



Great Things are Happening in IN

CareSource® Focuses on Social Determinants of Health

If a mother can't afford food, she likely won't buy vitamins. If a father doesn't have reliable transportation, he will struggle getting his sick child to a doctor. If a family isn't nestled in safe housing, they will live in fear, insecurity and uncertainty. Social determinants of health like food, transportation and housing impact the health of Indiana residents daily, especially members of the Healthy Indiana Plan, a health insurance program designed for lower-income citizens below 138% of the poverty line.

As a managed care provider for the Healthy Indiana Plan, CareSource has a long history of addressing the limitations of current public health systems to mitigate broader economic, behavioral and social barriers in the lives of its members. The challenges of the COVID-19 pandemic magnified those concerns.

"We all need to have access to healthy food and to health care and to safe, affordable housing," said Karin VanZant, CareSource Vice President of National Social Determinants of Health Strategy. "When we have that kind of stability in our life and a crisis hits, we have some bandwidth to actually be able to address the crisis. When you don't have that sense of stability when a crisis hits, it can really put you in a downward spiral."

In response, the CareSource Life Services® program addresses those life challenges by offering its members personalized coaching to assist with everything from employment and education to food, housing and transportation. At the same time, the organization specializes in populations that require

complex care and extra assistance to overcome life barriers.

"CareSource runs toward problems that others run from," explained President and CEO Erhardt Preitauer. "We focus on some of the most challenging, highest-need populations, and because we're the largest multi-state nonprofit in the country focused on government programs, we make decisions very differently than our competition. We're happy to make decisions that go years out in terms of driving quality, looking at the whole person and addressing social issues." Ultimately, the goal of these efforts is to give CareSource members the stability and support they need to rise up from difficult and sometimes complex circumstances into a life of greater independence and personal success. In Indiana alone, CareSource has made a number of commitments to that end:

Substantial COVID Relief Efforts Throughout Hoosier State

From making considerable strategic donations to battle food and housing insecurity to providing personal protective equipment donations for frontline medical workers, CareSource offered critical support to Indiana citizens during the pandemic. CareSource donated \$100,000 to Feeding Indiana's Hungry. They invested an additional \$180,000 in small business founding to the Indy Chamber's Ready to Restart program. Then, in an effort to improve accessibility for their members living with serious mental illness or substance use disorders, CareSource contributed \$36,000 to Community Health Network for a mobile injection clinic.

\$5 Million Commitment to Affordable Housing Investments in Indiana

In the fall of 2020, CareSource announced its commitment of \$5 million in investments to affordable housing projects in Indiana. This commitment is part of the \$50 million financial investment CareSource is making to housing projects across the United States, focusing on underserved communities with high rates of poverty. CareSource continues to create partnerships in Indiana to champion this commitment and to find affordable housing for Hoosiers.

The CareSource Re-Entry Program™ for Ex-Offenders

CareSource makes great efforts to reduce recidivism with the criminal justice system in Indiana. When ex-offenders enroll with CareSource, they can also enroll in the CareSource Re-Entry Program and meet with a Life Coach who can help with educational opportunities, applying for jobs and identifying appropriate housing. In some situations, transitional supportive housings are the best fit because, with low rent, ex-offenders can use their resources to buy a car and build a savings account. The end goal is for participants in the program to be positioned to enroll in employer sponsored health insurance, and transition off of government sponsored support.

Nurse-Family Partnership to Improve Maternal Health Outcomes

In February 2021, CareSource announced a joint program with Goodwill of Central & Southern

Indiana's Nurse-Family Partnership®, a community health program that assists low-income, pregnant mothers by arranging home visits from registered nurses. The new partnership seeks to assist first-time mothers with their pregnancy by providing CareSource members with a free, personal nurse that regularly visits, starting early in the pregnancy and continuing through the child's second birthday.

Indiana Driver's License Reinstatement Program

In April 2021, CareSource launched a new program providing members with assistance to reinstate their driver's license in the event of a lapse, suspension or revocation. In partnership with the state of Indiana, CareSource is offering up to \$500 in order to offset the fees and fines associated with reinstatement. The program is available to all eligible CareSource members in Indiana.

CareSource believes that its outreach, investments and creative partnerships in the Hoosier State are helping to pave the way for creating a better model of health care. "We are committed to assisting our members and providing them with greater access for socioeconomic needs, physical and clinical needs and behavioral health needs," said Steve Smitherman, CareSource Indiana Market President. "Together, I believe we're making a real difference in Indiana."

To learn more about the most recent progress, priorities and initiatives that CareSource has pursued in managed health care, visit [CareSourceStakeholderReport.com](https://www.caresource.org/CareSourceStakeholderReport.com).