



I think for people from my community of South L.A., our health care system requires people like myself to be in places where we can help heal people and help to transform systems, and so I'm really grateful to L.A. Care for this scholarship.

— **Jahmil Lacey**, L.A. Care Elevating the Safety Net scholar, Charles Drew University of Medicine and Science

L.A. Care, each and every one of you are a light in my world of darkness. Thank you from the bottom of my heart, for leading the way and lighting my way to a great recovery; and to the person that you see standing here today.

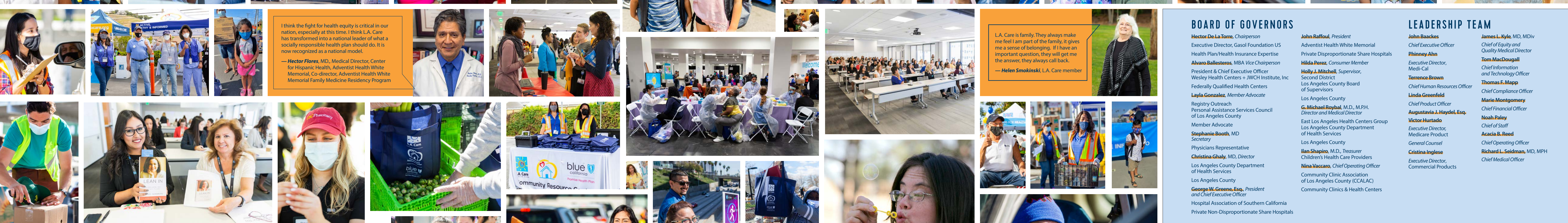
— **Carlton Criss**, L.A. Care Member

I've been able to get everything. My family doesn't have to worry about my health needs, because they know L.A. Care is taking care of me.

— **Brenda White**, L.A. Care member

It feels good. I have been through so much. I am so grateful. I'm happy. I'm smiling, but mostly, I'm grateful.

— **Ma'Lissa**, one of L.A. Care's first members to benefit from L.A. Care's \$20 million Housing for Health program commitment



I think the fight for health equity is critical in our nation, especially at this time. I think L.A. Care has transformed into a national leader of what a socially responsible health plan should do. It is now recognized as a national model.

— **Hector Flores**, MD, Medical Director, Center for Hispanic Health, Adventist Health White Memorial, Co-director, Adventist Health White Memorial Family Medicine Residency Program

L.A. Care is family. They always make me feel I am part of the family, it gives me a sense of belonging. If I have an important question, they will get me the answer, they always call back.

— **Helen Smokinski**, L.A. Care member

### BOARD OF GOVERNORS

- Hector De La Torre**, Chairperson  
Executive Director, Gasol Foundation US Health Plan/Health Insurance Expertise
- Alvaro Ballesteros**, MBA Vice Chairperson  
President & Chief Executive Officer- Wesley Health Centers + JWCH Institute, Inc Federally Qualified Health Centers
- Layla Gonzalez**, Member Advocate  
Registry Outreach Personal Assistance Services Council of Los Angeles County
- Stephanie Booth**, MD Secretary  
Physicians Representative
- Christina Ghaly**, MD, Director  
Los Angeles County Department of Health Services Los Angeles County
- George W. Greene**, Esq., President and Chief Executive Officer  
Hospital Association of Southern California Private Non-Disproportionate Share Hospitals
- John Raffoul**, President  
Adventist Health White Memorial Private Disproportionate Share Hospitals
- Hilda Perez**, Consumer Member  
President & Chief Executive Officer- Federally Qualified Health Centers + JWCH Institute, Inc
- Holly J. Mitchell**, Supervisor, Second District  
Los Angeles County Board of Supervisors Los Angeles County
- G. Michael Roybal**, M.D., M.P.H. Director and Medical Director  
East Los Angeles Health Centers Group Los Angeles County Department of Health Services Los Angeles County
- Ilan Shapiro**, M.D., Treasurer  
Children's Health Care Providers
- Nina Vaccaro**, Chief Operating Officer  
Community Clinic Association of Los Angeles County (CCALAC) Community Clinics & Health Centers

