

# COMMUNITY BENEFIT REPORT

2024

## FROM THE CEO

At Upper Peninsula Health Plan, we know that building a healthier community starts with strong relationships. The 2024 Community Benefit Report reflects a year of deepening connections both with our provider partners and the individuals we serve through meaningful, in-person engagement.

This year, we prioritized face-to-face interactions, expanding our presence at community resource fairs and strengthening partnerships with providers through informational and collaborative meetings. By meeting people where they are whether at a local health and resource event or alongside providers in their practices, we have fostered greater collaboration and improved access to essential health services. These personal connections make a difference, ensuring that members receive the support they need and that providers feel equipped to deliver the best possible care.

Health care is about more than just services, it's about trust, support, and working together to remove barriers. We are proud of the impact we've made this year and grateful for the dedication of our team, partners, and community members who share our mission.

As we look ahead, we remain committed to being present, engaged, and responsive to the needs of our community. Together, we are building a healthier, stronger future for all.

Sincerely,



**Melissa Holmquist**  
Chief Executive Officer, UPHP



## MISSION

Advancing the health and well-being of the communities we serve.

## VISION

A healthy Upper Peninsula with people living their best lives.

## VALUES

### MEMBERS FIRST

We believe we are accountable to the residents of the Upper Peninsula. We aspire to be our members' trusted advisor and partner providing access to the highest quality care.

### VALUED EMPLOYEES & VOLUNTEERS

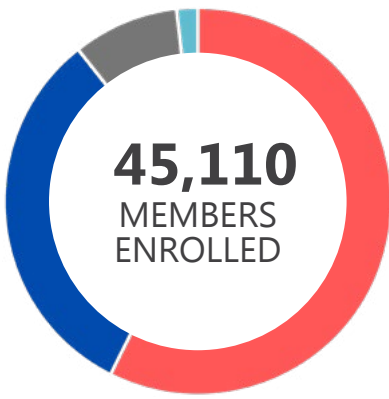
Our culture is distinct and essential to our success, and it begins with our team. We seek out bright, engaging people and support their growth to nurture dynamic careers and offer impactful volunteer opportunities.

### PARTNERSHIP WITH PROVIDERS

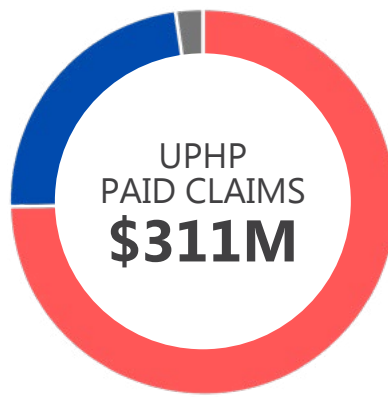
We believe the Upper Peninsula's hospitals and health care providers are valuable partners to improve our members' quality of life and promote wellness. The best health care solutions come from collaboration with our network of providers.

### CONNECTED TO COMMUNITIES

We believe access to resources and information leads to better health. We strive to build healthier communities and empower people to make smarter decisions about their health.



- Medicaid  
**25,928 Members**
- Healthy Michigan Plan (HMP)  
**14,371 Members**
- MI Health Link Program (MHL)  
**4,016 Members**
- Children's Special Health Care Services (CSHCS)  
**795 Members**



- Medical  
**\$232M**
- Pharmacy  
**\$72M**
- Dental  
**\$7M**



- Community Health Organizations  
**\$62,324**
- Other Nonprofit Organizations  
**\$37,619**
- Youth Activities  
**\$33,991**
- Hospital & Health Foundations  
**\$22,250**
- Community Business Organizations  
**\$5,840**

