



Helping Texas Communities **Thrive**

COMMUNITY INVESTMENT REPORT 2025



superior
healthplan™

A Word from Leadership

Since 1999, Superior HealthPlan has been committed to providing Texans with high-quality healthcare coverage. We began in El Paso with one simple goal: **to build a local healthcare company, led by local employees, dedicated to making a difference in the lives of our members.**

Now, more than 25 years later, we support 2 million people across all 254 Texas counties, but our commitment to local healthcare has remained unchanged. That's because we believe healthcare is most impactful when delivered in the communities we serve. In 2025, we demonstrated this commitment by:

- Providing \$1.2 million in grants and sponsorships to local organizations in Texas.
- Organizing, sponsoring, or attending 2,176 events in 206 communities.
- Partnering with nonprofits and schools to open or support 32 hygiene closets.
- Volunteering 3,098 hours and collecting nearly \$70,000 in employee donations and company matches to support Texans.
- Supporting the communities of Uvalde and Kerrville as they recover from tragedy.

From providers and agencies to schools and nonprofits, **it takes a team to help communities thrive.** We are so grateful for our many partnerships across the state. By doing this work together, I'm confident we can continue to transform the health of the communities we serve, one person at a time, for years to come.

Thank you,



Mitch Wadsen



Mitch Wadsen

President and CEO
Superior HealthPlan

Table of Contents

3: By the Numbers

4: Our Outstanding Partners

6: Who We Are

8: Helping Uvalde Heal

10: A Big Initiative

12: Our Grant Program

14: Strong Youth Strong Communities

15: Partnering with Providers

16: Employees Making an Impact

18: Supporting Everyone

19: Unique Programs of Support



Our Mission

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

By the Numbers

2025 at a Glance



\$18 Million in OTC Items

From 2020 through 2024, **Superior invested \$18 million in over-the-counter (OTC) items**, a Value-added Service, for members enrolled in either Medicaid or CHIP. This extra benefit helps support low-income families and individuals across all 254 Texas counties.

As a Superior Value-added Service*, STAR, CHIP, STAR Kids, STAR Health, and many STAR+PLUS members can receive either \$25 or \$30 for commonly used OTC items every quarter, per member. Items include:

- Digestive health products
- Eye, ear, and oral care products
- Household cleaning supplies
- Personal hygiene products

**Restrictions and limitations may apply.*

Supporting Local Food Banks

As Texans struggled with food insecurity in late 2025, **the Centene Foundation partnered with Superior to donate \$400,000 to 11 food banks across Texas.** The funding helped food banks provide access to healthy, nutritious food in several communities.



Local food banks in communities across the state are doing great work every day. At the same time, we know they may be struggling to keep up with increased demand, so supporting them now is one of the most meaningful ways we can make a difference.”

Mitch Wasden,

President and CEO, Superior HealthPlan

Our Outstanding Partners

Each year, **Superior partners with dozens of organizations to support important causes** that make a difference in the lives of Texans. These are just a few examples of how this collaboration works.

YWCA of San Antonio

Superior's largest sponsorship of 2025 was a \$20,000 donation for the YWCA of San Antonio to support their Women's Live and Learn Center (WLLC). The funds helped the organization **renovate an existing residential building to create homes for single women and their children** as well as construct a new childcare center with administrative offices.

- 10 women moved into the Center, receiving intake and move-in assistance to establish stable housing.
- 10 residents were referred to job training programs to support long-term economic stability.
- Each resident received initial case management, including needs assessments and personalized goal setting.



Their Stories*



Victoria is **enrolled in a Surgical Tech training program** through the Ready to Work (RTW) initiative. Living in income-based housing with her grandmother, she faced generational trauma and sought a healthier environment. With a history of mental health struggles, she continues therapy and psychiatric care. WLLC has provided her with housing, childcare support, and a pathway to achieving her goals.



Suzanne aims to become a social worker and is **pursuing a Community Health Worker certification**. She has struggled with job hunting while on probation and is receiving public assistance. The WLLC has provided her with a safe space to focus on her education, therapy, and financial management while she continues in the RTW program.



