

Navigating the Course of Change

ANNUAL REPORT 2021





Dear Friends
of Meridian,

Navigating life, much like sailing the seas, requires teamwork, direction and assistance. This past year, the storm of COVID created waves throughout the healthcare industry. Meridian sailed into the storm to meet the needs, demands and changes necessary to provide continued quality care to patients and families in communities throughout Indiana.

In this report you will read about our journey as we traveled to bring expanded primary care, behavioral and social health services to individuals and families in our communities. Meridian created a COVID Vaccine Clinic at the Suzanne Gresham Center as well as several satellite vaccine sites serving thousands of individuals. We successfully launched a new annual event—Flu-Lapalooza—providing over 1,100 free seasonal flu shots in 14 communities throughout Indiana to prepare for the flu season.

We launched a brand new website providing dynamic, up-to-date information and interaction including an online appointment form for requesting COVID testing/vaccines, and various medical and behavioral health appointments. We opened a new location in Richmond for integrated care offering primary care, dental, pediatric urgent care and behavioral healthcare services. We also expanded to include dental services at our Meridian Pediatric Complex in Muncie, as well as partnered with the National Dental Association to offer free dental care to underprivileged children.

These are just a few of the things we are proud of being able to accomplish. As the tides of change continue to shift, Meridian sails onward to meet the needs of people in our communities.

Thank you for your support in our continuous journey to reach all those who need us most.

Sincerely,

A handwritten signature in black ink that reads "Hank A. Milius". The signature is written in a cursive, slightly slanted style.

Hank A. Milius,
President/CEO
Meridian Health Services

WELCOME ABOARD

This past year we encountered strong storms as we set our sails to conquer the challenges of the unknown during the continuing pandemic. The Meridian crew of integrated professionals pivoted as a team to provide quality *"whole-person"* healthcare, services and programs to individuals and families in urban and rural communities throughout the state.

Meridian's integrated *"whole-person"* health services offer the full continuum of care for health and well-being.



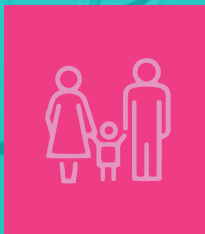
PHYSICAL

Our physical health services encompass a wide array of primary medical care specialties including, Family Medicine, Pediatrics, Dental, Women's Health OB/GYN, Internal Medicine and School Health Clinics. Meridian continues to expand to meet the needs of communities throughout Indiana. Telehealth plays a large part in offering both primary care and behavioral health enabling increased patient access.



MENTAL

Mental wellness and physical well-being go hand-in-hand. Meridian offers a full spectrum of behavioral health services that include Psychiatry, Counseling, Inpatient/Outpatient Therapy, Addictions & Recovery, Children & Family Programs, and Crisis Services. We also provide Home & School-Based Programs, Skill Building, and Mental Health programs for those with Intellectual or Developmental Disorders.



SOCIAL

Communities become healthy by addressing social health determinants through a number of services. The Suzanne Gresham Center's Child Advocacy Center, HIV Non-Medical Case Management, Foster Hope, Supported Housing Programs and other Meridian community resources help enable those in need to become independent, overcome challenges and grow.

COVID-19—Serving Communities

COVID-19 caused a lot of waves in healthcare and Meridian rode them like seasoned sailors. When the CDC announced that vaccines would be distributed nationwide, Meridian took immediate action and transformed the Suzanne Gresham Center into a COVID Vaccine Clinic offering drive-thru access. We provided more than 13,000 drive-thru and indoor vaccines to individuals over the span of five months.

Our team of providers and staff from all offices pivoted to accommodate the need to urgently offer vaccines in our communities. We knew communication was key in shortening the COVID curve so we instilled multiple mass media campaigns including PSA (public service announcement) education and awareness through online/digital, audio and print media, as well as creating a dedicated COVID resource web portal for people to also find and register an appointment through the state at our various vaccination clinics.



FREE COVID-19 Vaccine Clinic
Schedule Your FREE Vaccine Today!
In-car or In-clinic visit options
Suzanne Gresham Center
3620 W. White River Blvd., Muncie, IN
Monday - Friday, 9 am - 5 pm



MERIDIAN HEALTH SERVICES
CLICK HERE TO SCHEDULE YOUR VACCINE AT MERIDIAN!



