



Helping Texas Communities **Thrive**

COMMUNITY INVESTMENT REPORT 2020



superior
healthplan™

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A Message from our CEO

For more than 20 years, Superior HealthPlan and its employees have been committed to being part of the communities in which we serve. When we first opened our doors in 1999 in El Paso, our goal was to be a local health plan – to invest in and to support Texans where they live.

Our commitment is the same today, as we serve 1.5 million people across the state's 254 counties.

Superior provides a wide range of health-care coverage through Medicaid, CHIP, Medicare and the Health Insurance Marketplace. Since 2008, we have also been the sole provider of healthcare to children and youth in foster care through the STAR Health program.

While we have seen continuous growth over the years, our commitment to quality has never wavered; since 2015, we have been among the highest-rated Medicaid health plans in Texas, and we'll continue to keep quality at the forefront of what we do – no matter what.

Providing this high-quality care is possible for two primary reasons:



We have more than 4,200 employees, including more than 1,000 nurses, who work hard each day to put the needs of our members first.



We partner with more than 90,000 doctors, specialists, hospitals and clinics to ensure our members receive the care and support they need.

We know 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 each year.

In 2020, we were able to:



Provide \$400,000 to community-based organizations to address the COVID-19 pandemic.



Partner with 13 school districts to promote inclusivity through a national anti-bullying initiative.



Support nearly 750 community partners with more than \$630,000 in grants and sponsorships.



Organize a fundraising campaign, contributing \$305,000 in employee donations to Texas chapters of United Way.

When we began our journey, we knew being part of Texas communities was going to be a priority. We've done that ever since and know that it takes a collaborative approach – between our organization, employees, providers and community partners – to truly transform the health of Texas communities, one person at a time.

Sincerely,



Mark Sanders

President and CEO
Superior HealthPlan

Giving Back to Texans

2020 at a Glance



749

Community Partners



180

Communities Impacted



765

Events & Presentations



188

Total Sponsorships & Grants



\$932,000

Total Contributions



1,500,000

Total Membership



4,215

Total Employees



VELA would like to express its immense gratitude for such an incredible partnership with Superior HealthPlan. Superior was a catalyst for VELA's programming and growth.

Because of your support, we were able to host three amazing Family Fun Days / Dias de Familia for families of children with disabilities in our community. These events hosted a total of 904 individuals who played, laughed, shared resources and above all, built community with others who are also walking the road of disability. Superior funding for these events allowed us to secure activities that were inclusive and developmentally appropriate to all participants. Additionally, having Superior physically present at these events provided families with a key resource to improve their family's health and wellness.

In addition, Superior sponsored our 8th Annual Be the Light Fundraiser. As sponsors of this event, Superior was a key partner in helping VELA launch the next portion of our growth – investing in a train-the-trainer program that will teach parent facilitators how to deliver VELA's workshops across geographies. Investing in this next phase of our expansion ensures that families across zip codes gain access to knowledge, empowerment, resilience and community.

Thank you so much for your ongoing partnership and investment. We look forward to continuing to work together to create a community where all families of children with disabilities thrive.

Maria P. Hernandez

Founder/Executive Director
VELA, Austin

Quality Comes First

Quality is everyone's responsibility. Our employees have heard those words countless times over the years, and for good reason. Superior and every one of its more than 4,200 employees are committed to providing quality healthcare to those we serve.

- For a fifth straight year, Superior is **among the top-rated Medicaid plans in Texas**, earning a score of 3.5 on a 5.0 scale on the National Committee for Quality Assurance (NCQA) Medicaid Health Insurance Plan Ratings 2019-2020.
- Superior's Medicare-Medicaid Plan is **rated No. 5 nationally for member satisfaction**. This is according to the 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, distributed by the Centers for Medicare and Medicaid Services (CMS).
- In 2020, **Allwell from Superior HealthPlan earned 4.0 out of 5.0 stars** from CMS in the annual Star Ratings report. These ratings are based on a number of quality-of-care measures and member experience ratings for Medicare Advantage, Dual Special Needs Plans (D-SNP) and Prescription Drug Plan enrollees.
- Superior has a high rate of members choosing to enroll with our health plan. Nearly **half (48%) of new members choose to enroll with Superior**. This is based on 2018 enrollment, the most recent data from Texas Health and Human Services (HHS).
- According to a 2020 survey, nearly 90% **of Superior members said they were both satisfied with customer service** and happy with the health plan as a whole.