### LEADERSHIP TEAM

- John Baackes**  
Chief Executive Officer
- Phinney Ahn**  
Executive Director, Medi-Cal
- Terrence Brown**  
Chief Human Resources Officer
- Linda Greenfield**  
Chief Product Officer
- Augustavia J. Haydel, Esq.**  
Executive Director, Medicare Product General Counsel
- Cristina Inglesse**  
Executive Director, Commercial Products
- James L. Kyle**, MD, MDiv  
Chief of Equity and Quality Medical Director
- Tom MacDougall**  
Chief Information and Technology Officer
- Thomas F. Mapp**  
Chief Compliance Officer
- Marie Montgomery**  
Chief Financial Officer
- Noah Paley**  
Chief of Staff
- Acacia B. Reed**  
Chief Operating Officer
- Richard L. Seidman**, MD, MPH  
Chief Medical Officer

### L.A. CARE HEALTH PLAN PRODUCT LINES

- MEDI-CAL**  
Medi-Cal is California's version of Medicaid, which currently covers low-income adults and children living at up to 138% of the federal poverty level. In addition to offering a direct Medi-Cal line of business, L.A. Care works with three subcontracted health plans to provide coverage to Medi-Cal members. These Plan Partners are Anthem Blue Cross, Blue Shield of California Promise Health Plan, and Kaiser Permanente. Medi-Cal beneficiaries represent a vast majority of L.A. Care members.
- L.A. CARE CAL MEDICCONNECT PLAN**  
L.A. Care Cal MediConnect Plan provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal. This program launched in April 2014.
- PASC-SEIU**  
Homeworkers Health Care Plan  
L.A. Care provides health coverage to Los Angeles County's In-Home Supportive Services (IHSS) homeworkers, who enable our most vulnerable community members to remain safely in their homes by providing services such as meal preparation and personal care services.
- L.A. CARE COVERED™**  
L.A. Care is proud to be among the health plans selected by the Covered California™ marketplace to offer health insurance to Los Angeles County residents. Launched January 1, 2014, L.A. Care Covered™ gives its members access to an extensive network of doctors, specialists, hospitals, pharmacies and preventive care services. L.A. Care Covered™ makes it easy for entire families to get the quality health coverage they need.

We take great pride in counting L.A. Care Health Plan as our most strategic and dedicated health plan partner. We look forward to continuing our partnership for the next 25 years, dedicating our services in serving the underserved populations in Los Angeles County.

— **Von Crockett**, Senior Vice President of Corporate Development, Alta Hospital Systems

love working at L.A. Care because it is the community that I grew up in and the mission that L.A. Care has it to provide quality care for our community and vulnerable populations. By working at L.A. Care, I feel that I'm contributing back to my community in which I grew up in.

— **Gaby Flores**

They do care about their patients. The insurance is wonderful. Everything that I needed they have done.

— **Lucas Romero Ramirez**, L.A. Care Member

LETTER FROM THE CEO

# A 25TH ANNIVERSARY IS A NOTEWORTHY OCCASION

As L.A. Care acknowledges this milestone, our staff, Board of Governors, members and providers can all be proud of our longevity, growth and community leadership.

## OUR MISSION

To provide access to quality health care for Los Angeles County's vulnerable and low income communities and residents and to support the safety net required to achieve that purpose.

## OUR VISION

A healthy community in which all have access to the health care they need.

# 25 YEARS OF SERVING LOS ANGELES COUNTY

LETTER FROM THE BOARD CHAIR

# A PUBLIC OPTION IS THE ANSWER— JUST LOOK AT L.A. CARE!

# CELEBRATING 25 YEARS

L.A. Care Health Plan has been proudly serving Los Angeles County for 25 years. During this time, we have worked closely with our Plan Partners to provide access to health care for our more than 2.5 million members and supported the safety net of health care providers needed to care for them.