Schedule Your COVID-19 Vaccine Today
Two Convenient Locations:
Day, Evening & Weekend Hours



Satellite Clinics—Vaccine Access

Meridian dove deep to reach those otherwise finding it difficult to get COVID vaccines. Working with local community partners, we got shots in arms and the supplies needed to carry out the mission of making our communities healthier.

Muncie Power Products, Muncie Community Schools, Urban Light Community Church and others partnered with Meridian to bring vaccines to their locations. Meridian was also awarded several grants through the Ball Brothers Foundation, Sursa Griner & O'Donovan

Wealth Management and The Community Foundation of Muncie & Delaware County among others for local vaccination efforts.

Throughout the duration of this pandemic, Meridian provided continual up-to-date education, support, testing and vaccines to patients, staff and the general public.



MERIDIAN
HEALTH Services
Physical. Mental. Social Well-Being.

Register Today:
MeridianHS.org

Suzanne Gresham Center
3620 W. White River Blvd.

Meridian Health Pediatrics
205 N. Tilltson Ave.

Expanding Medical Access



Telehealth quickly became a necessary resource to reach out and stay connected with patients. After successfully providing virtual services to our behavioral health patients for several years, Meridian initiated primary care virtual visits last year.

Expanding Medical Access through Interactive Technology

Medical visits pose more in-depth physical evaluations, which are more difficult to do remotely. To effectively offer this, Meridian pivoted to acquire state-of-the-art technology that provides live, real time direct imaging and patient interaction tools to make virtual visits with a provider as if they are essentially treating the patient in person.

Through exceptional teamwork between physicians and nurse practitioners, Meridian was able to expand medical care services in 13 locations to provide broader and easier access to care for patients especially in rural communities.





Creating Healthy Smiles!

Meridian Dental opened two new locations this past year at our Pediatric Complex in Muncie and our new location in Richmond. Combining dental services at our primary care locations allow us to expand our commitment to integrated care. Oral health is directly connected to physical health. Patients can now receive on-site care for children and adults of all ages to set benchmarks for early detection and routine care.



Meridian Dental also launched a new, annual signature event—Give Kids A Smile! This is a nationwide program through the American Dental Association targeting underserved children to provide access to free dental and oral healthcare. Children ages 12 months to 18 years of age received free care.

Medical, Dental, Pediatrics and Behavioral Under One Roof!

Richmond gained a new facility that includes our MeridianMD Family Medical Care, Dental, Pediatric Prime-Time and Behavioral Health. A true example of integrated care, this location provides much needed access to healthcare for the urban community. A ribbon cutting ceremony and open house recently invited the community to tour the facility and meet staff. Housed directly across the street from this location is our new collaborative Maternal Treatment Program with Reid Health.



COVID may have dominated the news headlines throughout the past year, but it was all hands on deck to help protect communities from the seasonal flu. Meridian proved it can launch into action to help make the community healthier by creating another new, annual event —Flu-Lapalooza! This one-day free flu shot clinic took place in 14 Meridian primary care locations throughout Indiana to provide seasonal flu vaccines to those from 6 months of age and up. With more than 1,100 vaccines given, we look forward to bringing this event to many of our locations in October 2021!



Caring for the Mind



The COVID pandemic had a profound effect on mental health. It caused isolation, depression and more anxiety upon people across the globe.

Keeping Minds Afloat During COVID

Meridian met this overwhelming struggle to achieve mental wellness by offering FREE Mental Health Screenings to connect people with the help they need.

Multimedia campaigns were launched throughout the state and our team of professionals created screening tools and evaluation resources for people of all ages. Meridian provided additional outreach to those in need, which included children through adults. Suicide prevention and awareness materials were also created and provided to schools and communities.





A Way To Reach Shore— Maternal Treatment Programs Expand

To save mothers from drowning in addiction, Meridian expanded its Maternal Treatment Program (MTP) into two additional communities. The MTP gives mothers a fresh start and provides healthy beginnings for their newborn babies. The Anderson MTP opened its doors in a newly renovated space, which is conveniently housed in the same location as our Women’s Health, Dental, Primary & Pediatric Medical Care and Behavioral Health office. This enables easy access to integrated services for mothers and their children.



In Richmond, Meridian collaborated with Reid Health to open a new Maternal Treatment Program, The NEST. Integrated care from Meridian’s behavioral health and addiction services combined with Reid’s OB/GYN, helps mothers while substantially reducing the high level of Neonatal Abstinence Syndrome (NAS) seen in newborns at the hospital NICU.