Dr. David Harmon

Chief Medical Director
Superior HealthPlan



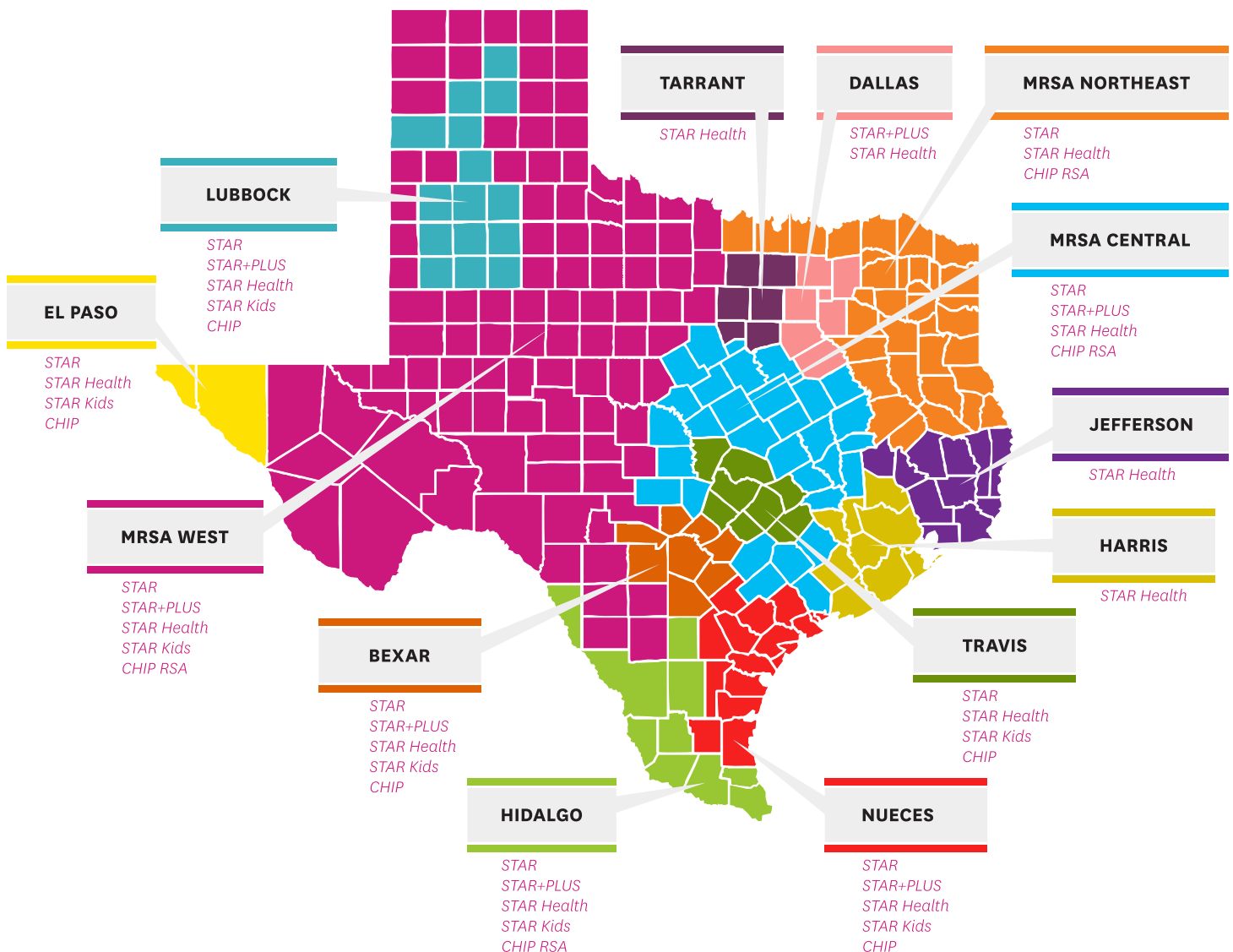
"Our primary goal as a company is to provide our members with the best health care possible. Our high scores in quality are prime examples of the standard of care we aim to provide as well as our commitment to offering consistent, quality care every day."



