Mission
To provide high quality service, support and expertise to member organizations and to act as a vehicle for strategic efforts that strengthen our community health partners.

Vision
Health Choice Network is a national model for effective collaboration among health care partners, positioning our members as an integral part of the health care delivery system.

Overview
Health Choice Network is a national model of successful collaboration among community health centers. By sharing common business, technology and administrative services, Health Choice Network participants increase efficiencies, decrease costs and provide better and more accessible patient care.

Health Choice Network is a not-for-profit organization governed by a Board comprised of its members. With participants in nine states, Health Choice Network members serve more than 700,000 patients. HCN provides participants with the very latest in electronic health records, health information technology, risk management, managed care, financial and clinical services. By providing the tools to strengthen our members and partners, Health Choice Network improves the lives of the underserved and vulnerable in our communities.
A New Day for Health Choice Network

Letter From The Chairman and The President and CEO

A research brief released on June 30, 2010 by George Washington University states that $122 billion in total health care costs could be saved in the next five years through increased funding of community health services. The brief also predicts that health centers in the U.S. will be serving 40 million patients by 2015—double current capacity.

It is a new day in health care and a new day for Health Choice Network. Many of our achievements in the past year were made in anticipation of the continued growth and evolution associated with health reform. We are now better positioned to serve our participants and partners as they benefit from the changes ahead.

During the past year, we forged new business partnerships and strengthened existing relationships. We extended our service model into new areas of health care and utilized technology to assist our participants as they move towards meaningful use.

Health Choice Network continues to prove its ability to quickly respond to industry changes while using innovative methods and models to better serve our communities.

The highlights of this year’s annual report demonstrate the strength and diversity of our programs: A major grant to promote meaningful use through adoption of the electronic health record in South Florida, increased funding for school-based health and a partnership to better manage and access data across our Network.

With the support of our participants and the dedication of our staff, we have embraced change and set the stage for an exciting future.

Sincerely,

Brodes Hartley, Jr.
Chairman of the Board of Directors

Kevin Kearns
President and Chief Executive Officer

“With this new day in health care comes both opportunity and challenge.”

- Kevin Kearns, CEO
Key Achievements

- $8.5 million grant over two years to coordinate the South Florida Regional Extension Center (SFREC). The cooperative agreement promotes meaningful use to 1,500 providers through the electronic health record adoption in Miami Dade, Broward and Monroe Counties.
- $8.5 million funding from the Children’s Trust to make school-based health available to 75,000 students in Miami Dade County at 78 schools.
- $2.9 million grant from Health Resources Services Administration to support health information technology infrastructure upgrades and implementations at HCN participating centers.
- A funding agreement with the Children’s Trust to implement the web-based Microsoft Amalga system across the Network, allowing access, collection and reporting of data through existing medical, dental and demographic systems.
- The Jessie Trice Health Promotion Program, now in its 10th year, educated nearly 10,000 women about the importance of cancer screening at 60 events. Almost 700 were referred to member centers to receive services.
- Through the continued HCN partnership with Magellen Health, more than 80,000 Miami Dade Medicaid patients are eligible to receive quality behavioral health care from our Network providers.
- Prestige Health Choice, HCN’s provider service network, expanded to nearly 50,000 members in seven Florida counties. Prestige also received a three-year accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC) and initiated comprehensive patient case management programs.
- The Central Billing Office provided financial stability for 15 community health centers, collecting nearly $50 million from third parties and achieving 36 days revenue in accounts receivable.
- Continued Network-wide information technology upgrades at participating centers to the latest electronic health record systems, including Intergy, Dentrix, and its state-of-the-art imaging component, Dexis Imaging.