We have awarded more than \$118 million to more than 240 community clinics and other nonprofit social service organizations to address health care needs and social determinants of health. We have introduced new product lines, including our first commercial health plan, to provide health care to individuals and families at all stages of life.



In addition, L.A. Care has created a Health Equity department, and the health plan is taking action in alignment with its Statement of Principles on Social Justice and System Racism.

To address a looming physician shortage, we launched the \$155 million Elevating the Safety Net Initiative, and we're building a network of Community Resource Centers in collaboration with Blue Shield of California Promise Health Plan across Los Angeles County to keep our members and their communities active, healthy and informed.

And, over the course of the past two years, L.A. Care has supported its members and providers as we navigate the global COVID-19 pandemic together. None of this would be possible without the support of our many partners.

1997  
APRIL

**OPENS DOORS** and begins serving Medi-Cal beneficiaries in partnership with seven Plan Partners. Today, L.A. Care directly serves more than 2.5 million members in collaboration with our Plan Partners — Anthem Blue Cross, Blue Shield of California Promise Health Plan and Kaiser Permanente.

1998  
JULY

Begins serving children through the state's newly-launched **HEALTHY FAMILIES PROGRAM**. This program sunset in 2012, when the state of California transitioned these children into Medi-Cal.



2003  
JULY

The **CHILDREN'S HEALTH INITIATIVE** (CHI) of Greater Los Angeles launches Healthy Kids, a privately-funded expansion of health coverage for children ages 0-5 with incomes up to 300 percent of the Federal Poverty Level, regardless of immigration status. In June 2004, CHI publicly launched an expansion of the Healthy Kids program to children ages 6-18. Today, these children are served through Medi-Cal.



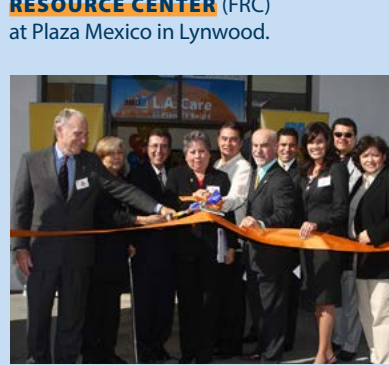
2006  
SEPTEMBER

Launches direct **MEDI-CAL** line of business with an emphasis on seniors and people with disabilities. Today, we have more than **2.4 MILLION MEDI-CAL** members.



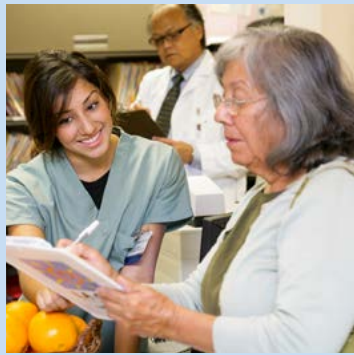
2007  
NOVEMBER

L.A. Care launches the **HEALTH PROMOTERS PROGRAM**, sending trained members into the community with health education and resources.



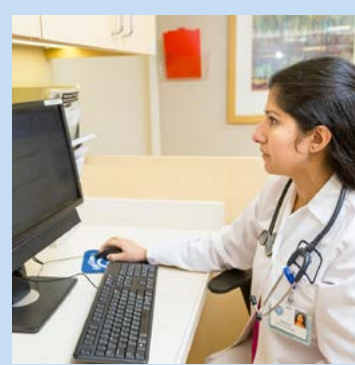
2008  
JANUARY

L.A. Care opens its first **FAMILY RESOURCE CENTER** (FRC) at Plaza Mexico in Lynwood. Begins enrolling seniors and people with disabilities in a **MEDICARE ADVANTAGE SPECIAL NEEDS PLAN**. This program sunset in 2014 to make way for L.A. Care's Cal MediConnect Plan.