Laura was living with her brother, facing financial strain and verbal aggression. She seeks to obtain her GED while **aspiring to study mechanics or pharmacy**. The WLLC provided her with stability, childcare support, and an opportunity to focus on furthering her education and finding consistent employment.



Francis, previously unhoused, was staying with friends while **completing Phlebotomy and Medical Assistant training** through Project Quest. She was also preparing for the CVS Pharmacy Tech training program. WLLC provided her with housing stability to focus on her career goals.

**All names and identifying information have been changed for privacy reasons.*



La Nube STEAM Discovery Center

With a \$4,000 grant from Superior, **La Nube STEAM Discovery Center in El Paso established a Sensory Backpack Program** for children who are neurodivergent and their families. With items such as noise-canceling headphones and a weighted vest, the backpacks help children feel comfortable at the museum.

- 300 Guests Served Monthly
- 100 Backpacks Created

"The support from Superior has had a meaningful impact on our community. This program addressed the sensory needs of our visitors, fostering a more inclusive environment."

- La Nube Children's Museum



Buckner Children & Family Services

With a \$5,000 sponsorship from Superior, **Buckner Children & Family Services in McAllen was able to open a new community hygiene closet**, offering items such as toiletries, diapers, laundry detergent, and cleaning supplies, all at no cost for area residents.

- 2,593 Individuals Served in 6 Months
- 593 Families Served in 6 Months

"We would like to extend our sincere appreciation for the support that Superior has provided. From March through August, Superior has been an amazing collaborator in Donna."

- Buckner Children & Family Services



Brittany and Devin's Angels

With Superior's ongoing financial support, **Brittany and Devin's Angels has partnered with 7 Lubbock-area schools** to identify students in need, offering them access to resources that support their academic success and personal growth.

- 725 Hygiene Kits Distributed
- 268 Clothing Orders Fulfilled

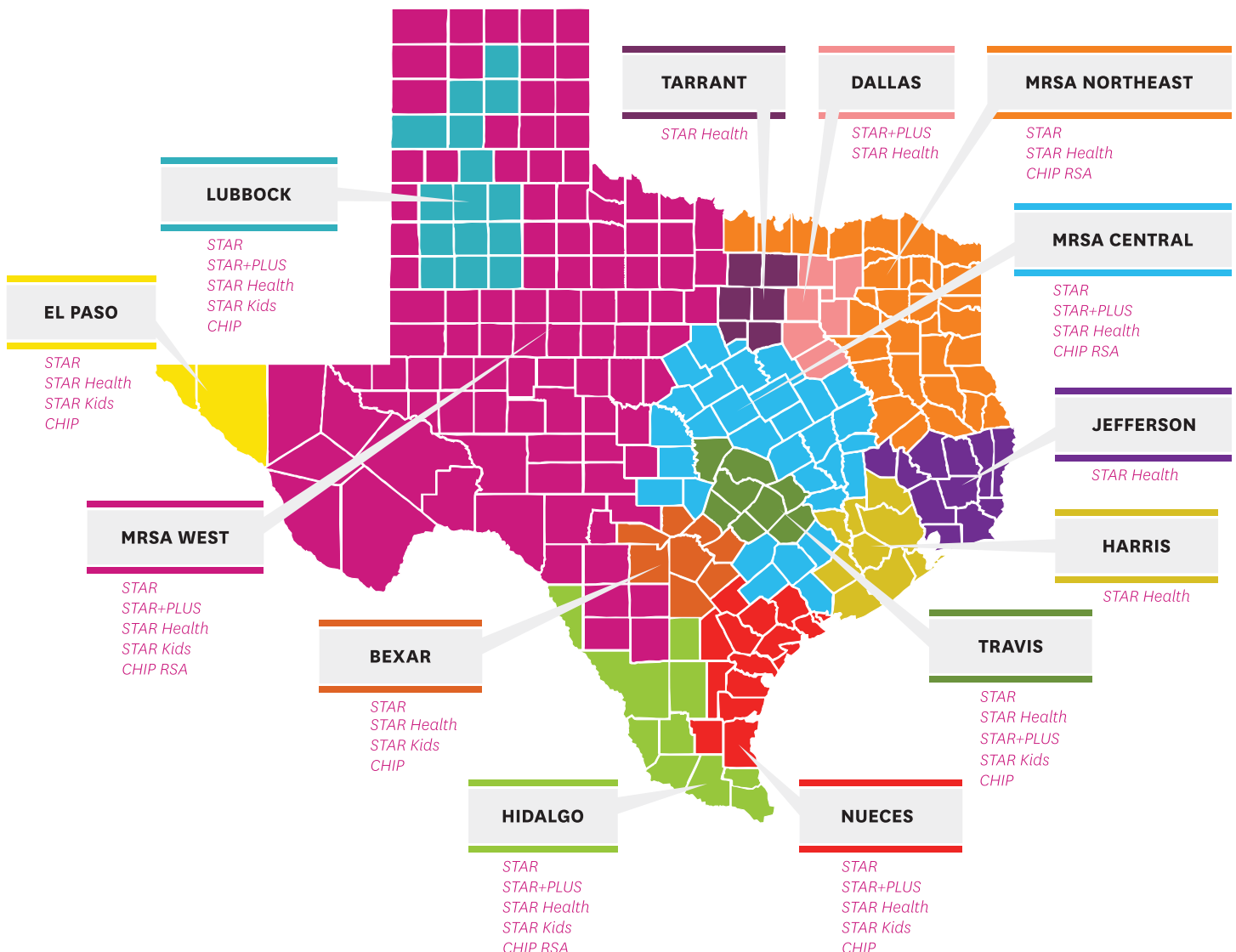
"I feel more confident going to school. Thanks to Brittany and Devin's Angels, I have new clothes that fit, new shoes, and even a hygiene kit. I can focus on my schoolwork without feeling left out."

