



YOUR
"WHOLE-PERSON"
HEALTH
HOME

ANNUAL REPORT 2020





DEAR FRIENDS OF MERIDIAN,



No one could have predicted COVID-19. Along with the rest of the world, Meridian turned on a dime to cope with the Coronavirus pandemic of 2020, moving our staff to remote offices where necessary while expanding our telehealth/virtual visit operations for both medical and behavioral health.

We went from 1,000 virtual visits in April 2019 to 33,000 in April of 2020. But even at the height of the pandemic, many of our frontline healthcare heroes stayed on the job along with the rest of our essential workers who tirelessly served to ensure patients received services throughout our communities.

Windows of opportunity remained open as Meridian grew new and existing programs. Pediatric services were expanded in Anderson, Bluffton and Dunkirk communities; women's health and addiction programs were expanded in Anderson; and Richmond grew and added facilities for primary care, addiction services and behavioral health. In addition, we introduced our first Meridian School Health Clinic located in Southside Middle School in collaboration with Muncie Community Schools.

Meridian also received national and state attention through National Public Radio's (NPR) spotlight on telehealth and the Indiana State Museum's opioid exhibit featuring Meridian's addictions services that highlighted our Maternal Treatment Program, which helps mothers confront addiction.

The Meridian family serves nearly 40,000 patients throughout many counties in Indiana. Our "home" continues to grow, welcome and serve. Like you, we've learned a lot these last few months about ourselves and our communities. We welcome you to our whole-health "home!"

Hank A. Milius
President & CEO
Meridian Health Services

WELCOME TO YOUR WHOLE-HEALTH HOME

Treating every individual like family is important when providing a full-scope of integrated care. Physical, mental and social health are all connected like rooms inside a home.

Our Physical Health services include Primary Medical Care, Pediatrics, Dental, Women's Health and our newest addition—Meridian School Clinics. Meridian continues to expand to meet the needs of communities throughout Indiana.



Mental wellness and physical well-being go hand-in-hand. Meridian provides a wide array of behavioral health services from Addictions & Recovery to Children & Family Programs. We also provide Psychiatry, Home & School Based Programs, Connxxions and Skill Building.



Communities become healthy through Social Health services and programs. The Suzanne Gresham Center's Child Advocacy Center, HIV Non-Medical Case Management, FosterHope program and other Meridian community resources enable those in need to become independent, overcome challenges and grow.





PHYSICAL HEALTH

OUR "HOME" IS OPEN

COVID-19—A Healthcare Game Changer

2020 has been a year of uncertainty and extreme change with the Covid-19 pandemic affecting people, communities and industries worldwide. The incredible work of the entire healthcare system is an example of resiliency and heroic strength.



One of our largest initiatives was providing virtual access to healthcare for both primary and behavioral health through Virtual Visits. Our whole organization and staff quickly pivoted to make virtual care a reality within weeks of the Covid pandemic hitting our country.

We are continuing this option of virtual care for patients throughout the state as it has provided convenience and quicker access to care for some patients.

Getting the word out about protocols for health, safety, resources, educational tips and our availability was also critical to keep our patients and community informed. We set up COVID-19 testing sites at 11 of our primary care offices throughout Indiana, and are proud to be a leading test site in each of our counties and identified as a partner on the Indiana.gov website.





Meridian School Clinics—Muncie Community Schools and Meridian introduced a new school-based practice that offers students and families the convenience of health services directly within schools. Located at Muncie Southside Middle School, the school-based health center opened this summer. The clinic expands Meridian's mission of “whole-person” health integrating physical, mental, and social well-being in a convenient health center embedded in a school setting to offer direct access to care.

Pediatrics & Primary Care—We continued to grow our pediatric and primary medical care services this year by extending our reach into northern Indiana with a pediatric and internal medicine partnership with Lutheran Health Systems at Bluffton Regional Medical Center. This enhanced physical and mental healthcare to Bluffton and its surrounding areas. We also expanded our “whole-person” health pediatric services in Jay and Madison counties.

Women's Health and MTP—Women's Health expanded to Anderson offering women access to OB/GYN healthcare. With a board certified OB/GYN physician available, this also provides integrated care with our newly established Maternal Treatment Program (MTP) in Anderson.





MENTAL HEALTH

RENOVATING AND REACHING

Mental wellness and physical well-being go hand-in-hand. Meridian provides a wide array of mental and behavioral health services from Addictions & Recovery to Children & Family Programs. We also provide Psychiatry Home & School Based Programs, Connxxions and Skill Building.



