



Table of Contents

3

A Message from CEO
Carlos de Solo

4

A Sustainable Culture
of Care

Our Commitment to the
United Nations SDGs

5

Impact at a Glance

6

Our Ethnic and
Gender Diversity

7

The Four Ps: Purpose, People,
Planet, and Prosperity

8

Key Initiatives

Health Equity

Transformative Partnerships

Whole Person Health

Employee Empowerment

Community Engagement

14

Awards and Recognition

15

2022 and Beyond



A Message from CEO Carlos de Solo



Carlos de Solo
President, Chief Executive Officer, and Director

CareMax was founded to improve the health of some of our nation's most vulnerable populations, especially seniors. In 2021, we leaped forward in our ability to do so. We are committed to advancing health equity in the U.S. and globally.

We took our company public, providing us with the resources needed to deepen our scope of services and expand our footprint beyond South Florida. We grew exponentially and now serve patients throughout Florida, as well as in New York and Tennessee. Soon we will be providing care to patients from Texas to Massachusetts and Arizona.

The strength of our culture and our approach to care is evident in the outcomes we have achieved, even as we grow at a high rate of speed. Our patients experience fewer hospitalizations, and

our CMS star ratings are the highest possible, even though this may be one of the most difficult times in modern history to recruit and keep talent, especially in the areas we require: nursing and technology.

Aging well is one of the most important issues today. The senior population has grown by more than one third in the last decade and continues to grow at a rapid pace. A significant share of our seniors live below the poverty line. It is imperative that this population age with pride and productivity, and it all starts with good health.

We are addressing our senior populations with a whole-person approach to health, which means coordinated medical care combined with solutions for the socioeconomic challenges our patients face. These solutions include more services for our patients – like meal delivery during the pandemic. Our innovative partnerships, such as our new alliance with The Related Group, one of the country's largest managers of affordable housing, and our continued partnerships with local, national, and international organizations, reinforce our work toward the advancement of our patients, their families, and our communities. We feel very privileged to care for our nation's seniors and look forward to helping them thrive.

Carlos de Solo,

A stylized, handwritten signature in black ink, appearing to read 'CS'.

President, Chief Executive Officer, and Director

A Sustainable Culture of Care

More than ever before, businesses play a vital role in creating a more equal, inclusive, and healthier world. Every business is expected to lead by example and do the right thing for its consumers, team members, and stakeholders. At CareMax, we are committed to serving in a way that is sustainable and inclusive.

While the past two years introduced new challenges and revealed various inequalities, we were deeply moved by how we all came together to support one another. Those examples of kindness and empathy reinforce our commitment to becoming the stewards of the environment, dedicated to the health of our patients and our planet.

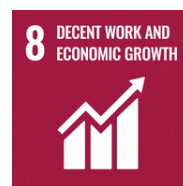


Our Commitment

to the United Nations Sustainable Development Goals (SDGs)

As COVID-19 threatened the future of people, communities, and businesses in 2020, we began our commitment to sustainable development in earnest.

2021 saw significant strides in the quality of the clinical experience we provide our patients. Even with the challenges our patient base faced in accessing and complying with medical care, we brought all our sites to Centers for Medicare & Medicaid Services five-star rating. We also piloted programs we will roll out in the coming year and secured partners to help us expand into geographies where we are needed.



We have maintained and improved quality even as we increased in size tenfold. Our company's growth means team members have even more opportunities for personal growth, which we encourage through training, team building, and new recognition programs. As we open new locations – more than 50 by the end of 2022 – not only will we be bringing our proven value-based care to new communities, but we will also be providing economic opportunity for those who live and work in these communities.

Impact at a Glance

Lifting Lives Higher



82,000+
Total patients



32,000+
Medicare
Advantage patients



42
Locations

Promoting Economic Growth

Employed providers

100+

New roles created

198

Team members

1,271

Clinical Excellence



5-Star
Rating Systemwide*



Vaccination rates
for COVID-19



Hospitalizations

Socioeconomic Support



Partnerships
that impact
communities



iPads
Promoted access to
Telehealth for our
patients.