- Tina M., Dunbar Jr. High School

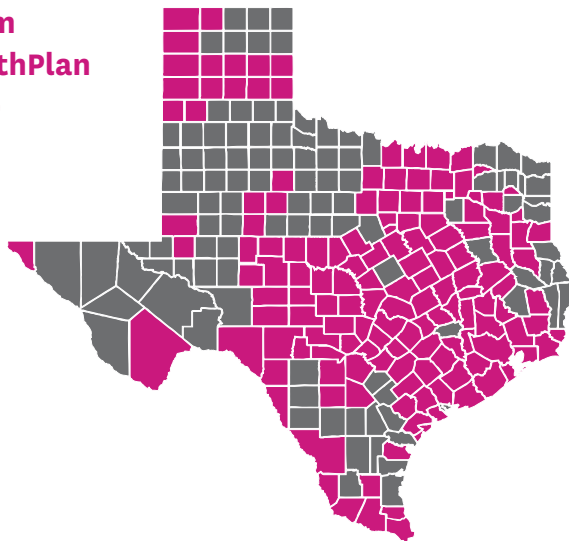
Who We Are

Superior provides healthcare 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.

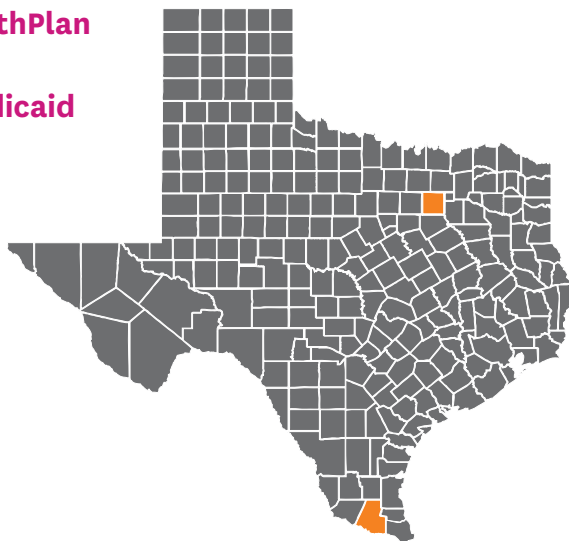
- **CHIP Perinate:** Prenatal and delivery services for unborn children of women from low-income backgrounds who are pregnant and do not qualify for Medicaid.
- **CHIP:** Healthcare coverage for families whose income is too high to qualify for Medicaid, but who can't afford to buy private insurance.
- **STAR (Medicaid):** Healthcare coverage for people from low-income backgrounds.
- **STAR+PLUS (Medicaid):** Healthcare 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):** Healthcare coverage for children and youth in foster care.
- **STAR+PLUS Medicare-Medicaid Plan (MMP):** Healthcare for seniors and people who have disabilities who are enrolled in Medicare Parts A, B, and D and receive full Medicaid benefits.
- **Wellcare:** 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.



