



HEALTH • COMMUNITY • ADVOCACY • EQUITY • COMPASSION • INCLUSION • RESILIENCE • INNOVATION • **AT WORK**



**CELEBRATING 20 YEARS
OF EXCELLENCE IN
HEALTH, ADVOCACY, AND CARE**



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Empowering Lives Through Health, Advocacy, and Compassion

For the past 20 years, Amida Care has been more than just a health plan—we're proud to have been a beacon of hope, a champion for equity, and a pillar of support for our members. Our mission goes beyond providing access to health care; it's about transforming lives, fostering well-being, and building a brighter future for all New Yorkers impacted by HIV.



Stories of Impact

Every Amida Care member has a story, and we are honored to be a part of those stories and unique journeys. From individuals who have overcome incredible challenges to families who have found a partner in their health care, we celebrate the resilience and strength of those we serve. Their journeys inspire us to continue our work with passion and dedication.



Community and Connection

Amida Care's commitment to creating inclusive and supportive environments ensures that every individual feels seen, heard, and valued. Our community initiatives, advocacy efforts, and comprehensive care programs are designed to break down barriers and build bridges to affirming health care, ensuring that no one is left behind.



A Vision for the Future

As we look to the future, we are driven by our core values of inclusion, transparency, social justice, and radical empathy. We believe in a world where health care is a right, not a privilege, and where every person can live a healthy, fulfilling life. Our journey is far from over, and we are excited to continue partnering with our members, providers, and supporters to create lasting change.



20 Years of Excellence

Join us in celebrating 20 years of making a difference. So much has been accomplished, and there is more work to do. Together, we can build a healthier, more equitable world.



Amida Care: A Legacy of Innovative, Inclusive Health Care

A LETTER FROM DOUG WIRTH, PRESIDENT AND CEO OF AMIDA CARE

Amida Care (originally known as VidaCare) was founded in 2003 by seven community-based HIV/AIDS service providers who understood the needs of the communities they served. With input from community members, these visionary providers designed a health insurance plan to meet the needs of New Yorkers living with HIV by focusing on health care and social services coordination. This innovative health plan created a model of care that is impacting the way health care is managed and provided in New York City to this day.

From its inception, Amida Care has championed the cause of ensuring that the communities most impacted by HIV receive the affirming health care they deserve and that the providers serving these communities have the resources they need. This commitment led to expanding our services in 2014 to include people experiencing homelessness, regardless of their HIV status.

In 2015, we took a stand for those living with Hepatitis C, advocating for Medicaid coverage of more effective treatment for people co-infected with HIV. Our efforts paid off, resulting in nearly 2,000 members being cured of Hepatitis C. We didn't stop there; we also successfully campaigned for Medicaid coverage of hormone therapy and surgeries for gender-affirming care. By 2017, Amida Care expanded to provide access to all eligible transgender individuals, regardless of their HIV status, ensuring they have the specialized care they need.

Today, Amida Care proudly serves over 9,000 members and stands as the largest Medicaid Special Needs (health) Plan (or SNP) in New York State.



We envision health care as member-centric, culturally appropriate, compassionate, timely, trauma-informed, high-quality, and cost-effective.



“
Amida Care's journey is a testament to the power of community-driven care, and we remain dedicated to our mission of improving the health and well-being of all our members.”

Jacqui Kilmer
Board Chair and
Harlem United CEO



“
Amida Care's inclusive and member-centric approach is a cornerstone of our renowned model of care. Our whole-person approach allows us to meet our members where they are, celebrating their rich cultural diversity and empowering them to achieve their health and wellness goals. We strive to deliver care that respects and values every individual's unique background and experiences. By building trust, we foster an environment of radical empathy and social justice, which is critical for achieving better health outcomes.”

Dr. Vera Antonios
Medical Director

Our Mission

Amida Care's mission is to provide comprehensive, member-centered care, transforming health outcomes and empowering our members to live their best lives.

From our inception in 2003, we have championed the needs of marginalized communities, pioneering innovative health solutions and advocating for essential services. Today, we proudly serve nearly 10,000 members, steadfast in our commitment to breaking down barriers and advancing health equity.

The Power of Policy and Advocacy

TRANSFORMING HEALTH CARE

At Amida Care, our dedication to public policy, advocacy, and government relations is reshaping the landscape of health care for vulnerable populations. Over the past two decades, our efforts have led to crucial changes, particularly in the effort to end the HIV epidemic both in New York and nationwide. Our successful partnerships with community leaders, advocates, government agencies, and elected officials have been instrumental in driving these achievements.

Expanding Health Care Access



On November 1, 2017, following Amida Care's successful advocacy, the New York State Department of Health expanded Special Needs health Plan (SNP) eligibility to include all transgender Medicaid recipients, regardless of HIV status. This policy shift fills a critical gap in health care access while reinforcing our commitment to dignity and equity. Today, over one-third of our members identify as transgender or gender-expansive and benefit from tailored, gender-affirming care.

Pioneering Hepatitis C treatment



Amida Care was among the first Medicaid managed care health plans to facilitate easy access to a life-saving Hepatitis C cure for individuals co-infected with HIV, significantly decreasing a major cause of death among our members. Amida Care has cured nearly 2,000 members of Hep C, illustrating our advocacy's life-changing impact.

Healthy Rewards Live Undetectable



Our innovative Live Undetectable program offers a \$100 quarterly incentive to members who maintain HIV viral suppression. This not only encourages self-health management but also helps members live longer, healthier lives. In addition, it aligns with broader public health goals by reducing transmission rates and avoiding preventable costs.

Advancing Longer-acting HIV Treatment and Prevention



In collaboration with the O'Neill Institute for National and Global Health Law at Georgetown University Law Center, which has partnered with the Amida Care and Ciatelli Associates (CAI) TAP-in project, we are advocating for policies that facilitate effective Medicaid coverage for new, longer-acting medications across the United States. These treatments have the potential to simplify regimens, improve adherence, and help individuals with HIV achieve and maintain viral suppression. For those who are HIV-negative, longer-acting pre-exposure prophylaxis (PrEP) prevents new HIV infections. This effort is crucial in our mission to eradicate the HIV epidemic and provide new possibilities for those living with HIV.