2010  
APRIL

L.A. Care receives **\$15.6 MILLION IN FEDERAL FUNDING** to establish a Health Information Technology Regional Extension Center called HITEC-LA.



2012  
FEBRUARY

Launches **HOMECARE WORKERS HEALTH CARE PLAN** (PASC- SEU Plan). Today, PASC-SEU Plan serves more than **50,286** members.



SEPTEMBER

As the presenting sponsor, L.A. Care supports the massive **FREE HEALTH CLINIC**, Care Harbor.

2013  
OCTOBER

Launches **L.A. CARE COVERED™**, the plan's first commercial health plan. Today, L.A. Care Covered covers **116,274** members.



2014  
APRIL

L.A. Care launches **L.A. CARE CAL MEDICCONNECT** (CMC), a product line for dual Medicare and Medi-Cal members. Today, L.A. Care Cal MediConnect covers **17,630** members.



2016  
APRIL

**Direct Network**

**L.A. CARE'S DIRECT NETWORK** launches in the Antelope Valley to ensure members have access to the providers they need. Today, the direct network has grown to cover **XX** members.

MAY

Los Angeles Business Journal ranks L.A. Care as the **TOP-RANKED HEALTH INSURER** in L.A. County by enrollment.



2017  
APRIL



L.A. Care Commits an unprecedented **\$20 MILLION TO TACKLE HOMELESSNESS CRISIS**.

Five years ago, in honor of our 20th anniversary, L.A. Care announced a commitment of \$20 million — the largest ever in L.A. Care's history — to fund an initiative aimed at securing permanent supportive housing for individuals experiencing homelessness in Los Angeles County. The \$20 million grant was made to Brilliant Corners, a nonprofit supportive housing agency, to support Los Angeles County's Housing for Health program.

L.A. Care member Ma'Lissa was among the first L.A. Care members to benefit from the commitment the program and in 2018, she moved into an apartment with her three-month-old twins. Since the program's launch, L.A. Care has secured permanent supportive housing for more than 300 households over a five-year period. And, the direct network serves more than **33,000** members.

2018  
JUNE



A looming physician shortage threatens the safety net that provides health care to vulnerable and low-income communities in Los Angeles County. To address this crisis, L.A. Care launched the \$155 million **ELEVATING THE SAFETY NET** initiative, which uses medical school scholarships, grants and loan repayment to bring highly qualified providers into the safety net.



2019  
JANUARY

In what has become an annual celebration, **L.A. CARE RECOGNIZES ITS TOP PERFORMING** providers and most improved providers with awards.



OCTOBER

L.A. Care and Blue Shield of California Promise Health Plan invest **\$146 MILLION IN A COMMUNITY RESOURCE CENTER** expansion, with a commitment to jointly operate 14 locations. The centers offer free exercise, nutrition, and health education classes to members and the community, along with social needs support such as food pantries.



2020  
MARCH

COVID-19 pandemic sweeps the globe. **L.A. CARE IMMEDIATELY SWINGS INTO ACTION** to address member and physician needs, including:

- Commits nearly **\$120 MILLION** to frontline health care providers during the COVID-19 pandemic
- Tackles food security caused by COVID-19 with drive-through food pantry events serving more than **29,000 HOUSEHOLDS**
- Hosts blood drive to help with severe blood shortage caused by the pandemic



NOVEMBER

Launches campaign to **THANK ALL PROVIDERS** for their determination to provide high quality patient care under immeasurable pandemic challenges.

JULY

Stands in support of **BLACK LIVES MATTER**. L.A. Care is committed to advancing health equity for our members and their communities. L.A. Care's board adopts Principles on Social Justice and Systemic Racism, which lead to the launch of an Equity Council and Health Equity department.

2021  
APRIL

L.A. Care and Blue Shield Promise offer **FREE COVID-19 VACCINE CLINICS** in high-need areas near their Community Resource Centers to address vaccine equity. Subsequently, L.A. Care has hosted more than 15 clinics at the Resource Centers.