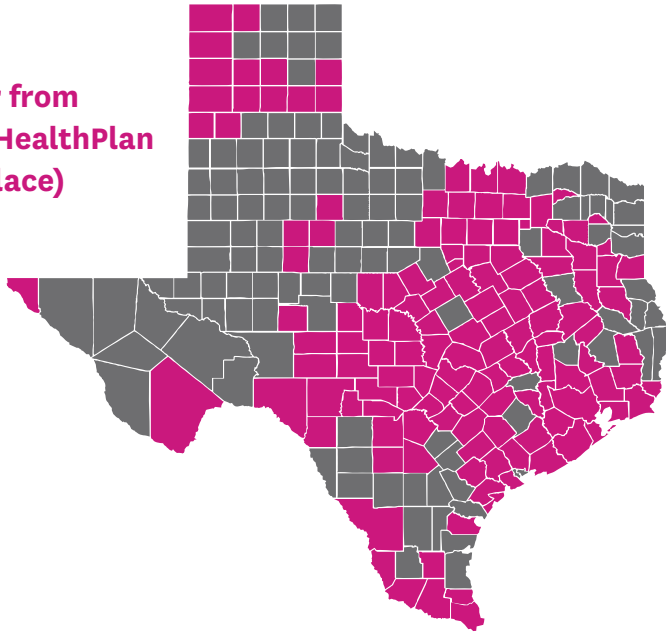
A Plan for Life

Superior provides health-care coverage through nine product lines, including Medicaid, CHIP, Medicare and the Health Insurance Marketplace. These products are designed to help some of the most vulnerable people in Texas.

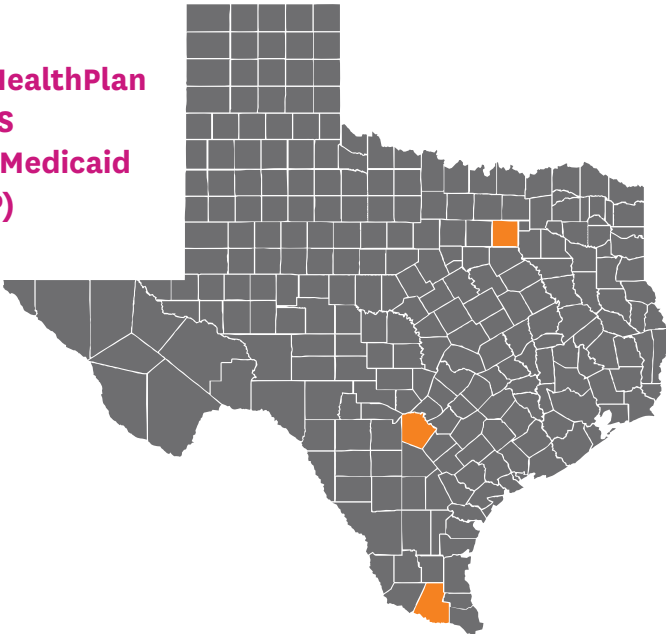
- **CHIP Perinate:** Prenatal and delivery services for unborn children of women from low-income backgrounds who are pregnant and do not qualify for Medicaid.
- **CHIP:** Health-care coverage for families whose income is too high to qualify for Medicaid, but who can't afford to buy private insurance.
- **STAR (Medicaid):** Health-care coverage for people from low-income backgrounds.
- **STAR+PLUS (Medicaid):** Health-care coverage for people from low-income backgrounds who are elderly or who have a disability.
- **STAR Kids (Medicaid):** Healthcare for children with disabilities, special needs or chronic conditions.
- **STAR Health (Medicaid):** Health-care coverage for children and youth in foster care.
- **STAR+PLUS Medicare-Medicaid Plan (MMP):** Health care for seniors and people who have disabilities who are enrolled in Medicare Parts A, B, and D and receive full Medicaid benefits.
- **Allwell from Superior HealthPlan:** Texas Medicare Advantage programs for members who are eligible for Medicare or Medicare and Medicaid (dual eligible). In 2020, WellCare, WellCare Texan Plus and Superior joined forces to better serve Medicare members.
- **Ambetter from Superior HealthPlan:** Affordable insurance for Texas residents through the Health Insurance Marketplace.