Through strategic advocacy and innovative health solutions, Amida Care remains dedicated to playing a pivotal role in the fight against HIV/AIDS. Our commitment to health equity and policy reform paves the way for a healthier, more inclusive future and contributes to the well-being of the communities we serve.



ELISA CRESPO



"Even though gender-affirming care was a covered Medicaid benefit, people did not get access to the care they needed. Opening Special Needs (health) Plans to all people of transgender and gender-expansive experience, regardless of HIV status, meant that trans New Yorkers could finally access the gender-affirming care we need to live our authentic, best lives," affirms Elisa Crespo, Executive Director, Stonewall Community Foundation.



"Long-acting injectables represent a game-changing advancement in HIV treatment and prevention. They provide much-needed flexibility for people with busy lives or facing personal challenges like inadequate housing and behavioral health issues. By removing the need for daily pills, these treatments make it easier for individuals to maintain viral suppression or prevent HIV infection."

With the new injectables in the near future, we need to make sure everyone knows about prevention choices and that women, people of trans experience, and people of color will be more in charge of their health decisions by learning about PrEP as a powerful tool in the fight against contracting HIV," explains Dr. Freddy Molano, HIV advocate and Vice President of Infectious Diseases and LGBTQ Programs at Community Healthcare Network.



DR. FREDDY MOLANO



JACKIE JOHNSON

Cured of Hepatitis C

Jackie Johnson, a former Amida Care member, first tested positive for Hepatitis C in 2010 after experiencing extreme fatigue. Initially, he put off treatment due to concerns about side effects. However, after connecting with Amida Care and Housing Works, he gained access to the newer, highly effective medication Harvoni, which had recently become available.

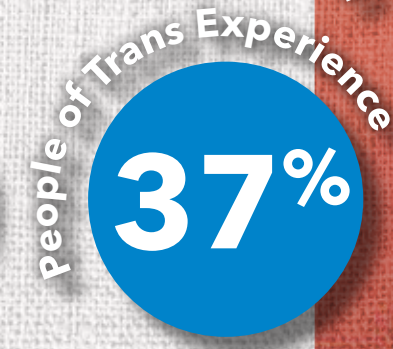
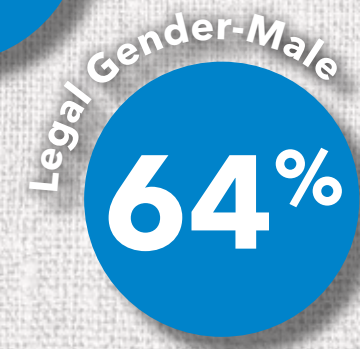
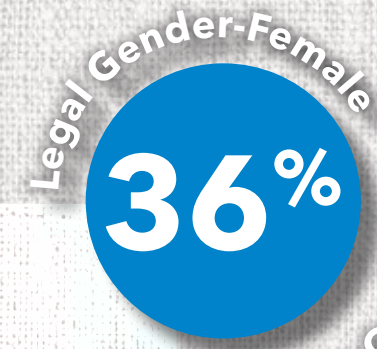
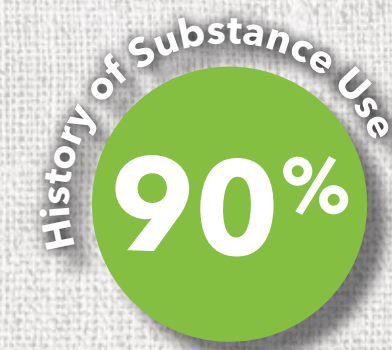
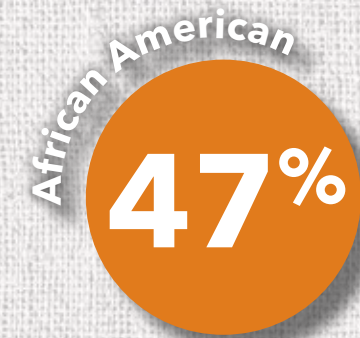
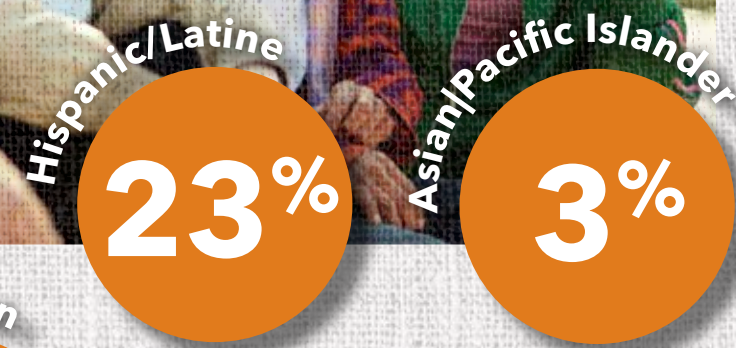
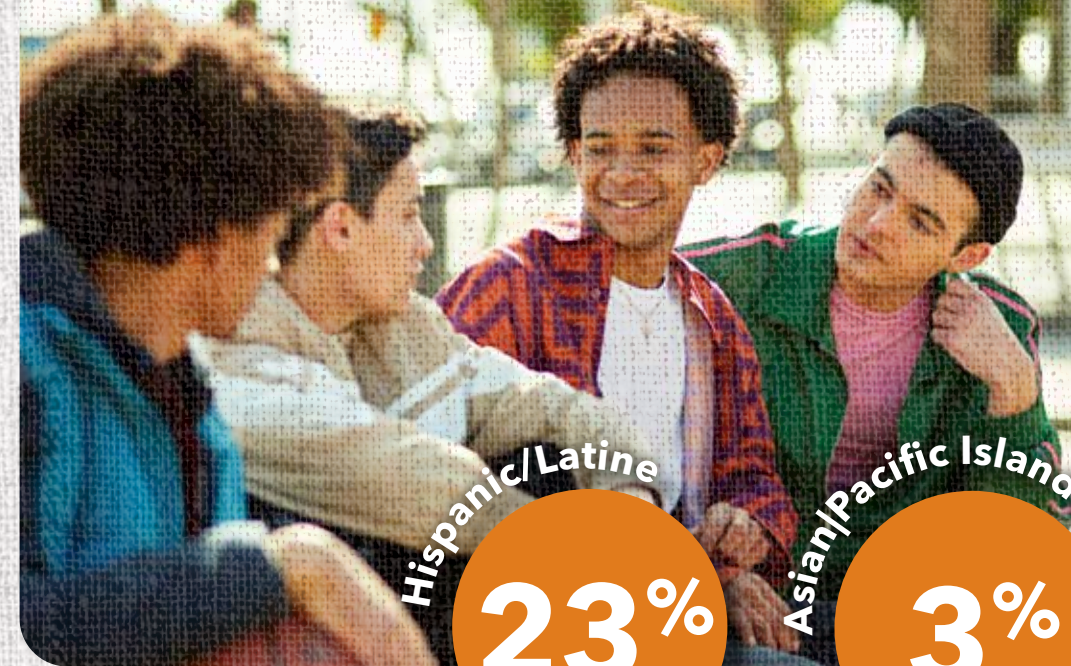
In 2015, within 3 weeks of treatment, his Hepatitis C was cured. "It was mind-blowing to hear the doctor say the labs showed nothing. I've been Hep C-free ever since," he remarked. This experience profoundly impacted Jackie, inspiring him to become an advocate for Hepatitis C awareness.

