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IMPACT
REPORT



EMPOWERING EQUITY:
SOMOS Community Care's
Path to Health Equity
in New York

**HEALTH.
+EQUITY.
REFORM.**



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Dear Network Providers, Employees, Friends, and Colleagues,

This is a wonderful occasion to salute SOMOS' feats as a unique provider-led, nonprofit, community-based integrated healthcare network comprised of over 2,500 network providers responsible for reaching and delivering care to over 1 Million Medicaid lives citywide. Five Independent Practice Associations (IPAs) and other independent physicians' organizations combined with our growing network of independent providers stand strong as SOMOS!

We are still relatively young as an organization, but, as this report affirms, we are an organization that has already, and deservedly, earned a place in the New York State healthcare landscape—an important place. Yes, my friends, although the future is unknown, it is still a time to celebrate your success. It is a great cause for celebration!

SOMOS' success is a story of transformation, growth, and ingenuity. It is a story of what good government policies can achieve when the government works with those who are in the know. It is the story of transformation from the Delivery System Reform Incentive Payment (DSRIP) Program that funded initiatives focused on reducing avoidable hospital use while promoting an integrated, coordinated, and value-based plan of care.

A Value-Based Payment (VBP) system rewards network providers for providing extraordinary care to vulnerable patients. Value-based care ties the amount health care providers earn for their services to the results they deliver for their patients, such as the quality, equity, and cost of care. Through financial incentives and other methods, value-based care programs aim to hold providers more accountable for improving patient outcomes while also giving them greater flexibility to deliver the right care at the right time.

Value-based care covers medical and behavioral needs and the myriad social determinants that may impact a person's well-being and opportunities. These factors are known as the Social Determinants of Health and are factors that you, as SOMOS network providers, have focused on since our inception. Your comprehensive, holistic grasp of your patient's needs and your knowledge of who and where they come from has transformed healthcare in New York.

You, the community-based network providers, are responsible for the success of what we as a collective are accomplishing in this system transformation! You, as network providers, occupy a unique role in your patients' lives as well as in the communities in which you and they reside. Most of you share a cultural identity with the people placed in your care. You are part of the Latino, Black, and Asian American culture, and of the community in which you practice and reside. This ethnic and cultural identity plays a key role in forging that strong patient-doctor bond that is seen in our communities and is key to the success of VBP. Your understanding of those you care for has helped in innovating and improving the health of those who were forgotten for generations.

SOMOS' success is both yours and your patient's success. You have kept your patients out of emergency rooms and costly hospital beds and your tireless dedication and commitment to your communities are ample testimony that VBP works.

I find it important to recognize and say thank you for the contributions of our Community Health Workers (CHWs), who are the medical eyes and ears of the community. Our CHWs visit patients' homes and with key data alert you, the network provider, about conditions that may impact your patient's physical and/or behavioral health in real-time. The VBP approach to care and treatment has led SOMOS network providers to be the trusted, humane, and compassionate caregivers in the communities, not unlike the family doctor of old.

SOMOS is also leading the way in working with its independent network of providers in achieving total health transformation into Patient-Centered Medical Homes (PCMH) which is designed to coordinate patient care across the total spectrum of patient-centered care.

There is no doubt that VBP is here to stay, it is the key to providing effective, efficient, equitable, patient-centered, safe, and timely care.

With your continued support and dedication to those you care for, SOMOS and its network providers, staff, and employees will continue to be the VBP showcase of New York and the nation.

Onward and upward,



Dr. Ramon Tallaj
Founder & Chairperson



Dear Board Members, Friends, and Colleagues,

Good health is the foundation of the human experience, and the delivery of high-quality primary care makes this possible. However, there is no question that our current healthcare system is fractured and fixing it is imperative so that primary care physicians can be the doctors they were trained to be, and patients can access the quality care they deserve.

As we expand our patient-centric healthcare delivery model to more neighborhoods throughout New York City, SOMOS is leading the way in creating the healthcare system we need, focused on the value of care, not the volume of fees. Our strategic approach is guided by our mission to empower physicians to revolutionize healthcare within their communities through prevention, culturally competent care while strengthening the patient-physician relationship.

Since its inception in 2014, SOMOS Community Care has spearheaded the transformation of healthcare delivery for over 1 Million of New York City's most vulnerable Medicaid beneficiaries through value-based care and education. SOMOS members have consistently shown improved quality and cost metrics for our patients, meeting or exceeding national standards and surpassing the performance of other providers in the area.

Together, we are enhancing the communities we call home by demonstrating remarkable effectiveness in managing chronic conditions such as diabetes, asthma, cardiovascular diseases, cancer and mental health ensuring that our diverse population receives the timely intervention and effective treatment that they need.

To that end, I am pleased to present our annual Impact Report for SOMOS Community Care, which showcases the exceptional efforts of our network providers. This report not only celebrates our achievements but also outlines our path toward achieving health equity and shaping the future of healthcare.

A heartfelt thank you goes out to all the providers, leadership, team members, clinics, and community-based organizations that forms this incredible network. Your dedication to excellence is truly priceless. And a big thank you to everyone who has entrusted their healthcare to us, including health plans, employers, brokers, and, most importantly, our patients.

We appreciate your commitment to our shared mission.

Here's to the next decade of driving transformation together.

Dr. Henry Chen
Founder & President



Dear Friends & Colleagues,

Empowering Equity: SOMOS Community Care's Value-Based Care Journey and Vision for Health Equity in New York is an occasion for joy and celebration. And what great effort has gone into the success we are privileged to enjoy today! We have reason to look back with gratitude at nine years of unflagging dedication by so many, our network providers and our staff. From our humble roots starting as part of DSRIP and guided by our founder Dr. Ramon Tallaj we've grown to become a self-confident organization, albeit still a fundamentally humble one, grateful for its many blessings.

Praise goes out to the SOMOS Board of Directors and our leader Dr. Ramon Tallaj for its audacity to keep SOMOS going, even in very turbulent seas and with an uncertain prognosis. Rather than presiding over a decline, the Board oversaw not only the maintenance of SOMOS but also helped create growth.

The SOMOS network of over 2,500 providers continues to do an amazing job. The provider network is a marvel of collaboration and service to the poor. Regularly, more network providers are joining SOMOS and embracing our Value-Based Care model. High on their agenda is creating an initiative to tackle behavioral and mental health in New York City; in addition, a major project in development is a Chronic Disease Management program, the latter is key to preventing chronic conditions such as diabetes and hypertension from getting out of control, with patients ending up in emergency rooms.