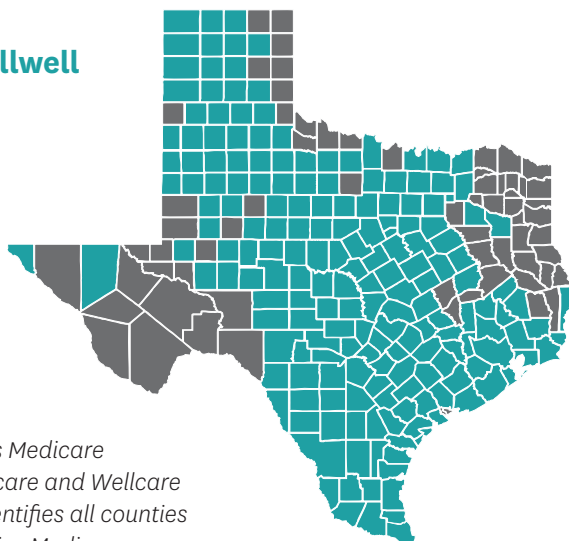
**Ambetter from
Superior HealthPlan
(Marketplace)**



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



**Wellcare &
Wellcare By Allwell
(Medicare)**



Note, Superior provides Medicare coverage through Wellcare and Wellcare By Allwell. This map identifies all counties where Texans can receive Medicare through at least one of these programs.

CENTENE[®] Corporation

Centene Corporation, a Fortune 500 company, is a leading healthcare enterprise that is committed to helping people live healthier lives. The Company takes a local approach – with local brands and local teams – to provide fully integrated, high-quality and cost-effective services to government-sponsored and commercial healthcare programs, focusing on under-insured and uninsured individuals. Centene offers affordable and high-quality products to more than 1 in 15 individuals across the nation, including Medicaid and Medicare members (including Medicare Prescription Drug Plans) as well as individuals and families served by the Health Insurance Marketplace.

Helping Uvalde Heal

In 2025, Uvalde received some much-needed support: **a new 16,000-square-foot community health center that officially opened its doors to the public.** The project was an initiative born from tragedy when 21 people lost their lives in a devastating shooting at Robb Elementary School in 2022. The new facility is the cornerstone of a broader plan to help the community continue to heal.



Superior HealthPlan and the Centene Foundation, the philanthropic arm of Centene, joined CHDI to open the new \$16 million CHDI Multi-purpose Community Health Center, which provides healthcare services, community support and outreach, education and workforce development, and a meeting space for the Uvalde community and the surrounding region.

CHDI is a not-for-profit organization that delivers care to more than 12,000 people in the region each year. The new community health center was **funded, in part, by a more than \$8 million investment to CHDI from the Centene Foundation and Superior**, which serves one in four individuals in the county.

“We’ve been part of the Uvalde community for more than 20 years,” said Centene CEO, Sarah M. London. “The opening of this health center reflects a long-standing commitment to improving care. This center was designed to fill critical gaps in our healthcare system, and I believe it will make a lasting impact on the health and future of Uvalde.”

“We partnered closely with CHDI and many others to ensure students, parents, and families have the ongoing support they need,” said Dr. David Diaz de Leon, supervisory medical director at Superior HealthPlan. “This health center is the result of that collaboration, and we’re confident it’s going to be impactful for years to come.”



