make sure the students were ready for school.

The backpacks were handed out at two events. Events were held in **Tulsa and Oklahoma City**. At these events, students got school supplies and some encouraging words. Everyone was excited about going back to school.

The First Lady and many other organizations helped make these two events possible. These events really make a difference for across the state.



Supporting Oklahoma Communities



Christmas Gifts: Oklahoma Complete Health presented Anna's House Foundation, a nonprofit faith-based foster care organization in Edmond with a check for \$5,000 for Christmas gifts for children in foster care.



Healthy Families: Oklahoma Complete Health donated \$3,000 to Latino Community Development Agency in support of a variety of programs including The Healthy Families Program, Prediabetes & Diabetes Program, Health Fairs and more.

A Culture of Giving Back



One important aspect of what makes Oklahoma Complete Health's impact so special is that our employees – more than 400 employees, dedicated individuals – live and work in the communities we serve.

That means each of us share a commitment to helping our neighbors and are proud to support our mission in an effort to positively impact the health and wellness of everyone in our state.

To date, volunteers helped pack more than **28,000 meals** to be donated to Oklahoma families.



Transforming the Health of our Communities

Community Outreach

"Oklahoma Complete Health was great. They really stepped up to help me. And now, I have resources I'd been needing for a long time."

Antonio S.
Member



"They went above and beyond to make sure we were able to see a doctor and get our medications the by the next day. I'm really impressed."

Deborah C.
Member



"This plan is exactly what it says - complete health. They offer so many services outside of just going to your primary care physician. there so many different things that come along with this besides insurance. It's so much more than that."

Kayrine J.
Member



"This is the best health care I've had in my life. I call on the phone, someone answers me and then they help me. Oklahoma Complete Health is the best choice. "

Cindy M.
Member



Transforming the Health of our Communities

Oklahoma Complete Health completed more than **11,651** referrals for members' Social Drivers of Health needs and connected them with resources



Oklahoma Complete Health identified a member's high-risk needs through the health screening assessment. The Oklahoma Complete Health Case Manager swiftly scheduled appointments, refilled medications, arranged urgent tests, and addressed food insecurities by activating the FoodRX benefit. The member, amazed and pleased, said, "my insurance that helps with that—really?"



Oklahoma Complete Health recently provided a member with the YMCA membership benefit after learning she loves swimming but had never been to a YMCA. As a foster care child, this member has experienced many transitions but has maintained the principal's honor roll. The Oklahoma Complete Health Care Manager coordinated with the YMCA and the child's caregiver to surprise and celebrate her accomplishments.



An Oklahoma Complete Health member who has chronic health issues and was recovering from an injury was without food and had lost hope. The Care Manager was able to identify the need and connect him with a nutritional support value-added benefit that allowed him to purchase groceries and supported him to find employment opportunities.

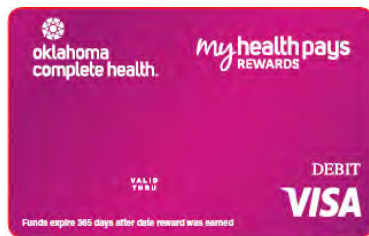


Impactful Programs + Benefits



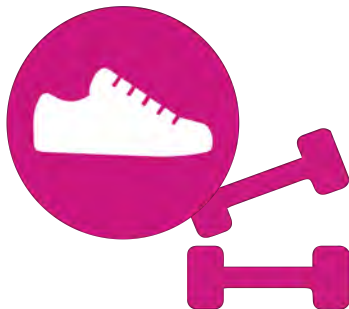
Start Smart for Your Baby

This program was created to support members from pregnancy to delivery and after their baby is born. Members can receive a breast pump, access to doulas and more through this program for pregnant and new moms. **More than 645 Oklahoma Complete Health members enrolled in the Start Smart for Your Baby program.**



My Health Pays®

Oklahoma Complete Health members earn My Health Pays rewards after completing healthy activities such as annual screenings, tests and other ways to protect your health. Members can use the My Health Pays rewards to help pay for groceries, utilities, transportation, telecommunications, childcare services, education, rent and more. **More than 151,408 Oklahoma Complete Health members have benefited from My Health Pays reward dollars totaling more than \$2.1 million dollars.**



YMCA

Oklahoma Complete Health provides adult and family memberships to local YMCAs to support physical activity and healthy lifestyles. **To date, members have utilized their free YMCA membership more than 20,684 times across the state.**

Impactful Programs + Benefits



Food Rx

Members who screen positive for food insecurity are eligible for \$100 per year in Food Rx vouchers for nutritional foods. **Last year, the plan provided over \$259,000 for Oklahomans.**



Educational Support

Oklahoma Complete Health members in grades K-12 can take advantage of in-person or virtual tutoring to eligible youth who are at risk of failing one or more core subject areas. **Students have used 8,343 hours of the tutoring benefit.**



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