

1985-2025:

**40 Years
For People.
Not Profit.**





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Executive Team



TALYA SCHWARTZ, M.D.
President and Chief Executive Officer



LILA BENAYOUN
Chief Operating Officer



LAUREN LEVERICH CASTALDO
Chief Financial Officer



SANJIV S. SHAH, M.D.
Chief Medical Officer



ROGER MILLINER
Chief Growth Officer



RAVEN RYAN SOLON
Chief Compliance and Regulatory Officer



GANESH RAMRATAN
Chief Information Officer



LAURA SANTELLA-SACCONE
Chief Marketing and Brand Officer



MICHAEL KUSHNER
Chief People Officer



STEVE STEIN CUSHMAN
Chief Counsel



ERIN DRINKWATER
Chief of Government Relations
and Strategic Partnerships

A Letter from Talya Schwartz, M.D., President and CEO of MetroPlusHealth

For 40 years, MetroPlusHealth has stood as a steadfast advocate for New Yorkers, demonstrating that health care can — and should — be a human right, not a privilege. As we reflect on this milestone, we’re not just celebrating our past, we’re looking ahead to the future with renewed purpose and determination to deliver better outcomes for the communities we serve.

For too long, our health care system has struggled with rising costs and unequal access, leaving many New Yorkers without the care they are entitled to. MetroPlusHealth offers a different approach, one that puts dignity, equity, and affordability at the center of everything we do. As a nonprofit, every dollar we earn goes directly back into our mission of providing high-quality, affordable care to many New Yorkers, with a focus on marginalized communities.

Our role goes beyond providing coverage. We help our members navigate the complexities of the health care system, empowering them to make confident decisions about their well-being. And we don’t do this work alone. Our long-standing partnerships with NYC Health + Hospitals and the rest of our provider network have been essential in expanding access and closing quality gaps for hundreds of thousands of New Yorkers. Together, we’ve built a model of care that puts people first.

In this report, you’ll learn about the work we’ve been doing for the past 40 years: how we’ve helped transform the lives of our members, built stronger communities, and continued to fight for health care access. This impact report is not just a look back at what we’ve accomplished, but a testament to the progress we’ve made and the foundation we’ve laid for the years ahead.

Thank you for being part of our journey. The best is still ahead.

Sincerely,

Talya Schwartz

Talya Schwartz, M.D.
President and Chief Executive Officer
MetroPlusHealth

As our number of members grows, so does our impact

Today, we continue to push boundaries and redefine the role health care plays in members' lives. Our return on investment is not measured in dollars and cents. It's measured in breaths, heartbeats, and quality of care.

Nearly 700,000 members strong

587,000+ vaccines covered annually



11,000+ babies born every year with MetroPlusHealth

25,000+ people insured at Elmhurst Hospital during the height of the Covid-19 pandemic

400+ annual community events



50,000+ followers being reached through our growing social media community

4.2 million annual interactive texts to provide members with access to care

1,600+ dedicated employees

2,400,000 physician checkups performed annually



Ranked #1 in follow-up care for children prescribed ADHD medication (2023)

Over 800 partnerships with grassroots organizations

600+ members moved in to stable housing thanks to our Housing Task Force



30,000,000+ phone calls answered

10,000 high-risk members given food and safety packages during the height of Covid-19



1 in 5 New Yorkers enrolled in the Essential Plan, Medicaid, or CHP are a MetroPlusHealth member

138,000,000+ claims processed

Ranked #1 in Quality for HIV Special Needs Plan in New York State

The power of

Zero. It might seem like nothing. But to us, it's the start of everything.
We stand behind true, quality \$0 coverage for all New Yorkers.

Community leaders recognize our impact



ASSEMBLYMEMBER MARCELA MITAYNES, Assembly District 51

“MetroPlusHealth has been a committed partner, bringing vital health care access to our community. Thanks to their support at events like backpack and turkey distributions, we’ve made a real difference, and I look forward to building on this success!”



