

Annual Report

Delivering
Medicaid with
a Heart

— 2025

HIGHLIGHTS



25

A Message from Our CEO

Jason Rottman

CEO, Maryland Physicians Care



Jason Rottman

In 2025, Maryland Physicians Care (MPC) deepened its commitment to supporting the whole health of our members by investing not only in clinical services but also in the people, places, and conditions that shape overall well-being. Across the state, we expanded partnerships that address food insecurity, strengthened access to social services, and mobilized alongside our communities in moments of crisis. These efforts reflect our belief that health begins long before someone enters a clinic, and that every Marylander deserves a healthy life.

As a Medicaid Managed Care Organization, MPC's mission is clear: to improve Marylanders' health, help our members live healthier lives, and ensure that taxpayer dollars are used efficiently and effectively. We understand that medical care alone is not enough. Social factors, including access to food and transportation, housing safety, employment stability, and community support, are directly linked to long-term health outcomes. Too often, when these basic needs go unmet, health declines and care become more challenging for families and more expensive for the state.

Since Medicaid does not directly fund these community efforts, MPC has stepped up to support and invest in these critical services. We work with community-based organizations that specialize in social services, know their neighborhoods, and are trusted by the people they serve. Since 2015, MPC has committed more than \$13 million to support community organizations, with \$8 million invested since 2024 alone.

In this report, you will see how we bring **Medicaid with a Heart** to life by highlighting how these investments make an impact in community food programs that go beyond meal distribution, rural resource hubs that bring services closer to families, and coordinated recovery efforts that help residents rebuild after disasters. While these represent only a portion of our work, they demonstrate what is possible when we invest in people, in partnerships, and in solutions built from the ground up. These efforts are a core aspect of our mission – because when communities are strong, health improves, and everyone benefits.

Looking ahead to 2026, MPC enters the year with a strong foundation, trusted partnerships, and a clear understanding of where support is needed most. We will continue expanding our investments in local organizations, growing our community partnerships, and developing innovative ways to reach members where they are. Our vision for 2026 and beyond is a healthier, more resilient Maryland: where food insecurity declines, where members have the tools they need to thrive, and where access to healthcare is not determined by geography or circumstance. We are committed to driving that future forward and to investing in solutions that create measurable, lasting outcomes for the people we serve.

Thank you for your partnership and trust. Together, we are shaping a healthier Maryland for this generation and the next.

Who We Are and What We Stand For



Maryland Physicians Care (MPC) is a Maryland-based Medicaid Managed Care Organization (MCO) dedicated to improving the health and well-being of our members and communities across the state. We are entirely and uniquely owned by four nonprofit hospital health systems: Holy Cross Health in Silver Spring, Meritus Health in Hagerstown, Ascension Saint Agnes in Baltimore City, and UPMC Western Maryland in Cumberland. Together, these hospitals represent a shared mission grounded in community health, provider collaboration, and care that extends beyond brick-and-mortar locations.

MPC is a statewide organization serving more than 205,000 members—individuals who rely on us not just for health coverage, but for support, connection, and assistance navigating the complexities of the healthcare system. As a Medicaid MCO, we are responsible for the care of some of Maryland's most vulnerable residents. We approach this responsibility with great care by treating the whole person, recognizing that every member has unique needs and lived experiences.

Our model includes medical care, case management, care coordination, behavioral health support, and education to help members better understand, use, and maximize their benefits. When members need more than clinical services, we work to meet those needs, too, connecting them to food, housing, employment resources, and other supports that influence their health and stability. This is the foundation of MPC's work, and the core mission that guides every decision we make. Maryland Physicians Care is here to help.



Help is Here



Excellence in Care. Stronger Communities. Lasting Impact.

In 2025, Maryland Physicians Care (MPC) advanced high-quality, accessible healthcare by combining clinical expertise with strategic investments in people, technology, and community partnerships. Across Maryland, MPC focused on improving the member experience, strengthening communities, and expanding access to care.