“

We're incredibly proud to open this new health center for the people of Uvalde. In response to what happened in our community, this health center became one of our top priorities and a vital step in our ongoing mission to support healing and build a stronger, healthier future for Uvalde.”

Mayela Castañon

CEO, Community Health Development, Inc.



Located at 115 N. Ham Lane in Uvalde, the health center is managed by CHDI. The new facility includes:

- 7 primary medical care examination rooms
- 3 dental operatories
- Behavioral health services via telehealth
- Class A pharmacy with drive-up access
- Medical laboratory
- 20 full-time employees as well as rotating staff from other CHDI sites
- Community room with the capacity to host more than 150 people
- Texas Rio Grande Legal Aid office
- Big Brothers Big Sisters of South Texas office
- College / job preparation training space for students



During the grand opening, families of the victims were recognized in a private ceremony. The center will eventually include a tranquility garden to honor those lost in the tragedy.

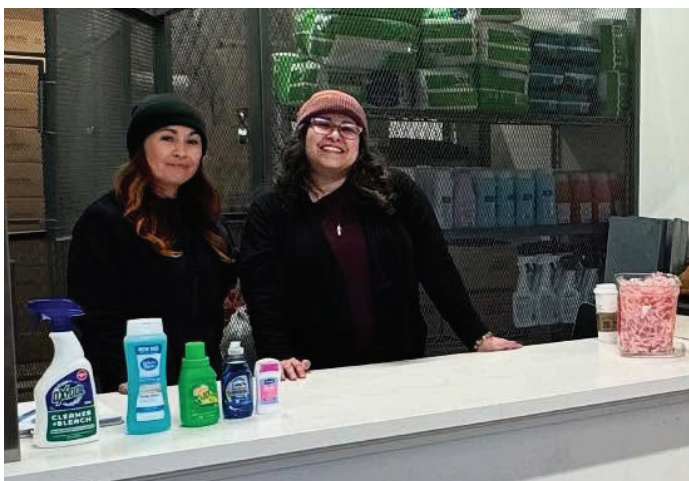
Along with healthcare and other support services, the center hosts regular meetings and events organized by Big Brothers Big Sisters of South Texas, as well as Team Uvalde.



Watch this video to learn more about the new community health center in Uvalde.

A Big Initiative

Since 2020, Superior has been working with local organizations to offer community hygiene closets to support families in need. The closets are stocked with personal care products, such as diapers, deodorant, shampoo, and laundry detergent, and are offered at no cost to Texans.



“

To date, Superior has provided more than \$850,000 in funding to support this important resource in many of the communities we serve. As some families continue to struggle with buying basic supplies, this initiative has been a lifeline for communities across our state.”

Cari Cates

Sr. Director, Community Outreach, Superior HealthPlan

Hygiene closets help fulfill a need that's critically important as personal care items are not covered under the Supplemental Nutrition Assistance Program (SNAP), a service that acts as the first line of defense for nearly 3.5 million low-income Texans.



To fill the gap, Superior introduced the initiative in the early stages of the COVID-19 pandemic and later expanded the program based on positive feedback. Today, Superior provides funding to dozens of community-based organizations to help ensure hygiene closets are stocked to support those in need.



This community hygiene closet aligns perfectly with our mission to improve the health of moms and babies in East Texas. We appreciate the support of Superior HealthPlan to provide this vital resource for our community because we know it makes a difference in the lives of those we serve."

Tecora Smith
 Director of the NET Health Women, Infants and Children department, Tyler, Texas





2025 Hygiene Closets

- Amarillo
- Austin
- Belton
- Bryan
- Canutillo
- Clint
- Corpus Christi (2)
- Dallas (2)
- Donna
- El Paso
- Kaufman
- Killeen
- Los Fresnos
- Lubbock (2)
- Lufkin
- Marble Falls
- Monte Alto
- San Angelo
- San Antonio (3)
- Tyler (2)
- Victoria
- Waco
- Zapata



Watch to see how these closets make an impact.