\$1.6 million
in funds and
in-kind donations



485,285
patient trips

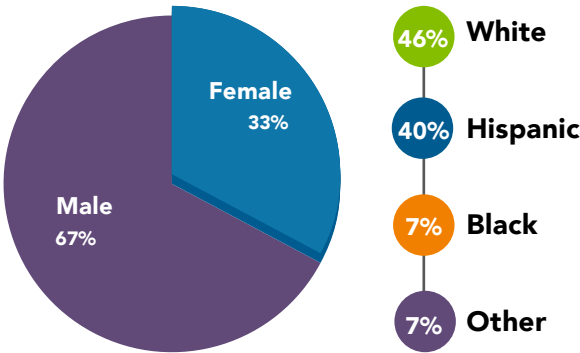
All CareMax numbers are
based on internal statistics

*The Centers for Medicare & Medicaid Services (CMS) publishes the Medicare Part C and D Star Ratings each year to measure the quality of health and drug services received by beneficiaries enrolled in Medicare Advantage (MA) and Prescription Drug Plans (Part D plans).

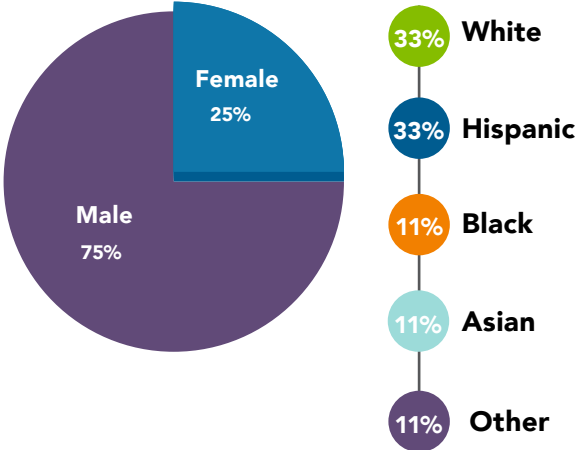
Our Gender & Ethnic Diversity

At CareMax we made great strides in expanding female representation in our leadership. We will continue to focus on developing diversity, equity, inclusion, and belonging initiatives to reflect the diverse communities we serve.

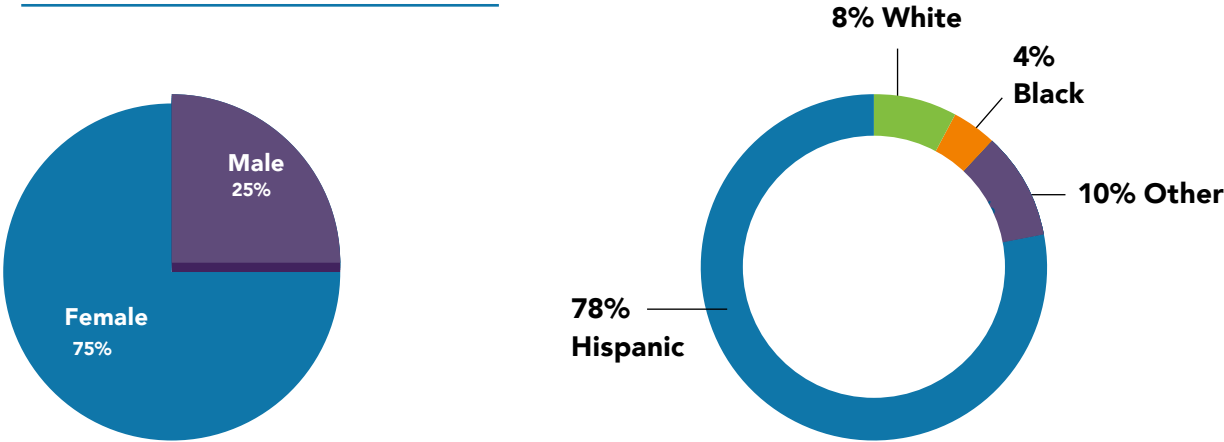
15 Executives



8 Board of Director Members



1,271 Total Team Members



The Four Ps:

CareMax moved forward in myriad ways in 2021 with a focus on four major components: Purpose, People, Planet, Prosperity.