DONOVAN RICHARDS, Borough President of Queens

“MetroPlusHealth has been a valued partner with my office in our joint effort to help Queens residents live healthier and happier lives. MetroPlusHealth was a valued sponsor of our office’s recent forum on improving mental health care for Black men, and has also supported many more of my office’s community outreach events.”



SENATOR JESSICA SCARCELLA-SPANTON, New York State Senate

“MetroPlusHealth has time and again shown up for the communities in Senate District 23. From giving out hundreds of backpacks to children in need during back-to-school season to distributing countless turkeys so families can celebrate Thanksgiving the right way.”



VANESSA GIBSON, Bronx Borough President

“I want to thank MetroPlusHealth for their invaluable partnership in providing essential health coverage to our residents and families. Your dedication to expanding care in the Bronx has made a lasting impact on our community’s well-being.”



DR. MARK GONZALEZ, Deputy Director, We Stay/Nos Quedamos

“It’s been a pleasure collaborating with an organization that shares our dedication to improving community health and well-being. We value our partnership and look forward to many more years of shared success!”



ANGELA TORRES, Executive Director of the Throggs Neck Community Alliance

“MetroPlusHealth has been an invaluable partner and remained committed in their community outreach efforts to support their mission to provide every New Yorker with equitable access to health care.”



RITA JOSEPH, New York City Council Member

“MetroPlusHealth has been an unwavering partner in strengthening our community. From celebrating a decade of their office in partnership with our team, to their sponsorship of back-to-school events, and last month’s turkey distribution, MetroPlusHealth has consistently been there for our families.”



Beyond the doctor's office

Culturally-specific care

Culture and health are connected. That's why our team prioritizes diversity at all levels.

- 40+ languages are spoken across our organization
- We host free webinars within communities that have been socially marginalized
- New community office locations are chosen based on health data in underserved areas
- All office locations have employees who speak the most common languages found in each neighborhood

Housing security

Stable housing is a key predictor of long-term health outcomes.

- 900+ MetroPlusHealth members housed through our work
- \$1.7 million raised for Project Renewal at its annual fundraiser
- Strategic partnerships with housing advocates across NYC

Food is medicine

What we eat impacts every facet of our personal health.

We make it easier for New Yorkers to access nutritious food.

- \$0 dietician support for City employees with the MetroPlusHealth Gold Plan

Reproductive rights and maternal health

We're addressing maternal mortality disparities with direct care.

- Free baby bump events for expecting mothers in areas with elevated maternal mortality rates
- \$0 birth control on all health plans
- Virtual visits for abortion services



The key to a healthier city? It starts with housing.

The Woodhull Residences Program

We worked with NYC Health + Hospitals and Comunilife NYC to open the Woodhull Residences, an affordable housing program for people experiencing homelessness. After one year living at the Woodhull Residences, our members showed significant health improvements:

- 90% decrease in hospital admissions
- 50% decrease in ER visits
- 20% decrease in behavioral health hospitalizations

We keep going

Helping members access safe, affordable housing goes beyond just one project.

Queens Hospital T-Building: 75 units secured for MetroPlusHealth members

NYC Health + Hospitals Loretto II: 25 units secured for MetroPlusHealth members

Staten Island Housing: 10 units secured for MetroPlusHealth members

*“Over here, I can keep my appointments.
I can sleep well. I can follow up and take
care of myself much better than I did.”*

– Woodhull Residences Member



Stigma stops here

Behavioral health

In October 2021, we brought behavioral health in-house, significantly enhancing the integration of behavioral and physical health. This shift gave us direct oversight of our care management programs. In 2023, we redesigned these programs, incorporating peer support services to better align with our members' needs. Today, we offer both facility-based and home-based care management, including telephonic services to support members with physical and behavioral health needs and address social determinants of health.

Since bringing behavioral health in-house, our numbers are on the rise:

- NY Quality Performance Results improved from 2021 to 2023 NYS Quality Assurance Reporting Requirements (QARR) rates
- Health and Recovery Plan (HARP) behavioral health measures improved overall by 4.5% and medical measures improved by 6.9%
- Medicaid behavioral health measures improved overall by 7.3%

Protecting HIV-positive members

We are one of only three providers in New York that offers an HIV-Special Needs Plan (HIV-SNP), a plan designed for HIV-positive patients. With HIV-SNP, we remove treatment barriers for highly vulnerable and stigmatized people. Members pay \$0 for mental health support, peer counseling, nutritional care, and life-saving medications.