SOMOS takes good care of its network providers and one important initiative on this score is an annual medical symposium. It is a learning occasion and an opportunity for our network providers to fulfill New York State's requirements and enrich their knowledge.

Empowering Equity gives us reason to be happy and thankful for so many milestones achieved on the Medicaid redesign roadmap. But, of course, our work is far from over.

Congratulations to all!

Mario J. Paredes

Chief Executive Officer



Dr. Ramon Tallaj, the Founder and Chairman addressing the media in the heart of our community.

MISSION & VISION

Mission

To Expand Equity In Healthcare For The Most Underserved Communities In New York.

SOMOS Community Care is driven by an unwavering commitment to advancing healthcare equity for the most underserved communities in New York. Our mission is to break down barriers, ensuring that every individual, regardless of background or circumstance, has access to comprehensive and compassionate healthcare services.

Vision

Transforming Lives, Building Health Equity: A Future Where Every Community Thrives.

Through innovative approaches, community-centered initiatives, and key partnerships we envision a healthcare landscape where integrated social and health equity is not just a goal but a fundamental reality.

Committed to linguistic and culturally relevant care, SOMOS envisions a New York where everyone has access to a trustworthy system delivering compassionate health and well-being.

As we continue the Medicaid redesign roadmap, the communities we serve in New York will have the opportunity to thrive through accessible, preventive, community-based, holistic value-based care.

We believe that everyone deserves a fair chance to achieve optimal health, regardless of background or socio-economic status.

By aligning with the NY Medicaid redesign's principles of equity and value-based care, SOMOS strives to level the playing field and empower individuals to overcome challenges and live healthier lives.

Taking care of our most vulnerable communities is not just a humanitarian act, it's an investment in the city's future. We believe that when everyone has access to the tools and resources they need to thrive, our city thrives **with** them.

ORIGINS

Before the network was organized into its current model, its roots as a series of diverse innovators were apparent. SOMOS' origins are as leaders in two important movements: that of Independent Practice Associations or IPAs and as Accountable Care Organizations, or ACOs, founded in this case by Dr. Ramon Tallaj, with a focus on organizing groups of minority primary care providers. This led to an emphasis on community-based, preventative quality care and its relation to multimillion dollars in savings for the underserved and in restructuring systems to accommodate their needs and was years ahead of its time.

The networks that united to form SOMOS were long recognized for their advancements in treating lower-income, minority communities in New York City.

New York: Ripe For Medicaid Reform

Historically, in the years before DSRIP, New York's Medicaid Program, the nation's largest, spent twice the national average on a per-recipient basis. But the results never matched the investment. New York persistently ranked 50th in the country for avoidable hospital use, a key driver of costs. Additionally, the State spent billions yearly absorbing costs passed on to the public.

The System Was Stuck In Place, Yet Ripe For Transformation

In 2014, the State announced a new Medicaid redesign that created a viable space upon which the organizing groups that would eventually become SOMOS could continue to innovate and outperform at a greater scale.

SOMOS ENTERS THE ARENA AS DSRIP PIONEER

In 2014, Dr. Ramon Tallaj saw the potential to unite community-based providers and ignited interest in community networks of providers that would ultimately become SOMOS. They all came together to apply for entrance into a new redesign program launched by the State.

In April 2014, New York announced federal approval of a Medicaid 1115 waiver amendment that enabled it to reinvest over \$8 Billion in federal savings generated by various Medicaid redesign reform programs. The waiver amendment funds addressed critical issues throughout the State and allowed for comprehensive reform through the DSRIP program, which provided incentives for Medicaid providers to create and sustain an integrated, high-performing healthcare delivery system that could effectively and efficiently meet the healthcare needs of Medicaid beneficiaries and low-income uninsured individuals in their local communities while reducing avoidable hospital use by 25% over the program's five-year term. Up to \$6.42 Billion of the Medicaid 1115 waiver was allocated to the DSRIP program, with payouts in each of the five years based upon achieving predefined results in system transformation, clinical management, and population health.

To execute the program on a statewide basis, the New York State Department of Health (NYSDOH) directed the formation of twenty-five PPSs, each of which is a collaborative network of healthcare providers and similar organizations, throughout the State. Each PPS was to be led by a NYSDOH-designated healthcare organization that partners with other healthcare providers in its region and collaboratively administers the PPS's achievement of the program goals and requirements.

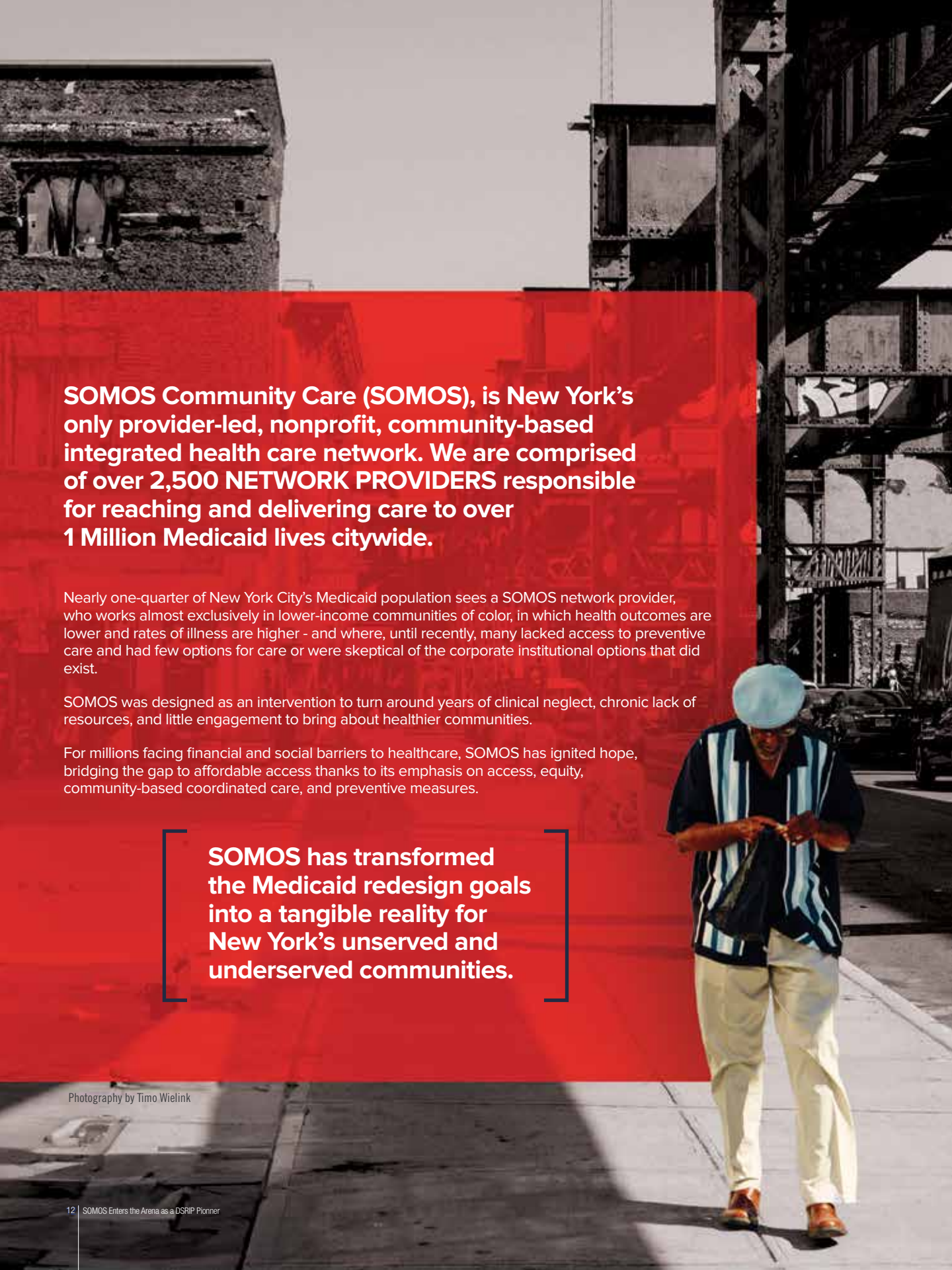
From 2015 through 2020, SOMOS was one of the PPSs established through the New York State Department of