Purpose

We help people and communities be as healthy as they can be.

CareMax is committed to improving the health of underserved populations – people who live in healthcare deserts or face challenges preventing them from accessing basic nutritional, social, and mental health requirements. We address these issues with our philosophy of Whole Person Health – an approach that takes a 360° look at each of our patients

so we can provide them with solutions that work within the context of their lives and ensure truly coordinated care. And we deliver results while keeping costs down by practicing value-based medicine, relying on our proprietary technology to deliver the most effective, performance-based treatments.

People

To help our patients reach for health we added and augmented many programs. These programs addressed ongoing challenges – like food insecurity and mental health – exacerbated by COVID-19. Helping our patients starts

with our team members. So we also introduced programs to improve their well-being and ability to deliver services with professional excellence and personal empathy.

Planet

We are all interconnected. Helping one person helps a family, which helps a community, which helps a region, which helps us all. In 2021, we reached out on local, regional, and international

platforms to provide help, whether we were delivering masks to local hospitals, supporting food banks and local chambers, or sending resources to South America.

Prosperity

2021 was a year of significant growth for CareMax. It has been an opportunity for team members to stretch and grow.

For our patients, we cemented pivotal relationships that will help with lifestyle needs fundamental to improving health.

We provide #HealthWithHeart.

Learn more about how we are delivering on our Purpose in Key Initiatives.

Key Initiatives

Health Equity | Transformative Partnerships | Whole Person Health
Employee Empowerment | Community Engagement

Health Equity

CareMax is committed to providing healthcare to underserved populations through convenient locations, accessible transportation, and targeted technology.

In 2021, CareMax expanded our patient base to cover 26,000 Medicare patients and more than 60,000 lives in Florida. We also formed two pivotal partnerships to bring our value-based care to hundreds of thousands more people who need it.

COVID-19 continued to challenge our country's population and healthcare resources in 2021. We responded with additional focus on access to care for our target patients: underserved populations who live in healthcare deserts, may not have adequate support networks, or struggle to afford the care they need.

Since our focus is on seniors, we try to see patients in person regularly as long as it is safe for them. Many CareMax patients need regular



labs, which we provide onsite to manage chronic conditions and reduce emergency room visits, and we continue operating our fleet of state-of-the-art vans to bring patients to and from appointments. Our patients are often uncomfortable with technology, which makes virtual visits more challenging. Given the risks of in-person visits when COVID-19 infection rates are high, we have worked hard to educate our patients, including providing them with the technology they need for virtual telehealth visits.



93%
of our Medicare
patients came
to CareMax



485,285
patient trips



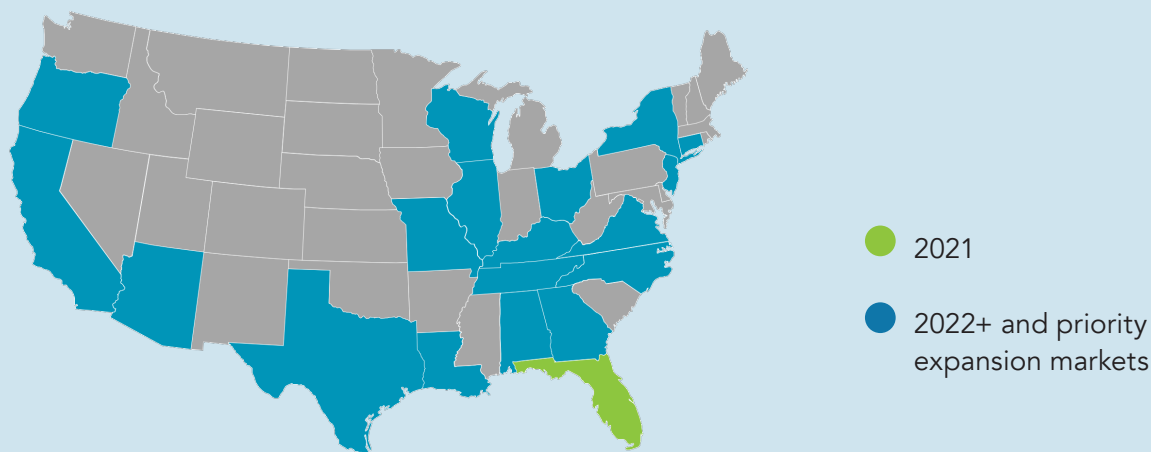
iPads
Promoted access to
Telehealth for our
patients.