This program helps moms struggling with addiction live a healthier path for themselves and their families.

Home is Where the Heart Is

We opened our first Women’s Recovery Home providing a solid foundation for women struggling with substance use disorder and seeking recovery. The program consists of a structured, 2-Phase addiction and behavioral health treatment, with a holistic approach treating the mind and body in a residential group home setting. The Women’s Recovery Home is located in Muncie and also integrates additional services such as Primary Medical Care, Women’s Health and Pediatric Health.



Staying Onboard with Necessary Treatment

Meridian expanded its Intensive Outpatient Treatment (IOT) programs to meet the needs of the growing demand of addiction services in more communities. IOT is a method of addictions treatment that does not require monitored withdrawal from an addictive substance or around-the-clock supervision.

An individual is able to live at home and continue their normal day-to-day activities while receiving the high intensity treatment they need. IOT is also designed to establish support mechanisms, help with relapse management and provide coping strategies.

Community Health at the Forefront

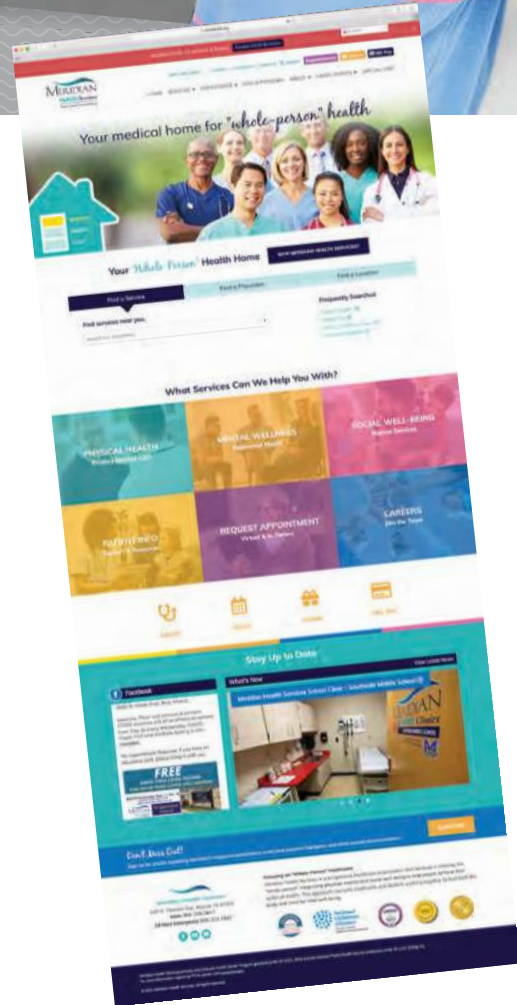
Awareness and education during the pandemic proved to be a necessity in helping reach people. Online and virtual solutions became a priority.



A New Beacon Lighting the Way

Meridian pivoted to enhance and expand all our virtual and online offerings including adding a new interactive platform and complete revamp to our website. Meridian's website launch enabled us to provide online appointment requests for medical, behavioral and COVID vaccines and testing, as well as more resources to reach people faster with up-to-the minute information. We have seen a tremendous growth in engagement and new patients from this platform in providing people with the help they need.

In addition, we developed a new Donor Portal, which showcases programs and community need, and allows us to share stories from donors and patients about how Meridian has touched their lives and strengthened bonds.





Wellness Matters Has A New Captain

Meridian Health Pediatrician, Naseer Syed, MD, FAAP, became the new host of Wellness Matters, a PBS wellness series sponsored by Meridian. Wellness Matters looks at all aspects of living a healthy lifestyle—mind, body and spirit. Recently aired episodes included Telemedicine, Child Abuse Prevention and Awareness, Mental Health During A Pandemic, COVID-19 Vaccines and other valuable discussions, featuring local panelists and community members sharing their expertise and insights.



Virtual City Fit

Meridian in Richmond wasn't deterred by the pandemic when it came to one of their largest community events. Like a seasoned crew, the staff pulled together and launched—Virtual City Fit, which took place throughout the month of June. This event encouraged people to get healthy and fit while focusing on total well-being. City Fit kicked off with online registrations and a drive-thru Distribution Day event providing free t-shirts, health screenings, community resources, and goodie bags for early registered participants. From June 1–30 City Fit participants used #WeRCityFit to upload photos showing how they were “getting fit” and were entered to win prizes through a drawing at the end of the month.