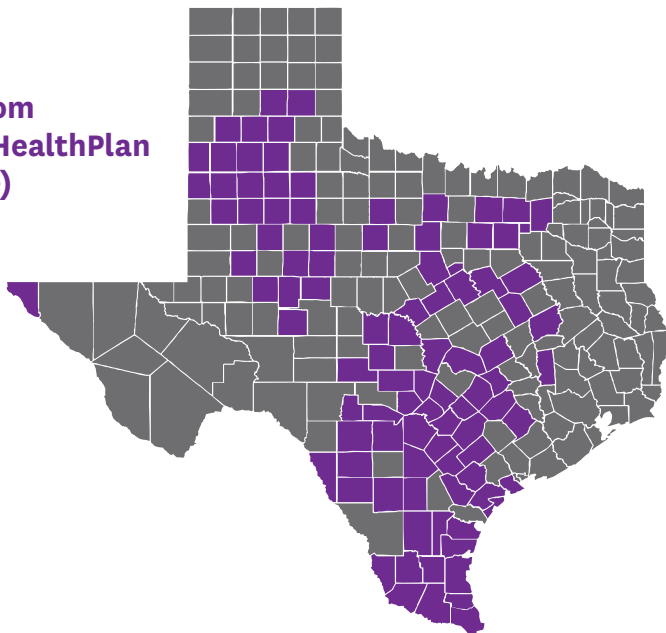
**Ambetter from
Superior HealthPlan
(Marketplace)**



**Superior HealthPlan
STAR+PLUS
Medicare-Medicaid
Plan (MMP)**



**Allwell from
Superior HealthPlan
(Medicare)**



CENTENE[®] Corporation

Superior HealthPlan is a wholly-owned subsidiary of Centene Corporation, a Fortune 50 company. Centene is a diversified, multi-national health-care enterprise that provides a portfolio of services to government-sponsored health-care programs, focusing on under-insured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children's Health Insurance Program (CHIP), as well as Aged, Blind or Disabled (ABD), Foster Care and Long Term Care (LTC), in addition to other state-sponsored/hybrid programs and Medicare (Special Needs Plans).

Centene provides access to high-quality healthcare, innovative programs and a wide range of health solutions that help families and individuals get well, stay well and be well. Through strong local partnerships and hundreds of product and market solutions across Medicaid, Medicare, the Health Insurance Marketplace and specialty companies, Centene serves millions of individuals and families in the United States and globally. This breadth of offerings provides Centene with the reach necessary to bring members whole health solutions, and positions Centene as the largest Medicaid managed care organization in the U.S. and the number one carrier on the Health Insurance Marketplace.

A Culture of Caring



Giving back is engrained in our culture. With more than 4,200 employees – located in 10 offices across Texas – fundraising, volunteering and donating have always been a major part of what we do.



UNITED WAY

In six years, **Superior employees have donated \$1.3 million to Texas chapters of United Way** during the company's annual fundraising campaigns. From supporting early education to providing food to low-income neighborhoods, these funds make a difference in the lives of Texans. In back-to-back years, more than 70% of employees participated in the campaign, donating more than \$300,000 annually, demonstrating a steadfast commitment to supporting our neighbors in need.



BOOK DRIVE

For several years, Austin-based employees have donated books to different nonprofit organizations and lower-income schools. Employees have **given more than 4,000 books**, as well as cash donations, all to promote the value of early education and the impact it can have on health.



BLOOD DRIVES

In 2019 and 2020, employees in Superior's Austin and San Antonio offices participated in five total blood drives, an especially important initiative in 2020 as COVID-19 caused a blood supply shortage. In all, **more than 150 employees donated blood**, potentially helping save as many as 450 lives.



EMPLOYEE INCLUSION GROUPS

Superior has five Employee Inclusion Groups, all of which are committed to not only fostering an inclusive environment internally, but also giving back to communities all across Texas. From **volunteering at food banks to organizing learning opportunities for employees**, these groups are expanding what it means to be a diverse and inclusive organization.



MARCH OF DIMES

Since 2017, Superior's Austin-based employees have supported March of Dimes, **raising more than \$40,000** to help support the nonprofit organization's goal to improve the health of babies by preventing birth defects, premature birth and infant mortality.



EMPLOYEE GIVING IN 2020

11

Organizations Supported

\$309,000

Funds Raised

11

Communities Impacted



A FAMILY FRIENDLY WORKPLACE

In 2019, Superior was designated a **Family Friendly Workplace** as part of a campaign organized by the City of Austin, The Austin Chamber of Commerce and Early Matters Greater Austin. The designation means Superior is committed to implementing and expanding family-friendly practices, helping to support the physical and emotional health of our 4,200 employees and their families.

Active Local Involvement



From launching pilot programs with nonprofit organizations to hosting baby showers, Superior is committed to supporting those in need – in communities across Texas. Historically, Superior hosts, organizes or attends more than 3,000 events each year, donates hundreds of thousands of dollars and volunteers to ensure we're going beyond healthcare to support those in need.