Who We Serve

Amida Care is a New York Medicaid Special Needs (health) Plan (SNP) dedicated to facilitating – not controlling – access to comprehensive health care for our members. We proudly support the individualized member care plans developed by our providers, whose expertise and member knowledge are greatly appreciated. We serve all five boroughs of NYC, with our largest membership in the Bronx, Brooklyn, and Manhattan. Our membership is diverse and vibrant, predominantly people of color, and includes a significant number of transgender and gender-expansive individuals.

Many of our members face serious challenges, such as homelessness and substance use, which underscores our commitment to providing access to compassionate, inclusive, and effective care. We recognize the impact of social determinants of health on the communities we serve and strive to address these factors through our comprehensive support services.

Amida Care is honored to stand with the communities most affected by HIV, ensuring that they receive the support and services they need. By fostering an environment of radical empathy and social justice, we empower our members to achieve their health and wellness goals.



MEMBERSHIP BY NYC BOROUGH



KEY POPULATION DEMOGRAPHICS

* have experienced homelessness 1+ times since HIV diagnosis

Customer Experience, Growth, and Retention



GROWTH

Amida Care has expanded from 69 members in 2003 to over 9,000 in 2023, becoming New York's largest HIV/AIDS Special Needs health Plan (SNP). This includes more than 3,000 transgender members. Our growth is rooted in our expertise in HIV/AIDS and gender-affirming care, coupled with a deep commitment to our members, strong partnerships with our provider partners, and collaboration with local health advocacy organizations and leaders.

RECERTIFICATION

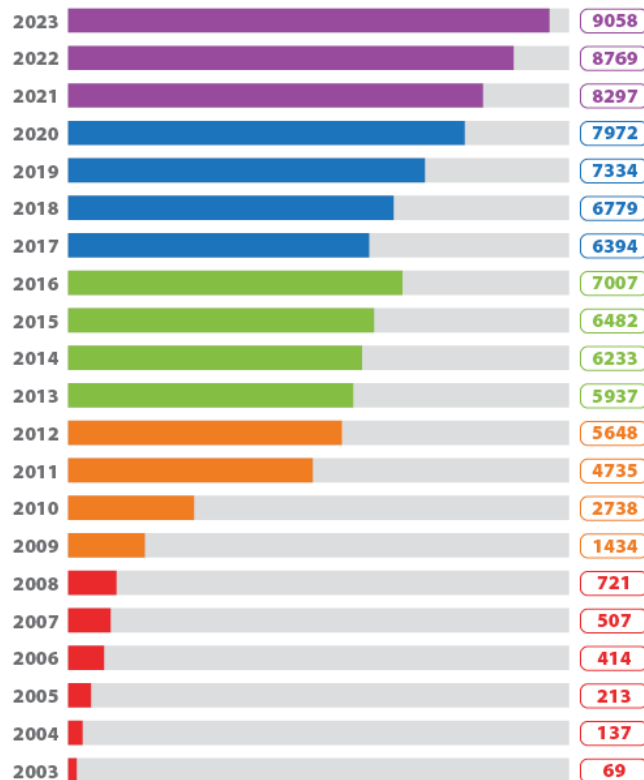
Amida Care's "Save Our Members" campaign utilizes cross-functional teams to help members recertify their Medicaid benefits and avoid gaps in care, post-COVID Public Health Emergency. To date, we have assisted over 5,000 members in updating their contact information so they can receive recertification notifications from the New York State of Health. We also directly supported 1,300+ members at risk of losing their coverage, helping them retain insurance coverage and access to doctors, medications, home care, support, and other vital services. Using a comprehensive toolkit that includes phone calls, mailings, texts, door-to-door outreach, luncheons, and provider support, we offer recertification guidance to 300+ members each month. This collaborative effort ensures that members receive continued care, reducing confusion and frustration.

MEMBER EVENTS: LIVE YOUR LIFE

Amida Care's Live Your Life (LYL) program began in 2007 after the Member Advisory Council (MAC), supported by CEO Doug Wirth, recognized the need for wellness events that promote healthy living beyond doctor visits. With MAC's guidance, Amida Care developed this unique program, providing members with activities such as healthy cooking classes, personal budgeting, arts and crafts, meditation, yoga, and fitness. The LYL program is fully funded by donations from Amida Care vendors, partners, and friends.

We host three to four LYL events each month across New York City's five boroughs, offering free access to our members and their guests. Each year, the program draws over 800 participants.

ACTIVE MEMBERSHIP COUNT



MEMBER SERVICES CALL CENTER

To better serve our members and communities, we brought the call center in-house in 2017. Our multilingual Member Services Call Center now handles over 36,800 calls annually, providing live support around the clock. This ensures that members receive prompt assistance whenever they need help or information. We assist members with doctor appointments and referrals to social services such as housing and nutritional support.



“
The Valentine's Day Card-Making Session was one of the top events for me. I thought you all were being very helpful and creative. My mother loved the card, and she hung it up. Everyone had good energy and loved being able to bond more with the community.”