Record Breaking Event— Holidays at Gresham 2020

Meridian’s Holidays at Gresham—our 8th annual event held in December, smashed all previous years’ attendance records and included welcoming our 100,000th visitor!

Holidays 2020 also welcomed more than 20,000 visitors through the lighted arches which included the Giving Tuesday kick-off event. Even during difficult times, people found it in their hearts to give. We saw more than a 60% increase in donations that helped raise money for the Suzanne Gresham Center’s Art Therapy Room and Garden, which are used in treatment plans and one-on-one sessions to help kids navigate challenging situations and equip them with life skills. With the continued increase in cases of anxiety and depression rising nationally due to the pandemic, services at Gresham have become even more important to children and their families.



Sailing Together

No one organization can be all things to all people, including Meridian. We have many partners including state and local officials that help make our communities healthier. Indiana Governor Eric Holcomb and Senator Mike Braun attended Meridian sponsored community events focused on addictions and other social well-being issues.



Thank you to all of our generous supporters and donors for helping make Meridian's programs and services available to all who are in need.

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Heather Powell	Nathan Schmidt	Melissa Stevens	Kathleen Vance	Susan Wolff
Megan Powell	Sherry Schmidt	Mike & Teena Stevenson	Kathy & Dan Vannice	Pamela Wolford
Brenda Powers	Lauren Schneider	Amanda Stilwell	Annamarie Varvel	Helen Woods
Libby Price	John Schock	Nicole Stinson	Steve Vester	Rob Woods
Pridemark Construction	Kris & Jen Scholtes	Stone Family	Christy Vowell	Lola Woolum
Claudette Priest	Linda Schroeder	Tannille Storms	Brandon Wagoner	Stacy & Leah Wooten
Andrea Prybis	Tom Schroeder	Judie Stout	Dale Waid	Tara & Chelcy Wooten
Tom Pullins	Kimberly Scott	Carolyn & Andrew Stovall	Amy Wales	Deborah Wright
Dr. Rahila Qazi	Angela Scroggin	Catherine Straley	Ashley Walker	Dorinda Wright
Pierson & Courtney Quinn	Brandon & Mackenzie Seagraves	Julie Straw & Karen Emery	Diana Walker	Miranda Wright
Scott Quirk	Neo Seagraves	Jacob Struble & Alexis Taylor	Halli Walker	Sheila Wright
Nicholas Raines	Laura & Stjepan Sestet	Jackie Stuffel	Ryan Wallace	Dave & Dana Wyatt
Tammy Ralstin	Kirk & Judi Shafer	Dr. Abdul Subhan	Walls Furniture	Mari-Lyn Yoder
Tamara Ramey	Pamela Shafer	Terry Summers	Rick Walls	Jenna York
Ed Armantrout & Bonita J Ramirez	Wayne & Ginny Shaffer	Sursa, Griner & O'Donovan	Crystal Walters	Scott & Lisa York
Becca Rankin	Vattan Sharma	Wealth Management of Raymond James	Mark Walters	Elizabeth Yost
Brittney Ratcliff	Brandi Shaw	Charles & Claudia Sursa	Aaron Wand	Barbara Young
Kim Ratliff	Phil Shaw	Braden Suttle	Erika Warfel	Elyjah Young
Connie Ray	Tina Sheek	Lisa Suttle	Tiffany Wargo	Rachel & James Young
Mike & Debbie Rechin				Dr. Dennis & Susan Zawadski

Meridian Health Services

2020-2021 Board Members

Julie Newhouse – Chair
Newhouse & Newhouse
Attorney

Wayne Shaffer – Vice Chair
Mancino's Restaurant
Owner

Dr. Chris Bowles – Secretary
IU Health Ball Memorial Hospital
Retired

Dr. Nancy Green
Nancy Green & Associates
President

Sue Ann Pflum
Wellpoint
Retired

Brian Ring
Henry Community Health
COO

Brent Webster
USI Insurance Group
Senior Consultant

John Coldren
Coldren & Frantz
Retired

Trent Dowling
STAR Financial Bank
Regional President

Steve Smith
Midwest Metal Products
CEO

Dr. Terry Whitt Bailey
Center for Leadership Development
VP/Chief Programs Officer