Investing in the Future of Healthcare

MPC continued to enhance care delivery through digital improvements and workforce investment—making healthcare easier to access, understand, and navigate.

\$1.4M+ invested in
scholarships statewide

Supporting students in medicine, allied health, and community-based care to strengthen Maryland's future healthcare workforce.



NCQA Accreditation

In 2025, MPC's commitment to quality was recognized, reinforcing strong performance and continued progress in delivering effective, member-centered care.



New Member Benefit

MPC launched a Planet Fitness pilot program to support physical activity as part of overall health and wellness. Due to strong member interest and participation, the benefit expanded beyond the pilot areas.

- Free Classic Memberships for eligible members age 13+
- 15 participating Planet Fitness centers
- Available in 6 Maryland counties





Enrollment Momentum Across Maryland

MPC experienced continued growth in Maryland Children's Health Program (MCHP) enrollment and market share, reflecting strong performance and sustained member trust.

4.7% increase in Hispanic member enrollment statewide



Community Impact

Through trusted partnerships and on-the-ground engagement, MPC connects members and families with resources that support immediate needs and long-term stability.

822 Events

- **532** Community Events
- **288** Laundry Events
- **180** Community-Based Organization Partnerships
- **16** Owner Hospital Event Collaborations

\$85K+ sponsorships to support community organizations

\$3.4M+ invested in community support statewide



Contributions Supporting Population Health

With **more than \$3.4M** contributed across **Maryland**, Maryland Physicians Care took decisive action to support frontline organizations, reinforcing its commitment to improving health outcomes and community well-being statewide.

The monetary contributions and support that follow show this work in action
real examples of how **Medicaid with a Heart** creates meaningful, lasting impact.



Nourishing Communities

- 360 Access Hub
- B'more Fresh
- Capital Area Food Bank
- Community FarmShare
- Food Project
- Hughes United Methodist Church
- Manna Food Center
- Montgomery County Food Council
- Union Rescue Mission of Western Maryland

Expanding Access to Healthcare

- Area Health Education Center

Strengthening Housing Stability

- Community Assistance Network
- Family Crisis Resource Center
- Human Resources Development Commission
- Rainbow House

Improving Access to Transportation

- Converted Heart Christian Methodist Episcopal Church

Investing in Local Communities

- Blue Water Baltimore
- County Community Way
- Gaithersburg HELP
- Interfaith Works
- Laundry Day Resource Fair
- The Salvation Army
- Saint Joseph's Monastery
- Western Maryland Food Bank

Supporting Families and Youth

- Back-to-School Fairs
- Catholic Charities
- Cross Community, Inc. (The Equity Center)
- Identity Youth
- Local Management Board
- So What Else?

Advancing Mental Well-Being and Recovery

- Archway Station, Inc.
- EveryMind
- Helping Up Mission
- People Encouraging People
- Tuerk House



Through strategic sponsorships, MPC works alongside community organizations to support programs and events that promote health, stability, and opportunity for Maryland families.

In 2025, Maryland Physicians Care contributed more than \$85K in sponsorship funding.

Some Community Partners Supported in 2025:

- 911 4 HNC - Fighting Head and Neck Cancer
- Baltimore City Medical Society
- Bringing Hope Home
- Chase Brexton
- Columbia Festival, Inc.
- Healthcare Access Maryland, Inc.
- Making Strides of Baltimore-American Cancer Society
- The Red Devil's
- Roberta's House
- Ulman Foundation
- Zaching Against Cancer Foundation

Looking Ahead

Maryland Physicians Care's (MPC) work in 2025 reflects a strong commitment to supporting and empowering Marylanders through meaningful community partnerships, improved access to care, and useful resources that promote health and well-being. Building on this momentum, MPC is looking ahead to 2026 with a continued focus on growth, innovation, and equity that help create lasting, positive change across the state.

A Major **MPC Milestone** to Celebrate **30 Years Serving Maryland**