Partnerships
to expand CareMax
nationally

Transformative Partnerships

Our groundbreaking partnerships with The Related Companies and Anthem, Inc., will bring our value-based model to communities across the country.



RELATED

Related is a leader in commercial and residential property development and management, including an affordable housing portfolio of more than 55,000 units in 24 states. Over the next decade, Related will source location opportunities for CareMax facilities both within its own affordable housing footprint and at affiliated properties nationally.

Near-term focus includes New York, Texas, and Tennessee, with additional priority states across the East Coast, South, and the Midwest.

Anthem®

Anthem is a national health benefits company serving more than 117 million people. This collaboration means CareMax will open 50 more locations, bringing value-based care to even more communities.

Whole Person Health

We deliver Whole Person Health, which means better results for our patients.



**21% higher
vaccination rates
for COVID-19**



**5-Star
rating now
systemwide**



**RN home visits
48 hours after
hospital discharge**

Emergency room visits for CareMax patients are lower than for Medicare patients in a traditional provider setting. That is one indication of the quality we provide. Star ratings are another – an objective means of measuring the level of care Medicare patients receive. Our goal in 2021 was to ensure the processes were in place across CareMax to bring our star ratings up to five for all locations. We are proud to have achieved that goal.

We vaccinated 75% of our wholly owned center patients against COVID-19¹. That compares to an average of only 62% in Florida, where we were operating. This number is even more remarkable considering that most CareMax patients are people of color. In Florida, only 44% of blacks and 70% of Hispanics have been vaccinated overall².

In the past three years we have reduced hospitalizations among our patients by 30% despite their high acuity. In 2021, we began a pilot program to reduce re-hospitalizations for our patients. We send a nurse to patients' homes within 48 hours of their discharge and schedule a visit with their PCP within a week. Early results are promising, and we look forward to rolling it out systemwide in the coming year.

1. Department of Health 2021 data by county.

2. Kaiser Family Foundation (but original source for KFF is the CDC).



Providing Health with Heart

From fitness classes to mental health services, we treat our patients like family.

For seniors to be their best, they need to keep moving. We offer special fitness classes in our Wellness Centers, as well as mental stimulation and social activities. During the pandemic, it was not always safe to have patients come in, so we expanded our fitness classes to include Facebook Live sessions and provided access to a large library of video training sessions.



Mental health has become a much talked about area of concern in the last few years. We added mental health services for our patients and began introducing new virtual activities for our patients during COVID. La Ventanita is a regular Facebook Live streaming feature where patients can meet doctors, hear others' stories, learn about health and wellness topics that may interest them, and ask questions!



We always hear from our patients about how we help them expand their lives. In 2021, we added matchmaker to our list of services. Anibal Gonzalez and Rosa Melendez, both widowed but surrounded by lots of family, met at one of our birthday parties. Anibal was hooked after hearing Rosa at one of our poetry readings, and 8 months later they married. Their advice on happiness at any age, "You have to fill your life with beautiful and positive things."

Employee Empowerment

Rewarding team members to improve patient experience and outcomes.