Telehealth—Expanding Care

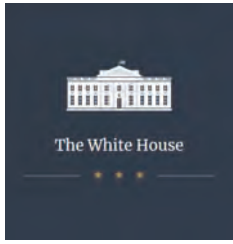
We were challenged to provide the same quality services to more than 38,000 patients annually, but in ways that differed from our typical 520,000 face-to-face outpatient visits. We have provided telemedicine services for our psychiatric patients for the past five years. With the onset of the COVID-19 pandemic, we significantly expanded this resource to primary care. To compare—in April 2019 we provided nearly 1,000 telehealth visits, in April 2020, we provided 33,000 telehealth visits which included primary care.

NPR Visits Meridian—Virtual Care Feature Story

National Public Radio featured Meridian in October 2019 about the success and expansion of our Telehealth/Virtual Visits including interviews with Meridian Chief Medical Officer, Dr. Sarfraz Khan and other Meridian healthcare professionals. Virtual Visits have increased availability and access to any location, including rural areas, where access to healthcare is often limited.

Telehealth has also increased Meridian's ability to recruit professionals in psychiatry and medical care, as well as conveniently within reach of underserved rural areas to provide better access for patients.

Roundtable Discussion—White House Discussion on Mental Health



Along with several other Indiana healthcare leaders, Meridian President and CEO Hank Milius, was invited to participate in a roundtable discussion with Vice President Mike Pence, Surgeon General Jerome Adams, and Indiana state officials regarding mental health and addiction issues.

Adams, and Indiana state officials regarding mental health and addiction issues.



Addictions Services—Expanding Mental Healthcare

Richmond’s Addictions & Recovery Center (ARC) has been growing addiction treatment programs through an array of Intensive Outpatient Programs (IOP) and other addiction treatment outpatient groups; expanding outpatient Medication Assisted Treatment (MAT); Peer Recovery Support and providing primary care services to persons experiencing Substance Use Disorder(s).

Meridian also developed a partnership with the Wayne County Health Department to facilitate harm reduction programs for persons with Substance Use Disorder(s). This allowed us to expand into a larger facility in inner city Richmond where the need is the greatest to provide access to direct care.



Addictions & Recovery Center (ARC)—Lafayette

In partnership with River Bend Hospital, this program is actively involved in the community and has served nearly 300 patients so far in 2020. We actively



participate in the Opiate Task Force, Indiana Recovery Network, Indiana Addictions Coalition, Drug Free Coalition, Health Active Tippecanoe, Mental Health America, Indiana Association

of Peer Recovery Support Services, Recovery Café and Home with Hope. We continue to see opportunities in meeting community need and collaboration.

Henry County Drug Court

Our New Castle office partnered with Henry County law enforcement to help provide specialized “problem-solving court” specifically designed to connect people struggling with substance use disorder with community services that can help them turn around their lives. The Drug Court is a team of individuals that includes those with Substance Use Disorder, county prosecutor, public defender, probation office, Henry County Community Corrections, Meridian Health Services and local law enforcement officers.



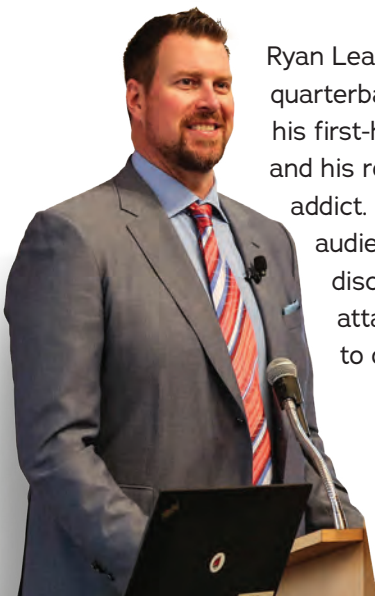


SOCIAL HEALTH

ENGAGING, EMBRACING, CONNECTING

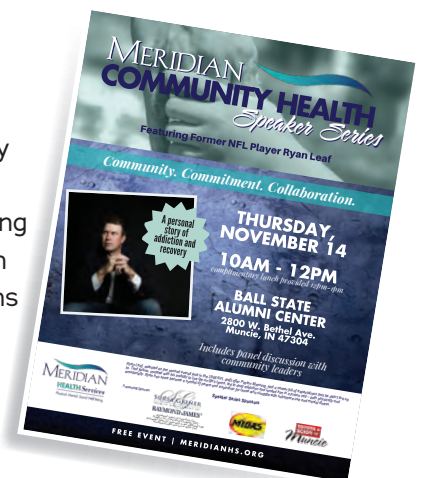
Speaker Series – Ryan Leaf / Sam Quinones