2022  
JANUARY

The State of California launches **CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL** (CalAIM), a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated and person-centered approach to maximizing their health and life trajectory.



APRIL

**CELEBRATES 25 YEARS** of serving Los Angeles County.



DECEMBER

L.A. Care joins forces with the **LOS ANGELES RAMS** in a series of COVID-19 vaccination events in under vaccinated communities.

- The Los Angeles County community look level in 1994 to allow communities to form individuals seeking health care coverage
- Managed Care Health Plans that were: public entities to participate in Medi-Cal as covered California
- governed by a stakeholder and community-based board
- not-for-profit
- transparent
- focused on providing access to quality health care to Medi-Cal and other vulnerable of the most populated counties in the United States, with 2.5 million covered lives.
- We strive to be more than just a plastic card in our members' wallets. Many examples are included in the timeline within this report. One such example is L.A. Care's response to the COVID-19 pandemic that has raved the world for more than two years now. L.A. Care has aided our members in finding places to get tested and vaccinated, and we did much more.
- Many of our members and their communities with equal access and opportunity for all.
- L.A. Care has always recognized that our members' health status is impacted by social factors such as homelessness, hunger, poverty, lack of education, language barriers and systemic racism. For many years, we have funded pilot programs to address these issues. At long last, we are seeing legislators and policy makers recognize this reality and shift funding to more broadly address these challenging social and equity issues.
- In the next 25 years, L.A. Care will be a leader in integrating and coordinating access to social services for our members. This will help break down barriers and allow members to enjoy healthier lives and healthier communities.
- L.A. Care used our growing network of neighborhood-based L.A. Care/Blue Shield ways.
- Every eligible category of Medi-Cal, including Seniors and Persons with Disabilities



## OUR VALUES

We are committed to the promotion of accessible, high quality health care that:

- is accountable and responsive to the community we serve and focuses on making a difference;
- fosters and honors strong relationships with our health care providers and improves their health;
- demonstrates L.A. Care's leadership by encouraging their input as partners and systemic racism.
- Empowers our members, by providing health care choices and education and by encouraging their input as partners and systemic racism.
- Demonstrates L.A. Care's leadership by active engagement in community, statewide and national coalitions, and initiatives aimed at improving the lives of vulnerable low income individuals and families; and
- Plus people first, recognizing diversity and the knowledge necessary to serve our members with respect and the staff who serve them.

In fact, according to the United States Census Bureau, in 2020, just as the global pandemic took hold, 28 million Americans (health plans) in every state that would offer did not have health insurance at any point during the year. There are no easy answers. We have had to re-examine health care for nearly 100 years, and it has turned into an incredibly complex system of government, for-profit, and nonprofit components that cannot be modified or undone easily. For example, most people who have health coverage get it through their employer, which adds another layer. But there is an underutilized option to improve service while controlling costs. A public health coverage option was in fact, the public option is healthy competition for commercial plans. This is because we have been providing innovative health care coverage for the past 25 years. As we move forward in a post-pandemic world, it is important that we consider how we can ensure that as many people as possible are receiving the health care they deserve. A public option will help meet this goal.

There are no easy answers. We have had to re-examine health care for nearly 100 years, and it has turned into an incredibly complex system of government, for-profit, and nonprofit components that cannot be modified or undone easily. For example, most people who have health coverage get it through their employer, which adds another layer. But there is an underutilized option to improve service while controlling costs. A public health coverage option was in fact, the public option is healthy competition for commercial plans. This is because we have been providing innovative health care coverage for the past 25 years. As we move forward in a post-pandemic world, it is important that we consider how we can ensure that as many people as possible are receiving the health care they deserve. A public option will help meet this goal.

If there is one thing we can agree on, it's that the American health care system is complicated, costly and leaves too much of our country uninsured and underinsured—especially during the COVID-19 pandemic.

