

# 2023 YEAR IN REVIEW



CareCentrix delivered home services to over 7 million members this year, continuing our mission to create a world where anyone can heal or age at home. Beyond the solutions provided, our team's efforts to give back to communities, address Social Determinants of Health (SDoH) challenges, and elevate the member experience showcase a year of meaningful impact.

## Below are some of the accomplishments we're celebrating this year:

**16.5M+**  
lives covered

**over \$135M**  
in savings for our clients

**7.6M+**  
total home services provided<sup>1</sup>

**over 3.6M**  
claims processed<sup>1</sup>

**over 5M**  
authorizations processed<sup>1</sup>



**I am extremely proud of our accomplishments in 2023.** Here at CareCentrix, we have been able to make a positive impact in the health care outcomes of our members and lower the costs for our health plan customers. None of this would be possible without our exceptional team members who continually amaze me with their complete focus on helping our patients. I look forward to our team helping even more members heal and age at home in 2024 and beyond.



**Steve Horowitz**  
Chief Executive Officer

## Managing High Quality Provider Networks



**Over 6,000 Providers**  
in the CareCentrix network nationwide



**85%** Provider experience satisfaction



**90%** Satisfaction rate for top tier providers<sup>2</sup>

## What Our Clients Say

“[CareCentrix] has been invaluable to ensuring our members get the proper level of care.”

“I feel that CareCentrix is a very good business partner and willing to engage anything that may assist the plan with improving the overall quality of service.”


“I appreciate [CareCentrix's] dedication to their partnership with [our health plan] and our members. I think the entire team provides an invaluable service and certainly makes my job easier.”

## Identifying and Addressing SDoH

**24%**   
**of members were identified**  
as needing community resources

**19%**   
**of members needed multiple community resources**  
The top SDoH gaps: financial assistance and medication assistance

**over 2,000**   
**members received assistance with copayments in 2023,**  
helping to reduce costs for those in need

**95%**   
**of members contacted and engaged**  
as a part of our PAC and Palliative programs **completed a medication reconciliation** and did so within 30 days of discharge

## Driving Better Member Experience



**In 2023, we implemented the "Heal at Home Wishes" initiative**  
focused on removing barriers to recovering at home for members that wish to go home instead of an inpatient facility.



**Palliative Support**

**98%**  
of palliative care patient goals completed



**Home Health**

**99%**  
On-time starts of care



**Sleep Management**

**90%**  
Home sleep test site of service rate

**365K**  
Total hospital discharges supported<sup>1</sup>



**91%**  
**Overall Member Satisfaction**

**85%**  
Positive airway pressure patient therapy adherence rate

## 3 Ways the CareCentrix Team Gave Back This Year



**Raised funds for both the American Cancer Society and the American Heart Association** by participating in multiple community walks across the country.



**Assembled hundreds of educational kits to help pre-school-aged children in underserved communities and donated school supplies and backpacks to those in need.**



**Handmade blankets for veterans and children with serious illnesses.**

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1. Annualized results. CareCentrix data. Nov. 15, 2023.

2. Top tier providers are a subset of our network providers who receive dedicated support due to their size and high number of patients serviced.