Baby Showers

Even as Superior eclipsed one million members, expectant mothers remain a top priority. That is why we offer educational baby showers to many of our members, at no cost. In 2019 alone, **Superior hosted 143 baby showers, providing support to thousands of women across Texas.** In fact, nearly 3,400 moms-to-be received a free car seat* as part of this popular program.

**Restrictions and limitations apply.*



Food Distribution

Superior partners with more than a dozen food banks across Texas, helping to support those in need. This includes the **Salvation Army food pantry trailer**, which serves tens of thousands of individuals from low-income communities across Dallas. In addition to the sponsorship, Superior employees volunteer each week to assist with food distribution.



Social Determinants of Health

In 2018, Superior embarked on a new partnership with Prospera Housing Community Services, a nonprofit organization that offers high-quality, affordable housing with support services. Together, the two are removing barriers to quality healthcare, nutritious food and more. This **collaborative approach to community involvement has helped expand Superior's role beyond healthcare**, addressing social determinants of health – barriers to good health like access to food, transportation and childcare – that can ensure we're addressing our members' needs. There are three ways Superior is making this happen:

- **Prospera:** A pilot program with Prospera has fostered a collaborative approach to addressing the needs of Superior members. By working with Prospera Service Managers – who are on site at Prospera properties – Superior can identify the needs of members more quickly and ensure they're getting access to food, transportation, home modifications and more services to help improve their quality of life.
- **Mobile Health Clinic:** Superior expanded its partnership with UT Health San Antonio to support its mobile health clinic. Operated by The School of Nursing, the clinic brings healthcare to Prospera properties and other parts of the San Antonio community, offering a way for members to receive checkups and vaccines without having to go to a doctor's office.
- **Mobile Mercado:** Superior has supported the San Antonio Food Bank's Mobile Mercado since 2017, and is now helping to bring the mobile food pantry to Prospera properties and throughout the San Antonio area. By providing vouchers to Superior members, we can expand access to fresh produce and healthier foods for the whole family.



Back-to-School

Every August, more than five million students under the age of 18 are preparing to go back to school. Superior has a longstanding commitment to supporting many of these students in need, sponsoring and participating in nearly 100 back-to-school events. In 2019, **Superior also provided students with nearly 6,500 free backpacks**, helping them get off to a good start.



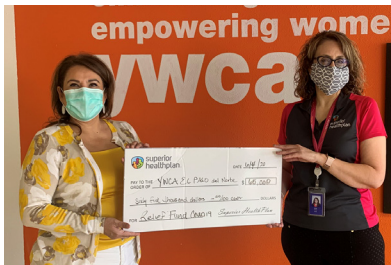
Hygiene Closets

New in 2020, Superior teamed up with 6 organizations – in Abilene, Belton, Corpus Christi, Dallas, Lubbock and Raymondville – that support the disability community, providing **\$70,000 in grants to fund hygiene closets**. These closets are stocked with a variety of items, including personal protective equipment (PPE), toiletries, laundry baskets and detergents, and other items that can support people who have disabilities.

Our Community Partners



Superior could not be successful without dedicated community partners. There were nearly 200 partnerships in 2020, all designed to reinforce Superior's purpose of transforming the health of Texas communities, one person at a time. For example, Superior partnered with Pecos-Barstow-Toyah Independent School District to fund a Sudsy Station, providing students with access to laundry services at school to promote good hygiene. This is just one of many valuable community partnerships.



*"Our fellow El Pasoans are working hard to keep our city operational, healthy and safe, and our goal is to support them by providing childcare to those who need it. We are so **grateful to have the support of Superior HealthPlan** and for the resources they have provided to make our work possible."*

Sylvia Acosta
CEO of YWCA El Paso del Norte



*"We provide transportation to residents of all ages in Gonzales County. We have a fleet of 4 wheelchair lift equipped vans. Our program relies solely on grant funds and contributions from the community to operate. We were very thankful to Superior for choosing us as a recipient. We have experienced tremendous federal cuts to our program so **the grant money from Superior was vital to our operation.**"*

Kari Breitschopf
Executive Director
Gonzales County Senior Citizens Association, Inc.