Joshua
 Amida Care Member

Customer Experience, Growth, and Retention

continued

MEMBER ADVISORY COUNCIL (MAC)

The Member Advisory Council (MAC) is a distinctive feature of Amida Care, comprising a diverse group of members who represent our broader membership. Their feedback influences crucial decisions on care, service, and advocacy initiatives. In alignment with our commitment to diversity and inclusion, a third of MAC members identify as transgender, one of whom holds a seat on our Board. In total, three MAC members are on the Board of Directors, ensuring that a broad range of voices continues to shape Amida Care's vision and strategy.

MAC ACCOMPLISHMENTS:

- 1. Advancing the Member Healthy Rewards Programs:** Played a major role in enhancing these incentive programs, which reward members for completing specific health check-ups.
- 2. Launching the Live Your Life Wellness Program:** Assisted in the initiation of this wellness initiative, offering a variety of wellness sessions, health education, and social engagement activities monthly.
- 3. Development of the Amida Care Member App:** Contributed to the creation of a mobile application that provides members with real-time information, such as ID card updates and event notifications.



The MAC actively shapes Amida Care's strategies, ensuring that services and policies align with the needs and well-being of our members and the communities we serve.



Sylvia Cowan
Vice President of Customer Experience, Growth and Retention

Our Healthy Rewards Incentive Programs

Supporting Our Members in Health



Amida Care is proud to offer two Member Healthy Rewards programs, encouraging our members to prioritize their health and wellness by completing medical appointments and screenings and achieving specific health goals.

Healthy Rewards Live Well

All active Amida Care members can earn up to \$125 per year for preventive health care visits and screenings, such as primary care provider (PCP) visits, cancer screenings, and dental visits. This program promotes regular check-ups and proactive health management.

Healthy Rewards Live Undetectable

For our members who are HIV-positive, the Healthy Rewards Live Undetectable program offers up to \$100 per quarter for achieving and maintaining an undetectable viral load. This initiative supports our members in staying healthy and underscores the importance of ongoing medical care.



OUTREACH PROGRAM

Ensuring Continuity of Care

Amida Care's Retention in Care Unit (RICU) is dedicated to overcoming barriers that prevent our members from accessing essential medical and behavioral health care, as well as life-saving medications.

Our Community Outreach Specialists play a crucial role in this process by identifying and engaging members affected by HIV who have become disconnected from or dropped out of care. Outreach specialists conduct thorough needs assessments, make referrals, and schedule appointments with appropriate providers, ensuring that members receive necessary medical attention and other supportive services. Our team meets members where they are, including escorting them to medical appointments and visiting them in hospitals.

Community Outreach Specialists also perform diligent follow-ups with internal care coordinators, service providers, and members to confirm continued engagement and quality of services. This comprehensive approach not only reconnects members with the health care system but also fosters sustained relationships with care providers. Ultimately, strong relationships between providers and their patients improves health outcomes and enhances the well-being of our members.

Through targeted outreach, needs assessments, and coordinated support, our Outreach Program exemplifies our commitment to providing holistic and accessible health care services.

Building on Community Knowledge and Strength

Our Community Outreach program is strengthened by hiring Community Outreach Specialists who are integral members of the communities we serve. These specialists bring invaluable lived experience and profound knowledge about living with HIV, allowing them to connect at a more personal level with our members. Beyond providing a living wage, these roles underscore our commitment to economic justice, health equity, and anti-racism, reflecting the core values of our organization and enhancing our outreach efforts to make a meaningful impact.



To me, this role means being a voice for the voiceless and assisting the members we serve. It involves respectfully meeting people where they are and using my lived experiences to show my peers and members that life is not over. Through ongoing treatment and support, we heal not only our bodies but also our souls, one day at a time. I remember when I started treatment; it was hard, but with a great support team, I am here 21 years later to tell my story.

Garrett Simmons
Health Services Community Liaison



A MEMBER'S STORY

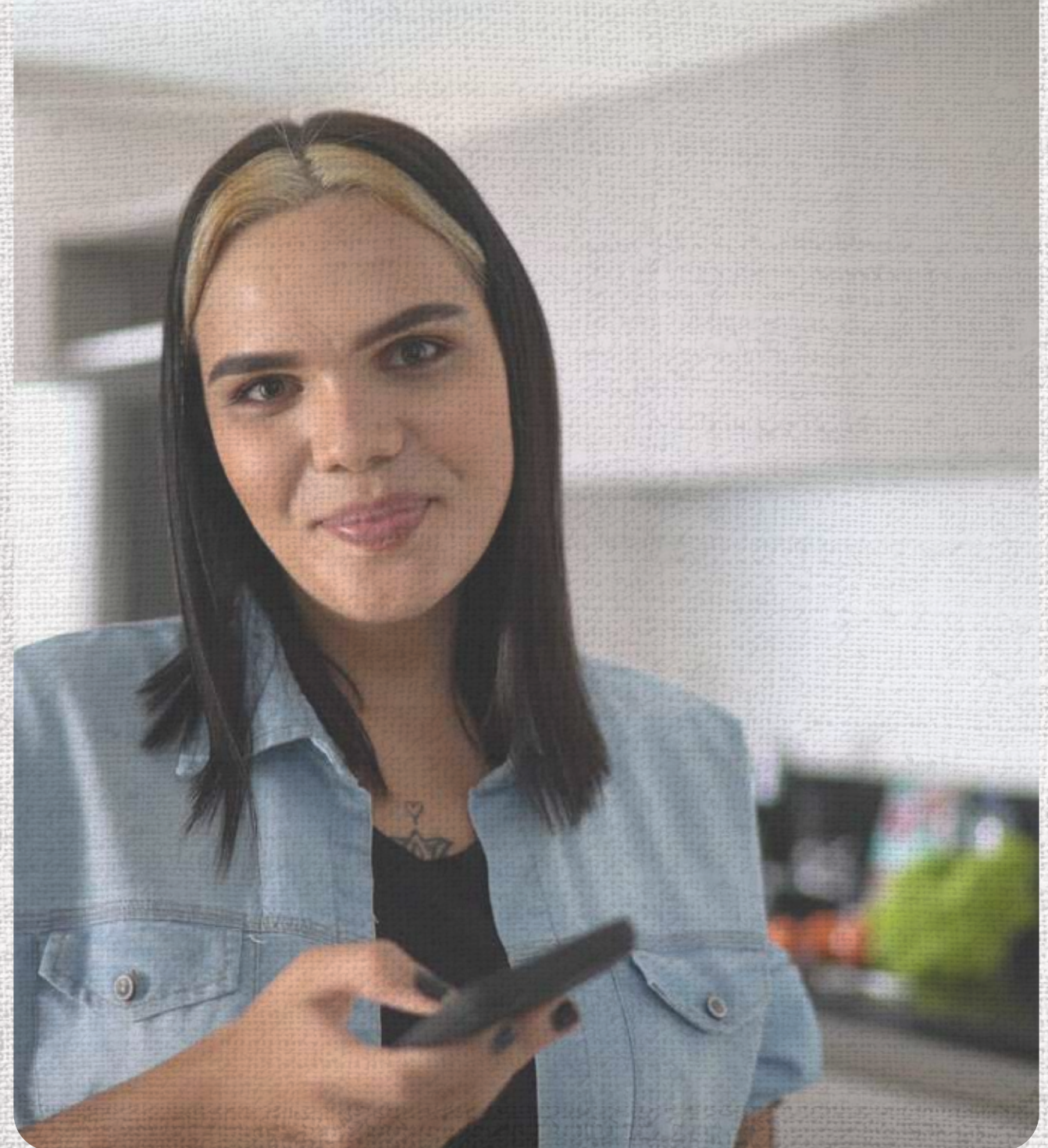
Recently, a member was experiencing anxiety about visiting their provider and pharmacy and was not taking their HIV medication. An Amida Care outreach worker visited their home and assisted the member in taking walks with their dog, building trust by sharing personal stories and experiences in the health care system. This led to the member agreeing to take walks to the pharmacy and doctor appointments in the company of our outreach worker. The member is now routinely taking their medication and regularly visits the doctor after the support they received from our outreach team.

