



**HERE**  
FOR YOUR  
HEALTH



oklahoma  
complete health

2025- 2026

# Impacting Oklahoma

Community Investment Report

# TABLE OF CONTENTS

CEO Message	03
Making an Impact: 2025 in Review	04
Impactful Programs and Benefits	05
Member Impact	06
Building a Healthier Future for Oklahoma's Children	07
Community Impact: Statewide Initiatives	11
Supporting Oklahoma Communities	17
A Culture of Excellence	21

# Message from Clay Franklin Oklahoma Complete Health President and CEO

At Oklahoma Complete Health, our mission is simple: **to transform the health of the communities we serve, one person at a time.**

Our team partners alongside a **network of committed providers and hundreds of hospitals** to ensure our members have access to the care and resources they need to thrive.

We recognize that health extends far beyond clinical settings.

That's why we collaborate with **hundreds of Oklahoma-based organizations.**



For example, in 2025, we were able to:



Provide **\$485,000+** in **grants and sponsorships** to organizations throughout Oklahoma



Participate in more than **349 events** across the state



**Volunteer more than 1,700 hours** to support Oklahomans

Being an active partner in Oklahoma's communities is a responsibility we value deeply. We know meaningful progress happens through collaboration.

Thank you for joining us in this important work and for helping us make a difference across Oklahoma.

A handwritten signature in blue ink that reads "Clay Franklin". The signature is written in a cursive, flowing style.

# 2025 AT-A-GLANCE



Our mission is to transform the health of the communities we serve, one person at a time.



**349+** Events and Presentations

**\$485K+**

**Sponsorships and Grants**



**200K+**  
**Total**  
**Members**



**500**  
**Total**  
**Employees**



**77**  
**Counties**  
**Impacted**



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# Impactful Programs and Benefits

Every day we strive to meet the whole health needs of our members working towards our mission of transforming the health of our communities and improving health outcomes for Oklahomans.

Oklahoma Complete Health completed more than **11,376 referrals** for members' Social Drivers of Health needs and connected them with resources.



**5,503**

Members enrolled

**\$2.9M+**

My Health Pays rewards



## Nutrition Benefits

Last year, the plan provided over **\$606,000** for nutritional foods.



## Free YMCA memberships

Members used their free YMCA memberships more than **64,000** times across the state.

Education Support Provided

**5,900+ tutoring hours**



# Real Stories. Real Impact.

## Member Stories

**A mother of four adopted children shared with the Oklahoma Complete Health team how life-changing the Children’s Specialty Program has been for her family. She praised her Care Navigator and the extraordinary assistance provided during the financial challenges during the government shutdown. From meal boxes to covering karate and piano lessons, The team made sure the children didn’t miss out despite difficult circumstances. The family feels truly blessed because of Oklahoma Complete Health.**

**Oklahoma Complete Health has Care Managers who activate resources for members. Supporting a young mother transitioning from the hospital, Oklahoma Complete Health sent 14 meals to her home, provided Start Smart for Your Baby resources and \$100 for nutritional foods. This member also received the quarterly Over-the-Counter benefit for everyday needs.**



# Building a Healthier Future for Oklahoma's Children

# Children's Specialty Program



## 2025 INVESTMENT: \$75,000

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Oklahoma Complete Health continues to support programs to support foster and adoptive children and 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 supported FCAO with a total of \$300,000.



# Transforming Care. Transforming Communities.



Children in foster care often face significant health challenges such as frequent moves, disrupted medical histories, and emotional trauma. These barriers can lead to gaps in care and long-term health disparities. To address this critical need, Oklahoma Complete Health proudly launched the **Foster Care Centers of Excellence**, a statewide initiative designed to provide comprehensive, coordinated care for children in foster care.

- **OU's Fostering Hope of Tulsa** became the first clinic in Oklahoma designated as a Foster Care Center of Excellence. This milestone reflects a commitment to improving health outcomes for foster children in northeastern Oklahoma.
- Following Tulsa, the **Oklahoma Children's OU Health Fostering Hope Clinic in Oklahoma City** earned its designation as the second Foster Care Center of Excellence.

## Outcomes to create change

1. Hundreds of foster children served annually across Oklahoma
2. Improved health outcomes through proactive, coordinated care
3. Reduced emergency visits thanks to preventive services
4. Stronger partnerships with child welfare agencies and foster families

These measurable outcomes demonstrate how strategic investment can transform lives and strengthen communities.