*"**Generous donors like Superior HealthPlan are the key to our community success** and make it possible for Canutillo ISD to provide local individuals and families in need with assistance, services and goods. Superior has offered support to our campuses through presentations that our parents and students can take advantage of. They have worked with our Wellness program. We also received a grant from Superior to help support the Champion Recreation Center, helping us purchase items to keep our students physically and mentally active. We thank you for the time and care Superior HealthPlan has offered to our Canutillo ISD community."*

Nancy Torres, MS
Coordinated School Health Facilitator

Encouraging Inclusion

Since 2016, Superior has partnered with Texas schools to host a positive prevention initiative designed to promote inclusion among students. In 2020, Superior **teamed up with 13 Texas schools to celebrate No One Eats Alone Day**. In all, nearly 5,000 students from the following schools participated:

- **Bowie Middle School**, Odessa
- **Brownfield Middle School**, Brownfield
- **Cuellar Middle School**, Weslaco
- **Henrietta Junior High School**, Henrietta
- **John H. Wood Middle School**, San Antonio
- **La Vega Junior High School**, Waco
- **Lively Middle School**, Austin
- **Longfellow Middle School**, San Antonio
- **Monzano Middle School**, Brownsville
- **Moreahead Middle School**, El Paso
- **Ojeda Middle School**, Austin
- **Travis Middle School**, Amarillo
- **Troup Middle School**, Troup

Representatives from Superior hosted an assembly to support National No One Eats Alone® Day, created by the non-profit Beyond Differences™. During the events, students participated in activities designed to teach them about social isolation and the negative impact it can have on a student's health and academic performance. The students then engaged in a simple act of kindness at lunch – making sure no one was eating alone by sitting with students who they didn't know.

Social isolation affects millions of students and has been identified as a precursor to bullying, self-harm and community violence. Students have shown that if they are given the tools, they will stand up for others as empathetic and caring activists, not passive bystanders.

The 13 schools in Texas joined more than **2,500 schools across the country** that celebrated National No One Eats Alone Day. The initiative reached more than one million students in all 50 states.



*“At Superior, we’re committed to supporting the health and well-being of children across the state. **We are proud to partner with Beyond Differences to celebrate No One Eats Alone Day, and bring light to social issues that affect students in Texas.**”*

Mark Sanders

President and CEO
Superior HealthPlan

*“**Social isolation is a preventable public health problem.** We’ve learned through teachers and families that No One Eats Alone Day is a powerful step and positive initiative that can change the culture in schools to be a more welcoming place for all.”*

Laura Talmus

Co-founder, Executive Director
Beyond Differences

A Commitment to Whole Health

From flu prevention to employee certifications, Superior is committed to providing programs that can impact every aspect of a person's health.



Start Smart for Your Baby

Superior's Start Smart for Your Baby® is a program specifically for pregnant women and new moms. It is designed to **customize the support and care members need for a healthy pregnancy and baby.**

- **Care Management:** Superior's Care Managers are registered nurses and licensed social workers who work with members to schedule appointments, provide transportation assistance and find resources that help them get well and stay well.
- **Rewards*:** Superior members who are pregnant can earn up to \$100 in My Health Pays® rewards each year for attending prenatal appointments. Members also have access to free car seats, diaper bags and breast pumps.

**Restrictions and limitations apply.*

Fluvention

Flu season can be a difficult time for many, but Superior is committed to helping. Through its Fluvention™ program, Superior members have access to a range of important benefits and information, **including a flu shot at no cost**, educational resources and additional support that can help prevent the spread of the flu.

Diabetes

At Superior, we believe diabetes shouldn't get in our members' way of living their lives. **Our Diabetes Care Management Program** provides an easy way for members to get what they need. Our team works closely with members to get them on track for feeling their best. They can also help address common questions, like what foods to avoid and how to effectively test blood sugar levels.

Asthma

Superior members have access to an Asthma Care Management program. This program can help members manage asthma symptoms and allows them to **talk to a registered or certified respiratory therapist**, addressing common issues such as what sets off asthma attacks and when to go to the hospital.

Behavioral Health

In 2016, Superior integrated behavioral health services, furthering its commitment to providing comprehensive, holistic healthcare for all members. As part of the program, members have access to additional care and community support through **Mental Health Targeted Case Management (MH-TCM)**.

Community Health Workers

In 2019, **nearly 20 Superior employees (pictured below) completed training to become Community Health Service Representatives**, or CHSRs. The program was designed for non-clinical, front-line employees who understand the culture of the communities in which they work. There are four goals of the program:

- Support members with complex health needs by helping them utilize internal and external resources.
- Form relationships with members and carry a caseload.
- Establish ongoing outpatient services with a Primary Care Provider, or PCP.
- Address social barriers regarding access to care.