Chris Fancher
Muncie Power Products
Retired

Scott McKee
First Merchants
Corporate Social Responsibility Director

Charlie Sursa – Director Emeritus
Sursa Griner & O'Donovan Wealth
Management of Raymond James
Senior VP, Investments

Meridian Health Services

2020-2021 Development Council

Brent Webster - Chair
USI Insurance Group
Senior Consultant

Dr. Chris Bowles – Chair
IU Health Ball Memorial Hospital
Retired

Dr. Terry Whitt Bailey
Center for Leadership Development
VP/Chief Programs Officer

Wayne Shaffer
Mancino's Restaurant
Owner

Julie Newhouse
Newhouse & Newhouse
Attorney

Dr. David Gobble
Ball State University
Retired

Sue Ann Pflum
Wellpoint
Retired

Brian Ring
Henry Community Health
COO

Dr. Scott Taylor
Henry Community Health
Physician

Rob Keisling
Indiana Michigan Power
Community Affairs Manager

Erica Graham
Moore Advanced Service Group
Healthcare Operations Manager

Jamie Matthews
First Merchants
Manager, Commercial Banking

Meridian Health Services

2020-2021 Investment Committee

Dr. Chris Bowles – Chair
IU Health Ball Memorial Hospital
Retired

Steve Smith
Midwest Metal Products
CEO

Rick Kelly
CMS/Pridemark
President/VP

Chris Fancher
Muncie Power Products
Retired

Brian Ring
Henry Community Health
COO

Michael Galliher
A.E.Boyce Co., Inc.
Former President/Owner

John Coldren
Coldren & Frantz
Retired

Wil Davis
Noble Why, LLC
Chairman

John Littler
Littler Diecast
Retired, Former President/CEO

Doug Inman
The Portland Foundation
Executive Director

Mike Lunsford
Coldwell Banker Real Estate Group
Broker, CCIM

Mark Hardwick
First Merchants
CEO

FINANCIAL REPORT

July 1, 2020 – June 30, 2021

Revenue generated from serving 38,871 patients:	\$154,700,000
Patient charges	\$114,500,000
Federal, state and local government	\$21,870,000
Investment earnings	\$1,410,000
Other sources	\$16,920,000

We did not receive full payment from:

Those unwilling or unable to pay	(\$15,050,000)
Other contractual agreements	(\$27,940,000)