HCN 2009-2010 Funding Sources

At a Glance

2009-2010 Budget
$26+ MILLION

Budgeted FTEs
135

Participating Centers
38

Participating Sites
307

Participating Patient Visits
2.7 MILLION
Patients Served by HCN Participants in 2009*

<table>
<thead>
<tr>
<th>Total Patients</th>
<th>Medicaid Patients</th>
<th>Uninsured Patients</th>
<th>Homeless Patients</th>
<th>Children</th>
<th>Minority Patients</th>
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<tbody>
<tr>
<td>766,955</td>
<td>234,686</td>
<td>310,675</td>
<td>50,554</td>
<td>273,889</td>
<td>224,646</td>
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Patients Served by Florida HCN Participants in 2009*

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<thead>
<tr>
<th>Total Patients</th>
<th>Medicaid Patients</th>
<th>Uninsured Patients</th>
<th>Homeless Patients</th>
<th>Children</th>
<th>Minority Patients</th>
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<tbody>
<tr>
<td>475,120</td>
<td>135,699</td>
<td>201,744</td>
<td>35,372</td>
<td>178,045</td>
<td>145,183</td>
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</table>

Patients Served by New Mexico HCN Participants in 2009*

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<tr>
<th>Total Patients</th>
<th>Medicaid Patients</th>
<th>Uninsured Patients</th>
<th>Homeless Patients</th>
<th>Children</th>
<th>Minority Patients</th>
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<tr>
<td>108,728</td>
<td>34,292</td>
<td>46,255</td>
<td>2,528</td>
<td>32,582</td>
<td>10,122</td>
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Patients Served by Utah HCN Participants in 2009*

<table>
<thead>
<tr>
<th>Total Patients</th>
<th>Medicaid Patients</th>
<th>Uninsured Patients</th>
<th>Homeless Patients</th>
<th>Children</th>
<th>Minority Patients</th>
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<tbody>
<tr>
<td>17,658</td>
<td>2,307</td>
<td>9,238</td>
<td>6,413</td>
<td>3,905</td>
<td>2,988</td>
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*Data based on centers participating on integrated Information Technology.

Health Choice Network Programs & Services

<table>
<thead>
<tr>
<th>Finance</th>
<th>Health Information Technology</th>
<th>Electronic Health &amp; Oral Health Record</th>
<th>Managed Care</th>
<th>Program, Clinical &amp; Other Services</th>
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</thead>
<tbody>
<tr>
<td>* Central Accounting</td>
<td>* System Management</td>
<td>* Paperless Record System</td>
<td>* Risk Contract Management</td>
<td>* Health Connect in Our Schools</td>
</tr>
<tr>
<td>* CFO Functions</td>
<td>* Training</td>
<td>* Clinical Forms</td>
<td>* Credentialing</td>
<td>* Grants</td>
</tr>
<tr>
<td>* Payroll</td>
<td>* Hardware/Software support</td>
<td>* Data Tracking</td>
<td>* Referral Management</td>
<td>* Clinical Committee</td>
</tr>
<tr>
<td>* Financial Analysis</td>
<td>* Database Management</td>
<td>* System Implementation</td>
<td>* Strategic Planning</td>
<td>* Strategic Planning</td>
</tr>
<tr>
<td>* Practice Management</td>
<td>* CIO Functions</td>
<td>* System Support</td>
<td>* Jesse Trice</td>
<td>* Board Education</td>
</tr>
<tr>
<td>* Central Billing</td>
<td>* Hosting</td>
<td>* Informatics</td>
<td>Health Promotion</td>
<td>* Faith-Based Outreach</td>
</tr>
<tr>
<td></td>
<td>* Web Design</td>
<td></td>
<td>Marketing/Fund Development</td>
<td>* Lab Contracts</td>
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<tr>
<td></td>
<td>* Disaster Planning</td>
<td></td>
<td>Group Contracting</td>
<td>* Advocacy</td>
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</table>

*Health Choice Network Programs & Services*
South Florida Community Joins Forces for Meaningful Use

A broad coalition of South Florida organizations and health providers have joined forces to promote meaningful use through the adoption of the electronic health record. Health Choice Network will coordinate the South Florida Regional Extension Center (SFREC), established through an $8.5 million Federal grant awarded in February 2010. The cooperative agreement promotes the adoption of meaningful use to 1,500 providers through the conversion to the electronic health record throughout Miami-Dade, Broward and Monroe Counties.

The collaborative initiative includes doctors, hospital systems, medical groups, non-profit organizations, universities and private foundations. Lisa Rawlins is Executive Director of the SFREC and oversees a staff that will assist health providers in the conversion process.
School Health: A Vital Service For Children

In partnership with the Children’s Trust, teams from Health Connect in Our Schools (HCiOS) provided primary care, exams, screenings and immunizations to more than 70,000 students in 78 Miami Dade County Public Schools in 2009-10. This successful partnership continues to make new strides with programs and initiatives to improve school-based care to those children who need it most.