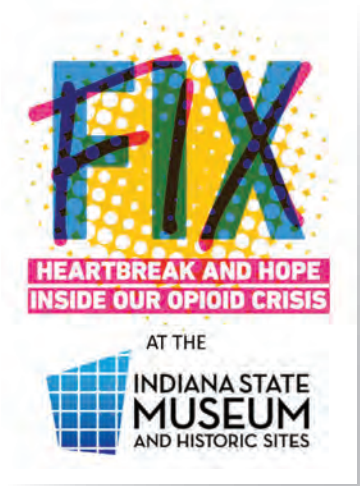
Addiction and Substance Use Disorder remains an epidemic throughout the nation. In an attempt to remove the stigma from those who suffer these afflictions, Meridian hosted three Speaker Series events with featured guest speakers, and discussion panels comprised of local, regional and state officials to sold out audiences and streamed video via Facebook Live.



Ryan Leaf, former NFL quarterback, addressed addiction, his first-hand personal struggle and his resilience as a recovering addict. His story engaged the audience to have open discussion about the stigma attached to those struggling to overcome addiction.

Sam Quinones returned for two additional Speaker Series engagements in Richmond and Lafayette, having spoken in early 2019 in Muncie. A discussion panel followed each event enticing audiences to open up discussion for community engaged solutions to reach those suffering from addiction and help guide them into recovery.





FIX – Indiana State Museum—Indianapolis
 FIX: Heartbreak and Hope: Inside the Opioid Crisis, an exhibit at the Indiana State Museum that opened in February 2020 brought communities together to help break the stigma surrounding opioid use disorder. Meridian’s Maternal Treatment Program and Women’s Health were featured in this exhibit identifying one of the most vulnerable sufferers of opioid addiction—mothers and their newborns. This prominent exhibit is open through February 2021.



Engaging Fun & Health

Meridian focuses on bringing people together to celebrate the health and well-being of the communities we serve, as well as providing free health screenings and connecting people to services and resources. We also celebrate the cultural diversity within each of these communities. A few highlighted events that took place were:

- City Fit—Richmond**
- Project SAFE—Portland & Winchester**
- Fam Fest/Ducky Derby/Safety Town—Muncie**
- Suicide Prevention Walk—New Castle**
- Backyard BBQ—Anderson**
- Well-O-Ween—Elwood**
- Holiday's at Gresham—Muncie**
- North Pole Post Office—Elwood**
- Rialzo X—Muncie**



Meridian Health Services 2019-2020 Board Members



Julie Newhouse - Chair
Wayne Shaffer - Vice Chair
Dr. Chris Bowles - Secretary
Hank Milius - CEO
Charlie Sursa - Director Emeritus
Dr. Nancy Green
Mike Lunsford
Mark Hardwick
Brent Webster
Erica Graham
Brian Ring
Steve Smith
Sue Ann Pflum
Trent Dowling
Dr. Terry Whitt Bailey
John Coldren

FINANCIAL REPORT

July 1, 2019 – June 30, 2020

Revenue generated from serving over 38,000 patients:	\$142,020,000
Patient charges	\$107,840,000
Federal, state and local government	\$18,900,000
Investment earnings	\$470,000
Other sources	\$14,810,000

We did not receive full payment from:	
Those unwilling or unable to pay	(\$14,660,000)
Other contractual agreements	(\$33,710,000)

TOTAL FUNDS AVAILABLE \$93,650,000

We applied our funds to:	
Wages, Benefits and Contractual payments for 1,152 employees	\$70,820,000
Purchase services and supplies	\$7,540,000
Facilities, operating costs and the provision for future services	\$15,290,000

TOTAL FUNDS APPLIED \$93,650,000

Meridian Health Services 2019-2020 Development Council

Brent Webster - Chair Senior Consultant, USI Insurance Group	Dr. David Gobble Retired, Ball State University
Dr. Chris Bowles Retired, IU Health Ball Memorial Hospital	Sue Ann Pflum Retired, Registered Nurse, Wellpoint
Dr. Terry Whitt Bailey Manager of Programs, Center for Leadership Development	Brian Ring Chief Operating Officer, Henry Community Health
Wayne Shaffer Owner, Mancino's Restaurant	Dr. Scott Taylor Physician, Henry Community Health
Julie Newhouse Attorney, Newhouse & Newhouse	Rob Keisling Community Affairs Manager, Indiana Michigan Power
Charlie Tague Retired	