Gender Identity Support Team

In 2023, Amida Care had nearly 3,300 transgender and non-binary (TGNB) members (36% of the plan's total membership). The number of TGNB members is a testament to the trust that the community has placed in us. We have always valued the TGNB community, and we understand that access to gender-affirming health care is life-changing (sometimes life-saving). To support our members in living authentically as their true selves, we created a Gender Identity Support Team (GIST), which has been instrumental in successfully connecting with the TGNB community. GIST provides TGNB members with individualized support in their pursuit of gender-affirming services (GAS).

GIST takes a comprehensive approach to health care, combining GAS health navigation services, care coordination, and preventive health education. All Amida Care members working with GIST receive regular biopsychosocial reassessments and can get referrals to community-based organizations to address essential needs such as housing, food assistance, and medical transportation.

Over the course of 2023, Amida Care facilitated access to over 2,000 gender-affirming services provided to more than 1,000 members. GIST manages the review process for GAS requests in-house, carefully reviewing requests and making determinations based on existing literature and diligent medical review. GIST fully adopts coverage requirements to be as comprehensive as possible, aligning with the newest version of the Standards of Care for the Health of Transgender and Gender Diverse People. The medical team works closely with both members and expert providers to facilitate access to care and to move members more efficiently along their gender affirmation journey.



“GIST is committed to offering a tailored experience for our TGNB membership. We recognize that comprehensive care for this community begins with culturally competent gender-affirming care, as well as efforts to build trust in the health care system. Our success is reflected in the data, which shows an incredible rate of growth in our TGNB membership.”

Jessica Zyrie, TGNB Health and HIV Prevention Coordinator



“I've always been honest. Amida Care saved my life. The woman I have always envisioned myself to be gets to live happy. And to be able to think back that I would never live my truth and was in a dark place mentally, to almost wanting to take my life, it really saddens me, and I want to give that girl a big hug and tell her that it is okay, and you are safe now. You've finally made it, Dawn-Jade, you are the woman of your dreams! And I have Amida Care to really thank for that, so thank you Amida Care, truly and sincerely.”

Dawn-Jade Clover, Amida Care Member





Advancing Health Equity Through Research

At Amida Care, we strive to develop sound and innovative interventions that will enable our members to lead healthier lives and receive the services they need and deserve. Research initiatives, stringent evaluations, and quality improvement processes also allow Amida Care to achieve long-term cost savings while improving quality of care.

Targeted Case Management Supports Immune System Health

Our COBRA research study highlighted the significant impact of Targeted Case Management (TCM) on our members' immune system health. TCM interventions include assisting members with appointments; follow-up calls and home visits if medical appointments were missed; escort services to appointments; providing referrals to support treatment adherence; and supportive services for housing, nutrition, and transportation. Conducted between January 2011 and September 2012, the study revealed a substantial improvement in health outcomes, particularly in immune system reconstitution, with CD4 (infection-fighting white blood cell) counts increasing from an average of 288 at the time of enrollment to 503 by the end of the study. This increase underscores enhanced immunity and aligns with the members' greater engagement in care. Additionally, the study observed a rise in medication utilization, further reflecting the positive effect of TCM on members' active participation in their health care.

The Importance of Employing People with Lived Experience

Amida Care recognizes the important role that people living with HIV and those placed at high risk for HIV have in delivering high-quality care. Over the past decade, we have worked on research-based initiatives to privately fund job training programs and employment placement opportunities to engage individuals with lived experience in health care settings.

A 2019 study analyzed the impact of patient navigation assisted by health outreach specialists with lived experience on 856 members between July 2010 and January 2012. The study found that connecting a member to a patient navigator reduced the time it took to schedule a medical care visit by 40%, demonstrating that a health plan can expedite connection to care through patient navigation services.

Building on these findings, we have further amplified these positive outcomes. Amida Care's health outreach team actively seeks out and engages members who are out of care or inconsistently connected to care, ensuring they stay connected to essential health services. In 2023, our outreach team successfully reached 767 members, with 93% of those contacted staying connected to care. Additionally, members accompanied by liaisons attended nearly twice as many health care appointments per year (9.4) as those who went on their own (5.7), leading to better health outcomes and cost savings from adhering to important appointments scheduled and deemed necessary by their HIV care expert providers. This continued focus on personalized, proactive engagement has significantly enhanced access to essential health services, affirming the critical role of lived experience-informed patient navigation in improving health outcomes.