**ECONOMIC IMPACT**



**191**  
EMPLOYEES



**\$17.2 M**  
PAID IN WAGES, PAYROLL  
TAXES & EMPLOYEE BENEFITS



**\$165,557**  
PAID IN REAL ESTATE TAXES



**\$17,559**  
STAFF DONATIONS  
DIRECT TO COMMUNITY

**EMPLOYEE BENEFIT IMPACT**



**\$7,836**  
WELLNESS BENEFIT PAID



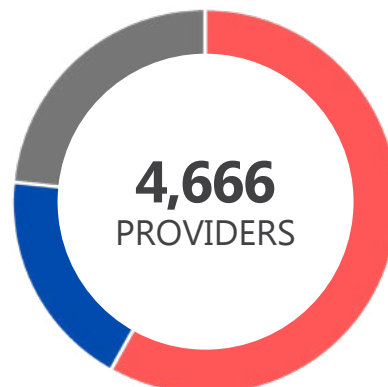
**\$7,238**  
TUITION REIMBURSEMENT PAID



**\$30,150**  
STUDENT LOAN REPAYMENT

**PROVIDER NETWORK**

- 2,714 Specialty Care Providers**
- 861 Primary Care Providers**
- 1,091 Other Provider Types**  
including chiropractic & behavioral health



## MEDICAID MEMBER SUCCESS STORY

In November, a member's name appeared on two critical reports: High Utilization for Emergency Room Visits and ED Follow-Up. This member had been seeking emergency care for abnormal heart issues and an esophagus injury, compounded by alcohol and nicotine dependence. With the phone number on file disconnected, our dedicated Community Health Worker (CHW) delved into medical records to find a working contact number.

Upon reaching the member at 9:00 a.m., the CHW found them already drinking. The CHW reintroduced herself and expressed her desire to help. The member, feeling isolated and resigned to their heavy drinking, opened up about their struggles. They were not interested in AA but were open to treatment. The CHW suggested UPHP's Care Coordinators, and the member agreed to a referral.

A few days later, a Care Coordinator contacted the member, who admitted to consuming a liter of hard alcohol daily. During

the call, the member agreed to a Substance Use Disorder (SUD) screening with NorthCare. The screening revealed that the member experienced atrial fibrillation during alcohol withdrawal, necessitating treatment at a specialized center. An intake specialist identified a suitable facility in lower Michigan, and the member was willing to travel for treatment. Arrangements for transportation and dates were made.

Following up, the Care Coordinator received the member's departure details and offered words of encouragement. On the same day, the CHW called to check in. The member expressed hope and gratitude for the support received, promising to update the CHW post-treatment. The CHW assured the member of continued support and resources upon their return.

This story highlights the power of connection and the unwavering commitment of our team to support members on their journey to recovery.

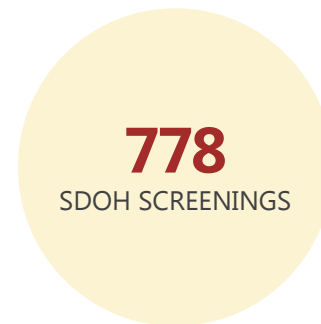
## MI HEALTH LINK MEMBER SUCCESS STORY

A 44-year-old MI Health Link member with Fragile X syndrome, Bipolar II disorder, Depression, and moderate intellectual disabilities, faced significant challenges after his mother's recent passing. Now living with his elderly father, he struggled with socialization, personal care, and daily activities. The UPHP Care Coordinator conducted a thorough assessment, uncovering his unmet needs and his father's overwhelming responsibility. Collaborative efforts led to the provision of personal care services, incontinence supplies, and Home and Community

Based Support Services, including non-medical transportation, home-delivered meals, adult day programs, preventive nursing, and other essential supports. These services greatly improved his quality of life, fostering regular hygiene routines, socialization, and increased participation in conversations. The member's father expressed immense gratitude to the UPHP Care Coordinator for the support received, noting significant positive changes in his behavior and overall well-being.

## COMMUNITY HEALTH WORKER HIGHLIGHTS

In 2024, Community Health Workers (CHWs) in the Medicaid department had a busy year, participating in over 35 resource fairs and community events. UPHP had a presence in 13 of the 15 counties served. CHWs focused on screening for Social Determinants of Health (SDoH) and connecting members with resources. They also held regular hours at NMU, Room at the Inn, Lodge of Hope, and Abundant Life Mission to support vulnerable members.