With the training complete, these employees have transitioned from being Member Connections Representatives to CHSRs. The training program took nearly five weeks to complete, and will complement Texas' extensive requirements for these employees.



749

Community Partners



180

Communities Impacted



765

Total Events

Leaders in Foster Care

Texas was the first state in the nation to provide statewide health care for children and youth in foster care through managed care. In partnership with Texas Health and Human Services (HHS) and the Department of Family and Protective Services (DFPS), Superior launched the STAR Health program in 2008 to improve the access and quality of comprehensive and holistic care for more than **30,000 Texas youth in foster care**. Superior has been the sole provider of STAR Health ever since.



Centers of Excellence

The Center of Excellence program was launched by Superior in an effort to raise the level of care received by its members. The goal of this program is to allow Superior to work more closely with providers that have the highest standards of care, consistently positive outcomes and demonstrate a commitment to patient safety. As of December 2020, **Superior has named 7 Centers of Excellence** that meet these high standards and will continue to expand this network of providers moving forward.

Turning Point

Established in January 2013 by Superior, ACH Child and Family Services, and Dr. Rupinder Bhatia, a local psychiatrist, the Turning Point Program serves as a critical resource for caregivers of children and youth placed in foster care who are facing crises. **Turning Point has lowered the 90-day readmission rate for psychiatric hospitalizations to 13% for children and youth served in the program.** This is compared to 38% for youth admitted to an inpatient facility instead. Because of this work, after only three years, Turning Point earned the 2016 Dorland Case In Point Platinum Award for Children's Case Management programs.

Health Passport

Developed in coordination with DFPS and HHS, **Superior's award-winning Health Passport is a patient-centered, internet-based health record.** It makes a foster child's information available to authorized providers and medical stakeholders such as medical consenters and caseworkers. Health Passport contains information on patient demographics, provider visits, allergies, lab test results, immunizations and filled medications. This helps to improve care coordination, monitor prescription compliance, reduce the risk of harmful interactions between medications and increase communication between Superior, providers and caregivers.

STAR Health at Work

Mitch was like any high school senior: he wanted to hang out with his friends, go to prom and walk across the stage at graduation. Cerebral palsy had other plans, making it difficult to lead the life he wanted. With the support of Superior, **Mitch's three wishes came true.**

"Standing in the hallway with your friends, going to prom – these are things people take for granted," said Loretta Guillroy, Service Coordinator at Superior, "but Mitch would never take them for granted. His mom requested a specialized wheelchair that would allow him to go from sitting to standing. I'm proud we could make that happen."

Mitch was formally placed in Lea Preston's care in 2018, and she has worked closely with Superior ever since to get him the support he needs.



In the Fight Against Substance Abuse

From 1999 to 2017, more than 700,000 people have died from a drug overdose. In 2017 alone, more than 70,000 people died, making it a leading cause of injury-related deaths in the U.S. Of those nearly 68% involved prescription or illicit opioids. To better help address the epidemic, Superior has increased its focus on the issue since 2017.

Chronic Pain Summit

Superior has partnered with leading experts to host a **Chronic Pain and Substance Use Disorder Summit in Austin**. With more than 300 providers and other health-care leaders in attendance, the Summit was held in 2018 and 2019, and will resume in 2021. These leaders come together to address a number of topics, including:

- How Project ECHO can empower Primary Care Providers to develop expertise and confidence in the management of these disorders.
- Which evidence-based practices are working, and how pain experts from both the physical and mental health communities are using them today.
- The role of mental health in addressing social determinants of health, or barriers to health and wellbeing.

Student Contest

Students hear about the “opioid crisis” in the news or from friends and family. They or someone they know may have been affected by it – a relative struggling with addiction or a family loss of someone who overdosed. That’s why **Superior participated in Centene’s OpiEnd™ Youth Challenge**, an initiative that empowered students to take action to solve the national epidemic. The program challenged students to create posters with educational messaging to spread the word about the dangers of opioid misuse, helping students positively impact their peers and raise awareness in their communities.



Employee Resources

In an effort to help Superior better address the opioid epidemic, a **team of Superior employees collaborated on an Opioid Resource Guide**, designed to help employees and providers more effectively help members. The guide, now widely used by employees, consists of a 35-page booklet that provides detailed information about opioid effects, treatment options, tools used to calculate Medical Equivalent Dosing (MED), and other resources within Superior that can help effectively address the issue.