From call center to caregiver, CareMax team members feel and know their efforts and voices matter. A variety of initiatives, including competitions, help keep staff engaged and ensure the CareMax culture is consistently replicated throughout the CareMax network. We also incentivize team members for performance that benefits patients, as well as themselves.

As part of our philosophy to reward those who put population health first, we provided additional personal time off for employees vaccinated against COVID-19.

We also introduced the CareMax Cup in 2021. This competition promotes the sharing of best practices, team building, and accountability with the ultimate goal of improving patient retention and growth.

Together, these initiatives helped performance at our locations continuously improve as new and existing team members work together to provide "Health with Heart."



Leaders of the CareMax Cup competition are all smiles after celebrating their quarterly achievements.

Community Engagement

Our commitment to underserved populations is augmented by philanthropy and volunteerism as a company and as individuals.



Today, over 20 million seniors live more than 200% below the poverty line¹. More than half of the households in public housing are headed by a person 62 years or older or a person with disability². To help meet the needs of this population, we not only deliver healthcare, but we also provide counselors to help them access social services. However, these services aren't always enough.

Our efforts would not have been possible without the generosity and support of our team members. Together, we helped more than 15,000 families and raised more than \$1.6 million in cash and various products.

In 2021, as the pandemic continued to wreak havoc, we delivered 2,300 meals to our neediest patients every single day. We organized events at our facilities and participated in outreach events in the community. We gave away thousands of masks and personal care packages. We gave away backpacks and school supplies and helped with food drives.

To ensure we reach people who need our help, we identified, partnered with, and supported 31 different organizations, each of which advocates for a population or helps to empower our target population in different ways.



15,000
families
impacted



\$1.6 million
in funds and
in-kind donations



31 groups
we support and
partner with

1.U.S. Census Bureau, Current Population Survey, 2021 Annual Social and Economic Supplement (CPS ASEC) - count includes 60+. Reduce to 16 million if only want 65+.

2. HUD

Awards and Recognition

Our company and our people have received numerous recognitions for both our healthcare achievements and our team member diversity.



South Florida Hispanic
Chamber of Commerce



Community Partners

Our partners range from educational organizations and community churches to international bodies.

Miami Dade College	City of Tamarac	Help for Venezuela Foundation
Broward College	Latinas Rising Up in HR	Hispanic Star Miami
Pine Woods Villa	Casa Fe y Bendicion	Sodexo
Mexican American Council	American Cancer Society	Latin American Business Association
Deliver the Dream	Hialeah Housing Authority	South Florida Hispanic Chamber of Commerce
Showering Love	We Are All Human	Procter & Gamble
Palmetto Hospital	Hijos de Moran	Farmshare
Ismael Cala Foundation	The Leukemia & Lymphoma Society	Mexican Consulate in Miami
Northside Center	United Way	The LatinaPro
Hispanic Women of Distinction	Action for Solidarity	

2022 & Beyond

3 GOOD HEALTH AND WELL-BEING



8 DECENT WORK AND ECONOMIC GROWTH



5 GENDER EQUALITY



13 CLIMATE ACTION



More Innovation

As we look to the future, we will not only continue to innovate and hold ourselves accountable in the areas where we have been active – SDGs 3 and 8 – we will also begin to take on two additional SDGs where we believe we can make a difference.

Gender Equality

Gender Equality is a natural place for us to begin. The healthcare workforce is heavily female, though these workers are often in lower-skilled or lower-paying jobs. We will continue to bring more female talent into leadership positions, an area where we have made significant progress.

Climate Action

We also believe we can make a real contribution to Climate Action by spearheading sustainability programs that can improve financial performance and help improve the health of our patients, their families, and our planet.

The foundation established in 2011 has only strengthened over the past ten years, positioning CareMax well for the future. As we look forward to 2022 and beyond, we see continued growth and success for the company, always keeping in mind the primary focus of our endeavors: our patients.