Health's DSRIP Program. For five years SOMOS and its network providers implemented and executed interventions in New York's underserved communities in which the illnesses of asthma, diabetes, hypertension, and obesity are rampant, and where social determinants exacerbate these health conditions. Patients frequently do not receive consistent care until a condition has become an acute emergency or a crisis requiring hospitalization.

During this period, SOMOS successfully implemented: clinical improvement projects to integrate primary care and behavioral health and reduce cardiovascular disease, diabetes, and asthma; population-wide projects for tobacco use cessation, and chronic disease prevention; as well as system transformation projects establishing integrated delivery systems, health home at-risk interventions; emergency department care triage for at-risk populations and care transitions to reduce 30-day readmissions. As a result of these interventions, dialysis needs are reduced, and fewer patients require amputation, which is often a complication of diabetes. SOMOS' approach to connecting with patients in their language and culture has been proven to decrease healthcare costs and reach New York's goal of reducing hospital admissions and readmissions. Additionally, SOMOS network providers' patients have seen a decrease in cardiovascular complications, heart disease, and asthma.

On March 31, 2020, the DSRIP program officially ended. In the aggregate, with government funds earned by SOMOS for meeting performance standards, SOMOS, through its network providers, was able to save New York State tens of millions of dollars throughout the five-year DSRIP timeframe.

SOMOS translated its learnings from DSRIP into a continued approach towards achieving the ultimate goals of a high-quality, cost-effective healthcare system for Medicaid beneficiaries in New York City.



SOMOS Community Care (SOMOS), is New York's only provider-led, nonprofit, community-based integrated health care network. We are comprised of over 2,500 NETWORK PROVIDERS responsible for reaching and delivering care to over 1 Million Medicaid lives citywide.

Nearly one-quarter of New York City's Medicaid population sees a SOMOS network provider, who works almost exclusively in lower-income communities of color, in which health outcomes are lower and rates of illness are higher - and where, until recently, many lacked access to preventive care and had few options for care or were skeptical of the corporate institutional options that did exist.

SOMOS was designed as an intervention to turn around years of clinical neglect, chronic lack of resources, and little engagement to bring about healthier communities.

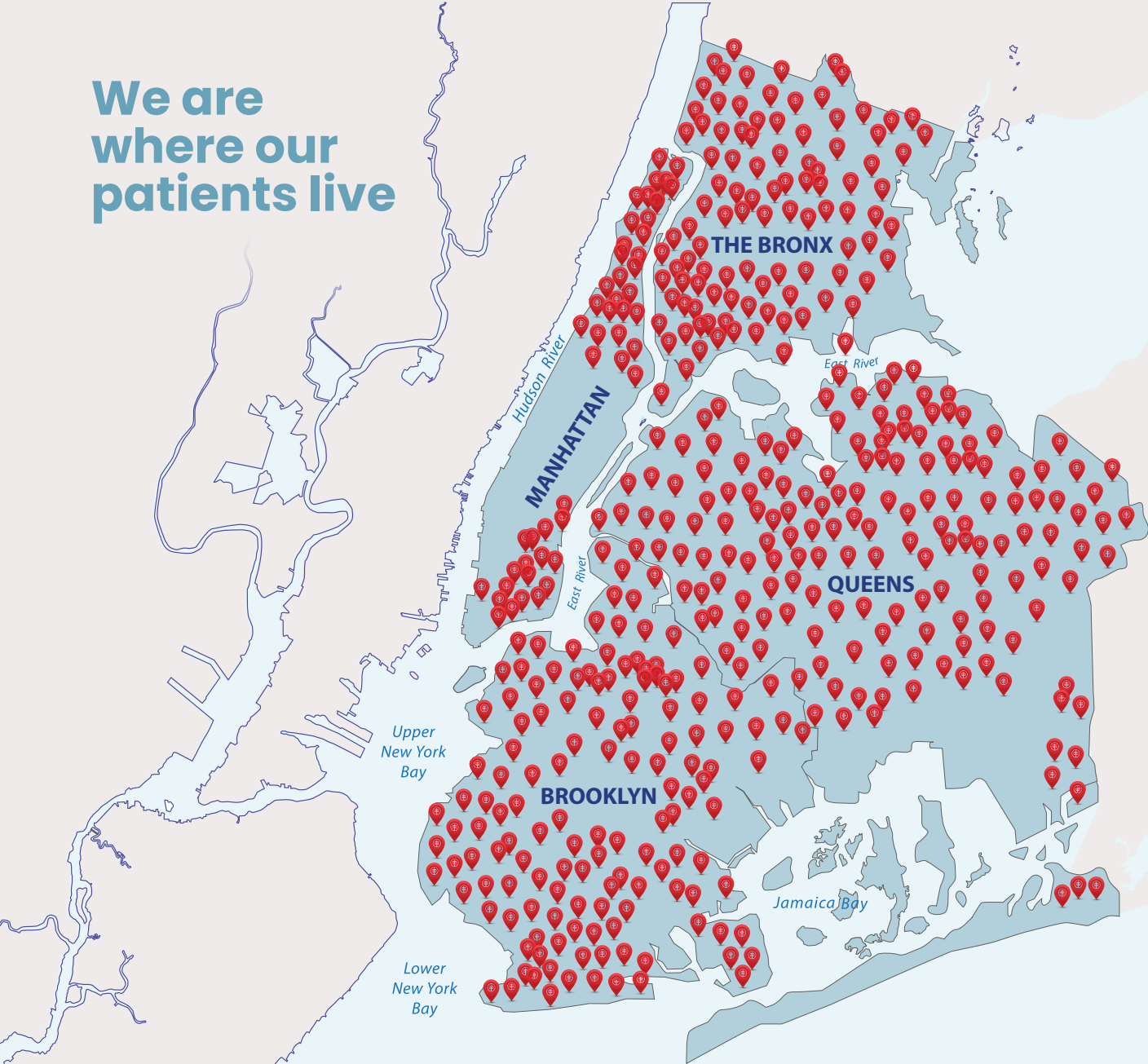
For millions facing financial and social barriers to healthcare, SOMOS has ignited hope, bridging the gap to affordable access thanks to its emphasis on access, equity, community-based coordinated care, and preventive measures.