Last year, new tools to improve and streamline data collection were added at the school health suites to simplify the task of tracking and reporting. HCiOS is also currently transitioning its health care suites to Intergy electronic health record and partnering with community health providers in an Oral Health Pilot Program. A HCiOS poster presentation in July 2010 was awarded the second place prize at the National Association of School Based Health conference in Washington, D.C.

The Children’s Trust
Because All Children Are Our Children

Health Connect in Our Schools At a Glance 2009-2010

- Number of Public Schools: 78
- Total Student Enrollment: 75,000
- Students Receiving School-Based Care: 63,851
- Vision & BMI Screenings: 46,014
- Number of Vaccinations & Immunizations: 10,453
Latest Technology Allows Centers To Move Toward Meaningful Use

This year has been pivotal in the Network’s efforts to replace, adopt and enhance the technology systems of its participating centers. Nearly all centers experienced significant upgrades to their electronic health record systems, with most participating centers now using the Sage Intergy system. Others have expanded the functionality of the electronic health record with Dentrix and its state-of-the-art imaging system, Dexis Image. These systems bring reliability, data reporting tools and the many advantages of the electronic health record: efficiencies, accuracy, portability and convenience. In 2011, the Network will begin implementation of the Avatar system for the electronic behavioral health record.

A recent $2.9 million grant from Health Resources Services Administration supported the adoption of the health information technology upgrades and implementation for three HCN participating Centers. The grant includes the adoption of the new technology, the implementation and support, as well as a follow-up study of the efficiencies created by the systems.

With the Centers embracing new technology to achieve the highest levels of health care and patient service, they are well on their way to achieving meaningful use.
Health Choice Network Focuses on Behavioral Health Services

Behavioral Health Services continues to be a growing part of the Network’s participation and partnerships. HCN has strengthened ties with mental health providers in recent years and several have become HCN participants.

Through the continued HCN partnership with Magellen Health, more than 80,000 Miami Dade Medicaid patients are eligible to receive quality behavioral health care from our Network providers. The successful partnership delivers programs and services that improve the lives of individuals and families while controlling the cost of care. HCN staff collects data on patient encounters from providers serving vulnerable populations. The data is provided to Magellan for reimbursement.

Patients Come First with Prestige Health Choice

Prestige Health Choice, a provider service network owned by HCN and its centers, continues to focus on high quality patient care while adding members throughout Florida. Prestige is a Medicaid health care plan with nearly 50,000 members in seven Florida counties. It is one of the few health management organizations in the southeast U.S. primarily owned by community health centers.

In 2010, Prestige received a three-year accreditation by the Accreditation Association for Ambulatory Health Care (AAAHC). This accreditation is for organizations that provide diagnostic or medical care on an outpatient basis.

Prestige has also launched a comprehensive patient case management program with its provider partners. This innovative program is successfully engaging the patient in their care process through follow-up, education and intensive case management.

Behavioral Health Providers

- Bayview Center for Mental Health
- Community Health of South Florida
- Citrus Health Network
- Chrysalis
- Douglas Gardens CMHC
- Family Counseling Services
- Psycho-Social Rehabilitation Center dba Fellowship House
- Institute for Child and Family Health
- Miami Behavioral Mental Health Center
- New Horizon Community Mental Health Center
- Reflection Wellness Center
- Agape Network - South Florida Jail Ministries

Prestige Health Choice Members

<table>
<thead>
<tr>
<th>Counties</th>
<th>Members</th>
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</thead>
<tbody>
<tr>
<td>Hillsborough</td>
<td>4,611</td>
</tr>
<tr>
<td>Lee</td>
<td>28,071</td>
</tr>
<tr>
<td>Miami Dade</td>
<td>4,151</td>
</tr>
<tr>
<td>Pinellas</td>
<td>2,851</td>
</tr>
<tr>
<td>Orange</td>
<td>6,810</td>
</tr>
<tr>
<td>Seminole</td>
<td>13</td>
</tr>
<tr>
<td>Pasco</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>46,514</strong></td>
</tr>
</tbody>
</table>
Health Choice Network Participants 2010
Serving More Than 766,000 Patients at Community Health Centers Across the Nation