*Together, these clinics form the foundation of a growing statewide network dedicated to serving Oklahoma's most vulnerable children.*



# A Unified Approach

## Working Together: Oklahoma Human Services

“

The Oklahoma Complete Health Children's Specialty Program team is always quick to have the resources that the foster parents need. I also love how well they have the resources that aren't asked for, but they hear a need during meetings and are able to provide what could benefit the child or family.

”

“

There is never a moment I cannot rely on the Children's Specialty Program team for assistance. The team is very prompt on my requests and questions. I would also like to point out the fantastic follow-up on any of our cases and help on fixing barriers.

”



**Our commitment to care extends beyond individual families to statewide initiatives.**

# Health Empowerment Zones

## Overview

In February 2025, Oklahoma Complete Health collaborated with the **Urban League of Greater Oklahoma City to launch a Health Empowerment Zone (HEZ) in Oklahoma County**, targeting social drivers of health (SDoH). This partnership advances community-driven strategies to enhance health outcomes across the region.

## Strategic Approach



Prenatal and postnatal care



Infant health services



Youth wellness initiatives



Expanded mental health and substance use support

## Investment and Impact

### \$ 300,000 Multi-Year Commitment

Oklahoma Complete Health commits \$100,000 annually over three years to support the Urban League's implementation and stewardship of public health principles.

### \$ 20,000 Investment

Oklahoma Complete Health provided a \$20,000 investment to engage the national Partnership for Community Health Improvement (PCHI®), with the clear vision of bringing this evidence-based model to the state.

## Looking Ahead

Oklahoma Complete Health is **investing in the development of Health Empowerment Zones in Adair and McCurtain counties**. This initiative will unite local stakeholders to address the root causes of health disparities through coordinated, community-led strategies. Projects are expected to begin in 2026.

# Investing in Maternal Health

Oklahoma ranks as one of the lowest states in maternal health outcomes, with approximately 25 maternal deaths per 100,000 live births.

## Statewide Maternal Health Strategy

In response to Oklahoma’s maternal health crisis, Oklahoma Complete Health launched a statewide strategy to improve maternal and infant outcomes. **This strategy brings together community-based organizations like Imani’s Village and the Oklahoma Birth Equity Initiative (OKBEI), along with digital partners like Health in Her Hue and Pomelo Care** to expand access, reduce disparities, and grow a diverse community-based doula workforce in areas with significant needs.



*“These partnerships are grounded in evidence-based science because research shows doulas serving in underserved areas can close maternal and infant health gaps. By investing in community-rooted training and mentorship, we’re building a sustainable workforce that reflects and supports the communities most impacted by maternal health disparities.”*

Dr. Keisia Sobers-Butler  
Vice President of Population Health

# Investing in Maternal Health



Oklahoma Complete Health launched a **\$77,000 pilot program with the Oklahoma Birth Equity Initiative** in North Tulsa and Muskogee County.

This program will create a pipeline of doulas equipped to serve high-need areas.

\$99,000  
awarded  
for maternal  
health initiatives.



Oklahoma Complete Health **awarded a \$20,000 grant to Imani's Village, Inc. to fund 15 scholarships** for individuals pursuing doula certification.

# Creating Lasting Change

## Community Partners

“

The Urban League of Greater Oklahoma City is thrilled to work with Oklahoma Complete Health to implement initiatives that will improve the quality of life and health outcomes in the state.

President and CEO of the Urban League of Greater Oklahoma City  
Dr. Valerie Thompson

”

“

We are super excited to partner with Oklahoma Complete Health as we launch the expansion of OKBEIs workforce development program in Muskogee county,”

Oklahoma Birth Equity Initiative Operations Manager  
Rebecca Chermis

”