Our Grant Program

In 2025, Superior provided \$200,000 through an annual grant program, aimed at addressing critical needs such as access to food, economic stability, health care, housing, and education. The grants were awarded to 10 community-based organizations and 10 providers across Texas.



Since 2020, Superior has provided more than \$750,000 in grants to support Texans.



“We’re excited to announce the grant recipients for this year and are proud to support these community-based organizations and providers as they use this funding to make a meaningful impact in the lives of Texans. We sincerely value their commitment and look forward to working together.”

Dr. Susan Mills

Sr. Vice President, Population Health & Clinical Operations, Superior HealthPlan

Community Grant Recipients

Organization	Region Served	Grant Purpose
<u>Her Pantry</u>	El Paso	Purchase diapers and wipes to expand diaper distribution program.
<u>City of Wichita Falls Parks & Recreation</u>	Wichita Falls	Replace exercise equipment for senior fitness program.
<u>Early Learning Center of Lubbock</u>	Lubbock	Purchase updated health and safety equipment needed to operate 5 early learning centers.
<u>Parmer Lane Elementary School</u>	Austin	Create community walking trail.
<u>Shepherd's Heart</u>	Waco	Expand food distribution network.
<u>REACH Inc.</u>	Dallas	Develop and implement independent living skills curriculum for people with disabilities.
<u>United Way Grayson County Diaper Bank</u>	Sherman	Expand diaper distribution program.
<u>YMCA of Greater San Antonio</u>	San Antonio	Support 4 family events to address key non-medical drivers of health.
<u>Prairie View A&M University</u>	McAllen	Provide summer safety, financial literacy, and conservation workshops.
<u>Community Action Corporation of South Texas</u>	Corpus Christi	Expand nutrition program by increasing meal delivery services for elderly individuals.

Provider Grant Recipients

Organization	Region Served	Grant Purpose
<u>Thrive Counseling & Wellness</u>	El Paso	Provide education and training to advance skills of play therapists and ensure growth of therapy services.
<u>St. Joseph's Home Health</u>	Midland	Purchase assistive tools to keep seniors upright and moving.
<u>Regence Health Network</u>	Lubbock	Acquire 3 diabetic screening instruments to identify those at risk.
<u>Lone Star Circle of Care</u>	Austin	Purchase digital retinal camera, increasing capacity to provide imaging during primary care appointments.
<u>Killeen Pediatric Care Clinic</u>	Killeen	Purchase a screening tool to check vision abnormalities as early as 6 months of age.
<u>Superior Care Clinic</u>	Dallas	Replace vaccine storage refrigerator and freezer to ensure safety and prevent loss.
<u>Angels of Care Pediatric Home Health</u>	Sherman	Provide medically fragile members with "go-bags" filled with personal protective equipment to ensure patient safety.
<u>Firefly Pediatrics</u>	San Antonio	Fund a Saturday wellness clinic to offer incentives for patients to get vaccines and well-child checks.
<u>Mi Ranchito Adult Day Care</u>	McAllen	Expand indoor and outdoor fitness areas to encourage physical activity.
<u>Alma S. Rigonan, MD, PA</u>	Corpus Christi	Develop tools and materials for the waiting area that teach children about asthma, allergies, and other illnesses.

Strong Youth Strong Communities

For the first time in Texas, the Centene Foundation, the Pro Football Hall of Fame, Big Brothers Big Sisters, Ambetter from Superior HealthPlan, and Sandy Hook Promise teamed up to host a Strong Youth Strong Communities (SYSC) Summit at AT&T Stadium, home of the Dallas Cowboys. **Led by four Hall of Famers, 1,000 students attended the SYSC summit,** which is based on the premise that investing in today's youth can yield generational returns and positively impact communities.



With Texas experiencing a surge in behavioral and mental health challenges among its school-aged population, the summit focused on the situations impacting the emotional wellbeing of students. The former athletes shared with attendees their real-life stories, life lessons, and methods for success.



“

Too often, young people feel embarrassment or shame when talking about their own episodes of fear, isolation and depression. This avoidance only makes more challenging what is already a difficult situation. Through Strong Youth Strong Communities, we're educating youth about the importance of speaking openly about mental health and empowering them to improve their lives and communities.”