In addition to presenting our work at national and international conferences, Amida Care shares its research, evaluation, and quality improvement efforts through abstracts, reports, and publications. Our most recent work has touched upon key populations and issues related to health care, viral hepatitis, substance use, patient engagement and viral suppression, COVID-19, and weight and body image.



Our research has had an impact on treatment adherence interventions that lead to viral suppression, such as increasing the role of community health workers as an integral part of the care teams and finding ways to improve prevention and care engagement for high-risk members.

TO LEARN MORE ABOUT OUR WORK, SCAN THE QR CODE.



Diversity, Equity, and Inclusion

As part of Amida Care’s mission to advance health equity and break down barriers to care, we recognize that true equity and inclusion must start from within the organization. We’re proud that our commitment to the communities we serve is matched by our commitment to Diversity, Equity, and Inclusion (DEI) efforts to support our employees.

In 2021, Amida Care launched a new **Racial Equity and Inclusion Work Group (REIWG)**, developing a three-year workplan with the goal of creating an anti-racist workplace by identifying and dismantling policies, procedures, and practices that undermine wellness and withhold opportunities for employees of color. The REIWG, composed of dedicated volunteer staff members, works alongside Amida Care’s **Diversity & Inclusion Committee** and **Board Racial Equity and Inclusion (REI) Sub-Committee** to uphold our ongoing commitment to workplace initiatives that support all employees, inclusive of race, culture, sexuality, and gender identity.



“Amida Care is proud to spearhead initiatives that work toward the goal of creating an environment that upholds and demonstrates diversity, inclusion, and belonging.”

Chantal Innocent
Vice President of Human Resources & Co-Chair, REIWG

RACIAL EQUITY & INCLUSION CORE COMPETENCIES



Key DEI Accomplishments

Core Values Training: Implemented staff training on our core values, fostering a common language and vision for the entire organization.

Employee Resource Groups: Established groups for diverse communities to address workplace DEI challenges.

Policy Revisions: Updated tuition reimbursement, bereavement, and recruitment policies to align with DEI goals.

Pay Equity: Conducted salary equity analysis of all Amida Care positions by race and gender to identify pay disparities and ensure that less-resourced groups are adequately compensated.

Cultural Activities: Hosted educational and cultural events and facilitated conversations on racial equity and social justice to bridge cultural and lived-experience differences.

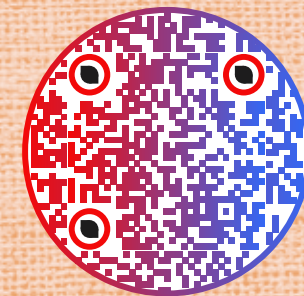
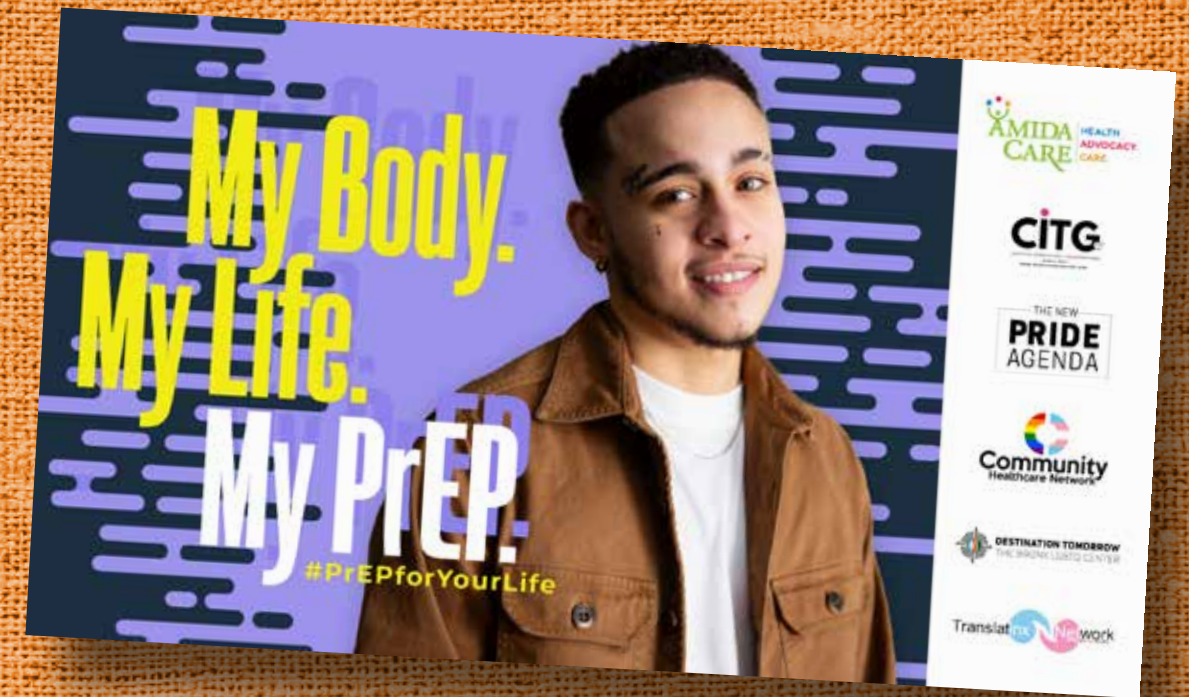
Breathing Room Spaces: Offered virtual support spaces in response to current events for staff who were affected by recent acts of violence, including dedicated, trauma-informed safe spaces for people of color.

The Trans PrEP Coalition

EMPOWERING THE COMMUNITY THROUGH AWARENESS AND UNITY

The Trans PrEP Coalition, consisting of six organizations—four of which are trans-led—brings together a wealth of experience in providing health and social services to the trans community. Amida Care, Colectivo Intercultural TRANSgrediendo, Community Healthcare Network (CHN), Destination Tomorrow, NEW Pride Agenda, and TransLatinx Network have each dedicated years to serving the unique needs of trans individuals. This Coalition represents an innovative approach to raising awareness and fighting stigma around HIV prevention. Amida Care is honored by the trust these organizations and their leaders have placed in us to spearhead this crucial initiative.