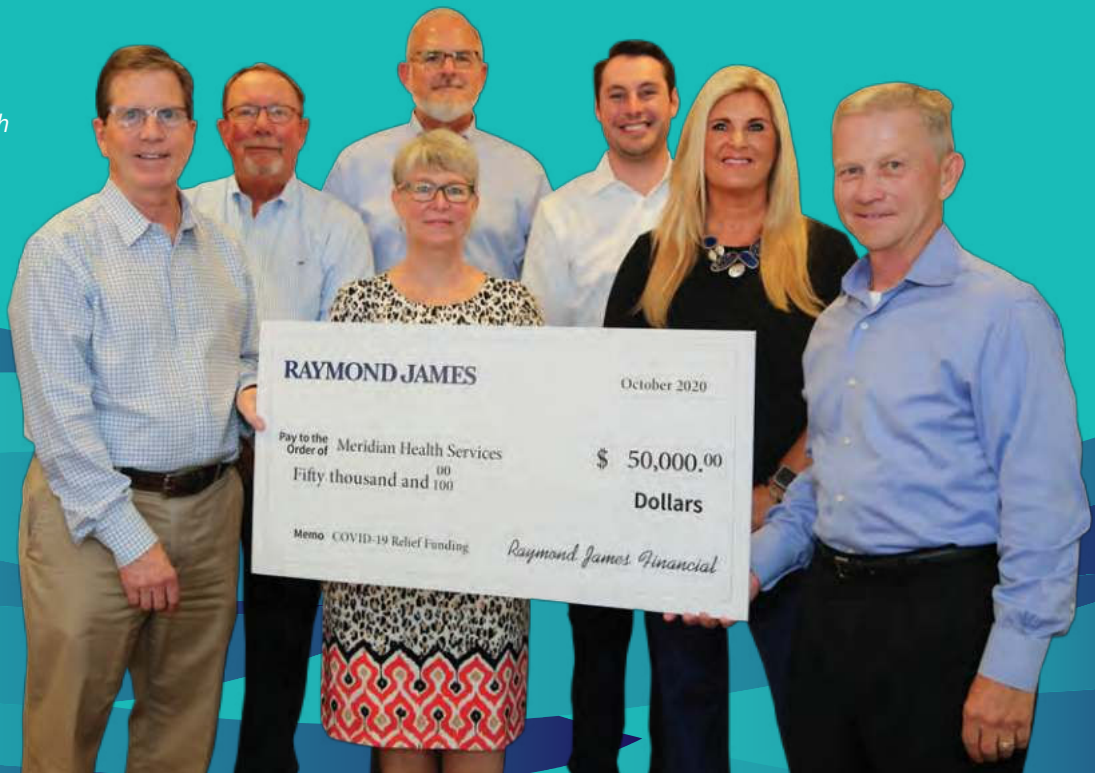
TOTAL FUNDS AVAILABLE **\$111,710,000**

We applied our funds to:

Wages, Benefits and Contractual payments for 1,053 employees	\$72,630,000
Purchase services and supplies	\$8,670,000
Facilities, operating costs and the provision for future services	\$30,410,000

TOTAL FUNDS APPLIED **\$111,710,000**

Sursa Griner & O'Donovan Wealth Management of Raymond James presented Meridian with \$50,000 to help assist the community with COVID-19 response efforts.



Meridian served
38,871
PATIENTS



Meridian provided care to
3,630
INDIVIDUALS
who were
UNABLE TO PAY

provided
549,562
OUTPATIENT
VISITS



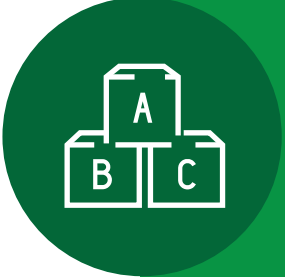
for services
which totaled
\$3.3 MILLION
IN CHARITY
CARE

in
52
FACILITIES



Meridian has
partnered with
340 SCHOOLS
to bring services
to students

with
31
CLINICS



15,021
CHILDREN
received services
from Meridian

\$154,700,000
in revenue
was generated
during fiscal
year 2020-21



\$72,630,000
was dedicated to our
1,053
EMPLOYEES'
salaries & benefits

SAILING TOWARD HEALTHY HORIZONS



MERIDIAN HEALTH SERVICES LOCATIONS:

Muncie – Main Office

240 N. Tillotson Ave.
765-288-1928

Muncie - Annex

130 N. Tillotson Ave.
765-254-5356

Anderson

1547 Ohio Ave.
765-641-7499

Anderson

2010 Brentwood Dr.
765-393-0063

Bluffton

303 S. Main St.
866-306-2647

Connersville

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

Fort Wayne

4646 W. Jefferson Blvd.
260-436-0932

Indianapolis

4755 Kingsway Dr., Ste 105
317-803-2270

Kokomo

424 E. Southway Blvd.
765-865-8914

Lafayette

1500 Salem St.
765-250-9212

Marion

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

Michigan City

422 Franklin St., Ste F
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 Centers

Richmond
498 N.W. 18th St., Bldg 417
765-373-8704

West Lafayette
2900 N. River Rd.
765-337-8855

Lafayette
Home With Hope
1119 Ferry St.
765-807-0009

Women's Recovery Home

Muncie
1101 N. Wheeling Ave.
866-306-2647

Lafayette
920 N. 11th St.
765-742-3246

Suzanne Gresham Center Children & Family Programs

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

Meridian School Clinic

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

Women's Health

Muncie
100 N. Tillotson Ave.
765-286-2000

Anderson
1547 Ohio Ave.
765-641-7499

Meridian Health Pediatrics & Dental

Anderson
1547 Ohio Ave.
765-641-7499

Muncie
205 N. Tillotson Ave.
765-291-5437

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

Meridian Health Pediatrics

Bluffton
303 S. Main St.
260-888-2102

Meridian Dental

Elwood
1518 Main St.
765-552-3488

MeridianMD Medical Care Offices

Anderson
1547 Ohio Ave.
765-641-7499

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

MeridianMD cont.

Muncie
100 N. Tillotson Ave.
765-288-8770

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

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

Richmond
2300 Chester Blvd.
765-939-2395

Rushville
509 Conrad Harcourt Way
765-932-3699

MeridianMD Convenience Care

Portland
500 W. Votaw St.
260-726-4350



CORPORATE ADDRESS:

240 N. Tillotson Ave.
Muncie, IN 47304

MeridianHS.org



facebook.com/MeridianHealthServices

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services!