SOMOS has transformed the Medicaid redesign goals into a tangible reality for New York's unserved and underserved communities.

Photography by Timo Wielink

COMMUNITIES UNITED UNDER SOMOS' CARE

We are where our patients live



Our reach across the diverse tapestry of the Bronx, Brooklyn, Manhattan, Queens, and Long Island.



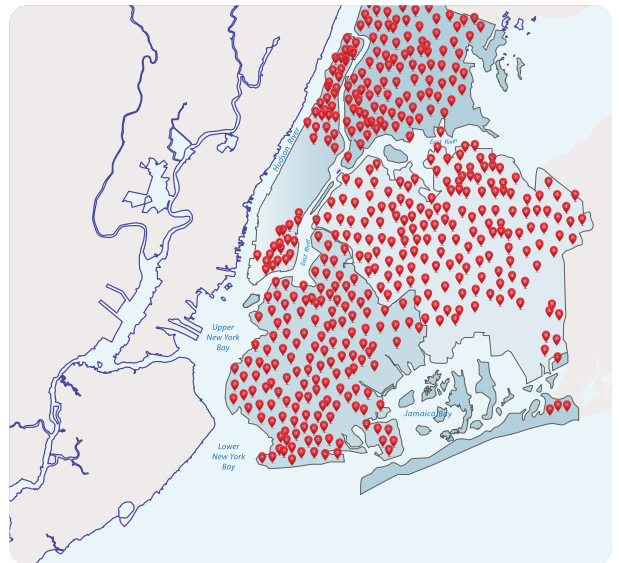


Instead of simply delivering care, SOMOS' independent providers **IGNITE HOPE AND INSPIRE HEALING** within the most underserved and vulnerable communities across the boroughs, offering the beacon of exceptional, universally accessible, and patient-centered care.

CARING FOR THE COMMUNITIES AT THE HEART OF MEDICAID REDESIGN

SOMOS serves a population traditionally disconnected from the healthcare system due to a lack of access, low health literacy, as well as social vulnerability linked to socio-economic status, household characteristics, racial and ethnic minority status, immigration status, misinformation, or housing type and transportation in their neighborhoods.

Prevalence of Social Vulnerability (SVI) in Communities Served



SOMOS Independent
Network Provider



Nearly 45% of adults and more than 40% of children live in poverty



Photography by Paul CourtStudio

UNMATCHED CULTURAL COMPETENCY & TRUST

SOMOS' success lies in its **DEEP UNDERSTANDING** of the communities it serves. Network providers, who mirror the linguistic diversity of their patients, deliver culturally competent care that goes beyond the clinic, enhancing quality of life for all.

This genuine understanding fosters **UNPARALLELED TRUST**. Through intergenerational relationships built on language and cultural empathy, SOMOS has earned the deep trust of the very communities it aims to empower.

While the Big Apple brims with dreams, shadows of economic hardship and healthcare disparities linger for many. This is the reality for countless New Yorkers, particularly low-income individuals, minorities, and newcomers.


The Bronx: A Microcosm of Inequity:

For instance, the Bronx, home to the poorest congressional district in the US and the highest poverty rates in the state, exemplifies the systemic inequities we fight.

Communities like Mott Haven, with its high poverty rates—where nearly 45% of adults and more than 40% of children live in poverty—and predominantly Black and Latino residents, bear the brunt of these disparities.

These aren't just statistics; they're the heart and soul of the city, the cooks, caregivers, drivers, builders, and everyday heroes who keep it running. However, adversity often defines their lives, with poverty and limited access to healthcare casting long shadows. While contributing to the vitality of this great City, adversity often defines their lives.

This is where SOMOS steps in, as a champion, standing shoulder-to-shoulder with the most vulnerable New Yorkers to fight for a fairer, healthier future. It is not just about offering care; it's about aligning with the redesign's core principles of equity and bridging the gap for these communities.



SOMOS PAVES THE WAY FOR A **HEALTHIER, MORE EQUITABLE NEW YORK**

Photography by Alberto Gasco



OUR JOURNEY ON THE NEW YORK MEDICAID REDESIGN ROADMAP



SOMOS IMPACT: DSRIP TO PANDEMIC RESPONSE

PROUD ACHIEVEMENTS OF SOMOS
AND ITS NETWORK PROVIDERS

From left to right: Dr. Francisco Rosario, a distinguished Board Member, alongside Dr. Juan Tapia, and Dr. Yomaris Peña, SOMOS Chief Medical Officer, addressed a COVID-19 press conference.

SOMOS RESPONDS TO THE PANDEMIC

WITH UNWAVERING CARE AND COMMUNITY FOCUS

As the COVID-19 pandemic swept across New York City in 2020, it disproportionately impacted the vulnerable communities SOMOS serves. Recognizing the immediate danger and pre-existing health disparities, SOMOS sprang into action while discontinuing its DSRIP work.