Darrell Green, Pro Football Hall of Fame

The SYSC summit was led by Pro Football Hall of Famers Darrell Green, Aeneas Williams, Drew Pearson, and Anthony Muñoz as well as former UNC Women's Basketball player Iman McFarland.



The youth summit featured interactive breakout sessions, where attendees discussed what they face in school, communities, and within their families as well as issues that are important to them.

“We know many teenagers may be struggling with a variety of health-related and social issues” said Jessica Estrada, Vice President of Operations, Ambetter from Superior HealthPlan. “Being able to offer them tools and resources through events like this is one way we can make a positive difference in their lives.”



Watch this video for a look back at the SYSC Summit in Arlington.

Partnering with Providers

In 2005, **Linda made the decision to become a foster parent for children who have complex healthcare needs.**

Her journey led her to adopt 5 children, and care for another in foster care, many of whom receive their healthcare from Superior HealthPlan.

While Linda's role is rewarding, it's also incredibly demanding, but one made easier because of Superior and Imagine Pediatrics, an in-network virtual and in-home care provider focused on children with special healthcare needs.



“

“Superior HealthPlan brought Imagine Pediatrics into families like mine. They prevent us from going to the ER and prevent us from being admitted into the hospital, so when I have anything that arises, they are my first phone call.”

Linda C., Mother of Superior Members

“

“As a service care manager, I work with our members to identify potential unmet needs for in-home services or medical equipment, and I assist until those items or needs are delivered. Superior collaborates with Imagine Pediatrics to work on individual cases, share resources, and problem solve as a team on behalf of the member.”

Stephanie Torres, RN, Care Manager, Superior HealthPlan

“

“At Imagine Pediatrics, we are re-imagining pediatric health care together with families. Imagine Pediatrics is a fully integrated, tech-enabled, pediatrician-led medical group, providing 24/7 virtual and in-home care to children with special healthcare needs.”

Dr. Damitra Ramos-Patel, MD, FAAP, Imagine Pediatrics



**Watch to learn about
Superior's partnership
with Imagine Pediatrics.**

Making an Impact



Every year, **hundreds of Superior employees volunteer in Texas communities or donate money to support causes important to them.** This has been a priority since Superior began serving Texans in 1999.

Giving back is not only a reflection of the employees at Superior, it's also a reflection of what's important to our organization as employee donations are often matched by the company.

Employee Giving in 2025

3,098

Hours Volunteered

\$31,094

Employee Donations

128

Organizations Supported

\$38,877

Company-Matched Donations

Responding to Central Texas Floods

After the devastating July floods in Central Texas, in which at least 135 people lost their lives, Superior and Centene employees donated nearly \$14,000 to support relief efforts. These **donations, company-matched dollars, and charitable contributions all helped with flood relief.**

Superior employees also stepped up to help, including:

- Volunteering dozens of hours to support local organizations.
- Emailing and calling all members in affected counties.
- Calling all providers in affected counties.
- Authorizing early refills of prescriptions or medications.
- Sending notifications and conducting outreaches to employees in the impacted areas.



There are two ways anyone can support the continued recovery:

1

[Texas Search and Rescue](#)

2

[Kerr County Flood Relief Fund](#)



Several Superior **Medical Directors volunteered at Austin Blessings Co-op** to help sort and distribute pantry staples and other food items to feed families and community members in need. We appreciate their commitment to helping make a difference in the lives of Texans.