Our focus is on a bilingual PrEP campaign to raise awareness and increase utilization in a community significantly impacted by HIV. The campaign includes videos featuring trans New Yorkers who share their personal stories about using PrEP as a vital tool for HIV prevention and how it has positively influenced their sexuality, health, and lives. These narratives are powerful and deeply personal, emphasizing the real-life benefits of PrEP and encouraging others in the trans community to consider it. Through this campaign, we aim to amplify the visibility of PrEP and its importance in supporting the overall well-being of trans individuals.



SCAN THE QR CODE TO WATCH THE CAMPAIGN

“Working in a coalition amplifies our voices and allows us to combine our unique strengths and experiences to create a more comprehensive and impactful approach to HIV prevention within the trans community. Together, we are breaking down barriers, fighting stigma, and empowering our community with the knowledge and resources needed to take control of their health.”

Cristina Herrera
CEO and Founder of
TransLatinx Network

Our COVID Response

During the COVID-19 pandemic, Amida Care showed exceptional commitment to its members' health and well-being with a rapid and adaptive response. By implementing safety protocols and working in collaboration with our partner providers to maintain accessible health services, Amida Care's committed staff provided unwavering support. Innovative measures included expanding the roles of peer community outreach specialists, keeping members informed, and offering essential support services. Through these efforts, Amida Care continued to address the diverse needs of its community with resilience and compassion.



“

Early in the pandemic, I was hospitalized with COVID. My Amida Care team called to check in on me every day while I was in the hospital and continued to follow up when I was discharged. After I was discharged, Amida Care made sure I had access to my medication with home delivery and set me up for telehealth visits with my doctors. They made me feel cared for and supported during a difficult time.

”

Anthony Randolph, Amida Care Member



Six Key Actions That Highlight Amida Care's Innovative COVID Response:

1. EXPANDED COMMUNITY OUTREACH SPECIALISTS' ROLES

Enabled remote services by expanding outreach specialists' roles, ensuring treatment adherence, and engaging members.

2. AT-HOME PHLEBOTOMY SERVICES

Partnered with biotech companies to offer at-home blood draws, minimizing COVID-19 risks for vulnerable members.

3. TELEHEALTH SERVICES

Rapidly scaled up telehealth options in partnership with our providers, allowing members to access medical consultations.

4. VIRTUAL COMMUNITY ENGAGEMENT

Organized virtual Live Your Life (LYL) events and town hall meetings to keep members connected and reduce social isolation.

5. ENHANCED MEDICATION ACCESS

Removed copays, allowed 90-day medication supplies, extended prior authorizations, and facilitated home delivery of medications to ensure continuous access.

6. ENHANCED MENTAL HEALTH SERVICES

Provided members and their families with tools and resources to cope with stress, isolation, and parental challenges, including mood tracking and e-learning programs. We supported providers' efforts to deliver telehealth.

Our Board



1. Inclusive Leadership: People with lived experience and health care providers with expertise in HIV care and sexual health, all with strong connections to the communities we serve.



2. Provider Support: Commitment to reducing administrative burdens on providers, allowing them to dedicate maximum time to their clients, our members.



3. Advocacy Efforts: Active involvement in advocacy, particularly for sound Medicaid policy as well as rates that enable us to sustain our vital work.



4. Community Focus: Centering communities with the highest rates of HIV and expanding our mission to include those placed at the highest risks for HIV.

Thought Leadership in Action

Amida Care’s Board of Directors is composed of individuals with deep expertise in HIV care and sexual health, including leaders from New York’s top Federally Qualified Health Centers and community-based organizations. Our Board also includes three members of the Member Advisory Council, who bring lived experience, wisdom, and perspective, enriching our work with their invaluable insights. This collective knowledge and experience have been instrumental in guiding Amida Care since we first opened our doors in 2003.

The Board’s thought leadership continues to support our mission and shape our model of care. As champions of our work, the Board works to reduce barriers to care that are too often present in the health care system, while ensuring compliance with New York State Department of Health regulations.

It would be impossible for a Medicaid health plan to accomplish all that we have without purpose-driven leadership at the board level that puts **advocacy back in the middle of health care**, supports our mission to leave no one out, and is truly connected to the communities we serve. We are privileged to have a board that is inspired by and shares our mission to end the HIV epidemic in New York.

Our Most Heartfelt Thanks to Our Board of Directors and Sponsor Organizations

OUR BOARD OF DIRECTORS

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CEO, Harlem United

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Doug Wirth
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Arthur Webb, Independent Director
President, Arthur Webb Group

OUR SPONSOR ORGANIZATIONS



“ Having the voices of people impacted by HIV as well as people of transgender experience helps the plan to be responsive to human need. In addition, health care providers serve on our Board, contributing clinical expertise and an invaluable operational perspective to help our health plan promote access to care. ”

Doug Wirth, President and CEO, Amida Care

The Essential Role of Funding in Fulfilling Our Mission

To fulfill our mission of delivering high-quality, compassionate health care to people living with or placed at risk for HIV and to the transgender community, it is imperative to secure adequate funding and sufficient financial resources. NYS Medicaid premium rates must be adequate to cover not only direct medical costs but also the critical model of care and administrative expenses that support our services.

Over the years, our strong partnerships with the New York State Department of Health (NYSDOH), Office of Health Insurance Programs, and the AIDS Institute have been crucial to securing necessary funding and support. Through robust advocacy and partnership, we've been able to expand our offerings, including ensuring access to life-saving medications that have cured Hepatitis C for nearly 2000 members and providing transgender and gender-expansive members with access to hormones and gender-affirming procedures, allowing them to live as their authentic selves. Funding has been challenging at times, but we are committed to advocating for the resources needed to sustain these essential services and protect the health, well-being, and dignity of the communities we serve.

At Amida Care, adequate funding transforms lives and saves New York tax dollars. Every Medicaid dollar secured translates directly into better health outcomes for our members. This includes helping those living with HIV achieve "undetectable" status and supporting HIV-negative members in accessing robust sexual health services to stay HIV-negative.

As New York's largest Medicaid Managed Care Special Needs Plan, our commitment to advocate for Medicaid rates that reflect the true cost of specialized care has been essential. This includes navigating challenges like the Medicaid Pharmacy Carveout and expanding our services to address emerging health needs and trends. This dedication ensures we continue to deliver high-quality care, empower our members to live authentically, and uphold our mission to serve them with respect and celebrate their humanity and contributions to life in New York.