Network providers became frontline heroes, opening the first trilingual testing site in the country and eventually operating over 150 sites, administering millions of tests. They not only fought for their patients' lives but also addressed broader community needs. Knowing many had lost jobs and faced food insecurity, SOMOS provided over 2 Million free meals to New Yorkers in need.

SOMOS understood the unique challenges of reaching diverse communities, often victims of misinformation and wary of healthcare systems. They deployed DSRIP funds to build in-language testing sites and launched citywide public health campaigns to educate and empower millions. As vaccines arrived, SOMOS partnered with schools, housing authorities, and numerous organizations to ensure widespread access, even vaccinating the Governor and countless essential workers. SOMOS' pandemic care activity helped NYC persevere and recover:

- ⌘ Fighting to keep financial markets open as long as possible, SOMOS was the first to administer bilingual screening and testing for COVID-19 every day to over 500 New York Stock Exchange (NYSE) employees until the trading floor closed as the City shut down. SOMOS repeated this activity to reopen the NYSE.
- ⌘ Committed millions of its own earned DSRIP dollars through hard work and the provision of quality care to procure tests, personal protective equipment (PPE), hazmat suits, tents, staffing, and food, among other necessities, to aid those in need including providing PPE to hospitals, nursing units, nursing associations, police and fire departments and Emergency Medical Services (EMS) workers and the public at supermarkets, churches, train stations, and street corners.
- ⌘ Opened and operated bilingual testing centers at Aqueduct Racetrack in Queens; Lehman College in the Bronx and a Washington Heights walk-in culturally sensitive, community-based center in New York City where patients felt safe and understood. These centers and their approach became a national model for testing.

- ⌘ SOMOS was the first to administer thousands of antibody tests to essential New York City workers and vulnerable New Yorkers to help keep the city running.
- ⌘ SOMOS helped safely reopen New York City public schools by implementing pop-up testing sites at over eight hundred schools in partnership with the New York City Department of Education and the United Federation of Teachers.
- ⌘ Established the first multilingual calling center in New York City at 833-SOMOS-NY, further enhancing access to vital information and patient education provided to the public, including the ability to schedule COVID-19 testing and vaccinations.
- ⌘ In January 2021, New York City Mayor Bill DeBlasio called upon SOMOS to open multiple mega sites to provide priority vaccination to municipal employees and later the general public. SOMOS and its network providers responded to the call and worked diligently for five and half months, performing life-saving vaccinations to all New York City residents as requested.
- ⌘ Established the first multilingual website—www.somosvaccination.com— providing access to COVID-19 vaccination appointments in New York City.
- ⌘ Established over 200 vaccination sites in minority communities and communities of color, including prominent venues such as New York City Metropolitan Transit Authority stations, New York City Housing Authority (NYCHA) Developments, Yankee Stadium, and the Aqueduct Racetrack.
- ⌘ Through its herculean efforts, SOMOS and its network providers successfully administered over 1 Million vaccines to New Yorkers.

All the above was done with a focus on reducing barriers to vaccine access, disseminating education, and combating vaccine hesitancy.

PROUD ACHIEVEMENTS OF SOMOS AND ITS NETWORK PROVIDERS



OVER
2,500+
HEALTH CARE PROVIDERS
IN THE NETWORK



OVER
1 MILLION+
PEOPLE TESTED



OVER
1 MILLION+
VACCINATED



↓22%
REDUCTION IN
PREVENTABLE HOSPITAL
READMISSIONS



PUBLIC
SCHOOLS
SAFETY REOPENED



OVER
2 MILLION+
MEALS DISTRIBUTED



200
VACCINATION SITES
IN MINORITY
COMMUNITIES



FIRST
MULTILINGUAL
CALL CENTER
& WEBSITE

Due to being at the frontlines from the onset of the pandemic, SOMOS tragically lost twelve network providers to COVID-19.

COVID-19 MEDIA & OUTREACH

Facing the unique challenges of COVID-19, SOMOS leveraged its deep understanding of its communities to engage and educate effectively. Utilizing research on trusted voices, SOMOS crafted a multi-pronged media and communications strategy encompassing TV, radio, social media, and even Super Bowl ads.

From Spring 2020 to late 2021, initiatives like the “Juntos SOMOS Fuertes” series, Marvel Hero events, and vaccination campaigns in partnership with celebrities like Benicio del Toro and Mariano Rivera reached millions with culturally relevant messaging. This dedication resulted in billions of earned and paid media impressions, solidifying SOMOS and its network providers as trusted voices for their communities.



Beyond messaging, SOMOS partnered with community organizations and celebrities for clean-up projects, food distribution drives, and events like Copa Univisión, further strengthening its bond with the people it serves. The strategy culminated in prestigious NY Emmy Awards for its COVID-19 content, showcasing the impact of SOMOS' multifaceted approach.

SOMOS' COVID-specific media and communications are deeply connected to the needs and interests of the communities it serves. Through this widespread engagement, it strengthened a bond of trust and support—saving countless lives.

Engaging & Educating a Diverse Patient Population

From Day One, New York tasked SOMOS with reaching, educating, and mobilizing a vast, disengaged patient population. This ambitious mandate necessitated considerable investment in diverse outreach strategies. SOMOS tackled this challenge head-on, partnering with key institutions to provide culturally appropriate health education across the city, emphasizing preventative care. Through multilingual platforms like television programs and webinars, crucial pandemic-related health information resonated with diverse communities. Digital innovation also played a pivotal role. The MiSOMOS app, initially created for community education, evolved into a vital COVID testing and result portal, used by both residents and City Hall. This adaptability showcased SOMOS' commitment to meet evolving needs.



Through these remarkable actions, SOMOS not only saved lives but also strengthened its bond with the communities it serves, proving its unwavering commitment to their well-being in times of crisis and beyond.





Face Shield

Direct Splash Protection



LAUNCHING A SOCIAL CARE NETWORK

Beginning in 2020 and concurrently through the pandemic response period, SOMOS built upon the PPS's DSRIP accomplishments and furthered the value-based care initiatives, by developing a bonafide Social Care Network. In essence, SOMOS was investing in sustainable, critical infrastructure and programs such as Social Care despite the end of DSRIP and no clear extension of the waiver in sight.

During the past three years, SOMOS strengthened the network of physicians and partners, including a diverse network of Community-Based Organizations (CBOs)—leveraged effectively during DSRIP—that can reach, care for, and comprehensively address the social needs of the most vulnerable communities of New York City.

As the pandemic response ended, SOMOS initiated a full-fledged shift in programming efforts to the creation of a robust social care network that directly addresses health inequities disproportionately impacting the vulnerable communities it serves.