### HIGHLIGHTS

1,706  
FIND HELP  
COMMUNITY USERS

2,752  
REFERRALS LOGGED  
IN FIND HELP

99%  
RESOURCE CONNECTION  
RATE IN FIND HELP

## TRANSPORTATION BENEFIT

UPHP ensures Medicaid and Medicare-Medicaid members have access to medically necessary services through its non-emergent medical transportation (NEMT) program. Members can receive mileage reimbursement when using their own vehicle or when transported by a friend, family member, or neighbor. For those without available transportation, UPHP offers direct transportation services with the help of volunteer drivers. Assistance with food and lodging is also available when required. This vital benefit helps remove transportation barriers and supports members in receiving essential health care.

## MEMBERS, FAMILY, & FRIENDS

**2.9 M**  
MILES DRIVEN

**\$1.7 M**  
TRANSPORTATION CLAIMS PAID



## VOLUNTEERS

**810,639**  
MILES DRIVEN

**\$534,705**  
TRANSPORTATION CLAIMS PAID

## 2024 NCQA INSURANCE PLAN RATING

UPHP achieved an overall health plan rating of 4.5 out of 5 stars by the National Committee for Quality Assurance (NCQA) and is the top-rated Medicaid health plan in Michigan once again this year. UPHP ranks within the top 14 of the 201 HMOs rated across the nation for 2024.

The annual NCQA Health Plan Report Card rating is based on accreditation status, Health Care Effectiveness Data & Information Set (HEDIS), and Consumer Assessment of Healthcare Providers and Systems (CAHPS) performance for the preceding measurement year.



**4.5** out of **5** Stars

*The top-rated Medicaid plan in the State of Michigan!*

## 2024 MICHIGAN CONSUMER GUIDE FINAL REPORTING CATEGORY RESULTS

Top "Apples" Rating for 2024 Michigan Consumer Guide!

The Michigan Medicaid 2024 Consumer Guide provides potential and enrolled Medicaid members with an easy-to-read "picture" of quality performance and presents data in a manner that emphasizes meaningful differences between the nine Michigan Medicaid Health Plans (MHPs). UPHP earned an Overall Rating of 5-apples, "Highest Performance," once again this year, tying with two other health plans for the top rating.

Plan	Overall Rating*	Doctors' Communication & Service	Getting Care	Keeping Kids Healthy	Living With Illness	Taking Care of Women
Upper Peninsula Health Plan	5 apples	5 apples	5 apples	5 apples	5 apples	5 apples
United Healthcare Community Plan††	3 apples	3 apples	3 apples	5 apples	5 apples	3 apples
Priority Health Choice, Inc.†	5 apples	3 apples	5 apples	5 apples	5 apples	5 apples
Molina Healthcare of Michigan	3 apples	3 apples	3 apples	5 apples	2 apples	3 apples
Meridian Health Plan of Michigan†	3 apples	3 apples	2 apples	5 apples	5 apples	5 apples
McLaren Health Plan	1 apple	3 apples	3 apples	1 apple	1 apple	2 apples
HAP Empowered	1 apple	3 apples	3 apples	1 apple	3 apples	1 apple
Blue Cross Complete of Michigan	5 apples	5 apples	3 apples	5 apples	1 apple	5 apples
Aetna Better Health of Michigan††	1 apple	3 apples	2 apples	1 apple	1 apple	1 apple

