



CUSTOMER STORY

Scaling Smart: How Inovalon Supported Community Care Plan's Expansion

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[Community Care Plan \(CCP\)](#), a Florida health plan offering state-sponsored coverage, has relied on Inovalon since 2011 to strengthen its quality reporting capabilities. As CCP set its sights on expanding beyond South Florida, the organization needed a partner that could scale alongside its ambitions, and Inovalon delivered.

Company: Community Care Plan (CCP)

Type: Regional Health Plan

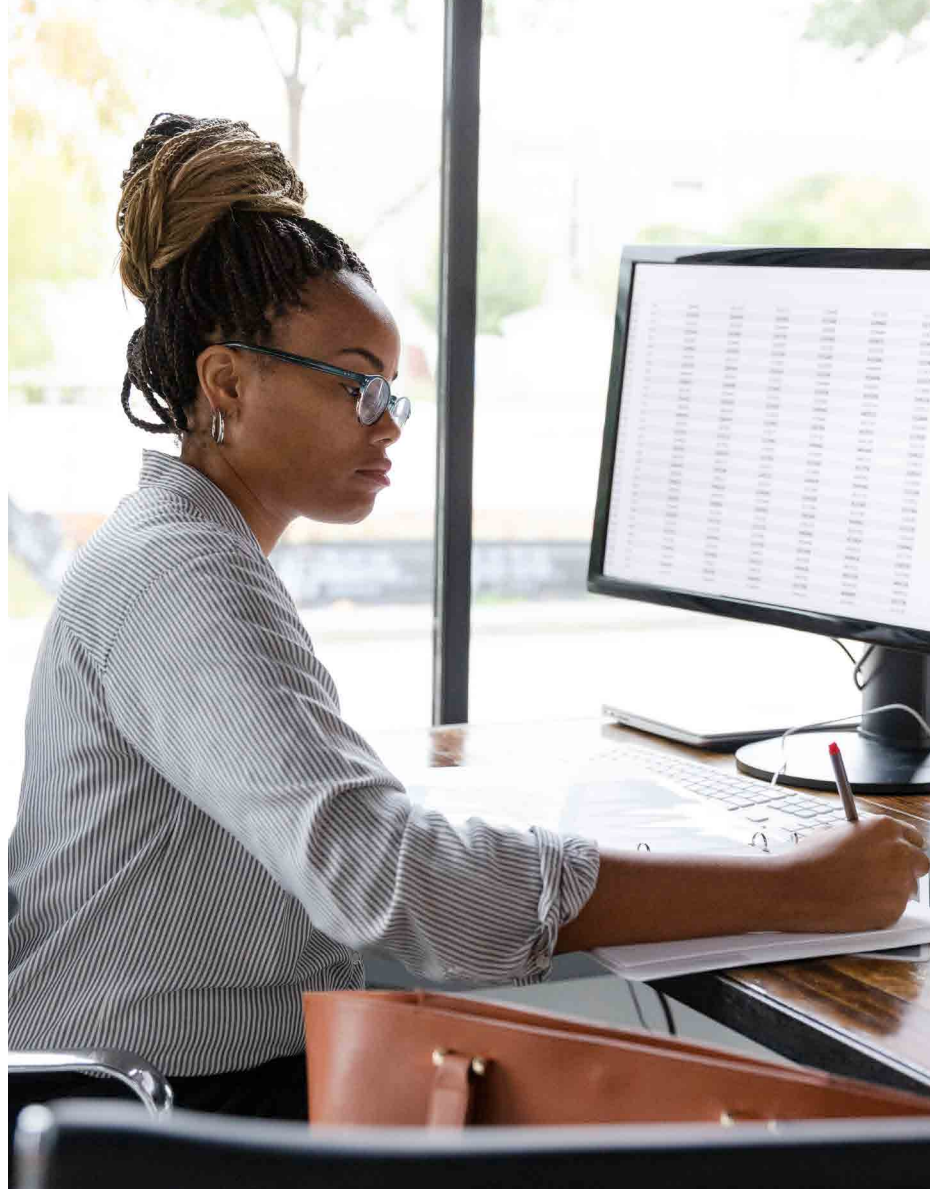
Success: “The data extracts that we’ve been able to get have been great at helping identify where the gaps are.”

— Gloria Carbonell, Senior Director,
Medical Economics, Community Care Plan

From Manual Reporting to Modern Insights

Starting with just over 100 members in 2011, CCP faced the challenge of manually managing quality reporting. Inovalon's [Converged Quality](#)™ solution transformed this process, ensuring timely and accurate state reporting and keeping CCP prepared for every HEDIS® season.

“Community Care Plan has always been successful, and we need a vendor that could keep up with the success,” said Marissa Kopel, Director of Quality Improvement and Risk Management.



All the Data in One Place

By 2025, CCP had expanded from one to five regions across Florida, stretching from the Florida Keys to Orlando. To support this growth, CCP turned to Inovalon again. This time, adding [Inovalon's Converged Risk™](#) to complement its quality solution. The integrated system provided a clear view of performance metrics while enabling providers to close care gaps efficiently. Inovalon's compatibility with Florida's Chronic Illness and Disability Payment System (CDPS) model and its data accuracy were critical factors in CCP's decision.

CCP's Senior Director, Medical Economics, Gloria Carbonell, said, "We evaluated other potential risk adjustment vendors, but we quickly realized that going with Inovalon and Converged Risk made the most sense." She praised Inovalon's data accuracy and CDPS compatibility, a feature not offered by all vendors.

Combining Converged Quality with Converged Risk into a single connected system made it easier for CCP to gain a clear view of their quality scores while giving healthcare providers the information they need to code accurately and ultimately help close care gaps.

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Service that Feels Personal

Inovalon's support extended beyond technology. As CCP implemented new solutions, Inovalon's account team ensured smooth transitions and responsive assistance.

"You always feel like you can ask a question, even if you've asked multiple times before," Carbonell said. "Our Account Manager always answers with the same level of patience that she gave you the first time. That's very appreciated."

Kopel agreed, noting that "I know our Account Manager has other clients, but I feel like we're always prioritized. You feel like you're the only client."

This level of service made CCP feel supported, reinforcing trust in the partnership.



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Confidence Through Data

For CCP, reliable data is essential for decision making and compliance. Inovalon's commitment to accuracy and accessibility gave CCP the confidence it needed to navigate expansion successfully. Carbonell said, "Inovalon is doing everything on their end to make sure that we can trust and rely on the data we're getting."

Confidence in the data CCP received is essential not only for the teams working on the data but also for Community Care Plan. "Inovalon is a vendor that our team can trust," concluded Carbonell.



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