SOMOS: WEAVING A SAFETY NET FOR VULNERABLE COMMUNITIES

SOMOS' mission extends beyond healthcare delivery. We understand that health can't thrive in isolation, so we tackle the root causes of inequity by addressing social determinants of health alongside medical needs.

SOMOS is a Social Care Network with a particular focus on addressing health inequities, providing solutions for a broad array of social care needs for those who are chronically sick, hardest to reach, and persistently left out.

Imagine struggling with food insecurity, inadequate housing, and limited transportation, all while navigating complex healthcare systems. These are the realities faced by many, creating a cycle of disadvantages, and impacting health outcomes. SOMOS steps in, partnering with community organizations to provide nutritional support, secure safe housing, and bridge transportation gaps, removing these barriers to well-being.

Empowerment, not just treatment, drives our approach. Through culturally competent education and accessible services, we equip individuals to manage chronic conditions and prioritize preventative measures. This focus on value-based care resonates with the Medicaid redesign's goals, ensuring efficient and effective healthcare delivery for optimal health outcomes.

SOMOS recognizes that addressing health disparities is not just a moral obligation, but a crucial investment in the city's prosperity. Studies reveal a stark 30% higher death rate in disadvantaged neighborhoods, a gap we fight to close every day. By actively reaching vulnerable, underserved New Yorkers, eliminating communication barriers through multilingual support, and tackling inequities across social determinants and healthcare, SOMOS builds bridges to a healthier future for all.

To break down these systemic inequities and fully address whole-person health needs with a preventative focus, SOMOS engages in community-based public health engagement and education with a trusted workforce that is part of the fabric of the community. SOMOS establishes partnerships with local religious institutions and community-based organizations for the provision of comprehensive social assistance for which community members are eligible including housing, food assistance, etc.

SOMOS believes its efforts and those of its network providers since DSRIP ended have been critical in providing stellar medical and behavioral health services to those in underserved communities, as the State's only provider-led, nonprofit, community-based integrated health care network.

SOMOS' public partners, New York City and New York State and other entities turn to SOMOS for insight in developing approaches on navigating healthcare issues and health crises affecting New Yorkers. Whether it's guidance on how to manage chronic respiratory diseases through climate disasters such as the Canadian wildfires that in June 2023 briefly altered New York City's air quality to be the second-worst air pollution levels globally or Back-to-School health preparations.

Through this inclusive, collaborative, and holistic approach, SOMOS weaves a safety net that empowers individuals, strengthens communities, and ultimately saves lives. We believe that when healthcare meets social care, health becomes a shared success story, woven into the very fabric of a more equitable, healthier New York.

SOMOS 2023: ACTIVITIES & ACCOMPLISHMENTS

CONTINUITY OF CARE

SOMOS network providers across New York City see over 25,000 primary and specialty patients per day on average from prenatal to senior care.

SOMOS network providers continue to provide exceptional, quality-based care to the person as a whole, continuing to provide mental health and behavioral health screenings and interventions, care coordination and assistance with addressing SDOH through community connections, etc.

SOMOS is the only one of the original 25 PPSs that continues charting and applying the value-based-payment model even after the cessation of DSRIP, by developing and applying cost-saving and life-saving innovations.

UNDERSTANDING COMMUNITY HEALTH: ASSESSMENTS AND RESEARCH ON POPULATION HEALTH & SOCIAL STRESSORS

In 2023, SOMOS conducted a study to understand the State of Health of Latinos in the Bronx post-COVID. The study was conducted by surveying people at different health fairs in 2022 to better understand the needs of the community. These survey responses were obtained directly from the individuals attending and willing to participate and considered health and social factors in the different neighborhoods of the Bronx.

State of Health of Latinos in the Bronx has enabled SOMOS Community Care, colleagues, volunteers, and SOMOS network providers to better understand factors that affect the health of this population; so, that initiatives can be directed to address the many needs of this Bronx community more efficiently.



In the latter part of 2023, SOMOS also launched a community needs survey, available in English, Spanish, and Chinese, as part of its commitment to engage with stakeholders directly on what are the needs they are facing in their community and how they would prioritize them for themselves and their households.

ADDRESSING MEDICAID RECERTIFICATION CHALLENGES: SOMOS COMMUNITY CARE'S IMPACTFUL INITIATIVE

Over the past year, the Medicaid recertification process has undergone significant changes, affecting the lives of millions of New Yorkers. Previously, individuals had to prove their eligibility for Medicaid on an annual basis. However, due to the pandemic, this requirement was temporarily suspended. As we emerge from the public health emergency, automatic re-enrollment has stopped, presenting new challenges for Medicaid recipients.

At SOMOS Community Care, we understand the potential difficulties faced by individuals during the recertification process. That's why we have taken proactive measures to provide support. With our extensive network of physicians and medical practices, spanning 700 locations across New York City, we have implemented an educational initiative to assist Medicaid-eligible patients.

A key aspect of this initiative is the certification of physician office associates who will serve as valuable resources for outreach, re-certification, and new enrollment as a Certified Application Counselor (CAC). We have certified over 197 individuals encompassing 75 practices. Training and registration are available throughout the year for all of our network physician practices. These dedicated healthcare workers have been trained in three different languages, ensuring effective communication, and overcoming language and cultural barriers that may hinder the reregistration process.

This initiative is particularly beneficial for individuals who may lack internet access, face language challenges or have limited awareness of the re-registration process. By leveraging the expertise and reach of our healthcare network, we aim to ensure that no eligible individual is left behind.

The impact of our commitment to supporting Medicaid recipients is evident. Through our provision of personalized assistance and guidance, we have successfully navigated the complexities of recertification, ultimately guaranteeing continued access to vital healthcare services for those in need. We are proud to have made a difference in the lives of Medicaid recipients, ensuring their well-being and peace of mind.

ADDRESSING THE BEHAVIORAL HEALTH CRISIS

SOMOS actively supports population health initiatives that will reduce the health disparities caused by an overburdened healthcare system, health crises, and social determinants of health.

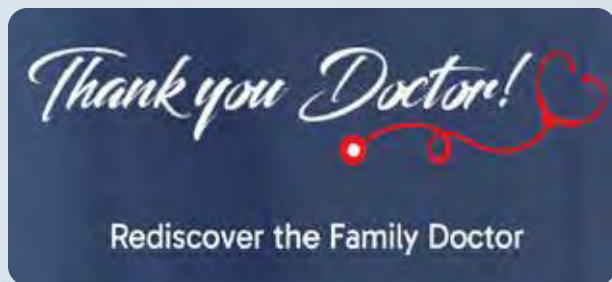


Secretary of the U.S. Department of Health and Human Services, Xavier Becerra, the Second Gentleman of the United States, Douglas Emhoff, New York State Governor, Kathy Hochul, and Dr. Ramon Tallaj, Chairman of SOMOS Community Care.