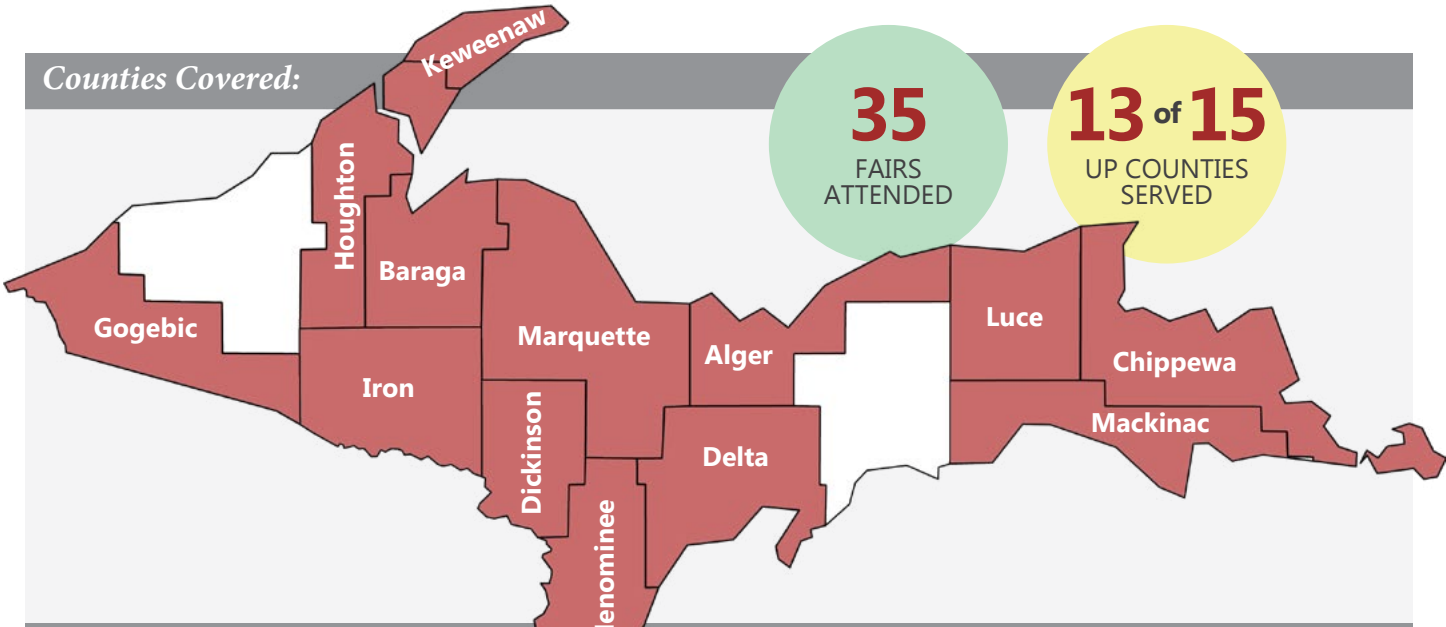
\*This rating includes all categories. This rating also includes how the member feels about their plan and healthcare.

†Indicates the plan received Health Equity Accreditation from the National Committee for Quality Assurance (NCQA) as of October 2024.

††Indicates the plan received Health Equity Accreditation Plus from NCQA as of October 2024.

Further details may be found on the NCQA website located here: <https://reportcards.ncqa.org/methodology>

**RESOURCE FAIRS**



**FEEDING AMERICA MOBILE PANTRY DISTRIBUTIONS**

MARQUETTE • KI SAWYER • MUNISING



**21,868**  
INDIVIDUALS

**376,881 lbs**  
FOOD DISTRIBUTED

**8,392**  
HOUSEHOLDS

**6,809**  
SENIORS

**6,194**  
CHILDREN

**1,405**  
VETERANS



## COMMUNITY VOLUNTEERISM

At UPHP, volunteerism is a cornerstone of our commitment to the community. In 2024, our team dedicated 354 paid volunteer hours to a variety of causes and organizations, reflecting our diverse interests and deep-rooted desire to give back. Through these efforts, UPHP volunteers have made a significant impact, fostering connections and supporting the well-being of our community. We are proud of our team's dedication and look forward to continuing our tradition of service.



**354 hrs.**  
PAID VOLUNTEER TIME



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