Peer Support Specialist Program

Our peer support program is revolutionizing how New Yorkers with chronic conditions heal and thrive. We train real members to become counselors for those with similar challenges. This level of compassion fosters a culture of empathy and improves health outcomes for everyone involved.

Medically Tailored Meals Program

One in three chronically ill patients is hospitalized due to malnourishment. This reality can be prevented with the right interventions. Our In Lieu of Services Medically Tailored Meals (ILS-MTM) Program provides healthy prepared food to high-risk members. Every ILS-MTM meal is created by a dietitian to address individual health challenges. Members get up to three meals a day delivered right to their homes.



Peer support programs can reduce behavioral health hospitalizations by 43%.
We know that feeling seen, heard, and valued doesn't just change lives. It saves them.

New York Association of Psychiatric Rehabilitation Services, 2023



It doesn't take a village. It takes a city.

We can't do this work alone

Our partnerships with top hospitals, fellow nonprofits, unions, and more make New York stronger and healthier. As a nonprofit, the money we make is reinvested back into the public health system.

Uplifting providers and City employees

We make sure New York's greatest heroes feel seen, heard, and appreciated.

BetterDoctor Partnership: Our partnership with this organization reduces administrative burdens for care providers.

Galas and Gold Rooms: We organize and host events throughout the year to show our appreciation.

Concierge service has never been better: Whatever a member's needs may be, we include door-to-door delivery of medications, at no extra cost.

Expanding peace of mind: Through our top-quality mental health, dental, vision, and birth control coverage.

Proactivity with purpose: Early detection saves lives. That's why we cover mammograms for free.

Operating on NYC's terms: 24/7 telehealth means our City can see a doctor day or night.

True \$0 care with MetroPlusHealth Gold: From firefighters to teachers, all City employees get \$0 copays, \$0 prescriptions, and more with us.

Back-to-school block parties

Together with fellow nonprofits and elected officials, we gave 30,000 backpacks to kids in need across NYC. This initiative gave children the power to start a new school year with confidence.



Our goal: A healthier New York City

As the official health insurance partner of New York City FC, we bring communities together through the beautiful game. Like MetroPlusHealth, New York City FC has been a champion of healthy living from the start. Together, we are an unmatched resource for New Yorkers of all ages to build community and find joy through movement.

As part of an exciting new multi-year partnership agreement, New York City FC has already integrated MetroPlusHealth into fan and community events throughout the season. MetroPlusHealth is already supporting various free programming led by the club's nonprofit foundation, City in the Community (CITC), including Nights Leagues, a weekend youth soccer and career readiness program, and its annual street soccer block party, La Canchita.

"We're delighted that MetroPlusHealth is an official partner of the club. Their commitment to the health of hundreds of thousands of New Yorkers over four decades aligns closely with New York City FC's values."

– Brent Simmons, Vice President of Partnerships for New York City FC



Leveling the playing field

Empowering the next generation through sports

Too often, families in NYC face barriers to getting involved in youth sports. With New York City FC, we're making soccer more accessible. Donated soccer balls, workout gear, and access to free soccer leagues ensure that every kid has a place on the field.

A healthier future starts with healthier kids. We help New York City FC put on game-changing youth soccer events throughout the year. We create safe spaces for children and teens to strengthen their teamwork skills, develop their talents, and have a blast.

Kids Night: We gave away over 5,000 free gifts at New York City FC's first event celebrating young players.

La Canchita: An annual, free soccer tournament for youth that unites the community across the NYC area through the love of soccer. We gave away 100 soccer balls, 100 pencil cases, and 50 bamboo eating utensil kits.

Night Leagues: A youth-focused soccer event designed to engage local young athletes in competitive and enjoyable physical activities. The event provides a valuable opportunity for kids to develop their soccer skills, learn the importance of teamwork and healthy lifestyles under the guidance of skilled coaches. While children played, we provided 50 massages to their hardworking parents.