In 2023 SOMOS' efforts to obtain support for mental health were recognized by President Biden's administration. On February 2, 2023, the Secretary of the U.S. Department of Health and Human Services Xavier Becerra, New York State Governor Kathy Hochul, and the Second Gentleman of the United States Douglas Emhoff convened with SOMOS Community Care Chairman, Dr. Ramon Tallaj, and SOMOS network providers at the Washington Heights Pediatrics 2000 medical offices for a critical discussion on mental health access in underserved communities. The roundtable aimed to address the deep-seated, long-term crisis of mental health issues in New York City and explore collaborative solutions to meet this pressing challenge.

COMMUNITY ENGAGEMENT & EDUCATION

SOMOS partnered with the Pontifical Academy for Life to launch Thank you, Doctor! an awareness initiative that is a call to action for governments and non-governmental organizations to restore the importance of the family doctor-patient relationship as the authority in patient health decision-making in our global health systems. This partnership is part of SOMOS' overall patient engagement strategy to partner with CBOs patients trust as information centers.



SOMOS partnered with the Pontifical Academy for Life to launch Thank you, Doctor!

ADDRESSING NYC'S AIR QUALITY CRISIS

As we look back on the past year, one standout moment comes to mind — our response to the air quality crisis in New York City sparked by Canadian wildfires. This unexpected situation was a serious threat, and it pushed us to act swiftly.



The air quality crisis in New York City, ignited by wildfires in Canada. June 7, 2023

Our city grappled with severe air pollution from wildfire smoke, reaching hazardous levels. To put it in perspective, a normal Air Quality Index (AQI) is 50. But shockingly, Brooklyn recorded an alarming AQI of 413, and Queens had 407, marking an 800% increase over the safe threshold. Globally, New York City ranked second in air pollution, following only New Delhi, India. (AQI Chart attached please include as a graphic)

Once again as a network, with great agility, we rose to the challenge. Our network providers and CHW, deeply rooted in their neighborhoods, distributed an impressive 200,000 masks across the city during the wildfire crisis this summer. This ensured the safety of both our community members and healthcare facilities. With an additional excessive heat warning from the National Weather Service, our primary care physicians played a crucial role in guiding the community through this environmental crisis.

Our proactive efforts didn't go unnoticed. Major media outlets such as The New York Times, CNN, CBS, ABC, The New York Post, and NY1 conducted expert interviews to showcase our approach. This situation emphasizes the urgent need to address the underlying factors of the social determinants of health, especially in disadvantaged communities. Issues like poor air quality, lack of access to healthy food, unstable housing, and chronic diseases have a significant impact on people's health and well-being, making it even more challenging for those dealing with health issues.



NEW YORK'S MEDICAID REDESIGN GETS A BOOST: UNDERSTANDING THE NYHER AMENDMENT

On January 9, 2024, the Centers for Medicare & Medicaid Services (CMS) approved the New York Health Equity Reform (NYHER) amendment, marking a significant milestone in New York State's ongoing Medicaid redesign efforts. This amendment builds upon an existing 1115 waiver, injecting fresh funding and flexibility to advance health equity and address disparities within the Medicaid population.

Key Focus Areas of NYHER:

- 🎯 **Promoting Value-Based Care:** NYHER incentivizes healthcare providers to deliver high-quality, cost-effective care through value-based payment models. This means providers are rewarded for improved patient outcomes and preventive care, rather than simply the quantity of services delivered.
- 🎯 **Addressing Social Determinants of Health:** Recognizing the impact of factors like housing, food insecurity, and transportation on health outcomes, NYHER allocates resources to address these social determinants and create a more equitable healthcare landscape.
- 🎯 **Investing in Workforce Development:** To ensure a sufficient and qualified healthcare workforce, NYHER provides funding for scholarships and loan repayment programs to attract and retain healthcare professionals, particularly in underserved areas.
- 🎯 **Enhancing Data-Driven Decision Making:** NYHER emphasizes the use of data analytics to track progress, identify areas for improvement, and inform policy decisions, ensuring efficient and effective resource allocation.

Nyher Is Expected To Make A Substantial Impact On New York's Medicaid Program, Potentially Leading To:

- 🎯 Improved health outcomes for Medicaid beneficiaries, particularly those facing health disparities.
- 🎯 Increased access to quality, affordable healthcare services.
- 🎯 Reduced healthcare costs through a focus on preventive care and value-based delivery models.
- 🎯 A more robust and resilient healthcare workforce serving vulnerable communities.

SHAPING TOMORROW'S HEALTH EQUITY: SOMOS' INNOVATIVE MEDICAID REDESIGN

SOMOS EPITOMIZES MEDICAID REDESIGN THROUGH CONTINUOUS INNOVATION

SOMOS embodies the spirit of Medicaid redesign, not just through past achievements, but also through its ongoing commitment to pushing boundaries and redefining healthcare delivery. As the framework evolves and the challenges and opportunities associated with NYHER become clearer, SOMOS remains at the forefront, continuously adapting and innovating to empower its network providers and engage communities in effective, accessible care.

At the heart of this success lies a robust support system for network providers. SOMOS fosters collaboration between clinical and social service professionals, allowing them to deliver holistic, 360-degree care. This integrated approach recognizes the intricate connection between physical and social well-being, ensuring no aspect of a patient's life is overlooked.

Technology plays a crucial role in facilitating this seamless care coordination. SOMOS has invested in a centralized IT system and enhanced EHRs, enabling bidirectional data exchange and robust analytics. This information empowers providers with invaluable insights into patient needs and performance metrics, allowing them to tailor interventions and track progress with precision.

Furthermore, SOMOS continuously equips its network with the tools and skills to thrive in the evolving healthcare landscape. Through practice transformation and capacity-building initiatives, the organization expands PCMHs, bridges care gaps, strengthens care management and coordination, and deploys Community Health Workers. These investments ensure providers are equipped to deliver comprehensive, patient-centered care that aligns seamlessly with the goals of Medicaid redesign.