"Superior is dedicated to fighting the opioid crisis and supporting local communities to ensure they do not suffer the consequences of opiate misuse. There have been many efforts in combatting the crisis, but it wasn't enough to curb the issue. After the opioid crisis received national attention, we knew we had to develop our opioid program further."

Dr. Daniel Crowe

Sr. Medical Director
Superior HealthPlan



Opioid Resource Guide



SuperiorHealthPlan.com
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Responding in Times of Crisis



The COVID-19 Pandemic

Since March 2020, the entire world has witnessed the wide-reaching effects of the COVID-19 pandemic. To address the health crisis, the response from Superior and Centene was quick and thorough. From March through June, Superior donated \$400,000 to nearly 100 organizations across Texas, all to help communities – and people – impacted by the virus.

- **SAN ANTONIO:** To help with food and utilities, Superior donated nearly \$30,000 to two San Antonio organizations to support the disability community. It was part of a **\$100,000 effort to support 9 organizations** across the state that assist persons with disabilities.
- **TYLER:** Superior partnered with the East Texas Food Bank to help address food assistance needs. It was one of **16 food banks that shared in \$120,000 from Superior**, in addition to an effort from Centene to donate 1 million meals per month for 12 months.
- **EL PASO:** **\$65,000 was given to YWCA El Paso del Norte Region** to support efforts in providing quality childcare services to essential workers.
- **ODESSA:** Superior donated more than \$5,000 to West Texas Food Bank and Tabernacle Family Life Church for essential health-care items. It was part of **\$130,000 distributed to dozens of organizations**, including 40 Federally Qualified Health Centers.
- **AUSTIN:** A collaboration between Superior and Quest Diagnostics provided access to COVID-19 testing for underserved communities. This commitment resulted in **1,000 COVID-19 test kits distributed each week to CommUnityCare centers**, benefiting Austin, Travis County and the surrounding areas.
- **DALLAS:** Superior donated to the National Council for Behavioral Health's COVID-19 Relief Fund and helped support **virtual Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)** training cohorts.
- **HOUSTON:** With more than 90,000 providers in network, Superior worked hard to support many of them in communities across the state to **apply for benefits like small business loans, paycheck protection plans and grants**.
- **CORPUS CHRISTI:** To help Texans stay safe, Superior has **donated masks and other personal protective equipment** to members and providers all across the state.

A COVID-19 Success Story

At 86 years old, John struggled with opioid addiction for more than a third of his life. The low point came in 2018, when he was admitted to an inpatient facility following an overdose and suicidal behavior. That's when he enrolled in Superior's behavioral health case management program, and when his life truly changed.

Fast forward two years, and **the services keeping John well disappeared overnight**. COVID-19 forced the temporary closure of the Day Activity and Health Services (DAHS) facility he was attending, and prevented the face-to-face visits with the psychiatrist he had increasingly relied on to stay clean and happy.

"I called John more frequently, I stayed on the phone longer," said Leah Lerma, Behavioral Health Case Manager at Superior. "I wanted to become a resource for him when he needed someone the most."

That individual attention helped keep John sober and allowed him to maintain a positive attitude. With these two in-person services now back in place, John is thriving again and leading the kind of life he's always wanted.



Crisis in El Paso

Superior's first home was El Paso, and has had a strong presence in the community ever since. That's why, when 22 people lost their lives in the August 2019 mass shooting, **Superior and its employees joined many others, not just in grief, but in response.**

- Superior's behavioral health team organized 3 training sessions for employees to help identify the signs of compassion fatigue, learn about secondary traumatic stress and the importance of self-care.
- Centene established a free Tragedy Support Line for Superior employees, members and those impacted by the tragedy. The line was available 24/7 and open for 3 months after the shooting.
- Superior sponsored the Star on the Mountain lighting on the east side of the Franklin Mountains to honor the 22 victims, from August 22 through September 2.

Fire in Slaton

A grant given to the Slaton Family Medical Clinic in Slaton, Texas, aided in recovery efforts after the clinic's facilities were destroyed during a fire in 2019. The grant, provided by Superior, helped the clinic to move to a new location.

Superior has partnered with Slaton Family Medical Clinic since 2010, and donated \$5,000 for the provider to not only begin the rebuilding process, but to also serve the hundreds of patients who rely on the clinic for their health-care needs.





superior
healthplan™

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