HCN of Utah
Christopher Viavant, Managing Director
5 Centers
17,658 Patients
- Carbon Medical Service Association, Yvonne Jensen, Executive Director
- Enterprise Valley Medical Center, Rydel Reber, Executive Director
- Green River Medical Center, Mary Winters, Executive Director
- Wasatch Homeless Health Care Center, Allan Ainsworth, Executive Director
- Wayne Community Health Center, Gina Flanagan, Executive Director

HCN of New Mexico
David Roddy, Executive Director
5 Centers
108,728 Patients
- Ben Archer Health Center, Mary Alice Garay, CEO
- La Casa de Buena Salud, Seferino Montana, CEO
- La Clinica de Familia, Harriett Brandstetter, CEO
- El Centro Family Health, Lore Pease, CEO
- La Familia Medical Center, John Cassidy, CEO

Hawaii
Richard J Taaffe, Executive Director
1 Center
7,078 Patients
- West Hawaii Community Health Center

Kansas
Liz Conrade, CEO
1 Center
10,317 Patients
- Flint Hills Community Health

+ Health Center-Controlled Network Member
o Integrated Health Information Technology
**Missouri**
Robert Massie, DDS, CEO
1 Center
20,303 Patients
Family Care Health Centers

**Rhode Island**
Merrill Thomas, CEO
1 Center
35,291 Patients
Providence Community Health Center

**Maryland**
Joe Sheehan, CEO
1 Center
27,225 Patients
Choptank Community Health Systems

**West Virginia**
Steve Shattls, CEO
1 Center
65,235 Patients
Valley Health Systems

**Florida**
Kevin Kearns, CEO
22 Center
475,120 Patients
- Agape Network, Claudio Perez, CEO
- Bayview Center for Mental Health, James Sleeper, CEO
- Borinquen Health Care Center, Robert Linder, CEO
- Broward Community and Family Health Center, Rosalyn Frazier, CEO
- Camillus Health Concern, Hirut Kassaye, CEO
- Care Resource, Rick Siclari, CEO
- Citrus Health Network, Mario Jardon, CEO
- Community Health Centers of Pinellas, Pat Mobe, CEO
- Community Health of South Florida, Brodes Hartley, Jr., CEO
- FoundCare, Yollette Bonnet, CEO
- Family Health Centers of Southwest Florida, Frank Mazzeo, DDS, CEO
- Family Medical and Dental Centers, Laura Spencer, CEO
- Genesis Community Health, DeAnna Warren, CEO
- Health Care Center for the Homeless, Bakari Burns, CEO
- Helen B. Bentley Family Health Center, Caleb Davis, Ph. D., CEO
- Institute for Child and Family Health, Robert Nolan, Ph. D., CEO
- Jessie Trice Community Health Center, Annie Neasman, CEO
- Miami Beach Community Health Center, Kathryn Abbate, CEO
- New Horizons Community Mental Health Center, Luvernice Crosby, Ph. D., CEO
- Premier Community HealthCare Group, Kim Schuknecht, CEO
- Suncoast Community Health Centers, Brantz Rozel, CEO
- Tampa Family Health Centers, Charles Bottoms, CEO
Health Choice Network Officers

Chair
Col. Brodes Hartley, Jr.
President and CEO
Community Health of South Florida

Vice Chair
Rosalyn Frazier
President and CEO
Broward Community and Family Health Center

Secretary
Charles Bottoms
President and CEO
Tampa Family Health Centers

Treasurer
Bakari Burns
President and CEO
Health Care Center for the Homeless

Past Chair
Caleb A. Davis Ph.D.,
President and CEO
Helen B. Bentley Family Health Center

Executive Team

President and CEO
Kevin Kearns

Executive Vice President of Community Initiatives and Fund Development
Terisa James

Senior VP of Administrative Services
Margarita Ollet

Senior VP and Chief Information Officer
Alejandro Romillo

Chief Medical Officer
Saint Anthony Amofah, M.D.

Vice President of Managed Care
Marc Rivo, M.D.

Chief Financial Officer
Brian Morton

Director of Human Resources and Operations
Tedd Marefka

Founding CEO
Betsey K. Cooke

Patrons
H. Lee Moffitt Cancer Center and Research Institute
Sage Software Healthcare Division
South Florida Hospital and Healthcare Association