Finally, SOMOS understands that true healthcare transformation hinges on active patient participation. The organization invests heavily in engaging and empowering individuals through diverse outreach strategies. From educational campaigns and digital tools to community events and strategic partnerships, SOMOS ensures patients are not merely recipients of care, but active partners in their well-being, a cornerstone of the Medicaid redesign vision.

Overall, the VBP Roadmap outlines a comprehensive and ambitious plan for transforming New York's Medicaid payment system. It presents both challenges and opportunities to improve the quality, affordability, and access to care for millions of Medicaid beneficiaries.

We will continue to take the opportunities as well as the challenges of the ambitious and comprehensive redesign program as NYHER rolls out.

In conclusion, SOMOS' unwavering commitment to continuous innovation and a patient-centric approach positions it as a true vanguard of Medicaid redesign. By nurturing its network, leveraging technology, and prioritizing patient engagement, SOMOS relentlessly paves the way for a system that delivers compassionate health and well-being to every New Yorker and beyond.

**A healthier, more equitable future for all,
one community at a time.**

The background is a vibrant red color. Overlaid on this are several thick, dark blue geometric shapes. These include a large, sweeping arc at the top left, a diagonal line crossing from the top right towards the center, and a horizontal line at the bottom right. The shapes are solid and have sharp edges, creating a modern, minimalist aesthetic.

20 | HIGHLIGHTS
23 | & AWARDS

January 2023 - SOMOS Community Care partners with Goya Cares Foundation for a Global Child Trafficking Prevention Education Initiative in New York City schools.

January 2023 - SOMOS Founders Dr. Ramon Tallaj and Dr. Henry Chen were recognized as one of 2023's Health Care Power 100 in New York.

February 2023 - The Secretary of the U.S. Department of Health and Human Services Xavier Becerra, New York State Governor Kathy Hochul, and the Second Gentleman of the United States Douglas Emhoff convened with SOMOS Community Care at the Washington Heights Pediatric 2000 medical offices for a critical discussion on mental health access in underserved communities.

March 2023 - SOMOS Community Care's Chief Operations Leader was awarded City & State's Above & Beyond award as one of 50 women whose work is improving New York.

May 2023 - SOMOS releases The State of Health of Latinos in the Bronx health report.

May 2023 - SOMOS Community Care President Dr. Henry Chen receives the United Hospital Fund's Tribute to Excellent in Healthcare award.

May 2023 - The New York Yankees honor SOMOS Community Care as Healthcare Heroes for the organization's work during the COVID-19 pandemic.

June 2023 - SOMOS Community Care's Founder & Chairman and other SOMOS network physicians are panelists at the 1st Iberian-American Conference for Burnout as part of its expanding Mental Health initiative.

July 2023 - The Basket In Anti-Litter PSA receives New York Emmy nomination.

August 2023 - SOMOS Community Care partners with NYC Summer Streets initiative.

September 2023 - SOMOS Founder & Chairman Dr. Ramon Tallaj and SOMOS Community Care CEO Mario J. Paredes amongst the Power of Diversity: Latino 100.

October 2023 - SOMOS launches a Community Needs Assessment Survey in four boroughs of New York City

November 2023 - Thank you, Doctor! Global awareness campaign is launched in partnership with the Pontifical Academy of Life.

November 2023 - SOMOS Community Care and its healthcare providers held their annual turkey drive over 2,300 turkeys and 2,000 meals distributed in the Inwood community.

December 2023 - SOMOS Community Care teamed up with Yankee Hall of Famer Mariano Rivera to spread holiday cheer to some of New York City's most in-need families by distributing 2,000 toys in Inwood and Washington Heights.



SOMOS Community Care partners with Goya Cares Foundation for a Global Child Trafficking Prevention.



The New York Yankees honor SOMOS community Care as Healthcare Heroes for the organization's work during the COVID-19 Pandemic.



SOMOS network physicians were panelists at the 1st Iberian-American Conference for Burnout.



SOMOS Community Care joined forces with Yankees Legend Mariano Rivera, to bring joy and holiday cheer to the little ones.





IN THE NEWS

NY Emmy Awards Nomination for “SOMOS Basket In Anti-Litter PSA” Campaign.

SOMOS Doctors warn of air pollution impact on Bronx children and distribute thousands of masks to the public during the Canadian wildfire crisis affecting New York’s air quality.

SOMOS Partners with NYC Summer Streets Initiative to educate the public about the benefits of routine primary care and mental health wellness in West Harlem.

SOMOS announces its partnership with the Pontifical Academy for Life for the “Thank you, Doctor! Global Awareness Campaign”.



As featured In



TELEMUNDO



The New York Times



Henry Chen
President

SOMOS President, Henry Chen addressing the press in NYC

BOARD OF DIRECTORS

“A heartfelt thank you to every one of the governance board members for the unwavering dedication and service you so generously contribute to our organization. Your leadership, guidance, and service have been at the cornerstone of somos’ remarkable journey, paving the way for a healthier and more equitable future for countless new yorkers in need.”

The leadership, staff, and network providers of SOMOS



RAMON TALLAJ, M.D.
Chairman of the Board



HENRY CHEN, M.D.
President of the Board



OSCAR FUKILMAN, M.D.
Board Secretary



BRUCE FLANZ
Member



CARMEN GARCIA-ALBARRAN M.D.
Member



KAREN LOUIE
Member



ROCCO PAPANDREA
Member



VICTOR PERALTA, M.D.
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LUISA PEREZ, M.D.
Member



FRANCISCO ROSARIO, M.D.
Member



STEPHEN ROSENTHAL
Member



DAVID ZHANG, M.D.
Member



MING ZHU, M.D.
Member

EXECUTIVE LEADERSHIP

“As we reflect on another year of progress at SOMOS Community Care, our deepest gratitude goes out to the exceptional staff and leadership who energize and guide our organization with unwavering dedication and vision. You are the backbone of SOMOS, the driving force behind every life transformed, every community empowered, and every milestone achieved.”

A Heartfelt Thank You to SOMOS' Staff and Senior Leadership



Mario J. Paredes
Chief Executive Officer



Dean Carilli
Chief Compliance Officer



John Dionisio
Chief Information Officer



Stephanie Duluc
Chief of Staff



Raymond Lee
Chief Financial Officer



Yomaris Peña, M.D.
Chief Medical Officer



Lidia Virgil
Chief Operations Officer



Liz Webb
Chief of Human Resources



Gloria Wong
Executive Vice President of Operations



Michelle Morazan
Vice President of Policy & Strategy Development



Anel Pla
Vice President of Communications



Kenneth Larywon
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