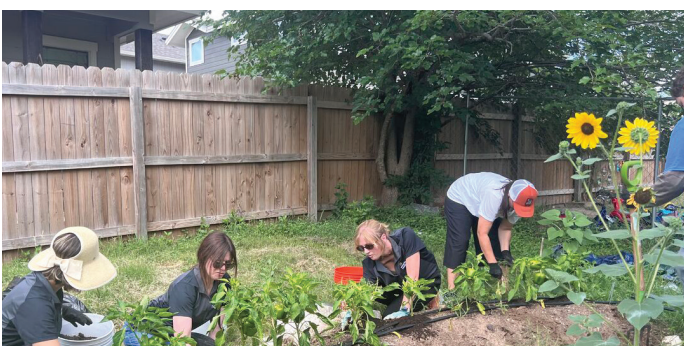
Superior's **Quality Improvement team volunteers at multiple nonprofits every year**, including the **Central Texas Food Bank**, where they prepared 1,350 food bags and sorted 4,500 meals. They also supported the **Austin Diaper Bank** to sort and prepare for a diaper drive.



Another team of **Superior employees volunteered at the San Antonio Food Bank**, helping sort and process thousands of pounds of produce to help feed the community. Over the past five years, employees have volunteered more than a dozen times at the food bank.



Superior employees teamed up with Prospera Housing Community Services to host a donation drive for San Antonio residents. The team brought in pool toys, summer snacks, cleaning supplies, personal hygiene items, and many other items to support families in need.



Several members of **Superior's Communications team braved the Texas heat to volunteer in the garden at Wholesome Generation**, a community school in Austin that engages children in holistic, sustainable learning pathways through education and nature experiences.

Supporting Everyone

Through targeted programs and sponsorships aimed at creating supportive environments that cater to diverse sensory needs, **we're enhancing inclusion through accessibility for Texas communities.**

Permian Basin Fair and Exposition



More than 400 people attended the **4th Annual Sensory Night at the Permian Basin Fair and Exposition** in Odessa. The event, organized and sponsored by Superior, is designed for families and young adults who have sensory needs. In four years, thousands of people have attended the event at no cost, making a big impact in the lives of individuals and families in West Texas.

Sensory-friendly Movies



Superior **hosts sensory-friendly showings in theaters every month.** The movies feature brightened light levels, reduced sound volume, and room for attendee movement. They're offered at no cost for guests and their families affected by autism and other sensory processing disorders.

Autism Society of Texas



Superior provided **\$5,000 in funding in 2025 for the Autism Society of Texas** to support the Texas Autism Walk, the Autistic Adult Recreation Event, and a Mother's Day Retreat, all in Central Texas. Between the three events, approximately 600 people were in attendance.



We had such a great time at the Texas Autism Walk. My kids had a lot of fun, and it was heartwarming to see the entire community come together. The sensory kits were a thoughtful touch that made a big difference."

- Austin-area Parent

Unique Programs of Support

Foster Care Centers of Excellence

In partnership with the Texas Health and Human Services Commission and the Department of Family and Protective Services, Superior launched the STAR Health Medicaid program in 2008 to improve healthcare for children and youth in foster care. Today, **Superior's legacy as the first managed care organization in the country to provide statewide healthcare to youth in foster care** continues to impact the lives of members and their caregivers.

To further this work, Superior established a Foster Care Center of Excellence (FCCOE) program in 2017, now made up of **13 providers that have foster care expertise, including 4 new ones in 2025**. These clinics streamline services for members while improving collaboration between Superior and the following groups:



Primary Care Providers



Behavioral health providers



Foster parents and medical consenters



Department of Family and Protective Services



Child/member



Child-placing agencies



“

Superior is proud to work alongside our FCCOEs to support children and youth in foster care. Having access to comprehensive healthcare and other services is a key component of our commitment to delivering quality care to our members.”

Nathan Hoover
Vice President of Clinical Operations
Superior HealthPlan



Find out more details at
coe.fostercaretx.com.

Start Smart for Your Baby®

For 15 years, Superior has offered **Start Smart for Your Baby®**, a program that provides education for pregnant members to improve maternal and newborn health while reducing the risk of birth defects. The program customizes the support members need for a healthy pregnancy and baby.

Start Smart for Your Baby® incorporates care management, care coordination, and health education to improve maternal and infant health. Members enrolled in the program have access to:

- **Care Management:** Superior's Care Managers are registered nurses and 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 and \$50 in rewards for postpartum care. Members also have access to food, cribs, diapers, housing, and clothing.

**Restrictions and limitations apply.*



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