Meridian Health Services 2019-2020 Investment Committee

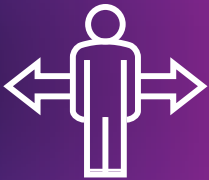
Dr. Chris Bowles - Chair Retired, IU Health Ball Memorial Hospital	Michael Galliher President/Owner, A.E. Boyce Co., Inc.
Steve Smith Chief Executive Officer, Midwest Metal Products	John Coldren Attorney, Coldren & Frantz
Rick Kelly President/Owner, CMS/Pridemark	Wil Davis Retired, Ontario Systems Corporation
Chris Fancher Retired, Muncie Power Products	John Littler Retired, Former President/ CEO Littler Diecast
Brian Ring Chief Operating Officer, Henry Community Health	Doug Inman Executive Director, The Portland Foundation



Meridian served over **38,000 PATIENTS**



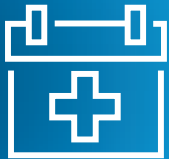
Meridian provided care to **3,960 INDIVIDUALS** who were **UNABLE TO PAY**



provided **522,876 OUTPATIENT VISITS**



for services which totaled **\$3.6 MILLION IN CHARITY CARE**



in **48 FACILITIES**



Meridian has partnered with **288 SCHOOLS** to bring services to students



with **27 CLINICS**



17,196 CHILDREN received services from Meridian



\$142,020,000 in revenue was generated during fiscal year 2019-20



\$70,820,000 was dedicated to our **1,152 EMPLOYEES'** salaries & benefits

MERIDIAN HEALTH SERVICES LOCATIONS:

Muncie – Main Office

240 N. Tillotson Ave.
765-288-1928

Muncie - Annex

130 N. Tillotson Ave.
765-254-5356

Alexandria

101 N. Harrison St.
765-442-0570

Anderson

1547 Ohio Ave.
765-641-7499

Anderson

2010 Brentwood Dr.
765-393-0063

Bluffton

303 S. Main St.
260-919-3452

Connersville

707 W. 3rd St.
765-827-1164

Elwood

1518 Main St.
765-552-0841

Fort Wayne

4646 W. Jefferson Blvd.
260-436-0932

Indianapolis

2506 Willowbrook Pkwy.
765-803-2270

Kokomo

424 E. Southway Blvd.
765-865-8914

Lafayette

1500 Salem St.
765-420-1450

Marion

323 E. 2nd St.
765-573-5567

Michigan City

422 Franklin St.
219-688-1455

Mishawaka

1818 Went Ave.
574-254-0229

New Castle

930 N. 14th St.
765-521-2450

Portland

931 W. Water St.
260-726-9348

Richmond - Adults

520 S. 9th St.
765-935-5390

Richmond - Children

2300 Chester Blvd
765-983-2220

Rushville

509 Conrad Harcourt Way
765-932-3699

Winchester

730 W. Washington St.
765-584-7820

SPECIALTY CENTERS:

Meridian Addictions & Recovery Center

Richmond

416 Grove Rd.
765-373-8704

West Lafayette

2900 N. River Rd.
765-337-8855

Suzanne Gresham Center Children & Family Programs

Muncie

3620 W. White River Blvd.
765-288-1928

Women's Health

Muncie

100 N. Tillotson Ave.
765-286-2000

Anderson

1547 Ohio Ave.
765-641-7499

Women's Recovery Home

Muncie

1101 N. Wheeling Ave.
866-306-2647

Meridian Health Pediatrics

Muncie

205 N. Tillotson Ave.
765-291-KIDS (5347)

Anderson

1547 Ohio Ave.
765-641-7499

Bluffton

303 S. Main St.
260-919-3300

Meridian School Clinic

Muncie

Southside Middle School
1601 E. 26th St.
765-281-3781

MeridianMD & Dental

Anderson

1547 Ohio Ave.
765-641-7499

Elwood

1518 Main St.
765-552-0841

Richmond

520 S. 9th St.
765-935-5390

MeridianMD Primary Medical Care

Alexandria

101 N. Harrison St.
765-442-0570

Bluffton—Internal Medicine

303 S. Main St.
260-888-2101

Connersville

707 W. 3rd St.
765-827-1164

Dunkirk

1150 S. Main St.
765-768-3188

Muncie

100 N. Tillotson Ave.
765-288-8770

110 E. Wysor St.

(at Walnut Commons)
765-216-1815

New Castle

930 N. 14th St.
765-521-2450

Portland—Convenience Care

500 W. Votaw St.
260-726-4350

Richmond

2300 Chester Blvd.
765-939-2395

Rushville

509 Conrad Harcourt Way
765-932-3699



Corporate Address:
240 N. Tillotson Ave.
Muncie, IN 47304
info@meridianhs.org

MeridianHS.org

To learn more about
Meridian Health Services or
to donate: call 866.306.2647
or visit MeridianHS.org

facebook.com/MeridianHealthServices