# Produce Prescription Program



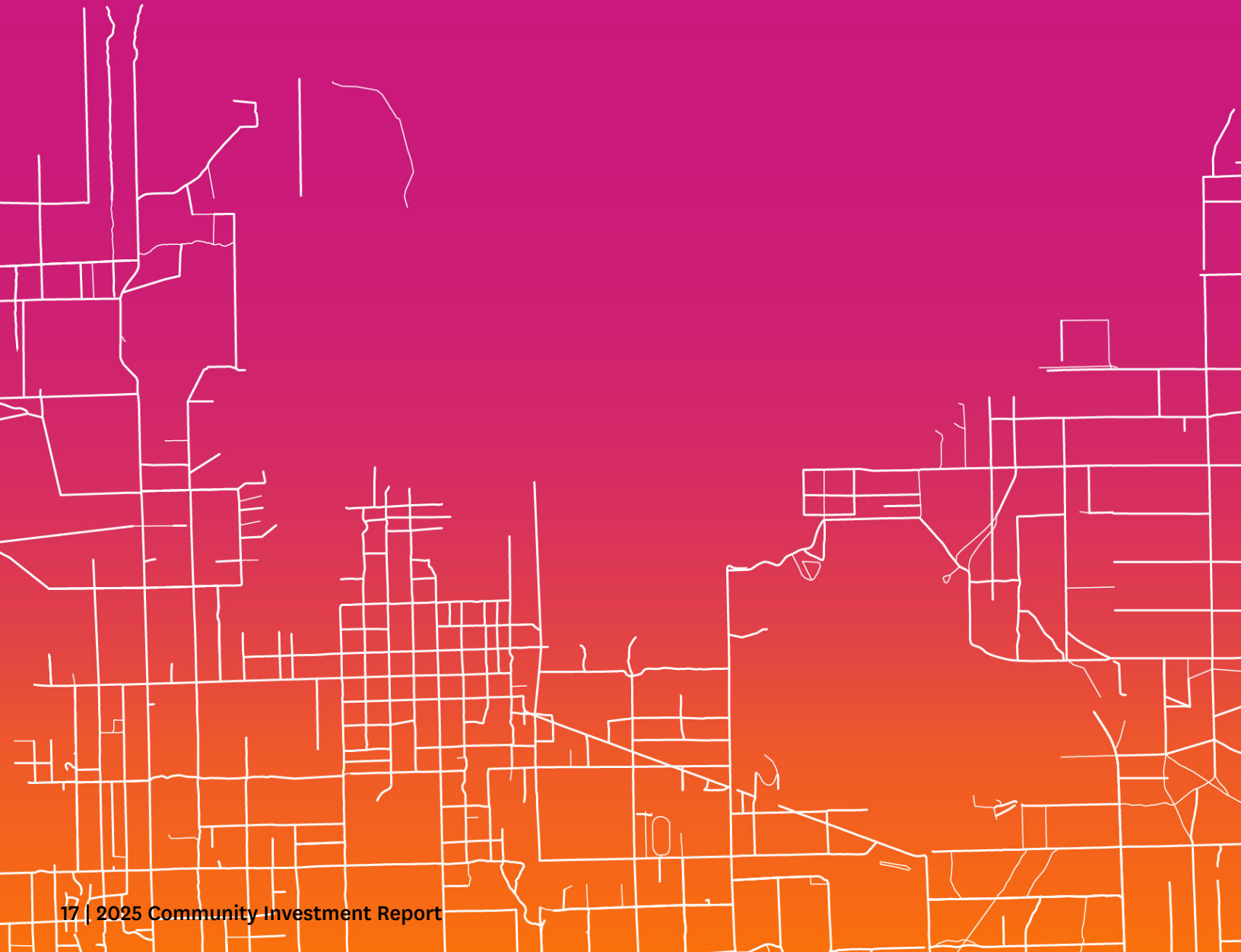
Oklahoma Complete Health partnered with FreshRx Oklahoma, a Tulsa-based nonprofit, **to launch a produce prescription program for members** aimed at improving health outcomes for people living with Type 2 diabetes in Tulsa. FreshRx Oklahoma’s “food is medicine” approach provides free, locally grown produce, nutrition education and clinical support to help participants manage their diabetes and improve overall health.

*“Oklahoma Complete Health is setting a new standard for what healthcare can look like. They’re leading the way in showing how health systems can invest directly in nutrition and local food systems to improve health outcomes and reduce costs. This collaboration represents the next generation of healthcare- one built on vision and partnership that not only improves lives and treats disease, but also grows health, hope, and revitalizes rural Oklahoma.”*

*Erin Martin, Founder of FreshRx Oklahoma*



# Supporting Oklahoma Communities



# Oklahoma Youth Expo



Oklahoma Complete Health awarded two \$5,000 scholarships to students participating in the Oklahoma Youth Expo.