Medicaid Premiums



Total Assets



Statutory Net Worth (insurance reserves)

As a result of membership growth, combined with additional benefits covered by Medicaid managed care plans, Medicaid premiums paid to Amida Care increased from \$1 million in 2003 to over \$500 million for 2022. Total assets have increased from \$2 million on December 31, 2003, to \$225 million on December 31, 2022. The plan's Statutory Net Worth (insurance reserves) has grown to \$65 million as of December 31, 2022.

Our Journey of

HEALTH, ADVOCACY, AND CARE



2003

Amida Care opens its doors!



2007

Live Your Life (LYL) Wellness Program was launched.



2015

Gender Identity Support Team (GIST) was created to support our transgender members.

Cure for Hepatitis C was made widely available.



2016

Workforce Initiative Network (WIN) job training program was established.



2018

Healthy Rewards Live Undetectable Program was initiated.



2023

Created a dedicated seat for a transgender member on the Board of Directors.



2004

Member Advisory Council (MAC) was established.



2009

Healthy Rewards Program was implemented.



2017

Expanded membership to include transgender individuals regardless of HIV status.



2021

Diversity, Equity, and Inclusion Initiative was launched.

We extend our heartfelt appreciation to the following for helping us achieve our mission and goals:

AIDS Institute Directors, including Humberto Cruz, Joe Kerwin, and Johanne Morne

AIDS Institute Medicaid, Finance, and Program Leadership, including Carol Delamarter, Dawn Lajeunesse, Frank Laufer, Ira Feldman, Jackie Treanor, Julie Harris, Nicole Levesque, and Wendy Levey

AIDS Institute, Medical Directors, Clinical and Quality Leadership, including Dr. Charles Gonzalez, Clemens Steinbock, and Dr. Doug Fish

New York State Department of Health Medicaid Directors, including Amir Bassiri, Brett Friedman, and Jason Helgerson

New York City Department of Health and Mental Hygiene

Staff at Community Health Centers, including Acacia Network, Apicha, Betances, Brownsville MultiService Center, Callen-Lorde, Community Healthcare Network, Damien Family Care, Harlem United, Housing Works, St. Mary's Center, Sun River Health, and William F. Ryan

Community partners, including Alliance for Positive Change, Argus/Boom!Health, Brooklyn Community Pride Center, Caribbean Equality Project, Colectivo Intercultural TRANSgrediendo, Destination Tomorrow, Gay Men of African Descent, GMHC, In Our Own Voices, Iris House, Latino Commission on AIDS, Legal Action Center, LGBT Center, National Black Leadership Commission on Health, NEW Pride Agenda, Out My Closet, Pride Center of Staten Island, St. Ann's Corner of Harm Reduction, Stonewall Community Foundation, Sylvia Rivera Law Project, The Family Center, Transgender Legal Defense and Education Fund, Translatinx Network, Trinity Place Shelter

Staff at hospital Designated AIDS Centers, including BronxCare, Center for AIDS Research and Treatment at Northwell Health, Montefiore, Mount Sinai Beth Israel, Mount Sinai Hospital, Mount Sinai Morningside, NYC Health + Hospitals, New York-Presbyterian Hospital – Columbia, New York-Presbyterian Hospital – Queens, New York-Presbyterian Hospital – Weill Cornell Center, NYU Langone, One Brooklyn Health, SUNY Downstate medical centers

National and State advocacy partners, including AIDS United, Association for Community Affiliated Plans, Coalition of New York State Public Health Plans, Community Healthcare Association of New York State, End AIDS NY Community Coalition, HIV Community Coalition, Save the NY Safety Net Coalition

Gender-affirming care experts at Apicha, Callen-Lorde, Community Healthcare Network, Harlem United, Housing Works, Montefiore, Mt. Sinai, Northwell Health, NYU Langone, and Ryan Chelsea-Clinton

ACKNOWLEDGEMENTS

New York State leaders Governor Kathy Hochul, Attorney General Letitia James, and Comptroller Thomas DiNapoli

New York State Assembly and Senate, including Health Chairs (Assembly Member) Amy Paulin and (Senator) Gustavo Rivera; Assembly Members Aileen Gunther, Danny O'Donald, Deborah Glick, Harry Bronson, Jessica Gonzalez-Rojas, Linda Rosenthal, former Health Chair Richard Gottfried, and Tony Simone; Senators Brad Hoylman-Sigal and Cordelle Cleare; and former Senator Tom Duane

New York City leaders Mayor Eric Adams, Public Advocate Jumaane Williams, and Comptroller Brad Lander

Former and current New York City Council Members, including LGBTQ Caucus members, Speaker Adrienne Adams; former Speakers Christine Quinn, Corey Johnson, Gifford Miller, and Melissa Mark-Viverito; Carlos Menchaca, Chi Osse, Crystal Hudson, Daniel Dromm, David Carr, Erik Bottcher, James Vacca, Jimmy Van Bramer, Kristin Richardson Jordan (former member), Lynn Schulman (Health Committee Chair), Margarita Lopez, Phil Reed, Congressman Ritchie Torres, Rosie Mendez, and Tiffany Caban

U.S. Senators Chuck Schumer and Kirsten Gillibrand

All the Member Advisory Council (MAC) leaders over the last 20 years, whose passion for improving the plan illuminated Amida Care's pathway from being the smallest to the largest Special Needs health Plan in New York State

All Amida Care employees over the past 20 years, whose daily work and ongoing commitment make our mission come alive and ensure that we continue to grow and live into our purpose

Deep appreciation for Amida Care's Executive Leadership Team, including Annmarie Murphy, Carlos N. Molina, Chantal Innocent, Felice D. Kussoy, Joe Pressley, Jose Santiago, Kevin Steffens, Michele Pedretti-Moussally, Sylvia Cowan, Tamara May, Dr. Vera Antonios

Honoring and celebrating 20 years of contributions by Dr. Jerome Ernst, former CMO and current Chief Population Health Officer

TO OUR MEMBERS, THANK YOU FOR CHOOSING AMIDA CARE. WE LOVE WHO YOU ARE!

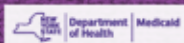
WE LOVE WHO YOU ARE.



HIV, sexual health and gender-affirming care experts



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