Children who play sports:

- Have up to 40% higher test scores than their peers
- Are 6x more likely to be physically active in adulthood
- Report lower levels of anxiety and other mental health concerns

University of San Diego, Harvard T.H. Chan School of Public Health, Journal of Sport and Exercise Psychology

We're not going anywhere

Times change. We stay strong.

Our resilience is no coincidence. MetroPlusHealth was born during a severe public health crisis in a neighborhood that was disproportionately affected by insufficient health care resources. At that time, there was little government support for those who needed it most. Forty years later, our belief that health care is a human right hasn't faltered, it has strengthened.

No matter what happens today, tomorrow, or 40 years from now, we are here to make sure the people we serve have the support they need to live healthier lives free of stigma, economic burden, and prejudice.

At MetroPlusHealth, we are proudly:

| | | |
|--------------|---------------|--------------------|
| Pro choice | Pro immigrant | Pro social justice |
| Pro LGBTQIA+ | Pro refugee | Pro New York City |

NYC is evolving quickly

From aging populations to shifting demographics, NYC will see significant changes in the coming years. We are here to help everyone stay healthy, no matter what tomorrow brings.

- +36% increase in NYC residents 65+ in 10 years
- 44% of NYC's labor force are immigrants
- 49% of NYC residents speak a non-English language at home

AARP, NYC Comptroller, NYC Civic Engagement Commission

We set the pace

We're making sure health care keeps up with NYC's future:

65+ Pilot Programs: Our Medically Tailored Meals, Health Bucks and Managed Long Term Care programs give our Medicare members access to exceptional support.

Mapping out new points of care: We're providing door-to-door delivery of medications, at no extra cost.



“My mission here is not just to make sure that people have great access to quality care, but that their experience accessing it is dignified, is timely, is appropriate, and that they are receiving what they’re entitled to expect to receive, an excellent experience.”

– Talya Schwartz, M.D., President and CEO, MetroPlusHealth

Vision 2064: What comes next

When more people have access to quality, affordable care, we are all better off. We plan to expand our network and residential eligibility beyond the five boroughs.

Offering coverage beyond NYC

Expanding into Long Island will:

- Increase care options for current members with more in-network providers and treatment centers
- Help City employees living outside of NYC get care that works for their schedules and needs
- Increase access to quality, affordable care to even more New Yorkers, not just those living within City limits

Supporting fellow nonprofits

To better serve our community, we will soon offer health plans tailored to the needs of fellow nonprofits through managed service organizations. This will help key institutions address ballooning health care costs without sacrificing quality.

Payment Integrity Unit

Our Payment Integrity Unit will cut through the red tape to help providers focus on their patients first. This dedicated department will:

- Improve claims accuracy
- Reduce provider friction
- Optimize overpayment recovery
- Ensure providers are reimbursed accurately and on time

Commitment to sustainability

Climate change isn't just an environmental issue. It is a public health issue.

Climate Resilience Plan: MetroPlusHealth will be a key part of NYC Health + Hospitals' Climate Resilience Plan. We will build infrastructure capable of withstanding environmental challenges.

Green Initiatives: We walk the walk. In addition to the many recycling events we host across the city, our team is always looking for new ways to reduce our carbon footprint and make our operations more energy efficient.



New pilot programs

Helping Staten Island shine

When we say we are making our mark on Staten Island, we mean it. This goes beyond opening our second community office in the borough in 2025. Together with the Parks Department, Community Activate, City Hall, and Staten Island Borough President Vito J. Fossella, we installed a public art project at a prominent spot next to the Staten Island Ferry. Designed by world-renowned artist ChrisRWK, this 1,600 square-foot community mural is bringing new life to one of the busiest areas in the borough.



Telehealth expansion

We're removing transportation barriers for more members with state-of-the-art telehealth capabilities.

Chronic disease management

Our team is working with local organizations to grow our peer-to-peer counseling, nutritional support, and housing programs for those who need it most.

Member Advisory Board

Our members should have a say in how they access care. Our Member Advisory Board gives everyone a voice and helps guide future projects.

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