# Supporting Oklahoma Children



**Supporting Babies:** Oklahoma Complete Health donated \$5,000 to Legacy Parenting Center to help provide diapers and essential supplies to families across Pottawatomie and Seminole counties. This donation will help relieve financial stress, promote parental resilience, and ensure babies can participate in early childhood education—allowing parents to work and thrive.

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**Holiday Cards:** More than 1,500 cards were delivered to Oklahoma Children's OU Health and Bethany Children's Hospitals by the Oklahoma Complete Health team. The cards lift the spirits of children in the hospitals.

# OKCPSF: Coat-A-Kid



The Oklahoma City Public Schools Foundation (OKCPSF), in partnership with Oklahoma Complete Health, distributed hundreds of brand-new winter coats to students at Martin Luther King Elementary as part of the annual Coat-A-Kid initiative.

Oklahoma Complete Health's **\$5,000 sponsorship helped fund more than 500 new coats** for students in need so they can head into the winter months prepared and confident.

With 92% of the district's 33,000 students living at or below the poverty line, the program aids students and their families by removing barriers to learning and boosting each student's confidence, comfort and attendance.

*"We are excited to welcome Oklahoma Complete Health as a new partner through Coat-A-Kid, Their commitment to building community and generous support is providing the gift of warmth for hundreds of OKCPS students. As temperatures fall, these new coats ensure that cold weather doesn't keep kids from the classroom. Oklahoma Complete Health's generous investment of time and resources removes barriers and builds confidence to help students realize their potential. We look forward to growing together."*

*Kendra Horn, president and CEO of the Oklahoma City Public Schools Foundation*



# A Culture of Excellence

# A Culture of Excellence

We're proud to have a team who works hard to make a difference. The recognition and awards we've received reflect our dedication and our ongoing commitment to the communities we serve.

## 2025



Oklahoma Academy of Family Physicians recognized Chief Medical Officer Dr. Lynn Mitchell as 2025 Family Physician of the Year.

## Top Places to Work



Oklahoma Complete Health also earned **Health Plan Accreditation from the National Committee for Quality Assurance** for its SoonerSelect programs.

This nationally recognized Accreditation reflects the company's commitment to whole-person care, a comprehensive range of benefits and a strong network of high-quality health care providers.



# A Culture of Giving Back



Oklahoma Complete Health team members logged a total of 1,700 volunteer service hours.



# Giving Back

Oklahoma Complete Health is proud to give back to the communities we call home. Over the past year, we've partnered with organizations across the state to address the needs of our members in areas such as food access, transportation, employment, housing and access to needed care. Organizations include:

- The Coalition of Hispanic Organizations
- Anna's House Foundation
- Autism Foundation of Oklahoma
- Center on Child Abuse and Neglect
- Children's Behavioral Health Coalition
- Community Crisis Center of Northeast Oklahoma
- Community Health Centers of Oklahoma
- Emergency Infant Services
- Foster Care and Adoptive Association
- Food Bank of Eastern Oklahoma
- Fresh RX Oklahoma
- Greater Oklahoma City Chamber of Commerce
- Hmong American Association of Oklahoma
- Hunger Free Oklahoma
- Imani's Village
- Indian Health Services
- Infant Crisis Services
- Integris Health
- Latino Community Development Agency
- Legacy Parenting Center
- Mental Health Association Oklahoma
- National Alliance of Mental Illness
- OK Cares
- Oklahoma Association for Infant Mental Health
- Oklahoma Department of Mental Health and Substance Abuse Services
- Oklahoma Children's Hospital OU Health
- Oklahoma City Indian Clinic
- Oklahoma City Public Schools Foundation
- Oklahoma Family Network
- Oklahoma Indian Child Welfare Association
- Oklahoma Institute for Child Advocacy
- Oklahoma Pharmacists Association
- Oklahoma Primary Care Association
- Oklahoma Psychological Association
- Oklahoma Public Health Association
- Oklahoma Youth Expo
- Panhandle Cares
- Parent Promise
- Rural Health Association of Oklahoma
- Rural Oklahoma Birth & Wellness Initiative, Inc.
- Sooner Success
- SSM Health
- Sunbeam Family Services
- Supporters of Families with Sickle Cell Disease
- The Midwifery Project
- The Payton Project
- The Salvation Army
- Tulsa Health Department
- University of Oklahoma
- Urban League of Greater Oklahoma City
- Variety Care
- YMCA
- YWCA



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